

Investigation of Accidents & Incidents

Learning Objectives

- **By the end of this workshop you will be able to:**
 - ↳ **Explain the legal requirements for accident investigations and reports**
- **Apply the process for investigating accidents to:**
 - ↳ **Accurately describe the accident and analyze the facts**
 - ↳ **Determine basic accident causes and contributing factors**
 - ↳ **Make recommendations for corrective actions**

Injuries and Claims

In B.C. there were (2011):

- **Injuries reported** **141,559**
- **Claims accepted** **103,940**
- **Fatal claims accepted** **142**
- **Occupational disease claims** **3,360**
- **Days lost from work** **2.9 M**

What is an Accident?

An accident is an unplanned, unwanted event that disrupts the orderly flow of the work process. It involves the motion of people, objects or substances.

What is an Incident?

- **An incident includes an accident or other occurrences which resulted in or had the potential for causing an injury or occupational disease.**
- **An incident relates to any undesired or unwanted event that could (or does) degrade the efficiency of the business operation. These incidents could be accidents, quality or production problems or even security breaches such as theft.**

What is an Accident / Incident Investigation?

An accident/incident investigation is the analysis and account of an incident based on information gathered by a thorough examination of ALL FACTORS involved.



Immediate Notice of Certain Accidents

- a) resulted in serious injury to or the death of a worker,**
- b) involved a major structural failure or collapse of a building, bridge, tower, crane, hoist, temporary construction support system, or excavation,**
- c) involved the major release of a hazardous substance*, or**
- d) was an incident required to be reported**

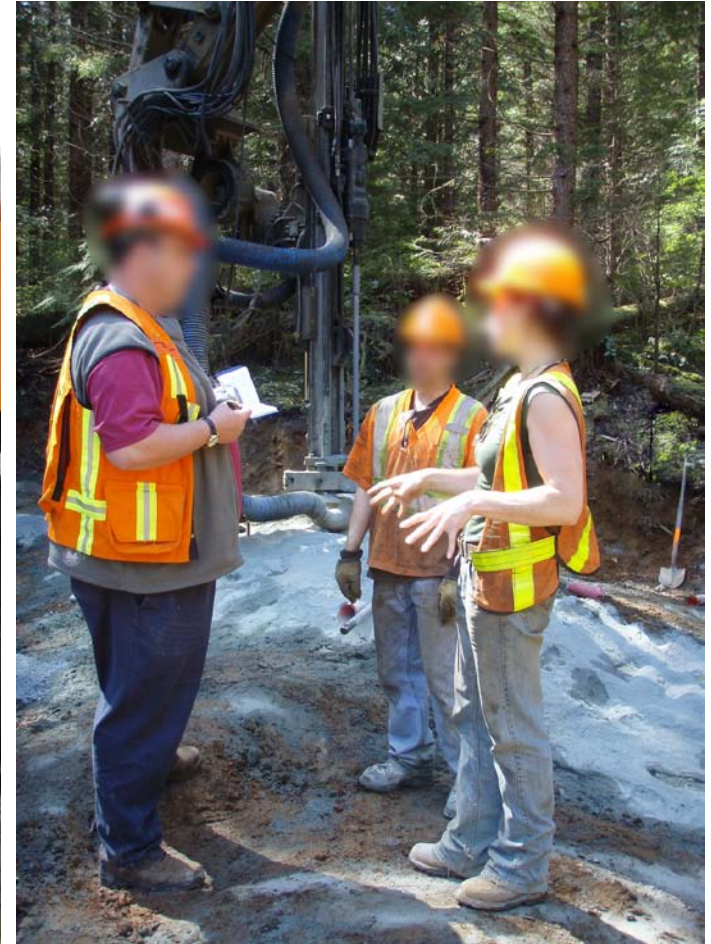
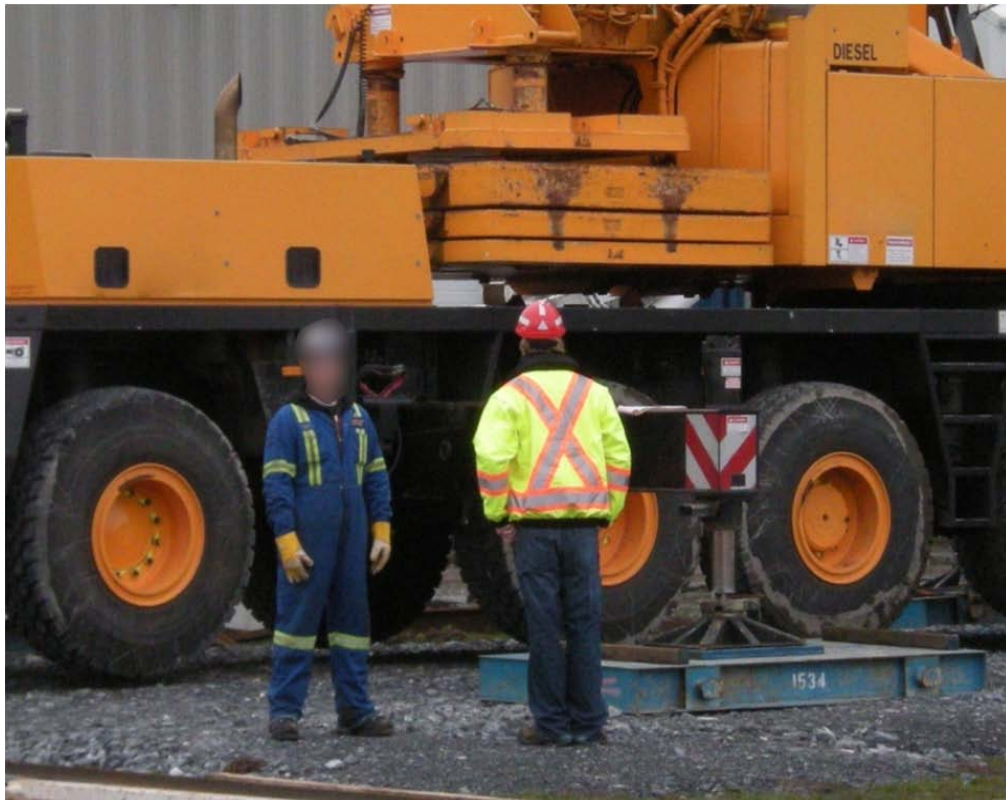
Preservation of Evidence

