
Employee Health & Safety Handbook

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Health & Safety at Selkirk College

Safety is everyone's responsibility. We all have a role in creating and maintaining a safe environment on campus. We are committed to providing a safe, secure, and healthy environment for our employees, students, and visitors.

According to [Selkirk College Policy 6420](#) and [WorkSafe BC](#) regulations, a supervisor is anyone who instructs, directs, and controls workers in the performance of their duties. This definition applies regardless of job title—supervisors may be found in management, staff, or faculty positions. Additionally, anyone with supervisory responsibilities for worker health and safety is considered a supervisor under this policy.

For training purposes, Selkirk College uses the term "Supervisor" in conjunction with WorkSafe BC's definition. The term "Worker" refers to anyone under a supervisor's authority, including students.

Supervisors have distinct and significant responsibilities in relation to the safety of their work areas and workers. They have an important role in promoting and maintaining workplace safety. Their words and actions demonstrate how they view and value health and safety.

Supervisors are well- positioned to be role models or leaders. Effective supervisors are intentional and purposeful in promoting health and safety. This handbook and the online course of [Employee Health & Safety Orientation](#) will help supervisors understand the importance of their role in workplace safety. It is a required course for all Selkirk College employees.

This handbook contains the information that is presented in the Employee Health & Safety Orientation and is intended as a resource to all employees working on the Selkirk College campuses.

Responsibilities and Due Diligence

Supervisor Responsibilities

- Ensure the health and safety of all workers under your direct supervision.
- Ensure you are knowledgeable about the hazards your workers could be exposed to and the ways to minimize the risk through effective controls.
- Communicate all known and reasonably foreseeable hazards to your workers.
- Engage with your workers to ensure workplace safety controls are realistic for the task and are being used properly.
- Be knowledgeable of legislative requirements related to the work being supervised.
- Cooperate with the Joint Occupational Health and Safety Committee, WorkSafe BC and Health and Safety Department.
- Designate a supervisor if you are leaving for an extended period of time. The designated supervisor will be responsible for carrying out your supervisory responsibilities during this time. You cannot permanently designate this task.
- A designated supervisor can be a colleague, your own supervisor, or a team member with adequate experience.

Due Diligence

As a supervisor, you need to exercise due diligence. *Due Diligence* is defined as taking all reasonable care to prevent workers from harm. This means that, given the circumstances, you are expected to take all precautions that a reasonable person would.

NOTE: Reasonable care is the amount of care that a reasonable person with the same knowledge, experience and authority would take in any given situation.

What do I need to remember about due diligence?

- You could be legally required to prove that you have taken all reasonable steps to protect your workers from harm.

Due Diligence involves:

1. Recognizing the potential for harm
2. Developing a system to prevent harm from occurring
3. Taking reasonable steps to ensure that the system is working

How do I prove Due Diligence?

- Documentation
- Ensure your actions are documented by
 - Orientation records
 - Training records
 - Inspection reports
- Incident Investigation reports and corrective actions

The Four Cornerstones of Due Diligence

1. Information

- a. Provide a workplace orientation for your workers, this may include a [Site-Specific Orientation](#).
- b. Inform your workers about the hazards associated with their work.
- c. Ensure that controls are being used by your workers to minimize the risk due to the hazard.
- d. Ensure that your workers have the appropriate Personal Protective Equipment (PPE), and that PPE is inspected and used properly.
- e. Educating workers on how to report incidents.
- f. Begin the investigation of an incident and record finding by filing an [Incident/Near Miss Report](#) and email a copy to your immediate supervisor and healthandsafety@selkirk.ca.

2. Instruction

- a. Establish clear safety expectations/standards through documented procedures – such as safe work procedures.
- b. Educate your workers about the safety resources that are available to them within your department or program and through the College such as:
 - i. [Health and Safety](#)
 - ii. [Joint Occupational Health and Safety Committee](#)

3. Training

- a. Ensure mandatory and program specific safety courses have been completed.
- b. Establish job specific training requirements for your workers.
- c. Train your workers and document the training.

4. Supervision

- a. Observe your workers to ensure safety competency.
- b. Where safety competency is demonstrated by workers, direct supervision may be less continuous.

Potential Hazards

As a supervisor one of your responsibilities is to ensure your workers are aware of all known and reasonably foreseeable hazards. When discussing hazards consider the following:

Biological

Microorganisms, animals, blood, bodily fluids, allergens (Communicable Diseases)

Chemicals

Flammables, oxidizers, corrosives, compressed gases toxins

Ergonomic

Physiological demands on the worker (repetitive movements, awkward postures arising from improper work methods or workstation designs)

