



## Purpose and Scope

This guideline is intended to provide direction to Forest Resources Staff and associated Contractors as to **when** and **how** to document any incident, including subsequent investigations. In any operation there will be times when an incident occurs. DMI has made every effort to minimize these events, however all incidents need to be investigated, reported and reviewed. These events will be used as an auditing/trend analysis tool to determine the effectiveness of the Emergency Preparedness and Response Plan (EPRP), and the Environmental Management System (EMS).

## Incident Reporting

All incidents must be reported to Forest Resources including but not limited to:

- Personal injury
- Property damage
- Environmental incidents
- Occupational Health occurrences such as: ergonomic issues, repetitive strain, hearing loss, eyestrain, etc.
- Near misses

## Forest Resources Requirements

In the event of an incident occurring involving a Forest Resources employee, an incident report form must be completed and submitted to the EMS Representative **within 24 hours of the occurrence**. If a doctor's visit or physiotherapy is required, the incident must be recorded as a medical aid incident and reported to Safety Loss.

Incidents involving a DMI vehicle must have an incident report form completed and submitted to the EMS Representative and the DMI Human Resources Department **within 24 hours of the occurrence**.

## Contractor Requirements

DMI contractors must notify DMI of all personal incidents/injuries, contractor owned property damage in excess of \$5000 (five thousand dollars), and all reportable environmental incidents as per the EPRP. Notification to DMI must be made to the associated Forest Resources Supervisor **within 24 hours of the incident**. The associated Forest Resources Supervisor will ensure all reportable incidents are investigated and reports submitted within **72 hours of the incident to the EMS Coordinator**.

## Steps to Completing an Incident Investigation

1. **COMPLETE** emergency action to bring incident under control prior to the commencement of an incident investigation. Verify that the emergency actions taken have been effective.
2. **DETERMINE** the facts of the incident. This must include:
  - a. What happened (full description of the incident, including extent of loss)?
  - b. Who were directly involved including witnesses?
  - c. Where and when the incident occurred.
  - d. Check regulations if the incident may involve environmental or safety legislation. This may include:
    - I. Historical data, trends and charts
    - II. Photographs
    - III. Statements (if an incident is of serious nature, individual witness statements should be collected in isolation from other witnesses and others that could potentially influence the witness's statement).



3. **ROOT CAUSES** are determined and fully explained. Possible root causes are those reasons that directly led to the incident. Attempt to utilize the existing root causes as consistent categorization allows for easy, accurate trend analysis.
4. **FOLLOW- UP** actions to prevent or lessen the possibility of a recurrence. Follow up actions should be developed that address all the causes, assigned to individuals and target dates for completion of the action items are to be identified.
5. The incident is reported **within 24 hours** and investigation report submitted to the responsible Forest Resources Supervisor **within 72 hours** as previously stated. The DMI Incident Investigation Report (CHK-007) must be used for this submission.
6. The appropriate Forest Resources Supervisor is to review the investigation report for:
  - a. Completeness of information.
  - b. Appropriate cause determination.
  - c. Appropriate follow-up actions.

The Forest Resources Supervisor signs and dates the investigation report if the above standards are met and may add any applicable comments. The report is passed onto the applicable Business Team Leader.

7. The Business Team Leader is to review, sign, date, and forward the investigation report to the EMS Representative.
8. The EMS Coordinator will review the investigation report ensuring compliance to associated policies and procedures. It is the responsibility of the EMS Coordinator to ensure the completion of follow up requirements via monthly reviews and close off associated incidents once documentation and follow up actions have been completed. Periodic audits will be conducted by the EMS Coordinator to assess the effectiveness of the incident investigation procedure.
9. All records of incidents will be maintained and the EMS Coordinator will be responsible for the accuracy and completeness of data entry.

