



Policies and Procedures Manual

Health and Safety:

Workplace Accidents and Injuries – Response Procedures

Purpose:

Caledon Community Services recognizes the fundamental importance of safeguarding its assets, both human and physical. In this regard, Caledon Community Services will support and take all reasonable measures towards the prevention of workplace accidents and injuries.

Despite our best efforts, accidents and injuries may occur in the workplace from time to time. This document outlines the procedures available to CCS employees to respond to workplace accidents and/or injuries in a manner that supports the safety of workers and complies with statutory requirements for reporting and investigating workplace accidents and/or injuries.

Responding to Workplace Accidents and/or Injuries:

In the event you witness or are involved in a workplace accident, the following actions are to occur:

Step 1: Apply or obtain First Aid immediately, if needed.

Step 2: Tell your Manager about the injury.

Step 3: The Manager/employer is required to arrange and pay for transportation to medical care, if needed. If appropriate at this time, provide the employee with a WSIB Functional Abilities Form (FAF) to take to the medical care provider for prompt completion. (See Step 9 below for further information about the FAF)

Step 4: Once you have verbally reported the injury to your Manager, your Manager will work with you to complete the CCS Accident Investigation Report.

Step 5: The completed CCS Accident Investigation Report is to be forwarded to the Manager, Human Resources within 24 hours.

Step 6: CCS, the employer, will pay the worker's wages for the day of the injury as required by the Workplace Safety and Insurance Act (WSIA).

Step 7: Manager/employer will report the injury to the Workplace Safety and Insurance Board (WSIB) within 3 days if the injury results in health care treatment, time away from work or lost wages. This is done by completing the WSIB Form 7. The Manager Human Resources can assist with the completion of this form.

Step 8: The Manager, Human Resources will log the details of the accident into the agency's Critical Incident Log so that the information can be reviewed by the Joint Health and Safety Committee (JHSC).

Step 9: If the employee obtains health care treatment for the injury, their Manager is to provide them with a WSIB Functional Abilities Form to take to their treating practitioner (i.e. doctor, physiotherapist or chiropractor). The treating practitioner is to complete and sign the form to verify whether the employee will have any physical restrictions while they are recovering from the injury and how long these restrictions are expected to last.

Step 10: If the employee does have physical restrictions from the injury, their Manager will attempt to arrange suitable accommodated work to facilitate an Early and Safe Return to Work as required by the WSIB. The WSIB also requires the injured employee to cooperate with this process. The Manager, Human Resources is available to assist with this process if needed and will connect with the employee's Manager to confirm that this process is being adhered to.

Responding to Critical Injuries in the Workplace:

According to the Ontario Occupational Health and Safety Act (OHSA), a critical injury is defined as an injury of a serious nature that:

1. Places life in jeopardy
2. Produces unconsciousness
3. Results in substantial loss of blood
4. Involves the fracture of a leg or arm, but not a finger or toe
5. Involves the amputation of a leg, arm, hand or foot, but not a finger or toe
6. Consists of burns to a major portion of the body
7. Causes the loss of sight in an eye

In addition to the Accident/Injury response procedures listed above, CCS is also required to notify, within 48 hours, a Regional Director of the Ministry of Labour giving the circumstances of the occurrence. The Manager, Human Resources is available to provide guidance to CCS Management in completing this process.

Ministry of Labour Health & Safety Contact Centre:

Toll Free: 1-877-202-0008

Fax: 905-577-1316

TTY: 1-855-653-9260

Psychological Effects of Workplace Accidents/ Injuries

Most of the accidents/ injuries that may occur in the workplace are minor and should not have any significant impact on the psychological well-being of the injured employee or their co-workers.

In the unlikely event of a critical injury, fatality or incident involving violence in the workplace, CCS is committed to supporting its employees in dealing with any psychological effects that may arise from the situation. This support may take place using the following methods/ resources:

Employee Assistance Program (EAP): All CCS benefits-eligible employees may make use of free and confidential counseling services available through our Employee Assistance Program provider.

Referral to other community sources of assistance such as:

-Employee's Family doctor/General practitioner for medical attention and referral to appropriate specialist

-WSIB: The WSIB may allow for benefits for traumatic mental stress that is 'an acute reaction to a sudden and unexpected traumatic event arising out of and in the course of employment'. WSIB defines an 'acute reaction' as one that results in an Axis 1 Diagnosis in accordance with the Diagnostic and Statistical Manual of Mental Disorders (DSM-IV) (*Note: the WSIB does not allow benefits for stress that is alleged to result from the employer's employment decisions or actions*).

References:

Occupational Health and Safety Act of Ontario: www.labour.gov.on.ca/english/hs
Workplace Safety and Insurance Act/Board: www.wsib.on.ca
WSIB Operational Policy Manual: Policy 15-03-02 'Traumatic Mental Stress'

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