

Incident Reporting and Investigation



SAFE WORK PROCEDURE: INCIDENT REPORTING AND INVESTIGATION

PREAMBLE

An effective incident management program ensures that occupational incidents, including close calls, are reported and investigated in a timely and effective manner and that corrective actions are appropriately identified, implemented, and monitored to prevent recurrence.

The purpose of the investigation is to determine facts and correct errors, not to discipline individuals or place blame. Incidents are a chance to learn from mistakes, and the analysis should reflect that.

This safe work procedure was developed in supplement to the MRU Environmental Health & Safety (EH&S) policy and meet provincial legislation requirements regarding workplace incident reporting.

The University's objective in conducting incident investigations is to:

- Evaluate the severity of the problem and the potential for recurrence.
- Determine all causal conditions and practices for contributing to incidents.
- Communicate information pertaining to the cause of the incident, preventive and corrective control measures.
- Analyze trends for the development of appropriate loss control methods, procedures and programs.

SCOPE

This procedure applies to all faculty, staff, and volunteers of MRU when performing work on behalf of the University, whether on or off campus.

This procedure does not deal with workplace violence or harassment ([Human Resources](#)), sexual violence ([Campus Equity & Meaningful Inclusion, CEMI](#)), or concerning behavior on campus ([Concerning Behavior on Campus Team, CBCT](#)).

Incidents involving students, third party contractors or visitors should also be reported into the Incident Reporting Form as outlined in this procedure. Additional reporting and investigation for these incidents shall be completed as needed by EH&S or Risk Management, with assistance from Security when requested.

LEGISLATION

As per the Alberta Occupational Health and Safety (OHS) Act Section 37(h), employers who employ 20 or more workers must establish a health and safety program that includes procedures for investigating incidents (including property and environmental damage and near misses / close calls), injuries, and refusals to work.

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Additional requirements regarding the reporting and investigation of serious injuries and incidents are outlined in the Alberta OHS Act section 40, Serious Injuries and Incidents.

The Alberta Workers Compensation Act provides guidelines on injury reporting and compensation for workers involved in injury incidents that resulted in medical aid treatment, restricted work activities, or lost time.

RESPONSIBILITIES

Associate Vice-Presidents, Deans, Directors, and Department Managers:

- Ensure that incident reporting procedures are communicated to the employees.
- Require compliance with the procedures.
- Assist Supervisors / Chairs with incident investigations for higher risk incidents, including high risk near misses / close calls.
- Ensure implementation of corrective actions identified in the incident investigation.

Supervisors, Chairs:

- Respond to incidents immediately, and obtain emergency medical attention for injured workers when applicable.
- Prevent further injury or damage to employees, students, public, equipment and facilities and protect the safety and reputation of MRU.
- Ensure that all incidents are entered into the [Injury / Incident Report Form](#), ideally within 24 hours of event.
- Conduct investigations of all incidents (including near misses / close calls, property and environmental damage incidents, and personal injuries) in a timely manner and identify immediate and root causes.
- Obtain assistance from EH&S to complete the investigation. Bring in subject matter experts as required.
- Determine and implement corrective actions to eliminate or reduce the risk of incident recurrence.
- Be familiar with the requirements and principles of incident investigation.
- Ensure that workers are familiar with incident reporting procedures and assist as needed.

MRU Employees (Staff, Faculty, or Volunteers):

- In the event of an incident, secure incident location to prevent further damage or injury to employees or others in the area.
- Report all incidents (including near misses / close calls, property and environmental damage incidents, and personal injuries) to their supervisor as soon as safe to do so.
- Enter all incidents into the [Injury / Incident Report Form](#), ideally within 24 hours of event.
- Participate in incident investigations to assist in identifying causes and corrective actions.

Environmental Health and Safety (EH&S):

- Administer the Incident Management Program and oversee the management of incidents.
- Review all incident and investigation reports and monitor incident trends.

