Chapter 15: Issue Reporting, Investigation, Tracking, Communication

The purpose of safety issue reporting is to ensure all issues related to safety are reported, recorded, investigated, managed and that appropriate corrective and preventative action is taken.

In reporting, investigating, tracking and communicating incidents, occurrence’s and hazards, the FLNRORD Incident Response Guide (IRG) in conjunction with legislative requirements is our primary direction. This chapter meets that direction related to WorkSafe BC requirements, but does not address Transport Canada, Public Service Loss reporting and FLNRORD communication requirements as specified in the IRG. Should any discrepancy exist, the legislation then the FLNRORD-SMS incident response guide take precedent in that order.

Responsibilities for Safety Reporting

All staff must:

- Report hazards encountered at the workplace.
- Report injuries or occupational disease.
- Report Close Calls.
- Report Significant Loss or Damage.
- Ensure reports and outcomes are appropriately communicated.

All safety issues must be reported immediately to the employee’s supervisor and the Business Area Safety Coordinator by email indicating who, what, when, where and whether follow up actions are required.

All issues will be recorded and tracked in a Corrective Action Log.

Issues which require immediate reporting to WorkSafeBC

A WorkSafeBC immediately reportable incident 1 888 621 7233 where one of the following conditions occurs:

- A fatality of a worker
- The worker suffers serious injury including losing consciousness, chemical exposure, any life-threatening condition such as heat stress or cold stress, any permanent injury or expected to result in significant physical impairment following the injury.
- Any major structural failure or collapse of a building, bridge, tower, crane or hoist, temporary construction, support system or excavation including road excavations.

- Any major release of hazardous substance, major is not solely based on the quantity of release but also the implications in consideration of the risk to workers safety and health, the necessity to work in close proximity to the release, atmospheric conditions and the nature of the substance.

All other incidents that require investigation or generate medical attention are ultimately reported to WorkSafeBC via the Form 7 or investigation process. Injuries requiring only first aid and occurrences (see FLNRORD-SMS incident response guide for definition of occurrence) are not typically reported to WorkSafeBC. These circumstances include:

- An injury requiring medical treatment (treatment by a doctor nurse) including circumstances such as:
  - The worker is transported or directed by a first aid attendant or other employer representative to a hospital or other place of medical treatment (treatment by a doctor or nurse), or is recommended by such persons to go to such place.
  - The injury is one that obviously requires medical treatment.
  - The worker has received medical treatment for the injury.
  - The worker is unable, or claims to be unable by reason of the injury to return to their usual job function on any working day following to the day of the injury.

- An injury or accident resulted, or is claimed to have resulted in the breakage of an artificial member, eyeglasses, dentures, or hearing aid.

- WorkSafeBC has requested that an employer’s report be sent.

- An incident is jointly investigated, and the final investigation report is submitted to WorkSafeBC as required.
If no condition listed above is met, the issue is not required to be reported to WorkSafeBC, however they may request any information that pertains to worker health and safety.

Issues are reported to WorkSafeBC using some of the form(s) listed in Table 15-1. Typically the Form 7 WCB, Investigation Records Form 15 BCTS/PSC 38 PSA or direct reporting via phone 1 888 621 7233 for immediate reporting situations are how WorkSafe BC is provided information on incidents.

Investigation

BCTS safety issues are investigated to determine the actions necessary to prevent a reoccurrence. Investigation of a safety issue is required when any of the following conditions apply:

- Injury to a worker that required medical treatment occurred.
- An issue occurred that did not involve injury to a worker, or involved minor injury not requiring medical treatment, but had potential for causing serious injury to a worker.
- There was an incident required by regulation to be investigated.
- Serious injury or death of a worker occurred.
- Major structural failure occurred.
- Major release of a hazardous substance occurred.

In addition, BCTS will conduct investigations where trends are identified, or as directed by the Timber Sales Leadership Team.

