

**Category:** Health & Safety

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**Subject:** Incident, Injury and Illness Reporting

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**Policy:**

Employees of Independent Living Center of Waterloo Region are responsible for reporting all accidents and injuries to the respective supervisor as soon as possible. An ILCWR incident report must be completed and submitted to your supervisor. An Injury can be defined as an event that results in physical harm to an employee. An illness can be defined as a deviation from the normal, healthy, state of the body.

**Definition:**

An Injury can be defined as an event that results in physical harm to an employee. An illness can be defined as a deviation from the normal, healthy, state of the body.

An incident is an undesirable event caused by an unsafe act, an unsafe condition or a combination of both **OR** a social situation, involving staff only or staff and consumers, which results in a conflict which requires attention and resolution.

**Procedure:**

ILCWR employees are responsible for

- Reporting injuries or illnesses to a supervisor immediately
- If, because of the nature of the injury or illness, an employee is unable to report, it is the responsibility of another worker, who happens to see the incapacitated worker, to immediately report the event to a supervisor

The following categories of injuries and illnesses will be reported, regardless of the nature or severity of the event:

- fatality
- property damage
- critical injury
- near miss
- lost time injury

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- fire
- health care
- environmental release
- first aid
- occupational illness

When an injury is reported, it is important to provide as much detail as possible. All injuries that may affect an employee's ability to work must be reported immediately, no matter how small or minor. It is not always possible to determine immediately if an injury may prevent an employee from working at some point in the future. Therefore, it is advisable to report all injuries even if they are minor.

If the injury is relatively minor and it is possible to complete a scheduled shift, do so after administering the appropriate first aid, and reporting the injury immediately to either the supervisor or the supervisor on call.

If the injury will prevent an attendant from completing his/her shift, contact the respective supervisor immediately or the on call supervisor. An employee must seek medical attention as soon as possible and notify the employee's health professional that the injury occurred at work. ILCWR will ensure employees are transported safely to receive medical attention. An employee may seek attention from a doctor, chiropractor, physiotherapist or registered nurse. A supervisor will provide a Functional Abilities Form which the employee is required to take with them when seeking professional, medical care.

If an injury occurs that causes an employee to lose time from work or the employee requires modified duties for longer than seven days, ILCWR must file a claim with the Workplace Safety and Insurance Board and provide modified duties until the employee is able to return to full duties. Both ILCWR and the employee have an obligation to work together with WSIB to return the employee to work as quickly and safely as possible. WSIB will provide partial compensation for wages and coverage for any related medical expenses.

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Management is responsible for

- Promptly ensuring that first aid is administered
- Ensuring the worker receives medical treatment, if necessary
- That such treatment was recorded in the first aid log
- If outside medical aid is received then a WSIB Form 7 must be completed within three days of becoming aware of the injury (see Early and Safe Return to Work procedure for more information).
- Ensuring rescue / response teams are notified, if necessary.
- A copy of the completed records and forms to be sent to Human Resources and one kept by the supervisor.
- Maintain follow up contact with the injured worker and document the contact
- Initiate an injury / incident investigation (see 10.1 Injury / Incident Investigations), if required

First Aid Provider

- Upon being informed of an injured or ill worker, the First Aid provider will go the first aid kit and administer appropriate treatment
- Records all treatment or advice given in the first aid log
- As necessary and/or required, assist in ensuring that an injured or ill worker receives subsequent medical attention
- Accompanies the injured worker to the hospital (see transportation procedure)

Worker compliance with the illness and injury reporting procedures are monitored regularly as part of an overall review of the OH&S program. The procedure will be reviewed annually.

If an employee breaks something in a consumer's house, he/ she should report it to them immediately. Accidents happen, thus ILCWR has insurance to cover the replacement.

If an employee notices hazards in a consumer's home, he/she should notify the consumer immediately and attempt to correct it. If a solution cannot be found, then the supervisor is to be contacted.