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- Participate in incident investigations and provide technical and best practice advice in incident management.
- Report incidents to Alberta OHS Director of Inspection as required by legislation.
- Notify the Joint Occupational Health & Safety Committee (JOHSC) of all serious workplace injuries and incidents, so that they may participate in the investigation.
- Notify Human Resources of any workplace fatality, serious injury or high severity incident.
- Assist the Emergency Operations Centre with incidents and investigations as requested.
- Follow up on incident and investigation reports and review or provide recommendations for corrective actions.
- Provide incident investigation training to JOHSC members and other employees of MRU as required (e.g. Managers, Supervisors, Deans, Chairs).
- Liaise with external government agencies, where required.

Joint Occupational Health & Safety Committee (JOHSC) Members:

- Participate in incident investigations for serious incidents, including significant near misses / close calls, serious injuries, and fatalities.
- Submit a report to the Ministry of Labour where a worker is killed or seriously injured.
- Consult on corrective actions to reduce or eliminate workplace hazards.
- Receive reports on workplace incidents and follow up as necessary through the request of further information, further investigation, or recommendations to management.

MRU Security:

- Provide emergency response and first aid if required.
- Assume control of an incident scene where a worker has been seriously injured or killed until Emergency Services personnel arrive, unless a more qualified first aider is on scene.
- Ensure that no part of the scene is disturbed or materials removed until permission to do so has been given by an Alberta OHS Officer (for serious worker incidents) or the Calgary Police Service (for non-employee incidents), except to provide care to an injured party or to protect against further injury or damage.
- Notify Supervisors / Chairs, Managers / Deans, and / or Project Managers (for Contractor work) and EH&S immediately where a worker has been seriously injured or killed, or in the event of any other significant or potentially significant incident.
- Collects evidence and assists in the investigation of incidents involving students and visitors, as well as criminal incidents, security responses, and matters of Campus Security.

Risk Management:

- Manages personal injury incidents involving students, volunteers and visitors.
- Address insurance and liability issues for incidents as required, as per MRU RM procedures.

Contractors:

- Respond to incidents occurring on their work sites immediately, and obtain emergency medical attention for injured workers when applicable. Protect the safety of MRU and contractor employees, students, public, equipment and facilities from further injury or damage.

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- Report all incidents, including near misses / close calls, to the MRU Project Manager.
- When required as per the Alberta OHS Act, report incidents to the Alberta OHS Director of Inspection.
- Investigate all incidents, including near misses / close calls, and submit report findings, including root causes and corrective actions, to the MRU Project Manager.

MRU Project Managers:

- Enter third party contractor incidents into the [Injury / Incident Report Form](#), ideally within 24 hours of event.
- Coordinate with EH&S and the third party contractor representatives to complete incident investigations.

INITIAL RESPONSE PROCEDURE

Initial incident response procedures are outlined in the MRU Emergency Response Manual. The manual and additional information on emergency response at MRU can be found here: <http://www.mtroyal.ca/CampusServices/CampusSafety/EmergencyResponse/index.htm>.

In the event of a serious injury or fatality, after calling 911 and / or Campus Security, the Security personnel or the Supervisor of the area where the incident occurred will:

1. Immediately secure and cordon off the scene.
2. Ensure that no part of the scene is disturbed or materials removed until permission to do so has been given by an Alberta OHS Officer (for worker incidents) or the Calgary Police Service (for non-employee incidents), except to provide care to an injured party or to protect against further injury or incident.
3. If the incident involves an MRU employee or contractor, immediately notify EH&S to contact Alberta OHS, the MRU JOHSC, the employee's association if applicable, and senior management.

Responsibility for notification of next of kin lies with emergency services. Additional notifications or information may be supplied by MRU Human Resources, Risk Management or MRU Upper Leadership.

INCIDENT REPORTING PROCEDURE

Incidents are unexpected, undesired events that result in injury, property, or environmental damage. When these events do not result in damage or injury, they are referred to as near misses or close calls.

All incidents, including close calls, are reported and investigated to determine immediate and root causes and develop corrective actions to prevent the incident from recurring.

