

Hazard Reporting Procedure

Guide

Office of Risk Management

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PURPOSE

This document sets out steps for reporting potential or actual hazards in the workplace. As such, it provides information on the content of the report itself, helping to streamline the approach for

- Advising authorities of hazards and receiving feedback on the action taken,
- Investigating accidents, incidents or concerns, and
- Determining the best control measures.

SCOPE

This hazard reporting procedure is intended to be used by the entire University of Ottawa community, in particular by employees and supervisors.

RESPONSIBILITY AND ACCOUNTABILITY

Reporting hazards

The individual who identifies the hazard must report it clearly and quickly to the appropriate University authority (supervisor, Protection Services, Facilities Service or other designated authorities). Individuals detecting a "high-risk hazard" (see *Definitions*) must contact Protection Services at ext. 5411 **immediately**.

Controlling reported hazards

The responsibility for properly controlling and containing reported workplace hazards in a timely fashion belongs to the appropriate University authority, who must also inform the original reporter of the action taken and the results obtained.

DEFINITIONS

Accident: an unexpected event causing injury, illness or even death (see also *critical injury*), or involving exposure to harmful substances.

Building Management Agent (BMA): a person to whom Functional Occupational Health and Safety Committees (FOHSCs), the University Joint Occupational Health and Safety Committee (UJOHSC) and building occupants report problems or health and safety matters concerning that building. BMAs are designated by Management for each building in which the University of Ottawa operates. Management will also designate a person to whom FOHSCs or the UJOHSC are to submit reports of problems concerning several buildings or campus areas outside of buildings.

Building-related issues: situations that involve the maintenance, the structure or the operation of a building (light replacement, asbestos removal, mould growth, air quality concern, comfort level, etc.).

Critical injury – an injury of a serious nature that:

- a) places life in jeopardy;
- b) produces unconsciousness;
- c) results in substantial loss of blood;
- d) involves a fracture of a leg, arm, but not a finger or toe;
- e) involves the amputation of a leg, an arm, a hand or a foot, but not a finger or toe

- f) consists of burns to a major part of the body; or
- g) causes the loss of sight in an eye.

Hazard: a substance or situation that can cause injury or illness, damage to property, damage to the workplace environment, or any combination of these.

High-risk hazard: a substance or situation whose potential for causing injury or illness, damage to property and damage to the workplace environment is especially acute.

HR: Human Resources

Incident: an undesired event resulting in damage to property or to the environment (fire, spill, breakage, etc.).

Near miss: a situation that could have led to an injury, to illness or to property damage.

ORM: Office of Risk Management

Physical hazard and non-conformance: any deviations from work standards, practices, procedures, regulations, or from management system requirements that can directly or indirectly lead to injury or illness, to property damage, to environmental damage or to a combination of these (includes near misses—see above).

PS: Protection Services

Risk: a situation that results in a chance of harm to people, of damage to property or of other loss; or the potential for such a situation occurring.

Risk Level: an assessment, usually subjective, which estimates the magnitude of the risk based on the probability of the event occurring and the estimated severity of the impact.

Supervisor: a person who has charge of a workplace or has authority over a worker.

FOHSC: Functional Occupational Health and Safety Committee

Worker: means any of the following, but does not include an inmate of a correctional institution or like institution or facility who participates inside the institution or facility in a work project or rehabilitation program:

1. A person who performs work or supplies services for monetary compensation.
2. A secondary school student who performs work or supplies services for no monetary compensation under a work experience program authorized by the school board that operates the school in which the student is enrolled.
3. A person who performs work or supplies services for no monetary compensation under a program approved by a college of applied arts and technology, university or other post-secondary institution.
4. A person who receives training from an employer, but who, under the *Employment Standards Act, 2000*, is not an employee for the purposes of that Act because the conditions set out in subsection 1 (2) of that Act have been met.

5. Such other persons as may be prescribed who perform work or supply services to an employer for no monetary compensation.