WCA Section 172(2)



Incidents that must be Investigated

➤ WCA 173(1)



Investigation Process

- **Investigator's qualifications**
- **Intent of the investigation**
- **Availability of witnesses**

Intent of the Investigation

- **Determine** the cause or causes of the incident,
- **Identify** any unsafe conditions, acts or procedures that contributed in any manner to the incident, and
- **Recommend** corrective action to prevent similar incidents.

Incident Investigation Report

ACCIDENT/INCIDENT INVESTIGATION REPORT

NOTE: SHADED AREAS ARE THE MOST IMPORTANT

Last name of injured person BAKER		First name BRENT		Age 43	Sex M
Length of service 18 YEARS	Time on present job 16 YEARS	Occupation TABLE SAW OPERATOR			
Date of accident January 14, 2012		Time of accident 2:55 P.M.		Date of report January 14, 2012	
Nature of injury PIECE OF STEEL IN RIGHT EYE					
Description of accident/incident or employees account Shipping ran out of pallets and needed two for a shipment this afternoon. Foreman instructed Baker to rip 6" X 6" posts that were part of old warehouse torn down last year. Baker proceeded to rip the posts into 3" X 6" and as he was in a hurry he didn't check for nails. He also did not use the saw guard and he did not wear any eye protection. Also, First Aid Attendant was sick today and there was no one to treat the injured worker.					
Basic cause and contributory causes Explain fully unsafe act, unsafe condition, personal factor, other Out of pallets – Poor planning. Worker rushed due to production deadline. Using material that had nails in it. Saw guard not used. Worker not wearing eye protection. Post accident problem – No F.A.A. on duty which delayed treatment.					
Recommended Corrective Measures:				Action by.	
1) Develop inventory system for pallets and other supplies.				G. Green	
2) Use new stock or carefully inspect material prior to cutting.				G. Green	
3) Saw guard must be in place.				Operator	
4) Saw operators must use eye & full face protection at all times.				Operator	
5) Supervisor to retrain operators.				G. Green	
6) Train or hire additional first aid attendants.				T. McMillan	
Inspection Team George Green Dal Singh					
Management review by Tim McMillan, Manager			Date to be completed by. Jan. 21 – items 1 –5. Feb., 18 – item 6.		

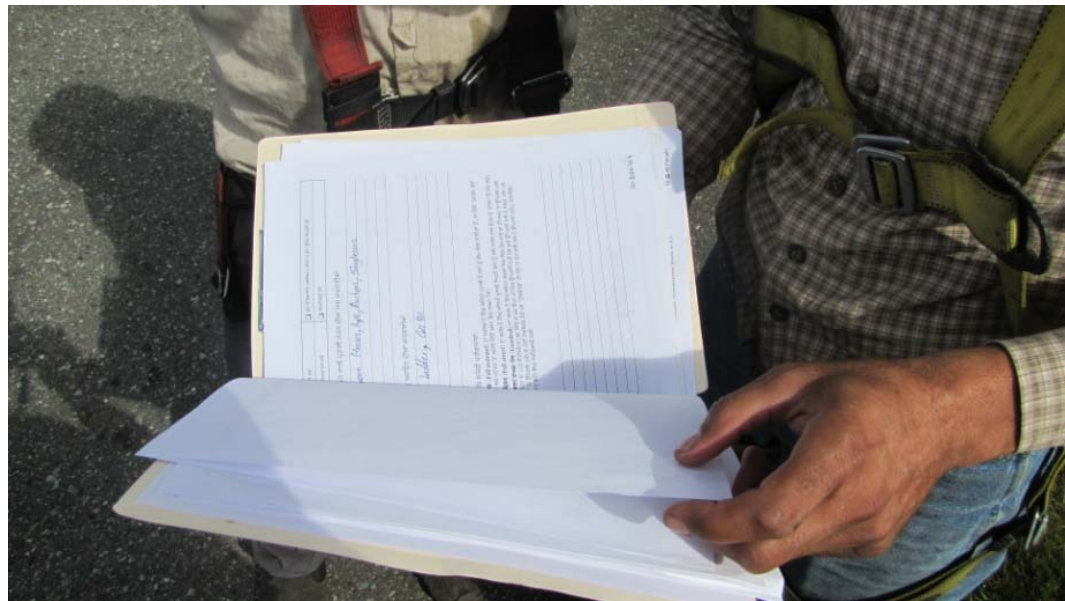
What to Investigate?