All injury incidents (for employees, contractors, students, or visitors) shall be entered into the MRU [Injury / Incident Report Form](#). This Google form can also be found via the "Report an Injury / Incident" link on the [EH&S website](#).

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Risk Management should be contacted directly by Security, EH&S or the supervisor of the involved department when there is property or environmental damage to address insurance issues.

EMPLOYEE INCIDENTS

All employee incidents shall be reported to their direct supervisor (Supervisor, Manager, Chair, Dean, Director, AVP) as soon as possible, ideally no later than 24 hours after the occurrence.

Employees should enter injury incidents directly into the [Injury / Incident Report Form](#). Supervisors / Chairs should assist as needed.

If an employee is involved in an incident that results in medical aid treatment or lost time, the Workers' Compensation Board (WCB) must be notified. In the event of such an injury, the employee's Supervisor shall reach out to the MRU Employee Wellbeing Coordinator in Human Resources (HR) as soon as possible. The University WCB report must be submitted within 72 hours after notification of the injury is received.

Additional information on WCB requirements can be found in [Appendix A](#).

CONTRACTOR INCIDENTS

Contractors shall report all incidents, including close calls, to their MRU Project Manager within 24 hours of the incident. The MRU Project Manager will enter the incident into the [Injury / Incident Report Form](#). EH&S will follow up with the Project Manager within two business days to assist with the investigation if required.

SERIOUS INJURIES AND INCIDENTS

Serious incidents, as defined by Alberta OHS Act, must be reported to Alberta OHS as soon as possible. The initial report will be submitted by EH&S and will include the time, place, and nature of the incident.

Once the investigation is complete, a report will be sent to Alberta OHS outlining the circumstances surrounding the incident and corrective actions taken to prevent recurrence.

EH&S will also report the incident to the MRU JOHSC. JOHSC members will participate in the incident investigation and the committee will be provided with a copy of the final report once the investigation is complete.

If any serious incidents occur on a contracted project, the Prime Contractor has the responsibility to complete the reporting and investigation as outlined in the Alberta OHS Act, and shall provide a copy of the final investigation report to EH&S.

INCIDENT INVESTIGATION PROCEDURE

All incidents, including close calls, must be investigated, but the extent of the investigation will be based on the actual or potential severity of the incident and the likelihood of recurrence.

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Multiple departments may have a legal requirement to investigate and MRU insurers may dictate an investigation. When there is department overlap, a cross functional investigation is conducted.

External organizations (e.g. Calgary Police Service (CPS), Calgary Fire Department (CFD), or Alberta OHS) may conduct their own investigations, but MRU will still conduct independent internal investigations.

INVESTIGATION RESPONSIBILITIES

1. Members of the MRU Executive can assign a task force or delegate responsibility to investigate any and all incidents. Delegation by the Executive overrides any, and all other internal authority.
2. The department in which the incident occurs will be part of the investigation process and are to conduct internal investigations.
3. Security Services will investigate all criminal incidents, security responses and matters of Campus Security.
4. Incidents involving employees will be investigated by EH&S, in cooperation with the department involved.
5. Medium and High Severity incidents that involve students and/or visitors will be investigated by Risk Management, with assistance from EH&S and Security as needed, based on:
 - a. Standard of Care provided
 - b. Duty of Care owed
 - c. Insurance Requirements (Risk Financing)
 - d. Risk Control measures
 - e. Emergency Response Planning and Preparedness
6. The JOHSC will be involved in investigations as required by legislation (see [Serious Injuries and Incidents](#)).

INVESTIGATION PROCESS

The purpose of an incident investigation is to find the underlying, or root cause of the incident and develop effective solutions to prevent the incident from recurring. The process focusses on finding facts, not on finding fault or placing blame.

STEP 1: COLLECT FACTS

Facts to determine:

- Who was involved?
- What happened?
- Where did the incident occur?
- When did the incident occur?
- The work area, conditions, and tasks being performed at the time of the event, i.e. "set the scene".

Physical Evidence:

- Equipment, tools, or products that were being used, including personal protective equipment (if appropriate).
- Position of people and equipment.

