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DEPARTMENT		Occupational Health and Safety
SUBJECT		Health and Safety Incident Investigation and Inspections
APPROVED BY (Signature)	CHIEF EXECUTIVE OFFICER	<i>[Signature]</i>
APPROVED DATE		June 15, 2009
REVIEWED BY		Joint Health and Safety Committee
REVIEW DATE		January 2012

OPERATIONAL PROCEDURES

Definitions

Incident Investigation - An incident reporting system acts as an ongoing method for identifying risks and thereby aids both reactive and proactive risk management. Reactive involves controlling an incident after an event, and proactive in identifying action which would minimize the potential of an event occurring again or at all. Monitoring these changes will help to maintain efficient and effective systems.

Inspections – A workplace inspection is conducted by a Worker member of the Joint Health & Safety Committee and Management on a monthly basis. The intent of the inspection is to identify and document hazards that may have the potential to cause harm, damage or loss to workers and or the organization.

Incident/Adverse Event - An incident is an event or omission, or series of events or omissions that have occurred and have caused, or may have caused harm, loss or damage. An incident may involve clients; staff; contractors; or members of the public; quality of service or reputation.

Hazard - A hazard is something that has the potential to cause harm, damage or loss. A hazard can develop over time and can often lie dormant before combining with other factors to result in an incident or near miss. This can include articles, substances, plant or machines, methods of work, the working environment and other aspects of work organization.

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Risk - The likelihood, high or low, of something happening that will have an impact on the day to day activities or the wider goals, objectives, or strategies of the organization. The extent of risk will depend on, the likelihood of harm occurring and the potential severity of harm.

Near Miss - Any event which does not, but has the potential to result in injury, damage or loss.

Procedures

Workplace Investigations and Inspections

Employer Responsibilities

- Investigates all accidents and incidents that had the potential to cause an injury or disease, to identify the cause or causes and to recommend steps to prevent similar unsafe conditions to the Chief Executive Officer and the Joint Health and Safety Committee.
- Notify the Ministry of Labour and the Worker Chair of the Joint Health & Safety Committee within 24 hours of a critical injury or death of a Worker. An investigation is conducted immediately by the Manager/Supervisor/designate and the Worker Chair/designate of the committee.
- Assigned members of the Joint health & Safety Committee conduct monthly workplace inspections and are reported to the committee at each meeting.
- Respond to the recommendations of the Joint Health & Safety Committee in writing within twenty-one (21) days.
- The Supervisor/Manager or designate will immediately begin investigation of the adverse event and this must be completed within 24 hours on the Briefing Note.
- The Chief Executive Officer must be notified immediately of any adverse events.
- It is the responsibility of the Supervisor/Manager or designates to inform/discuss the adverse events with the client and/or family member verbally and through a "Notice of Identification of Risk Letter" and/or "Notice of Discontinuation of Service Letter", if applicable.

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Briefing Note

Following a serious occurrence, which could result in media attention and/or investigation by a regulatory agency/police, the Supervisor/Manager is to submit a report containing all the relevant information to the Chief Executive Officer on the Briefing Note. The Briefing Note will be updated at all times with any developing occurrences.

The Briefing Note is a written confidential record of the facts related to a serious occurrence and all actions taken.

Employee Responsibilities

- Take care of their own safety and that of colleagues and all other persons who may be affected by their acts or omissions. Take immediate action if possible and safe to do so to remedy the situation.
- Report injury/illness immediately by contacting the Supervisor/Manager and completing an Employee Incident Report within 48 hours of incident. (E.g. falls, slip, trip, motor vehicle accident).
- Report adverse events, incidents and near misses to the Supervisor/Manager and or designate immediately.
- Complete an Employee Incident Form and or Employee Accident Investigation Report within 48 hours.
- Participate in all mandatory health and safety training set by Personal Attendant Care Inc.

Workplace Inspections

1. A "Worker member" of the Joint Health and Safety Committee completes the Office Inspection monthly and submits this to the Chief Executive Officer one week prior to the committee meeting.
2. Supervisors/Manager from time to time performs scheduled and unscheduled workplace inspections and ensures any hazards requiring immediate attention are reported directly to the Chief Executive Officer. All completed inspection forms are given to the Chief Executive Officer and a copy forwarded to the Joint Health and Safety Committee and posted on the Health and Safety Board in Reception.

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4. Client Services Supervisors complete a Risk and Safety Check for all new clients and at the reassessment every six (6) months to ensure the safety of the employees and client. If there is a hazard or safety concern services may be put on hold until the hazard is rectified. Procedures put on hold may revert to the Client Contingency Plan for a period of time.
5. The Client Service Supervisor assesses the client's home to identify obstacles, which would interfere with the provision of care. This issue is addressed with the client and is resolved before care is resumed and/or initiated. Other agencies are notified if appropriate. The Notice of Identification of Risk and/or Notice of Discontinuation of Services will be sent to the client.
6. Personal Support Workers perform a check of all equipment used in the client home prior to each service. This must be documented on the "Equipment Check" and submitted to the Client Service Supervisor monthly.
7. Employees report any concerns immediately to their Client Service Supervisor/designate and complete a Potential Health and Safety Audit Form. The Supervisor/Manager investigates, notifies the client verbally and by a Notice of Identification of Risk and ensures this issue is resolved prior to resuming that aspect of the care. A Lockout/Tag Out will be affixed to any machine/equipment deemed unsafe/inoperable.
8. The Client Service Supervisor/designate records the Health and Safety Risk on Gold Care, the client file and the Client Service Plan.

