

# Incident Reporting Policy

## 1. Rationale or background to policy:

To record all near misses, injuries, and/or illnesses caused in the workplace. To provide tracking and improve the safety of staff (contractors, employees, and volunteers) and CPLF clients by providing written documentation of risk factors or potential risk factors, including those incidences that do not result in claims.

## 2. Policy Statement:

CPLF tracks and reviews all near misses, injuries, and/or illnesses that occur in the workplace. This is done through the Incident Report form, which is used by CPLF management, CPLF staff, CPLF clients, and the CPLF OH&S Committee to assist in assessing potential risks and managing identified risks.

## 3. Procedures: Guidance in support of day-to-day decisions

When a staff has an occurrence of a near miss, an injury, or an illness in the workplace, they are to:

1. Advise their Supervisor immediately and follow up with a completed Incident Report as soon as possible.
2. When the Supervisor is advised, they are to follow up as is appropriate to the situation. This may include but is not limited to immediately reducing the known risk if possible.
3. The Supervisor then ensures the completeness of the Incident Report including the Supervisor feedback section on the form then forwards the Incident Report form to:  
humanservicetracking@cplf.ca.
4. humanservicetracking@cplf.ca is forwarded to the Human Services Coordinator(s) (HSC) who will ensure completeness. Once the Incident Report is completed, the HSC will forward to ohs@cplf.ca and hr@cplf.ca.
5. HR in collaboration with the OH&S may review with the Supervisor to assess the situation if needed. They will add in any appropriate information and if possible look for ways for the risk to be reduced in the future.

6. If the incident is determined to be serious or potentially serious in nature, the OH&S committee in collaboration with CPLF management will ensure the timely submission (within 30 days after incident) of the incident to the OHS Alberta Ministry.
7. Recommendations are then implemented by the Supervisor as appropriate.
8. The Incident Report form is then saved in the HR file and in the OH&S folder.

When a **CPLF client** has an occurrence of a near miss, an injury, or an illness at the workplaces.

1. Support Worker is to notify the Case Manager immediately and fill out an Incident Report and advise their Case Manager within 24 hours.
2. If an incident is of a critical nature (hospitalization, fire, flood, displaced from home, or police), staff are to report immediately to the Case Manager or the after-hours reporting line as appropriate (refer to Critical Incident Policy).
3. Once Case Manager is advised, they are to assess the situation and follow up as is appropriate. This may include but is not limited to immediately reducing the known risk if possible.
4. Case Manager will complete the Supervisor feedback section of the Incident Report then forward it to the Human Services Coordinator at: [HumanServicesTracking@cplf.ca](mailto:HumanServicesTracking@cplf.ca) in a timely fashion.
5. The HSC may make recommendations which will then be implemented by the Case Manager as appropriate.
6. The Incident Report form is then saved in the Client folder.