



PURPOSE:

To provide consistent guidelines for all employees involved in an accident/incident, ensuring that injuries, accidents and illnesses are adequately investigated and reported and that corrective actions are undertaken to prevent similar injuries, accidents and illnesses in the future.

AUTHORITY:

- Council and Management Discretion
- Newfoundland and Labrador Occupational Health and Safety Act and Regulations
- Workplace Health, Safety and Compensation Act
- Section 169 and 170 Newfoundland and Labrador Highway Traffic Act

STATEMENT OF POLICY:

All accidents/incidents are to be reported to the appropriate personnel and applicable Government Agencies immediately. The depth and complexity of the investigation will vary with the circumstances and seriousness of the accident/incident.

This Town Policy applies to all Town of Conception Bay South departments and covers employees, visitors and members of the public who are injured in an accident arising out of or in connection with the Town of Conception Bay South undertakings. When the accident/incident results in personal loss, property damage or equipment damage it must be reported to the applicable Manager and the Enforcement Department.

1.0 DEFINITIONS:

Accident/incident: an occurrence arising out of or in the course of work that resulted in injuries, illnesses, impact to employee's mental health, fatalities, and equipment or property damage.

Environmental: an incident in which there is exposure to people or the environment due to spills or the release of chemicals into the surrounding environment.

Equipment/property damage: any unplanned event that results in harm to the Town's, public or other company's assets such as machinery/tools, heavy equipment, vehicles, or buildings.

Fire: an incident where a fire occurs on Town property, vehicles, equipment, etc.



First aid injury: an injury or illness that does not require professional medical attention.

Lost time injury: an injury or illness that requires professional medical attention and causes the employee to be off work beyond the day of the injury.

Medical aid injury: an injury or illness that requires professional medical attention, but the employee has returned to work on their next regular shift. This can also include returning to work under accommodation.

Occupational illness: the condition that results from exposure in the workplace to physical, chemical, biological or psychosocial hazards to the extent that the normal physiological mechanisms are affected and the health of the worker is impaired.

Report only/Near miss: an undesired event that, under slightly different circumstances, could have resulted in harm to people or damage to property.

Serious injury: includes an injury that (a) places life in jeopardy; (b) produces unconsciousness; (c) results in substantial loss of blood; (d) involves the fracture of a leg or arm but not a finger or toe; (e) involves the amputation of a leg, arm, hand, foot, finger or toe; (f) consists of burns to a major portion of the body; or (g) causes the loss of sight in an eye.

2.0 RESPONSIBILITIES:

Employees:

- Employees must report all accidents/incidents to their Supervisor/Manager or another management personnel **immediately** following their occurrence.
- In case of a serious injury or damage, call 911.
- Employees are required to participate fully in the accident investigation process.
- Employees shall cooperate with any regulatory authority carrying out a similar investigation.
- Employees will participate in any drug and alcohol testing as per 088 – Drug and Alcohol Policy.
- To open a claim with WorkplaceNL, employees are required to submit Form 6 to WorkplaceNL online at MyWorkplaceNL or by paper.

Supervisors/Managers:

- Supervisors/Managers are to determine the safety of the employee(s) and the public and contact 911, if applicable.
- Supervisors/Managers are required to determine if drug and alcohol testing is required as per 088 – Drug and Alcohol Policy.



- Supervisors/Managers are required to complete the Initial Notification Report and email this to appropriate management after the incident.
- Supervisors/Managers will investigate the incident by taking pictures, statements, and by completing the Incident Investigation Report.
- Supervisors/Managers are to determine the root cause(s) and develop corrective/preventative measures to prevent a recurrence. Supervisors/Managers are further required to follow up on corrective actions and communicate findings to employees.
- Supervisors/Managers are to submit their Incident Investigation Report to Occupational Health and Safety and the Enforcement Manager, as applicable.
- For Town vehicle or equipment accidents or incidents involving public injury at Town owned facilities, the Enforcement Manager is to be immediately notified.
- For all serious accidents the Supervisor/Manager will ensure that Occupational Health and Safety, the Enforcement Manager and their Director are notified immediately and are involved in the investigation process.
- Serious accidents, as defined by NL OHS Act, are to be reported to OHS Division of the Newfoundland and Labrador Government by calling (709) 729-4444.
- Submit WorkplaceNL documentation, as required, when Occupational Health and Safety is unavailable.

Occupational Health and Safety Committee Members:

- Occupational Health and Safety Committee members are required to review and discuss summaries of the Incident Investigation Reports and provide corrective actions, if necessary.

Occupational Health and Safety:

- Responsible for collecting, reviewing, logging and distributing all Incident Investigation Reports.
- Will act as a resource to supervisors, managers and employees in the investigation of accidents and incidents and the development of corrective actions.
- Occupational Health and Safety will participate in investigations that are serious in nature.
- Will provide WorkplaceNL with appropriate documentation regarding workplace injuries and illnesses, when required, and work with WorkplaceNL in managing any claims that may occur from an accident.
- For accidents/incidents that resulted in a serious injury or fatality, Occupational Health and Safety will notify the Occupational Health and Safety Committee and OHS Division, if not already completed by the Supervisor/Manager.



Enforcement Manager/Municipal Enforcement Officer:

- Attend scenes to take photographs and to collect all necessary information, including statements from witnesses.
- Coordinate with other regulatory bodies, as required.
- Forward completed Enforcement Reports to the Administration Department and Occupational Health and Safety to be submitted to the Town's insurance company, as required.

Directors:

- Ensure Supervisors/Managers are investigating accidents/incidents and that corrective measures are implemented.
- Review all accident/incident reports within the department and add corrective measures, as required.
- Ensure corrective measures are budgeted for, as required.