Disclosure of Adverse Events

PAC acknowledges responsibility to disclose adverse events to clients and families as is consistent with its philosophy of client-centred care whereby the client is fully informed. Disclosure of adverse events serves to enhance safety and build on the organization's commitment of integrity and respect.

Procedure

1. Ensure client safety and documentation of the event as per Operational Procedure Number 4.02.
2. The supervisor, in consultation with the Client Service Manager and CEO, determine whether and how disclosure of the event to the client and family will take place.

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- a. If the incident is defined as a near miss, disclosure is determined on a case by case basis considering how the client's best interests are served.
 - b. If the adverse event is a result of another provider's actions, the CEO contact the provider to advise of the adverse event in a confidential and sensitive manner. The provider is responsible for determining the timing of and process for disclosure of the event.
 - c. If the adverse event is determined to be high-risk, the CEO will notify the Board Chair.
3. Disclosure to the client occurs as soon as possible following the adverse event but not before allowing for adequate time for an assessment of the relevant information, considering the needs and preferences of the client and family.
 4. The disclosure meeting will be at the client's home.
 5. The disclosure conversation will include:
 - a. Providing the facts as known
 - b. Expressing regret as appropriate
 - c. Avoiding blame and speculation
 - d. Confirming the plan for further services
 - e. Outlining expectations for further information
 - f. Arranging follow-up, identifying contact process and coordinates
 6. The disclosure discussion is documented in the client's in-office file.
 7. The Client Service Manager is responsible for any further investigation and quality improvement activities and will ensure ongoing communication and follow-up with clients and families if promised.
 8. Staff are offered support following an adverse event and can be referred to PAC's Employee Assistance Program (EAP).

Equipment Check

1. The Equipment Check form was developed to ensure equipment used at the client's home is in safe working condition. The inspection will ensure both client and staff are Attendant Care Inc.'s office.

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safe during client care. Refer to Client Documentation Operational Procedure 5.5 for instructions on completion of form.

Lockout / Tag Out

2. Lockout/tag out cards will be placed in the client folder for easy access.
3. Lockout/tag out cards will be available from the Supervisor or Personal
4. Remind client that machine/equipment is to be turned off, unplugged before any maintenance or repair work is to be commenced.
5. The Lockout/tag out card will be completed and be affixed to the machine/equipment that is deemed inoperable. If the tag cannot be affixed directly to the machine/equipment the tag shall be located as close as possible to the machine/equipment (obvious to anyone attempting to operate).
6. Contact your Supervisor to communicate that you have affixed a lockout/tag out card. Document on the Equipment Check list and Client Progress Notes.
7. The Supervisor will contact client/primary caregiver to inform that equipment must be repaired before staff is allowed to use machine/equipment.
8. The client and/or primary caregiver are to notify the Supervisor when equipment has been repaired.
9. The Supervisor/Manager will document release from lockout/tag out in the Client Progress Notes and inform the employee(s).
10. Once equipment has been repaired an Equipment Check must be completed by the Personal Support Worker prior to utilization.
11. The Personal Support Worker will remove lockout/tag out card. Ensure that a new lockout/tag out card is inserted into the client folder.
12. The Client Service Supervisor will complete the Client Incident Report. The joint Health & Safety Committee will review the incident.

Non-Personal Attendant Care Inc. personnel (contractors, etc): Whenever outside contractors are utilized to repair equipment/machine in the office setting, the Health & Safety Representative and the outside contractor will inform each other of their lockout/tag out processes.

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Near Miss Events

1. If a staff reports a near miss event, the Supervisor/Manager will conduct an investigation immediately to ensure the staff and client is safe.
2. Corrective action will commence to ensure the Near Miss Event does not occur again. Communication to the employees, client, and/or family is conducted by the Supervisor/Manager. The client is also sent a Notice of Identification of Risk.
3. Staff will complete the Potential Health and Safety Audit Form.
4. All Near Miss Events will be reported to the Management Team, Joint Health and Safety Committee and Client Service Continuous Quality Improvement team.

Adverse Events

All adverse events will be reported with transparency and full disclosure to appropriate individuals. The purpose of reporting adverse events is to ensure consistent reporting mechanisms and communication, to reduce liability to the organization and clients, and to ensure staff and clients are emotionally and physically supported.