Investigation Process

Preliminary Report

Preliminary safety investigations will be completed by the employee’s immediate supervisor and the Business Area Safety Coordinator (B.A.S.C.) within 48 hours of a safety issue occurring. The purpose of the preliminary investigation is to identify any unsafe conditions, acts or procedures and implement interim corrective actions to prevent the recurrence of similar incidents until the full investigation is complete. The corrective action(s) taken are to be recorded in the CAL. The preliminary report is to be shared with the applicable Occupational Health and Safety Committees and made available to WorkSafeBC upon their request.
Full Investigation, Report and Follow-up

After the preliminary investigation is complete the B.A.S.C. will notify management, and where appropriate assign an investigation team as per Section 174 of Worker’s Compensation Act. (Note this is a Joint Investigation involving worker representatives of the Occupational Health and Safety Committee or Occupational health and Safety Representatives where no committee exists) The team will determine the cause or causes of the incident, and identify unsafe conditions, acts or procedures that significantly contributed to the incident. The B.A.S.C. will complete and document the investigation on the BCTS Incident Investigation Report and submit the report to WorkSafeBC within 30 days of the date of the incident. The report will also be shared with the Occupational Health and Safety Committee. An extension can be granted by WorkSafeBC where the employer can demonstrate that delays in its ability to complete the investigations within the deadline are due to factors outside its control.

Corrective and preventive actions identified in the report and sanctioned by the employer will be recorded in a Corrective Action Log. An assessment of the effectiveness of the resulting corrective and preventative actions will be completed by the B.A.S.C. at a frequency appropriate to the actions.

Tracking of Issues

BCTS will use a Corrective Action Log to track the status, completion, and effectiveness of corrective and preventive actions. The Corrective Action Log will be used to identify and report on trends.

Communication

Safety Alerts will be used to send notice of hazards, accidents, and near misses or emerging safety issues to all BCTS staff who may encounter the same issue. These safety alerts may also be forwarded to other organizations if applicable.

The Safety Alert will be distributed locally, and throughout BCTS by the B.A.S.C. and will be posted on the Safety Working Group website. Where appropriate the Manager of Business Excellence will forward to the Director of Resource Worker Safety for distribution to other organizations.
<table>
<thead>
<tr>
<th>Form</th>
<th>Filled Out When</th>
<th>By Whom</th>
<th>Deadline</th>
<th>Destination</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Aid Record WorkSafeBC 55823</td>
<td>• All workplace injuries, this includes ergonomic injuries.</td>
<td>First Aid Attendant</td>
<td>Immediately</td>
<td>First Aid record Book</td>
</tr>
</tbody>
</table>
| Incident Investigation Report (BC Timber Sales Safety Manual Appendix 15 Incident Investigation Form)/ PSC 38 | • Injury to a worker that required medical treatment occurred.  
  • An issue occurred that did not involve injury to a worker, or involved minor injury not requiring medical treatment, but had obvious potential for significant damage, loss or for causing serious injury to a worker.  
  • There was an incident required by regulation to be investigated.  
  • Serious injury to or death of a worker occurred.  
  • Major structural failure occurred.  
  • Major release of a hazardous substance occurred. | Business Area Safety coordinator and Joint investigation team | Preliminary report completed within 48 hours of the incident | Applicable Manager  
Supervisor or Employer to send to local WCB Office upon their request |
| Form 7 (WorkSafeBC) | • Loss of consciousness.  
  • Transported or directed or received medical treatment.  
  • The worker is unable, or claims to be unable by reason of the injury to return to their usual job function.  
  • The injury or accident resulted, or is claimed to have resulted in the breakage of an artificial member, eyeglasses, dentures, or hearing aid.  
  • The worker or WorkSafeBC has requested a Form 7. | Supervisor in conjunction with the Employee | 72 hours | Follow PSA direction online through My HR Links available via the FLNRO-SMS Incident Response Guide |
| Form 9 (WorkSafeBC) | • Worker returns to work after time loss | Supervisor | Immediately upon return to work | FOR TIME LOSS INJURIES ONLY - Supervisor or Employer to fax to Payroll at (250) 556-9526, Attention WCB Payroll Specialist.  
Supervisor or Employer to send to local WCB Office - toll-free fax number is available on the back of the form.  
Supervisor or Employer to file at the workplace to maintain records and statistics. |
| Form 6A (WorkSafeBC) | • If Employer/Supervisor request injured worker to complete | Injured worker (if able) | 24 hours of request | Worker provides a copy to the supervisor or employer.  
Supervisor or Employer to send to local WCB Office along with the Form 7 - toll-free fax number is available on the back of the form.  
Supervisor or Employer to file at the workplace to maintain records and statistics. |
| Form 6 (WorkSafeBC) | • If worker wishes to apply for compensation for a work-related injury or occupational disease.  
  • If WCB requests the application form. | Injured worker | ASAP | Worker to send a copy to the local WCB Office – toll-free fax number is available on the back of the form. |