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- Damage that occurred.
- Condition of equipment and work area, including housekeeping, noise levels, lighting, weather conditions, air quality and any other conditions that may have affected the outcome of the event.
- Physical evidence, such as broken or damaged equipment may be removed and stored for further analysis by experts. **In cases of serious injury or fatality, do NOT disturb the scene until granted permission by the appropriate authority** (Alberta OHS or Calgary Police Service).
- Take photographs when appropriate.
- Sketches or diagrams of the scene may also help, particularly in events with lots of moving parts (e.g. vehicle incidents).

Witness Accounts:

Witness accounts provide the sequence of events necessary to determine what went wrong and how it could be prevented in future. The purpose of an interview is to establish an understanding with the witness and obtain their individual perception of the event.

- Have witnesses (including the injured party, if able to do so) provide written statements regarding the incident as soon as possible after the incident.
- Interview witnesses as soon as possible after the incident.
- **Interview witnesses separately**, and try to keep them apart prior to the interview, to prevent the development of a “consensus” around what happened.
- Interviews should initially focus on witnesses directly involved in the incident, and move out from there as required to gain an understanding of the incident.
- When performing interviews, ask open ended questions and avoid leading questions. Don't jump to conclusions; let the witness talk. Put the witness at ease by reminding them that the purpose of the investigation is to determine facts, not to place blame.
- Suggested questions:
 - Where were you at the time of the incident?
 - What were you doing at the time?
 - What did you see? Hear? Smell?
 - What were the work conditions like at the time?
 - What was the sequence of events that you witnessed?
 - Can you think of any way that the incident might be prevented in future?
- Take notes during the interview and at the end of the interview, summarize the information provided to confirm that it was understood correctly.
- End on a positive note, thanking the witness for their time and assistance.

Background Information

- Are there any previous incident reports (including close calls) that are relevant to the current incident?
- Are there any relevant policies, safe work procedures, guidance documents or maintenance records that have relevance to the incident?
- Are there any safety conditions or procedures that were not in place that contributed to the incident occurring?

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- Is there a history of incidents at the location, with the task, or involving the individual injured?
- Are there reasons why the activity was taking place that contributed to the incident?

STEP 2: ANALYSIS AND ROOT CAUSE DETERMINATION

Analysis involves reviewing the facts to determine why the incident happened. The causes could include events, conditions, or circumstances that contributed to the incident through their presence or absence.

All possible causes should be recorded. Immediate causes fall into broad categories of unsafe conditions and unsafe acts.

Unsafe conditions are conditions of the workplace that may cause or contribute to an incident. Examples include:

- Defective, inadequate, or inappropriate tools, equipment, or supplies
- Ineffective control of hazards
- Poor housekeeping
- Poor working conditions, such as excessive noise, poor ventilation, bad weather
- Lack of procedures or safe work practices
- Lack of training

Unsafe acts occur when a task or activity is conducted in a manner that may contribute to an incident. Examples include:

- Lack of or improper use of PPE
- Failure to follow proper procedures, such as lock-out / tag-out
- Bypassing safety devices
- Using defective equipment
- Using tools or equipment in a way other than their intended purpose

For each unsafe act or condition, investigators must ask why to determine the root cause, or underlying reason for the unsafe act or condition. Examples include:

- Why wasn't the correct equipment used?
- Why weren't workers wearing PPE?
- Why didn't the workers receive the proper training?
- Why did the worker fail to follow procedure?

When determining the root causes, keep an open mind and look for all pertinent facts. As the analysis proceeds, additional interviews or information may need to be obtained to fill in the gaps.

In cases where human error played a role in an incident, this fact should be acknowledged and shared but the intent of the investigation is to determine facts and correct errors, not to discipline individuals. Incidents are a chance to learn from mistakes, and the analysis should reflect that.

STEP 3: RECOMMEND CORRECTIVE ACTION

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During the interim period between the preliminary and complete investigation, actions should be taken to address immediate unsafe conditions and acts that contributed to the incident. The goal is to enable work to continue without risking additional incident.

