



**POLYTECHNIQUE
MONTREAL**

UNIVERSITÉ
D'INGÉNIERIE

ACCIDENT AND INCIDENT MANAGEMENT

Serious Accident and Incident Reporting, Communication and Investigation Procedure

Health & Safety
Human Resources
Polytechnique Montréal

Document history

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15-12-2022	1	Approved	Health & Safety	Central committee	Central committee
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1. Purpose

This document clarifies the roles and responsibilities for reporting a serious accident or incident, as well as the measures to be taken following such events.

All serious accidents and incidents must have a coherent and immediate response to ensure care for the injured and implementation of corrective measures. The facts of such events must be reported, documented, studied and communicated as quickly as possible so as to study all possible causes and take appropriate measures to prevent recurrence (see table, Section 5).

This procedure applies to management of accidents and incidents that are considered “serious.” Refer to the Polytechnique Montréal procedures for managing other types of events.

This procedure is linked to the Emergency Measures Committee, but is not meant to define the steps for internal and external communication in the event of an emergency. For further information on this subject, please refer to the Emergency Measures Plan, which is the responsibility of the Institutional Security Service (“Security”).

2. Governance

Authority:	Central occupational safety and health committee
Administration:	Human Resources – Health & Safety
Enforcement:	Managers, laboratory supervisors and faculty members

3. Scope of application

- This procedure concerns all serious accidental events related to work, research or study activities, including “serious injuries” and “serious incidents” affecting staff members, students, contractors and visitors.
- This procedure applies to all work, research or study activities at Polytechnique Montréal, including construction sites for which the university is the prime contractor or the client.
- This procedure applies to all activities performed on Polytechnique Montréal premises as well as off-campus activities supervised by a Polytechnique manager or faculty member.
- This procedure does not apply to student association activities that do not take place on Polytechnique premises.

4. Definitions

Serious accident: A sudden, unexpected event that occurs during a work, research or study activity and results in a serious injury.

The following events or injuries, among others, are considered serious and must be reported:

- ✓ Admission to a hospital for an accident occurring at work or in the course of study, excluding psychological disorders (admission = treatment beyond the emergency ward);
- ✓ Multiple ambulances required;
- ✓ Major or multiple fractures;
- ✓ Temporary or permanent loss of eyesight;
- ✓ Amputation;
- ✓ Spinal cord injury;

- ✓ Head injury involving severe laceration or concussion;
- ✓ Second- or third-degree burns;
- ✓ Death.

If in doubt about the outcome of the accident, report the event. The Health & Safety team will then decide whether procedures should be escalated.

Serious incident related to work or study:

1. An unplanned event that did not cause injury, but had the potential to cause severe injury or significant property damage. "Near miss" and "dangerous occurrence" are also terms for an event that could have caused injury or damage, but did not.
2. An accident that resulted in moderate or minor injuries, but that had the potential to be considered a serious accident.

The following types of event must be considered serious incidents:

- ✓ A fault in a piece of equipment, a system, or a work, research or study procedure or protocol that could have resulted in a serious accident;
- ✓ Any incident that involves one of the Commission des normes, de l'équité, de la santé et de la sécurité du travail (CNESST) zero-tolerance hazards: fall from a height in excess of three metres; fall from a height from a ladder; contact with a moving part of a machine; electrification with an overhead power line; collapse of a scaffold; collapse of the walls of an unshored excavation; exposure to asbestos dust or silica dust; unstable rocks;
- ✓ Any incident caused by a failure to control hazardous energy that could have resulted in a serious accident;
- ✓ Explosion, projected object, major fire;
- ✓ Major flooding;
- ✓ Major leak or spill of hazardous materials that could have resulted in a serious accident;
- ✓ Hazardous situation involving a motorized vehicle (e.g., truck, forklift, mobile aerial work platform such as a basket or scissor lift, mobile crane, heavy machinery) that could have resulted in a serious accident;
- ✓ Property damage in excess of \$150,000 that could have resulted in a serious accident.

If in doubt about the definition of a serious incident, report the event. The Health & Safety team will then decide whether procedures should be escalated.

5. Measures to be taken

5.1. Accident response plan

All departments, areas and units must assess potential hazards and must have developed an accident response plan. Where applicable, the accident response plan must take into account all requirements for lifesaving equipment, including personal protective equipment.

It is critical to establish internal processes, roles and responsibilities to ensure that the following actions can be taken:

1. If a person is injured:
 - a. Contact Security at 514 340-4444 or extension 4444, specifying your location (room number). Do not call 911 unless it is an extreme emergency.
 - b. Make sure the injured person receives first aid.
 - c. Accompany the injured person to hospital.
2. Make sure the hazardous situation is under control and secure the scene (see Point 5.2).
3. The supervisor of the activity may contact Human Resources (Service des ressources humaines, SRH) or Student Services (Service aux étudiants, SEP) to obtain support from the employee or student assistance program, as applicable, for the team affected by the accident or incident.

5.2. *Securing of the scene*

The scene or site of any serious accident or incident must be secured. Securing of the scene must take into account the following:

1. Priority must be given to caring for the injured person and ensuring the well-being of everyone present at the accident site.
2. The scene of the accident or incident must be secured and remain undisturbed until it has been assessed by the team in charge of the preliminary investigation (see Point 5.7) or by the relevant authorities.

There is one possible exception to this rule. An accident or incident site may be altered for the sole purpose of preventing further injury to others or aggravation of the consequences for the injured person (e.g., barriers may be installed to protect the site). In such cases, photos or videos of the scene must be taken before any alteration is made.

3. To ensure that the scene is kept as intact as possible for investigation purposes, the accident or incident area must not be cleaned, altered, adjusted, swept or otherwise modified, unless it is hazardous to others.