WSIB: Workplace Safety and Insurance Board.

REPORTING PROCEDURE

Note: the Office of Risk Management can be consulted at any stage of this procedure.

If you are a **WORKER**:

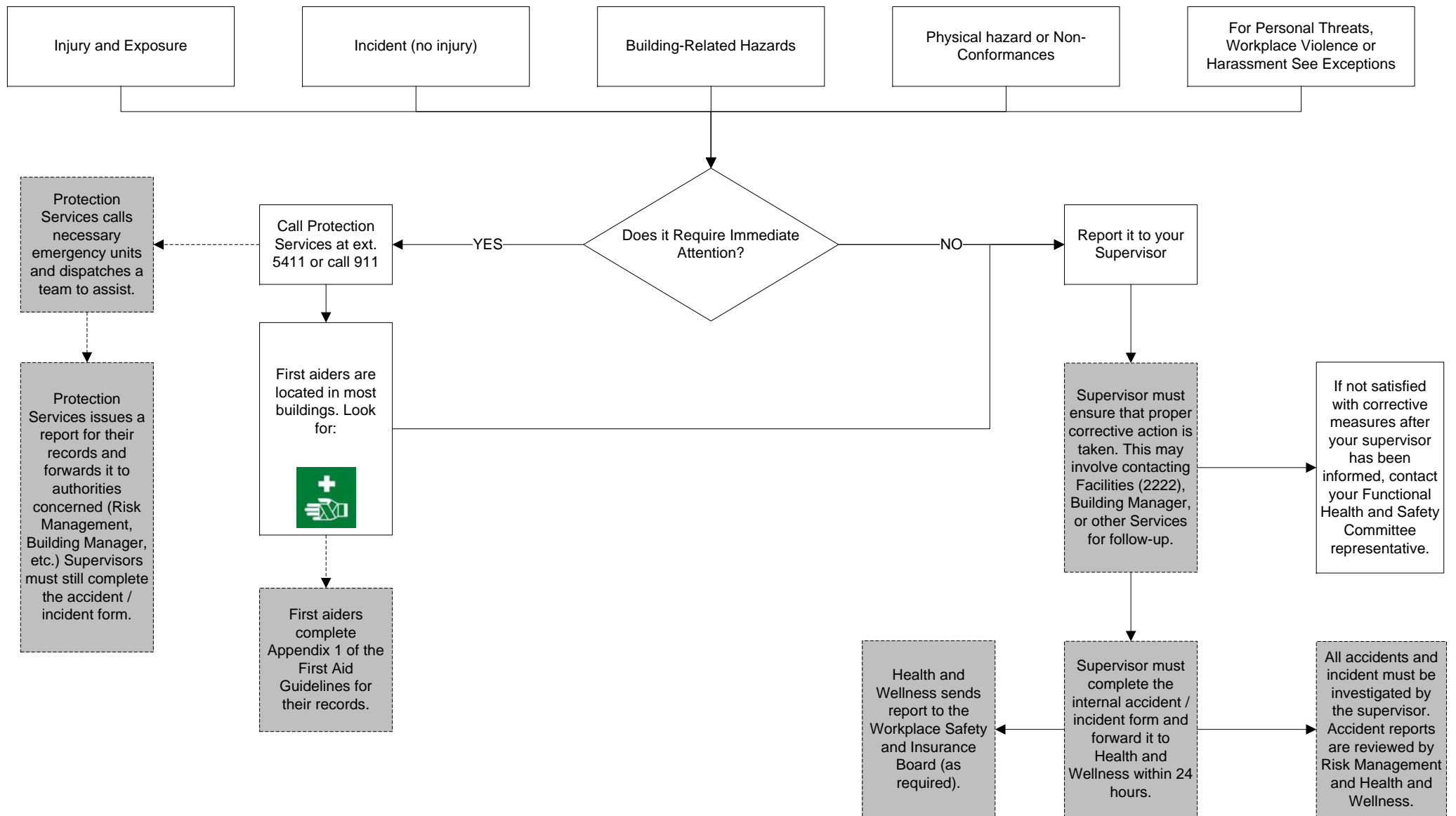
1. Report hazards to your supervisor, unless there is an immediate threat to life, safety, property or the environment, in which case you must call Protection Services at 5411 or 911. For physical hazards that you detect in **public areas of the University**, you can contact the Building Management Agent or Facilities directly at 2222, unless your supervisor has instructed you otherwise.
 - You may report non-urgent hazards orally or in writing to your supervisor.
 - For written reports, use e-mail or the **Hazard Report Form** (see *Appendix 1*).
 - For hazards requiring immediate attention, provide immediate oral notice, followed by written report when needed.
 - In case of a personal threat or workplace violence, consult and follow the *Violence Prevention Policy*. You can consult the Appendix 3 for the decision process guideline.
 - In case of harassment, consult and follow the *Policy on Prevention of Harassment and Discrimination*.
 - In the event that the situation is resolved without your supervisor's involvement, be sure to inform him / her about the hazard and the action taken (especially if the area involved is under the supervisor's direct responsibility).
2. If you are not satisfied with the supervisor's follow-up, raise the matter again or ask your FOHSC for help*. If you approach the FOHSC:
 - Document your concerns on the **Hazard Report Form**.
 - The FOHSC investigates and then recommends the best action to the supervisor.
 - The FOHSC and the supervisor must ensure that workers are informed about how the hazard is being, or has been, resolved.