Interim corrective actions should be kept in place until the full investigation is complete. At that time, additional corrective actions may be put in place, or it may be determined that the interim actions are sufficient to prevent incident recurrence.

After the investigation is complete, corrective actions must be identified and implemented. These actions must address the identified root causes in order to effectively prevent the similar incidents from recurring.

To be effective, corrective actions must:

- Address the root causes identified in the investigation
- Be reasonable, practicable, and sustainable
- Be concrete and measurable
- Be assigned to a responsible party
- Be completed in a timely manner (a timetable or action due date is recommended)

Examples of corrective actions that address root causes include:

- New or updated procedures or standards
- Training or retraining of applicable employees
- Review of position requirements
- Upgrades to equipment, including engineered controls (e.g. ventilation systems)

STEP 4: COMPLETE REPORT AND COMMUNICATE FINDINGS

The final written report should include the sequence of events and a clear description of what happened and what went wrong. Include enough information that the reader can clearly follow the incidents and analysis. Identify clearly where evidence is based on obtainable facts, witness accounts, or on the investigator(s) assumptions. Information that led nowhere or ended up being irrelevant to the analysis or corrective actions is not required.

Provide reasons for the conclusions reached during the analysis and corrective action recommendations for each root cause.

Send the final results of the investigation to EH&S (if they were not a part of the investigation team). EH&S will add the results to the initial reports.

The results of the investigation should also be communicated to all affected workers. This communication should include an outline of the incident, the findings, and the corrective actions without any personal or personally identifying information. For low severity incidents (internal to a department), the findings and corrective actions will primarily need to be shared within the department and can be shared at local meetings or through email communication. Moderate or high severity incidents, or incidents that may affect a broader range of departments and MRU stakeholders, may require a broader communication strategy; this will be coordinated with Marketing and Communications by EH&S, Risk Management and / or Security.

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STEP 5: MONITOR EFFECTIVENESS OF CORRECTIVE ACTIONS

Once all corrective actions have been implemented, they should be reviewed for completion and effectiveness. Responsibility for this task will depend on the severity level. Corrective actions for low severity incidents can be monitored within the affected department by the supervisor, manager, or department safety advisory group. Corrective actions for higher level incidents should be overseen by EH&S.

Corrective actions can be assessed through conversation or observation. New equipment or procedures can be observed and confirmed to work (or not). Workers can be questioned about new or updated procedures, equipment, or behaviors to determine if the risk of incident has been reduced.

If a corrective action doesn't solve the identified root cause, it won't be effective at preventing future incidents. Assessing corrective actions can also provide confirmation that the correct root causes were identified. If actions are ineffective, additional analysis should be done to identify alternative solutions for reducing the risk.

INCIDENT TRENDS

Incidents, including close calls, should be tracked to identify trends and patterns. EH&S and the JOHSC will monitor trends and may initiate further investigations where patterns of incidents are identified.

Incident trends and key incident management measurement criteria will be reported to the JOHSC who may also initiate further action.

RECORDS MANAGEMENT

Incident records are retained in compliance with the most current MRU Record Retention Schedule and legislated requirements.

Incident reporting documentation, such as witness statements, investigation notes, diagrams, photos, and summaries of findings and suggested corrective actions should be saved within the department where the incident / injury occurred, with copies provided to EH&S and the JOHSC.

TRAINING

Investigation leads, including supervisors, managers, and members of JOHSC, must complete the Incident Investigation training available on Blackboard as part of the Environmental Health & Safety course. Training is only required once, but the course will be made available for refresher training as needed.

DEFINITIONS

Close Call: A work-related incident or unplanned event that did not result in injury, illness, equipment or property damage but had the potential to do so. Also called a "near miss".

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Contractor: An independent legal entity that is engaged in the business of providing work in exchange for payment. An independent legal entity includes an individual, sole proprietorship, partnership or a corporation.

Corrective Action: Pro-active actions taken to prevent incidents, hazards or non-compliance before they occur, or actions taken after the incident to prevent recurrence.