5.3. Communication procedure in the event of a serious accident

Serious accident
Immediately <ul style="list-style-type: none">• The person in charge must follow the accident response plan and contact Security at extension 4444.• Secure the area and the scene of the accident.• During normal working hours (Monday to Friday, 8 a.m. to 5 p.m.), Security contacts Health & Safety at extension 4111. Health & Safety will contact the members of senior management concerned by the accident.• Outside normal working hours, Security contacts the director on duty. The director on duty applies the necessary crisis management protocol and contacts Health & Safety as soon as possible.• If necessary, Security activates the Emergency Measures Plan.• The supervisor of the activity contacts their manager or the professor responsible.• The latter informs the director of the department, area or unit concerned. <p>*Witnesses to the accident or people concerned by it must remain available or easily reachable.</p>
Within 24 hours <ul style="list-style-type: none">• If necessary, Health & Safety or the director on duty contacts the local authorities (see Section 5.5 of this procedure).
Within 48 hours <ul style="list-style-type: none">• Health & Safety or the director on duty sends the preliminary investigation report to the designated persons.
Within 15 working days <ul style="list-style-type: none">• Health & Safety drafts an accident investigation and analysis report.

5.4. Communication procedure in the event of a serious incident

Serious incident
Immediately <ul style="list-style-type: none">• Secure the area and contact Security at extension 4444 to obtain assistance.• During normal working hours (Monday to Friday, 8 a.m. to 5 p.m.), Security contacts Health & Safety at extension 4111. Health & Safety will contact the members of senior management concerned by the incident.• Outside normal working hours, Security contacts the director on duty. The director on duty applies the necessary crisis management protocol and contacts Health & Safety as soon as possible.• If necessary, Security activates the Emergency Measures Plan.• The supervisor of the activity contacts their manager or the professor responsible.• The manager or professor informs the director of the department, area or unit concerned. <p>*Witnesses to the incident or people concerned by it must remain available or easily reachable.</p>

Within 48 hours

- The director on duty sends the preliminary investigation report to the designated persons.

Within 15 working days

- The designated person drafts an incident investigation and analysis report.

5.5. Communication with local authorities

Per Section 62 of the *Act Respecting Occupational Health and Safety*, the employer must inform the CNESST, by the most rapid means of communication, within 24 hours in the following situations:

- ✓ The death of a worker;
- ✓ The total or partial loss of a limb or use of a limb, or significant physical trauma;
- ✓ Injuries to two or more workers such as to probably prevent them from performing their duties for at least one working day;
- ✓ Property damage of \$150,000 or more.

The director on duty is responsible for contacting the CNESST (1 866 302-2778).

5.6. Preliminary investigation

A preliminary investigation must be conducted within 48 hours following the event. The investigation will be led by the director on duty or, if possible, delegated to Health & Safety in collaboration with the department, area or unit concerned.

The preliminary investigation report will be forwarded to the following persons within 48 hours following the event:

- Supervisor of the activity during which the accident or incident occurred;
- Head of Health & Safety;
- General manager;
- Director of the department, area or unit concerned;
- Functional director of the unit affected by the event;
- Director of Human Resources;
- Director of Security.

5.7. Accident investigation and analysis

Based on the circumstances of the accident or incident and the preliminary report, Health & Safety will decide whether it is appropriate to proceed with an in-depth investigation. In this case, Health & Safety may decide to continue the investigation or delegate it to the unit concerned.

For both the preliminary investigation and the in-depth investigation:

1. The designated investigator must have full access to the accident or incident site, relevant information, photos and videos, documentation, and statements from witnesses pertaining to the accident or incident investigation.
2. The local authorities must be given full co-operation should they wish to inspect the accident site. In this case, the Health & Safety representative will take part in the local authorities' visit.
3. Witnesses must make themselves available for interviews.

4. The findings as well as immediate and longer-term control measures must be documented and a follow-up report produced. The responsible parties will be identified in the investigation report.
5. The department, area or unit concerned as well as Health & Safety will ensure that the corrective measures are implemented in due course.
6. Verification or inspection of the effectiveness of the corrective measures will be performed by the persons in charge of the department, area or unit concerned in collaboration with Health & Safety in the weeks following the accident or incident.

The in-depth investigation report will be forwarded to the following persons:

- Supervisor of the activity during which the accident or incident occurred;
- Head of Health & Safety;
- General manager;
- Director of the department, area or unit concerned;
- Functional director of the unit affected by the event;
- Director of Human Resources;
- Director of Security;
- Local Health & Safety committee of the department, area or unit concerned;
- Central Health & Safety committee;
- Joint committee.

Appendix 1: Preliminary investigation form

Type of event			
Serious accident <input type="checkbox"/>		Serious incident <input type="checkbox"/>	
General information			
Name of person involved:	Worker <input type="checkbox"/>	Student <input type="checkbox"/>	Other <input type="checkbox"/>
Unit or department:	Registration no.:		
Position occupied at time of event:	Date of event:		
Name of manager or supervisor of activity:	Time at which event occurred:		
Site of event	Time at which event was reported:		
Nature of injury or incident reported: Click or tap here to enter text.			
Activities being conducted at time of event: Click or tap here to enter text.			
Security report no. <i>(if applicable)</i> : Click or tap here to enter text.			
List of witnesses <i>(add lines as needed)</i>			
Full name	Area, department or study unit	E-mail	Phone
Description of event <i>(use a separate page if necessary)</i>			
Click or tap here to enter text.			
Causes of accident or incident <i>(use a separate page if necessary)</i>			
Click or tap here to enter text.			
Immediate corrective and preventive actions <i>(add lines as needed)</i>			
Action	Deadline	Person in charge	
Comments			
Click or tap here to enter text.			