Note: This procedure does not prevent you, the worker, from exercising your right to refuse unsafe work, as defined by the *Occupational Health and Safety Act (OHSA)*. Under the OHSA, you cannot be subjected to reprisals for exercising this right.

3. In the event of a personal threat, or workplace violence, follow the *Violence Prevention Policy*.

For an illustration of the reporting steps, consult the **Health and Safety Hazard-Reporting Flow Chart**.

HEALTH AND SAFETY HAZARD REPORTING FLOW CHART FOR THE UNIVERSITY COMMUNITY



The Office of Risk Management is available for consultation with all parties at all stages of this process.

1. A "Critical Injury", as defined by the *Ontario Occupational Health and Safety Act* must be Immediately reported to Protection Services at ext. 5411.
2. In case of harassment, follow the *Policy on Prevention of Harassment and Discrimination*. In case of violence or threat of violence, follow the *Violence Prevention Policy*.
3. If necessary, Protection Services calls the ambulance, the fire department, and sends Protection officers to the scene to provide first-aid, direct the ambulance, etc.
4. Workers first report the situation to a supervisor unless directed otherwise; for example, they may have been instructed to call 2222 or the BMA directly to report a slippery floor or entrance. Consult the flow chart for supervisors for further details.
5. For a list of Functional Health and Safety Committee Members, visit the ORM Web site at http://www.uottawa.ca/services/ehss/ohs_members.htm
6. The *accident / incident report form* can be found at <https://web30.uottawa.ca/v3/riskmgmtfrm/aioreport.aspx?lang=en>

If you are a SUPERVISOR:

1. In the event of a non-critical accident or injury, ensure that the worker receives first aid or advice.

For critical injuries:

- **Advise Protection Services (ext. 5411) or 911 immediately.** Protection Services will then contact the Office of Risk Management. The Office of Risk Management will notify the Ministry of Labour without delay.
 - **Do not** disturb the scene of the accident until the Inspector from the Ministry of Labour instructs the University of Ottawa to do so, **except to:**
 - Save a life or relieve human suffering,
 - Maintain an essential public utility or transportation system, or
 - Prevent unnecessary damage to equipment or other property.
2. **Report all accidents and incidents** on the internal accident, incident, or occupational illness report form. Submit the form to the Health and Wellness office within 24 hours. [Visit the Human Resources website to obtain a copy of the report form.](#)
 3. **Properly investigate** all accidents, incidents, concerns, threats, building-related hazards, physical hazards or non-conformances reported to you orally or in writing (See Appendix 1: **Health and Safety Hazard Reporting Form**).