Employee: Volunteers or individuals who are engaged to work for the University under an employment or apprenticeship contract, including Faculty, Staff, exempt Employees, Management Employees, and Undergraduate, Graduate or Postgraduate students carrying out work for the University.

First Aid Injury: Minor injuries that do not require medical treatment beyond the date of incident, and do not require services of a licensed health professional (though a licensed health professional may provide the first aid, the treatment could be provided by a first aid practitioner). Includes injuries such as minor cuts, scrapes, scratches, minor burns, splinters, mild sprains, etc.

Hazard: A situation, condition or thing that may be dangerous to the safety or health of workers or the presence of an agent or environmental condition that could cause harm to people, property or the environment.

Immediate Cause: The direct, obvious cause of an incident, usually an unsafe act or condition.

Incident: An unplanned, undesired event that resulted in or had the potential to cause physical injury or illness to a person, damage to property, or damage to the environment. Includes events that result in injury or damage and near misses / close calls, where injury or damage could have occurred but is avoided.

Investigator: person(s) designated to perform the incident investigation.

Joint Occupational Health & Safety Committee (JOHSC): means a committee established pursuant to Section 16 in the AB OHS Act. A University committee consisting of employer and employee representatives that advise and provide health and safety recommendations to the President's Executive Committee (PEC).

Lost Time Injury: A work-related injury or illness for which a worker is off work beyond the day of an injury, compensated for a loss of wages due to work restrictions, or receives compensation for a permanent disability with or without time lost in his or her employment.

Manager / Management Employee: The President, Vice-Presidents, Associate Vice-Presidents, Deans, Directors, Managers, and all Employees classified as management Employees by Human Resources.

Medical Aid: Medical and other services provided by a licensed health professional (e.g. physician, physiotherapist, chiropractor, dentist). Also includes nursing, hospitalization, drugs, dressing, x-ray treatment, special treatment, appliances, apparatuses, and transportation.

Near Miss: see "Close Call", above.

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Prime Contractor: A contractor that has been assigned health and safety responsibility for a defined work zone, as outlined in the Alberta Occupational Health and Safety Code.

Project Manager: An employee of MRU who has hired a third party contractor to perform work at the University.

Risk: The chance of injury, damage, or loss.

Root Cause: The underlying events or conditions that allowed the immediate cause(s) of an incident to develop.

Serious Incidents: As defined by Alberta OHS,

- Injuries or incidents that result in the death of a worker
- Injuries or incidents that result in a worker being admitted to a hospital (i.e. a physician admits a worker to be an inpatient at a hospital; does not include assessment of an injury at an emergency room or urgent care center)
- Unplanned explosion, fire, or flood that causes a serious injury or has the potential to cause serious injury
- Collapse or upset of a crane, derrick or hoist
- Collapse or failure of any component of a building or structure necessary for the structural integrity of the building or structure
- Any incident, injury or class of injuries or incident specified in the Alberta OHS regulation

Serious Injury: Any serious injury that:

- Places life in jeopardy
- Results in unconsciousness
- Results in substantial loss of blood
- Involves the fracture of a leg or arm but not a finger or toe
- Involves the amputation of a leg, arm, hand or foot but not a finger or toe
- Consists of burns to a major portion of the body
- Causes the loss of sight in one or both eyes

Student: Any individual who maintains an affiliation as a learner in the University educational community. Students are not workers, but receive credits, grades and fulfills tasks as a requirement of graduation. Work experience and Co-op students are treated as “workers”.

Supervisor: A person who has charge of a workplace, or authority over a worker. Depending on the particular reporting relationship, a Supervisor includes, but is not limited to any of the following: Manager, Associate Dean, Director, Vice President or President.

Unsafe Act: An action or inaction made in the presence of a hazard. E.g. failing to wear PPE, failing to secure work area, working on equipment without locking / tagging out.

Unsafe Condition: Aspects of the work environment or equipment used that may lead to an incident. E.g. poor housekeeping, inclement weather, congested work areas, lack of safeguarding on equipment.