3.0 PROCEDURE:

Part A: Incident Investigation

3.1 Attend to Injured Employee(s):

For any accident, the priority is medical treatment of the injured and prevention of further injuries. A qualified first aider shall provide appropriate first aid and assess whether additional medical assistance is required. It is important that first aiders be aware of the environment that they are entering when treating an accident victim. No first aider shall place themselves at risk of injury if an unsafe condition exists. Emergency services shall be utilized in these situations by calling 911.

3.2 Control the Scene:

Restrict other employees and/or the public from the immediate area of an accident. If a serious injury or fatality has occurred, a person shall not disturb the scene except where it is necessary to attend to people injured and to prevent further injuries. Employees are to report the incident to their Supervisor/Manager immediately.

For applicable incidents, the Enforcement Manager or a Municipal Enforcement Officer will assist with controlling the scene and ensure the proper regulatory bodies are contacted, if not already completed.

Where possible, barricades will be used to block off the area around the incident to ensure that the investigation will not be compromised. If



possible, the area will be made safe by eliminating or minimizing further hazards from the scene.

The Supervisor/Manager is responsible for notifying Occupational Health and Safety immediately in the event of a serious injury or potentially serious injury and the Supervisor/Manager or Occupational Health and Safety will contact OHS Division of Digital Government and Service NL (709-729-4444) to report the accident as well as notify the relevant Occupational Health and Safety Committee members.

3.3 Gather physical information from the scene of the accident:

Physical information may be subject to rapid change or obliteration. For this reason, it must be recorded as soon as possible through measurements, drawing or pictures, only when it is safe to do so. Make a record of as much information as possible including:

- (a) position of workers when accident occurred,
- (b) equipment and materials being used - include sizes and weights,
- (c) position/use of guards, controls, safety devices, etc.,
- (d) damage to machinery/equipment,
- (e) housekeeping in the area,
- (f) lighting, noise, etc. in area, and
- (g) weather conditions.

3.4 Initial Notification Report and Drug and Alcohol Testing

The Supervisor/Manager will book employee(s) drug and alcohol tests, as outlined in Policy 88-Drug and Alcohol Policy. The Supervisor/Manager will also complete and submit to the appropriate management the Initial Notification Report on the day of the incident.

3.5 Interview employees and witnesses:

Interview all employees involved in an accident/incident as well as any witnesses as soon as possible. Waiting too long can result in lost information. When interviewing employees or witnesses, have them write down a statement on the accident/incident and then ask questions based on that information as well as any additional questions that may not have been answered. Conduct this with one employee or witness at a time to receive the most accurate information. It is important to get as much specific information as possible. Depending on the nature of the incident, this may be completed in conjunction with a Municipal Enforcement Officer, Enforcement Manager and/or Occupational Health and Safety.



3.6 Collect other information:

Information such as Safety Data Sheets (SDS's), field level risk assessments, equipment specifications, medical documentation, previous investigation reports etc. may be useful in some accident investigations. If further help is required, Occupational Health and Safety will assist.

3.7 Fill out Incident Investigation Report

An Incident Investigation Report must be completed and submitted to applicable management in a timely manner. This is after analyzing all information collective and basic and root causes are determined. It is the responsibility of the Supervisor/Manager to ensure corrective actions listed in the report are implemented immediately to prevent another accident/incident from occurring and all other corrective measures are implemented in a timely manner. Follow up is to take place on all corrective actions to ensure their effectiveness.

In addition, reports are to be sent to OHS Division within 3 days of a serious injury and within 5 days of a fatality and include the nature of the incident, the time and place of the incident, the name and address of the employee injured in the accident, and the name and address of the physician who treated or is treating the employee for the injury. Upon receipt of the Incident Investigation Report, Occupational Health and Safety or the Supervisor/Manager will complete and forward a Form 7 and Early and Safe Return to Work Plan, as required, to WorkplaceNL and will remind the employee to complete Form 6 for WorkplaceNL in order to open a claim.

Part B: Report Only/Near Miss Reporting

Town of Conception Bay South employees are required to report all report only/near miss incidents or musculoskeletal signs and symptoms to their Supervisor/Manager immediately so that a statement can be taken and any relevant information gathered (pictures, diagrams, etc.). Though the investigation may not be as large (depending on the potential severity), determination must be made regarding drug and alcohol testing, the Initial Notification Report is to be submitted, and the final Incident Investigation Report Form is to be completed and submitted to the appropriate Town Management.

4.0 COMMUNICATION AND TRAINING:

Corrective actions from investigations are to be communicated with staff as part of toolbox/safety meetings and are to be communicated with the applicable OHS Committee or WHS Representative. All medical information, statements, etc. are to be



Town of Conception Bay South Corporate and Operational Policy

Title: Accident/Incident Investigation Policy
Policy Number: 067

Resolution Number: #25-279
Date Approved: December 16, 2025

kept confidential and only relayed to applicable management or government agencies, as mandated. All Supervisors/Managers that are responsible for conducting incident investigations are to be trained on the requirements of the Town.

ASSOCIATED DOCUMENTS:

Initial Notification Report
Incident Investigation Report Form

REVISION HISTORY:

Revision:	Author	Change Made:	Date:
0	Daphne Fitzpatrick	Initial Issue of Document	July 29, 2004
1	Daphne Fitzpatrick	Administrative Changes	May 18, 2005
2	Denise Stirling		May 14, 2013
3	Denise Stirling	Update of forms and information and combined with Policy 31 – Vehicle/Equipment Accident Reporting	June 17, 2022
4	Denise Stirling	Updated definitions, section 3.2 and 3.7, and added director roles and 4.0.	October 27, 2025