To ensure proper follow-up for the situation in question, consult the **Health and Safety Flow Chart for Supervisors** in this document.

In the event of a personal threat or workplace violence, consult and follow the *Violence Prevention Policy*. See appendix 3 for the decision process guideline.

In the event of harassment, consult and follow the *Policy on Prevention of Harassment and Discrimination*.

4. In the event of a work refusal, follow the **work-refusal chart** (see Appendix 2: **Work-Refusal Flow Chart**).

The investigation or follow-up is crucial in helping to determine which corrective or preventive actions are put in place to avoid further injury, potential damage or reoccurrence. This can include communication and joint efforts with other units, such as Facilities, Building Management Agents, the Health and Wellness Office (HR), and the Office of Risk Management.

In case of a personal threat or workplace violence, follow the *Violence Prevention Policy*.

5. Act on workers' concerns as soon as possible. Your action could:
 - Resolve the concern,
 - Set a timetable for resolving the concern,
 - Confirm that steps have been taken to resolve the concern (ex. Facilities have been notified and action is in progress),

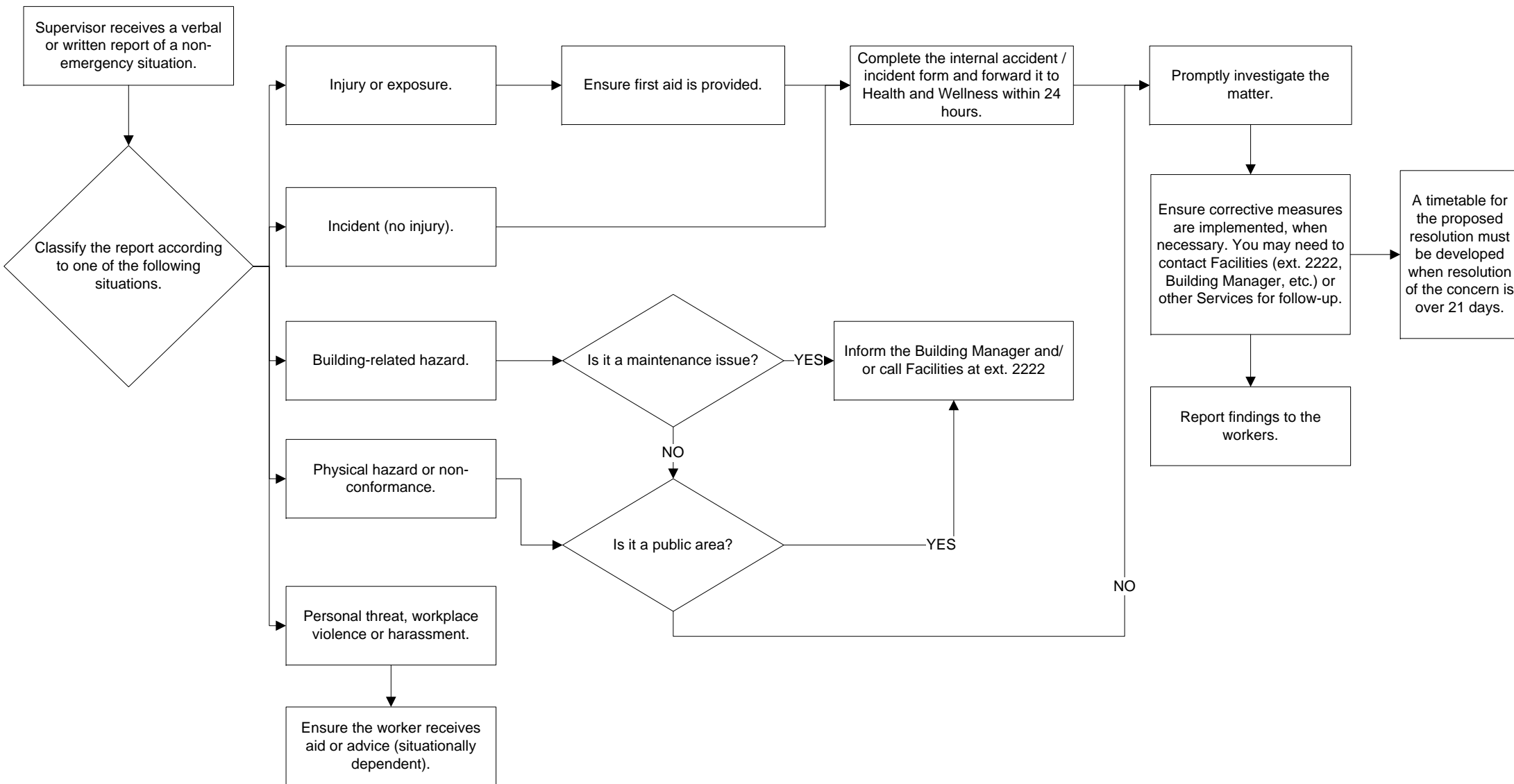
- Schedule time to discuss the concern with workers in more detail.
6. Set and follow a schedule for resolving the concern, and assess the risk level of the hazard to decide exactly how tight or flexible that schedule should be. For instance, high-level risks call for immediate resolution.