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Volunteer: Paid or unpaid working under the direction of an Employee of the University. Volunteers do not receive course credits, grades or the work is a requirement of graduation.

Worker: Any paid or unpaid employee or volunteer.

REFERENCES

Alberta Occupational Health and Safety Code (2016)

Canadian Center for Occupational Health and Safety – Incident Investigation Fact Sheet
<https://www.ccohs.ca/oshanswers/hsprograms/investig.html>

Reference Guide for Employer Incident Investigations – WorkSafe BC
<https://www.worksafebc.com/en/resources/health-safety/books-guides/investigations-accidents-incidents-reference-guide-and-workbook?lang=en>

Alberta Workers' Compensation Act (2018)

REVISION HISTORY

Date	Revision	Notes
January 2021	01	Creation of Safe Work Procedure

APPENDICES

[Appendix A: Workers' Compensation Board](#)

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APPENDIX A: WORKERS' COMPENSATION BOARD (WCB)

Under the Alberta Workers' Compensation Act, an employee who is injured at work is entitled to compensation, regardless of who is at fault. In return, the injured employee and their beneficiaries give up their right to sue their employer for damages. Injuries to employees, students, volunteers, and contractor employees require reports to WCB.

Where the injured employee is employed by a contractor to MRU, the contractor company is responsible for completing WCB reporting requirements.

WHAT INJURIES MUST BE REPORTED?

The Alberta Workers' Compensation Act requires the employer, the injured worker, and the attending physician to report injuries that result in:

- Medical treatment beyond first aid (i.e. treatment that can only be supplied by a healthcare professional), includes:
 - Traumatic injuries, e.g. broken bones, burns, severe lacerations
 - Injuries caused by repeated activities, e.g. back pain developing over the course of weeks or months
 - Occupational diseases, e.g. exposure to biohazardous material)
 - Re-injury, i.e. when an old work-related injury recurs or is aggravated during work
- Lost time beyond the date of accident
- The need to temporarily or permanently modify work beyond the date of accident
- Death or permanent disability
- A disabling or potentially disabling disease or condition caused by occupational exposure or activity
- The worker requiring medical expenses or equipment such as dental repair, prescription medication, eyeglass repair, etc.

Reports from the employer are due within 72 hours of the employer becoming aware of a worker injury or illness.

Employees must report applicable injuries to WCB as soon as practicable. In the case of a fatality, the worker's dependent shall give notice of the accident to WCB as soon as practicable.

Contact the MRU Employee Wellbeing Coordinator in HR to obtain and submit appropriate WCB forms and documentation.

WHO IS COVERED?

MRU's WCB coverage extends to:

- Staff and Faculty (full and part time, and contract / term employees)
- Board Members
- Students while in class or participating in course activities

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MRU's policy is to report all employee injuries through the Injury / Incident Report Form. The MRU Employee Wellbeing Coordinator will determine which injuries require filing of WCB employer and worker reports.

Employees must also report all incidents to their direct supervisor, who will ensure that HR is notified and appropriate reports are submitted.

MRU's WCB coverage does NOT extend to:

- Contractor employees
 - Contractor employees must have coverage under their direct employer.
 - Ensure contractor injuries are entered into the [Injury / Incident Report Form](#). EH&S will work with the MRU Employee Wellbeing Coordinator in HR to determine if the contractors working have WCB coverage and who will have WCB reporting responsibility.
- Volunteers
 - Volunteers are not covered because MRU is a non-profit organization and coverage for volunteers is optional. They may be eligible for compensation through MRU liability insurance. Contact Risk Management (RiskManagement@mtroyal.ca) for additional information.
- Visitors
 - Visitors do not perform work for MRU, therefore are not eligible for coverage under the Workers' Compensation Act. They may be eligible for compensation through MRU liability insurance. Contact Risk Management (RiskManagement@mtroyal.ca) for additional information.

For additional information about Workers' Compensation coverage and limitations, contact Human Resources at AbilityManagement@mtroyal.ca.