



TOWN POLICY

ADMINISTRATION POLICY: Incident Investigation

DEPARTMENT: Safety

POLICY NUMBER: SA-197

EFFECTIVE DATE: April 2, 2025

SUPERSEDES: SA-131

UP FOR REVIEW: April 2, 2028

Policy Statement:

In spite of all preventative efforts, incidents which threaten safety or cause harm occur.

The purpose of this policy is to:

Provide incident response guidance and an investigative framework in order to determine incident cause and implement preventative measures.

1. Definitions

- (1) Department Head: the employee of highest rank in the following departments: Electrical, Engineering, Golf, Office and Finance, Municipal Enforcement, Parks and Recreation, Public Works, and Water and Wastewater.
- (2) Incident: an event at a Work Site that:
 - (a) resulted in injury, property/equipment damage, or occupational illness, or
 - (b) resulted in a Near Miss.
- (3) Near Miss: an event at a Work Site that nearly resulted in injury, damage, or illness.
- (4) Serious Incident: an Incident which requires an OHS report to be made in accordance with clause 2(3)(b).
- (5) Trained Investigator: an Employee that has completed formal training and is assigned as such by the Safety Coordinator.
- (6) Work Site: a location where a worker is, or is likely to be, engaged in any occupation and includes any vehicle or mobile equipment used by a worker in an occupation.





TOWN POLICY

TITLE: Incident Investigation

POLICY NUMBER: SA-197

2. Guidelines

- (1) All Incidents and Serious Incidents shall be investigated in accordance with this Policy.
- (2) Responsibilities

ROLE	RESPONSIBILITIES
Employees (all)	<i>If witness to an Incident or Serious Incident:</i> <ul style="list-style-type: none">• Immediately contact the Safety Coordinator and their Department Head• Complete incident reports and participate in investigations as required
Department Head	<i>In the event that the Safety Coordinator is unavailable:</i> <ul style="list-style-type: none">• Provide and receive incident report documents• Assign Trained Investigators to investigate Incidents• Submit incident and investigation reports to the Health and Safety Committee
Safety Coordinator	<ul style="list-style-type: none">• Ensure Incident and investigation response compliance with this Policy and the Occupational Health and Safety (OHS) Act and Regulations• Provide incident report documents• Conduct investigations or assign Trained Investigators to investigate Incidents• Review incident and investigation reports and supporting documentation for accuracy• Submit incident and investigation reports to the Health and Safety Committee• Complete external reporting in accordance with subsection 2(3).
Trained Investigator	<ul style="list-style-type: none">• Conduct investigations• Complete and submit investigation reports, photographs, and other documentation to the Safety Coordinator
Health and Safety Committee	<ul style="list-style-type: none">• Review incident and investigation reports and supporting documentation• Determine the underlying cause of each Incident and recommend appropriate preventive measures
Chief Administrative Officer	<ul style="list-style-type: none">• Review and sign all incident and investigation reports prior to Health and Safety Committee review





TOWN POLICY

TITLE: Incident Investigation

POLICY NUMBER: SA-197

(3) External Reporting

- (a)** A WCB report shall be filed for each worker involved in any:
 - (i)** Serious Incident
 - (ii)** Incident which may result in long-term side effects
- (b)** An OHS report shall be made for any Incident involving
 - (i)** an injury resulting in the death of a worker or requiring the worker to be admitted to a hospital;
 - (ii)** an unplanned or uncontrolled explosion, fire or flood that causes a serious injury or that has the potential of causing a serious injury;
 - (iii)** the collapse or upset of a crane, derrick or hoist
 - (iv)** the collapse or failure of any component of a building or structure necessary for the structural integrity of the building or structure;

3. Procedure

- (1)** The timelines and actions below shall be followed when responding to Incidents and Serious Incidents:

TIME FROM INCIDENT	ACTION REQUIRED
Immediately following	<ul style="list-style-type: none">• Witnesses receive incident report documents
0-24 hours	<ul style="list-style-type: none">• Witnesses submit completed incident report• Investigation begins (if required)
24-48 hours	<ul style="list-style-type: none">• Investigation completed• Investigation reports and supporting documentation submitted• External reports completed (if required)
Within one week (of Serious Incident)	<ul style="list-style-type: none">• Incident and investigation reports reviewed• Recommendations for preventive measures completed





TOWN POLICY

TITLE: Incident Investigation

POLICY NUMBER: SA-197

REVISION HISTORY

Date	Description
April 2, 2025	New Policy – Supersedes SA-131

APPROVAL: *Jeff Shaw* **DATE:** *April 3, 2025*
Chief Administrative Officer, Jeff Shaw *(signed copy kept in CAO policy binder)*