Finally, consider that:

- Progress reports or schedules for resolving the concern are required within 21 calendar days if the concern cannot be resolved earlier than that;
- If you submit a schedule but have to deviate from it, you must brief workers accordingly;
- If you do not have a timetable, you must provide a progress report at least monthly.

For an illustration of these steps and thus how to ensure proper follow-up, consult the ***Health and Safety Hazard-Reporting Flow Chart for Supervisors*** (non-emergencies).

HEALTH AND SAFETY HAZARD REPORTING FLOW CHART FOR SUPERVISORS



The Office of Risk Management is available for consultation with all parties throughout this process.

1. Critical injuries, as defined by the *Ontario Occupational Health and Safety Act*, must be reported immediately to Protection Services at ext. 5411.
2. In case of harassment, follow the *Policy on Prevention of Harassment and Discrimination*.
3. In case of workplace violence or threat of violence, follow the *Violence Prevention Policy*.
3. For All emergencies, contact Protection Services (ext. 5411) or 911 immediately.
4. For the accident- incident report form, go to: <https://web30.uottawa.ca/v3/riskmgmtfrm/aioreport.aspx?lang=en>

TYPES OF HAZARDS

Physical

Conditions in which objects, materials or structures can cause material or bodily damage. Examples include flammability, explosiveness, noise, electric shock, heat and cold extremes, radiation, slippery surfaces, low ceilings, etc.

Chemical

Conditions that can lead to contamination by harmful or potentially harmful substances. Examples include toxic gases, noxious fumes, corrosive liquids or powders, etc.

Biomechanical

Conditions that give workers biomechanical stress (body and movement). Examples include workbench height, chair design, workstation set-up, etc.

Psychosocial

Conditions that can affect the thoughts, behavior and mental well-being of workers. Examples include stress from using equipment without proper training or instruction or from being coerced into using defective tools or materials; burn-out or depression from constant exposure to high-tension situations, etc.

Biological

Conditions where living organisms can pose a threat to human health. Examples include syringes carrying potentially infected blood, specimen containers with potentially infected materials, viruses from air-conditioning systems, etc.

HAZARD CONTROLS

Hazards can be controlled:

- At their very source,
- Along the path between them and the worker, or
- At the worker.

The first priority is to eliminate the hazard from the work process entirely, or to control it at its source. Controlling the hazard before it reaches the worker is the next best method. Control at the worker is used when the hazard cannot be eliminated or otherwise blocked. There are four main types of control.