1. Complete the appropriate Incident and/or Complaint report.
2. Immediately notify the Supervisor/Manager or designate.
3. The Supervisor/Manager or designate will complete an investigation of the adverse event within 24 hours and complete a Briefing Note.
4. The Chief Executive Officer must be notified immediately of any adverse events.
5. It is the responsibility of the Supervisor/Manager to inform/discuss the adverse event with the client and/or family member. A Notice of Identification of Risk and / or Notice of Discontinuation of Service will be completed as necessary.
6. All adverse events will be reviewed monthly at the Management Team meetings.
7. The adverse event will be tracked by the appropriate Continuous Quality Improvement team and Joint Health & Safety Committee on a quarterly basis.

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8. Clients and family referral to an appropriate agency can/will be arranged if required.
9. Staff may be referred to the Employee Assistance Program for additional supports if required.

Incident/Accident Investigation

1. Employees who have experienced a work-related accident must report the injury within 24 hours to the Supervisor/Manager.
2. The Supervisor/Manager implements an investigation and follows the specific requirements for each situation as follows:

Fatality or Critical Injury of an Employee

- The Supervisor/Manager contacts the following parties immediately by phone, fax or other direct means to inform them that a fatality or critical injury has taken place (In case of fatality, contact also the local police):
 - Chief Executive Officer;
 - President, Board of Directors(contacted by CEO);
 - Client Service Supervisor of appropriate geographical area;
 - Human Resources Department;
 - Health and Safety Representative;
 - Joint Health and Safety Committee;
 - Nearest Ministry of Labour Director (only upon the direction of the Chief Executive Officer or designate);
 - Employee's emergency contact.
- Human Resources and/or designate completes the "Employee Accident Investigation Report" and submits it to the Ministry of Labour Director within 24 hours after review by Chief Executive Officer/designate. (This follows requirements under the Act and Regulation).
- The Supervisor/Manager completes a Briefing Note.

Illness or Injury of an Employee

- The Supervisor/Manager completes an "Employee Accident Investigation Report" and submits it within 4 days to the following parties:
 - Chief Executive Officer;
 - President, Board of Directors (contacted by CEO);
 - Client Service Supervisor of appropriate geographical area;

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- Human Resources Department;
 - Joint Health and Safety Representative;
 - Joint Health and Safety Committee.
- The Supervisor/Manager completes a Briefing Note.
 - Supervisor/designate completes a "Form 7" and submits it to Human Resources. Human Resources submit to the Workplace Safety and Insurance Board within 3 days if the employee has lost time from work or received medical treatment.

Occupational Illness

- The Supervisor/Manager completes an "Employee Accident Investigation Report" and submits it within 4 days to the following parties:
 - Chief Executive Officer;
 - Client Service Supervisor of appropriate geographical area;
 - Payroll/Benefits Coordinator;
 - Human Resources Department;
 - Joint Health and Safety Representative;
 - Joint Health and Safety Committee;
 - Nearest Ministry of Labour Director (only upon the direction of the Chief Executive Officer or designate).
- The Supervisor/Manager completes a Briefing Note.

Loss and/or Damage to Property

- The Supervisor/Manager completes an "Employee Accident Investigation Report" and submits it within 4 days to the following parties:
 - Chief Executive Officer;
 - Client Service Supervisor of appropriate geographical area;
 - Human Resources Department;
 - Joint Health and Safety Committee;
 - Police, if deemed necessary.
- Supervisor/Manager completes a Briefing Note.

Fire or Explosion

- The Supervisor/Manager or any other employee on the scene Call 911.
- Immediately contact the Chief Executive Officer who then forwards a copy to Joint Health and Safety Committee.

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- Completes an “Employee Accident Investigation Report” and submits it within 4 days to the following parties:
 - Chief Executive Officer;
 - President, Board of Directors(contacted by CEO);
 - Client Service Supervisor of appropriate geographical area;
 - Human Resources Department;
 - Joint Health and Safety Representative;
 - Joint Health and Safety Committee.

- The Supervisor/Manager completes a Briefing Note.

Chemical Spill/Release

- Supervisor/Manager or any other employee on the scene immediately contacts the Chief Executive Officer.

- Contacts the Ministry of Environment upon approval of Chief Executive Officer.

- Completes an “Employee Accident Investigation Report” and submits it within 4 days to the following parties:
 - Chief Executive Officer;
 - President, Board of Directors (contacted by the CEO);
 - Client Service Supervisor of appropriate geographical area;
 - Human Resources Department;
 - Joint Health and Safety Representative;
 - Joint Health and Safety Committee.

- The Supervisor/Manager completes a Briefing Note.

Attached Forms

Briefing Note	4(o)
Client Progress Notes	5(h)
Complaint Report	4(c)
Employee Incident Report	4(f)
Employee Accident Investigation Report	4(e)
Equipment Check	4(d)
Notice of Discontinuation of Service	4(n)
Notice of Identification of Risk	4(m)

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Office Inspection Form (North)	4(g)
Office Inspection Form (South)	4(h)
Potential Health and Safety Audit	4(i)
Risk and Safety Check	4(k)
Work Refusal Report	4(l)