- **Serious and Major**
- **Minor and Near- Miss**

All accidents/incidents with the potential for loss should be investigated

What is needed in an Accident / Incident Report?

- **Who**
- **Where**
- **When**
- **What**
- **Why**
- **How**



Incident Causation

Usually there are four or five root causes or factors that contribute to an incident. Often there are even more, but your task is to identify as many as possible.



Investigation Procedure

Procedure Overview

- 1) Visit the scene, gather and record evidence.**
- 2) Conduct interviews.**
- 3) Evaluate evidence and draw conclusions.**
- 4) Write report with recommendations.**
- 5) Follow-up**

Basic Investigation Kit

- **Digital camera, with flash**
- **tape measure**
- **clipboard, pad of paper**
- **straight edge**
- **pens, pencils**
- **accident investigation forms**
- **investigation checklist**
- **flashlight**
- **DO NOT ENTER tape**
- **A set of numbered tent cards**



Visit the Scene



Analyze the situation



Keep the accident scene as undisturbed as possible

Interviews

- **People who were at the accident scene**
- **Anyone who can give relevant information**
 - ↪ **Supervisor**
 - ↪ **trainer**



Evaluation

- **Be objective**
- **Chronological order**
- **All of the contributing factors**
- **Use a checklist**
- **What evidence is direct, circumstantial or hearsay**
- **Do not jump to conclusions**

Common Investigation Errors & Pitfalls

- **Believing carelessness is a cause**
- **Assuming contradictory evidence indicates falsehood**
- **Court room interviews**
- **Asking for signed statement**
- **Looking for only one basic cause**
- **Personal feelings of others**
- **Confidentiality**

Report Writing

- Include a brief outline of the events
- Chronological order
- Attach diagrams, photos, mfg specification etc.
- Be specific

ACCIDENT/INCIDENT INVESTIGATION REPORT

NOTE: SHADED AREAS ARE THE MOST IMPORTANT

Last name of injured person <i>BAKER</i>		First name <i>BRENT</i>		Age <i>43</i>	Sex <i>M</i>
Length of service <i>18 YEARS</i>	Time on present job <i>16 YEARS</i>	Occupation <i>TABLE SAW OPERATOR</i>			
Date of accident <i>January 14, 2012</i>	Time of accident <i>2:55 P.M.</i>		Date of report <i>January 14, 2012</i>		
Nature of injury <i>PIECE OF STEEL IN RIGHT EYE</i>					
Description of accident/incident or employees account <i>Shipping ran out of pallets and needed two for a shipment this afternoon. Foreman instructed Baker to rip 6" X 6" posts that were part of old warehouse torn down last year. Baker proceeded to rip the posts into 3" X 6" and as he was in a hurry he didn't check for nails. He also did not use the saw guard and he did not wear any eye protection. Also, First Aid Attendant was sick today and there was no one to treat the injured worker.</i>					
Basic cause and contributory causes Explain fully unsafe act, unsafe condition, personal factor, other					

Exercise #3

- **Description of the actions or conditions,**
- **The nature of the outcome – person hurt, property damage, process disruption etc.**
- **Direct cause of any injuries, property damage, hazard etc**
- **Detail of any third party involvement – visitors, contractors, public etc**
- **Underlying root cause or causes**
- **Management response.**

Follow-up

- **Delegate the recommendations for corrective action**
- **Establish a system of follow-up to ensure corrective action took place**
- **Publicize the results of the investigation**



Follow-up (cont.)

- **Ensure that copies of the report are sent through the usual routings**
- **Post the action taken as well as any non-action and the reasons**
- **Confirm that the action taken has cured the problem.**



Summary

- **Go to the scene**
- **Get the facts**
- **Listen for clues**
- **Study the possible causes**
- **Develop corrective action or actions**



Interviews

- **Avoid questions that lead witnesses or imply answers**
- **Review your notes to ensure witnesses agree with your interpretation of their story.**
- **Ask witnesses how the accident may have been avoided.**
- **Encourage witnesses to contact you if they remember anything else.**
- **Thank individuals for their assistance.**