Engineering Control

This can be equipment, materials, designs or processes that reduce the risk **at the source** and thus control employee exposure to the hazard without relying on the employee to take self-protective action. Examples include changing the handle angle of a tool, using a lighter weight part, installing a fumehood, etc.

Administrative Control

This refers to how work in general or specific operations are organized. Included are arrangements like job rotation and relief procedures to allow workers time away from certain work. These arrangements limit exposure to designated substances and other hazardous agents when other controls are not effective.

Practices and Procedures

This refers to workplace processes and activities that have proven to be the safest and most effective; includes good hygiene.

Personal Protective Equipment (PPE)

This means clothing and personal items or accessories that either provide additional protection, or provide primary protection when engineering controls are being repaired or installed and when other controls are not feasible. PPE needs to be fitted individually, and employees have to be trained in its use, limitations, storage and maintenance. For further information, consult the **Personal Protective Equipment Guidelines** from the Office of Risk Management.

ACCIDENT OR INCIDENT INVESTIGATION

Management intervention can prevent most accidents and incidents. But when they do occur, accidents and incidents provide critical opportunities to learn from mistakes, hence the importance of thorough investigations that establish both what happened and why. Ultimately, investigations are the key to identifying and controlling safety hazards and to preventing the recurrence of accidents or incidents.

Steps in the accident or incident investigation process:

Information Gathering

Physical Hazard

Once the situation is reported, orally or in writing, the supervisor reconstitutes the facts surrounding the accident or incident to determine what really happened. The facts must be measurable and quantifiable. Witness interviews may be necessary.

Personal Threat, Workplace Violence or Harassment

Consult and follow the appropriate Policy (Workplace Violence or Prevention of Harassment and Discrimination) for the proper actions to be taken.

Investigation Analysis

Determine the contributing factors

Logical ties between the facts reveal the factors that contributed to the accident or incident. To find out whether a piece of information or an event has played a role in the accident, the investigator has to ask three questions:

- Is it truly a fact?
- If yes, is it abnormal?
- If yes, has this abnormal fact contributed to the accident?

During the analysis, the investigator may notice several malfunctions; they are not necessarily linked to the accident/incident. A good investigation should concentrate on the abnormalities that contributed to the event. To determine if an abnormality is actually a part of the accident/incident, the investigator has to ask if the accident/incident would have occurred in the same manner had the abnormality NOT been present. If the answer is no, then the abnormality is indeed a contributing factor.

Classify the factors

Once the contributing factors are determined, it's best to classify them. One way is to break them down as follows:

- Organization and process factors (work practices, instructions issued - clarity and adequacy; supervision; personal protective equipment - selection and use)
- Human factors
- Task factors
- Equipment and material factors (tools, machines, facilities, vehicles, and other hardware used; the condition of equipment)
- Physical and social environment factors (the atmosphere, comfort, stress levels, etc. the workplace)

Establish immediate and underlying causes

By collecting evidence and classifying contributing factors, you can usually identify the immediate causes of the event. After, you need to establish what led to the immediate causes, that is, the *underlying* causes of the accident or incident. To this end, establish the sequence of events leading to the accident or incident; this will also help you formulate recommendations and identify preventive measures.

Method of Investigation of Analysis

Many methods of analysis or investigation exist for collecting information and assessing the situation. Below is an example.

First, be sure to start gathering information as soon as possible after the accident or incident; a lot of evidence will disappear or deteriorate with time. You can get information from witnesses, physical evidence, diagrams and sketches, photos, records, documentation, etc. Try a series of questions that can reveal detailed facts about the problem, for instance:

- What? – What is the complaint? What equipment, work or task is in question?
- Who? – Who was involved in the accident, incident?
- When? – When did the event occur? At what time?
- Where? – Where exactly on campus (unit, area, department, building, etc.) was the accident or incident?
- How? – How was the equipment affected? How were individuals affected? Describe the injuries or the damage.
- How much/many? – How many individuals or components were affected?