## Incident Investigation Report Field Descriptions

### Section 1: Identifying Information

- Contractor/DMI-Field/ASRD – Name of the Company or Agency
- Incident Number – Generated by DMI (assigned at time of data entry)
- Location of Incident – Disposition and Block number, Company road location, public road number or intersection location (use Section 2: Description of Events to further detail location).
- Date of Incident – Date of actual event
- Time – Time the event occurred
- Report Date – Date the report was filled out
- Weather – check box that best describes weather conditions at the time of the event
- Phase – Indicate work area that the incident took place in or as a result of (**NOTE:** a public concern is any investigation originating from a communication with the public and should result in the completion of a Environmental/Public Concerns Report form (CHK-010)).
- Occurrence Type
  - o Environmental occurrence types can occur with any of the phases listed.
  - o Property damage occurrence types should indicate the appropriate description from the list. If damage is





greater than or equal to \$5000, the first box should be marked as well.

- o Personal injury occurrence types include any incident that resulted in bodily injury.
- o Concern/Request occurrence types may not include any other phase type but still requires follow up

## Section 2: Description of Events

Describe how and where the incident occurred. Use extra paper if required. Attach any other useful, relevant information that is beneficial to the investigation (i.e. diagrams, photographs, witness statements, etc).

## Section 3: Cause Analysis

- **Immediate Cause:** Immediate causes may consist of an unplanned release of energy and/or hazardous materials or an unsafe act.
- **Root Cause:** Root causes are those causes that may have directly led to the incident such as policies, procedures, as well as personal and environmental factors.

## Section 4: Action Plan

Describe plans or actions to take to prevent reoccurrence. The action plan needs to include specific actions, due dates and assigned responsibilities for accountability purposes.

## Section 5: Forest Resources Review

The incident and action plan need to be reviewed and signed off on by various forest resources staff. If needed, the incident investigation will be distributed to additional DMI staff.

# DEFINITIONS AND EXPLANATIONS

## Man-hours Worked

All hours worked by salaried and hourly employees at the site including office employees.

## First Aid Cases

All on-the-job injuries and re-injuries reported to the first aid attendant. The following procedures are generally considered first aid treatment:

- Application of antiseptics during the first visit to medical personnel,
- Treatment of first degree burns,
- Application of bandage(s) during a visit to medical personnel,
- Use of elastic bandage(s) during first visit to medical personnel,
- Removal of foreign bodies not embedded in the eye if only irrigation is required,
- Removal of foreign bodies from a wound; if procedure is uncomplicated, and is, by tweezers or other simple technique,
- Use of non-prescription medications and administration of single dose of prescription medication on first visit for minor injury or discomfort,
- Soaking therapy on initial visit to medical personnel or removal of bandages by soaking,
- Application of hot or cold compress(es) during first visit to medical personnel,
- Application of ointments to abrasions to prevent drying or cracking,
- Application of heat therapy during first visit to medical personnel,
- Use of whirlpool bath therapy during first visit to medical personnel,
- Negative X-ray diagnosis, and
- Observation of injury during visit to medical personnel.





**Medical Aid**

Includes treatment, other than first aid treatment, administered by a physician or registered professional personnel under the orders of a physician.

The following procedures are generally considered medical treatments:

- Treatment of infection,
- Application of antiseptic during second or subsequent visits to medical personnel,
- Treatment of second or third degree burn(s)
- Application of sutures (stitches),
- Application of butterfly adhesive dressing(s), steri strip(s), or glue in lieu of sutures,
- Removal of foreign bodies embedded in the eye,
- Removal of foreign bodies from a wound; if procedure is complicated because depth of embedment, size or location,
- Use of prescription medications (except a single dose administered on first visit for minor injury or discomfort),
- Use of hot or cold soaking therapy during second or subsequent visit to medical personnel,
- Application of hot or cold compress(es) during second or subsequent visit to medical personnel,
- Cutting away of dead skin (surgical debridement),
- Application of heat therapy during second or subsequent visits to medical personnel,
- Use of whirlpool bath therapy during second or subsequent visit to medical personnel,
- Positive X-ray diagnosis (fractures, broken bones, etc.),
- Admission to a hospital, or equivalent medical facility for treatment, and
- Loss of consciousness.

**Lost Time**

Due to injury, the employee is unable to perform effectively throughout his/her next scheduled full shift. The employee must be able to perform the essential function of a regularly, established task that are open and available.

**Reportable Injury**

Any injury or illness which is accepted by WCB as an allowable claim which results or can result in lost time compensation being paid or a pension being awarded.

**REVISION HISTORY**

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**APPROVAL:**

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