Two key points about information gathering; 1) **Protect the confidentiality** of work-related injuries and illnesses. 2) **Avoid accusatory questions** during investigation interviews; focus instead on the

identifying the facts and causes. Be especially careful about using “Why...” questions, which often come across, or are interpreted as accusatory.

Recommendations

The ultimate objective when formulating recommendations is to eliminate the hazard at its source. If that’s unfeasible, you need to consider measures that block energy release or that prevent contact between energy and individuals. The principal criteria for choosing corrective measures are:

- Stability and durability (measures should be reliable and permanent),
- Practicality (measures should blend readily into work processes and not increase workloads),
- Cost (measures should be cost effective),
- Implications (measures should not have negative repercussions or side effects),
- Scope (measures should apply to the largest possible number of work stations or areas),
- Speed of implementation (measures should take reasonable time to apply),
- Quality control (measures should lend themselves to easy evaluation and control).

Writing the Investigation Report

This is the last step in the investigation. The report should explain the circumstances surrounding the accident / incident, identify the causes and recommend controls to prevent a recurrence. Usually, you design any corrective measures based on the factors that contributed to the accident. The report must be clear, concise and easy to implement. As for specific content, a comprehensive investigation report must include:

- A list of contributing factors,
- A description of both the immediate and underlying causes,
- A series of corrective and preventive measures,
- A list of people or units in charge of designing the action plan, carrying it out, and following up on it,
- Implementation deadlines for permanent corrective measures and, where necessary, the list of temporary measures in effect.

The report must be submitted to the worker and to the Functional Occupational Health and Safety Committee when dealing with a physical hazard. When required, a copy also goes to the Building Management Agent and to the Office of Risk Management. In the event of workplace harassment and/or workplace violence the investigation will not be sent to the Health and Safety Committee. The Health and Safety Committee will be made aware of the relevant information when dealing with workplace violence. The information provided will protect the confidentiality of the issue and the identity of concern parties.

APPENDIX 1 – HEALTH AND SAFETY HAZARD REPORT FORM

Health and Safety Hazard Report Form

Building _____ **Report Date** _____

Room	Problems	Suggested measures	Priority**	Action taken*	Date	Facilities	
						Trade	Work Order

<p>Instructions to supervisors and Building Management Agents</p> <p>After completing this section and signing this report, please return it to the worker having reported the hazard, to the co-chairs of the Functional Health and Safety Committee (and the Building Management Agent if you are the supervisor) and to Office of Risk Management within 21 days of the date you received the report. Your response must contain a timetable for implementing the accepted recommendations and, if applicable, explain why other measures were not approved.</p> <p>Supervisor's signature _____ Date _____</p> <p>Date sent to Building Management Agent (if necessary) _____</p> <p>Building Management Agent's signature _____ Date _____</p> <p>** The priority to be given to corrective measures 0 – Urgent (immediately) 1 – Urgent (same day) 2 – Next 7 days 3 – Next 21 days 4 – Other (specify)</p>	
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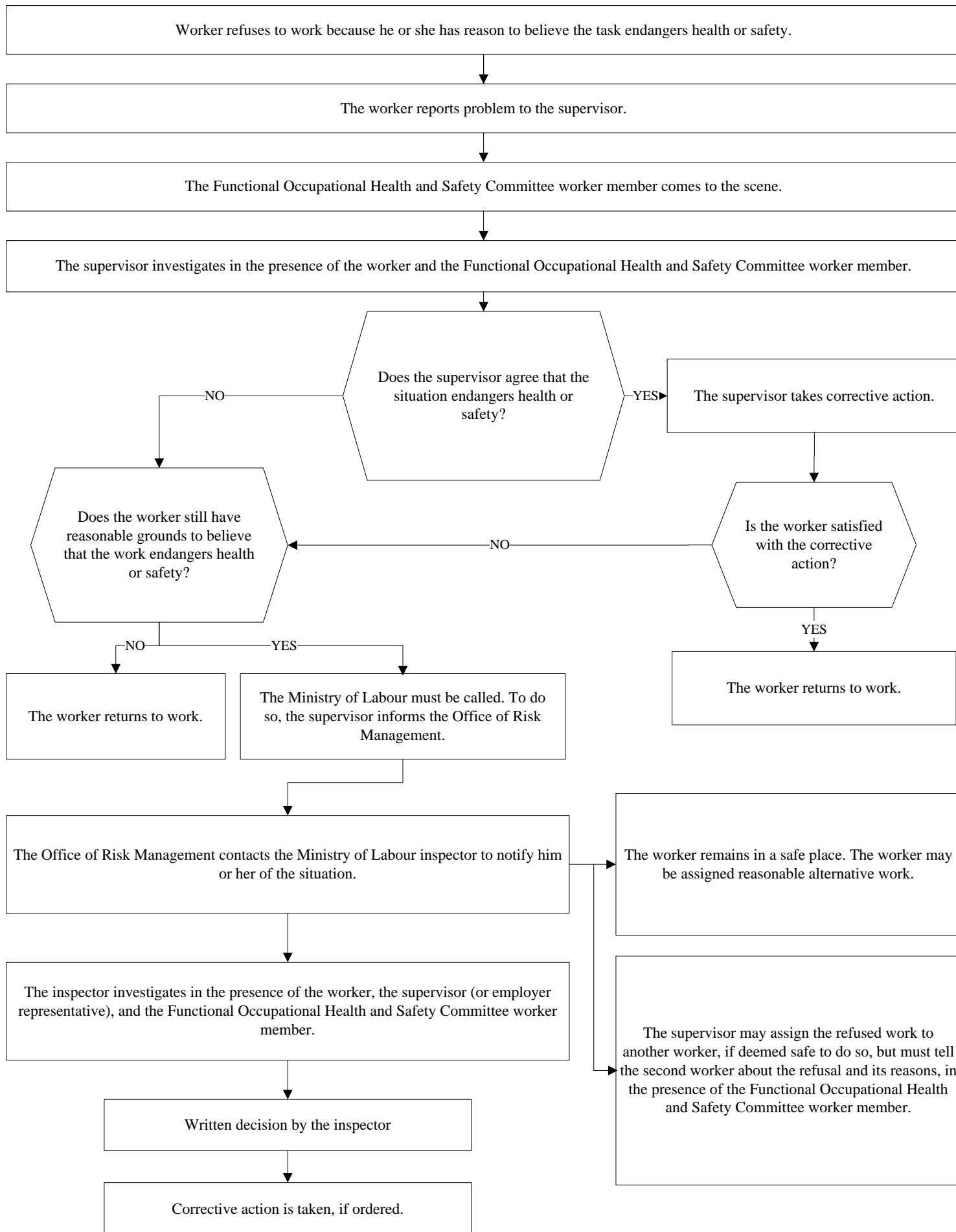
Reported by: _____ **Date** _____

Send a copy to:

1. Functional Occupational Health and Safety Committee (FOHSC)
2. Office of Risk Management (ORM)

APPENDIX 2 – RIGHT TO REFUSE WORK FLOWCHART

FLOW CHART - RIGHT TO REFUSE UNSAFE WORK



This is a right provided to the worker by the Ontario Occupational Health and Safety Act, Section 43. Consult it for more details and applicable restrictions. In case of personal threat or workplace violence, consult the Workplace Violence Policy (Policy 66)

The Office of Risk Management - 613-562-5800 ext. 5892 or call Protection Service at 613-562-5499 and ask them to reach the Office of Risk Management immediately.

Prepared by: Office of Risk Management
 Revised: June 2015
 Version: 1.6

APPENDIX 3 – THREAT ASSESSMENT TEAM DECISION PROCESS GUIDELINE

THREAT ASSESSMENT TEAM – DECISION PROCESS GUIDELINE