Physical

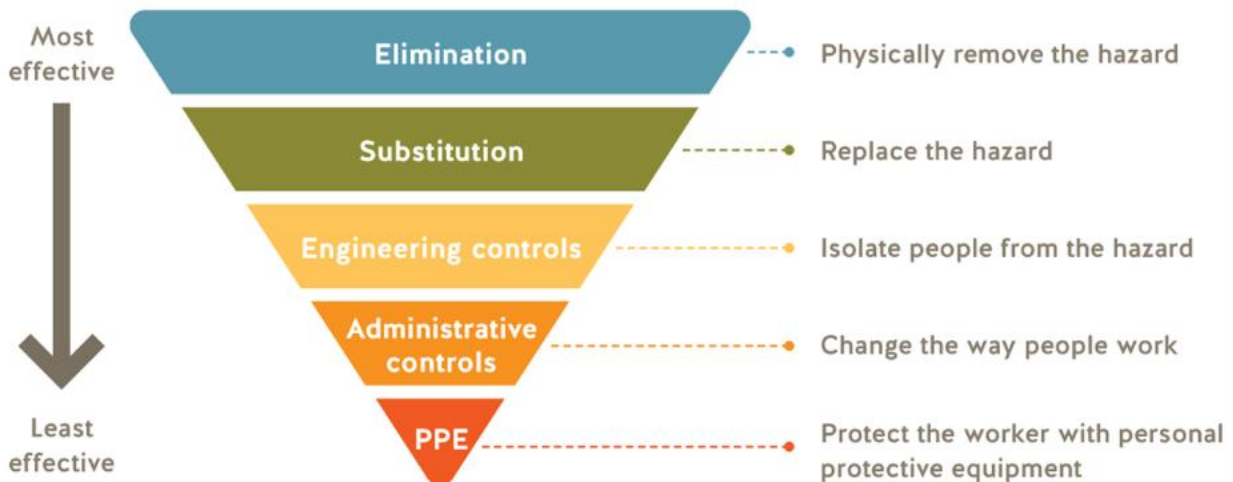
Noise, vibration, energy, heat, cold, electricity, radiation, pinch points, unguarded machinery, exposed moving parts, working with mobile equipment, slipping/tripping hazards

Psychosocial

Effects on mental health such as bullying & harassment, violence, stress, burnout

Hierarchy of Controls

The most effective control is to eliminate the hazard, and the least effective is Personal Protective Equipment (PPE). PPE only acts as a barrier between the worker and the hazard and should not be relied upon as a primary control measure.



Elimination

Physically remove the hazard. Example: Removing the hazardous substance completely

Substitution

Replace the hazard. Example: Using a non-lead-based paint instead of lead-based paint

Engineering

Isolate people from the hazard. Example: Using a device to carry a heavy load

Administrative

Change the way people work. Example: Training, work, rest schedule, signage

Personal Protective Equipment

Protect the worker with PPE. Example: Hard hats, hearing protection, respirator, lab coats, gloves

Worker's Rights and Responsibilities

Worker's Rights

1. The right to know about hazards in the workplace.
2. The right to participate in identifying and solving health and safety issues through the following steps:
 - a. Supervisor
 - b. Health and Safety Department
 - c. Joint Occupational Health and Safety Committee
3. The right to refuse unsafe work without discriminatory action.

Worker's Responsibilities

Ensure that your workers understand their responsibilities which include:

- Reporting hazards to their supervisor
- Following safe work procedures and always acting in a safe manner
- Using personal protective clothing, devices and equipment correctly where required
- Co-operating with the Joint Occupational Health and Safety Committee, WorkSafe BC officers and anybody with health and safety duties
- Reporting workplace injuries and seeking first aid
- Never working under the influence of alcohol and/or recreational drugs

Resolving Refusal of Unsafe Work Conditions

As a worker, you have the right to refuse unsafe work. If you have reasonable cause to believe that performing a work process or using a tool or machine puts you or someone else at risk, you must not perform the job or task. You must immediately notify your supervisor or employer, who will then take the appropriate steps to determine if the work is unsafe and to remedy the situation. Your supervisor may temporarily assign a new task to you at no loss in pay. The following steps are:

1. **Report the unsafe condition:** The supervisor or employer must investigate the matter and fix it if possible. If the supervisor determines the worker's concern is not valid, they must report back to the worker. Please fill out the [Report of Unsafe Conditions Form](#).
2. **If the worker still views work as unsafe after a supervisor has said it is safe:** The supervisor must investigate in the presence of the worker and a worker representative of the [Joint Health and Safety Committee](#) or a worker chosen by the worker's trade union. Any condition deemed unsafe must be fixed.
3. **If the worker still views work as unsafe, notify Worksafe BC:** If the matter is not resolved, the worker and supervisor or employer must contact [WorkSafe BC](#), where a prevention officer will then investigate and take steps to find a workable solution.

For additional information about the refusal process, please see [OHS Guideline G3.12](#)

Supervisor's Investigations

If a worker refuses unsafe work, the supervisor must investigate the matter and fix it if possible. If the supervisor decides that the worker's concern is not valid, this decision and rationale should be reported back to the workers.

If the worker still views the work as unsafe after a supervisor has said it's safe to perform a job or task, the following steps must be taken:

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1. The supervisor must investigate the problem in the presence of the worker and a worker representative of the Joint Occupational Health and Safety Committee, or a worker chosen by the worker's trades union.
 2. Health and Safety will provide assistance and try to resolve the situation.
 3. Health and safety will notify WorkSafe BC who will then investigate and take steps to find a workable solution.

NOTE: A worker who refuses unsafe work because of a hazardous situation will not be subject to discriminatory action. The worker may be assigned other duties at no loss of pay while the situation is being resolved.

Mandatory Training

What are the benefits of conducting a new worker's safety orientation?

A Safety Orientation helps familiarize an individual with their work environment, the hazards to which they may be exposed, and the ways they can protect themselves.

How do you conduct Safety Orientation?

1. Instruct the worker to complete the [Employee Health and Safety Orientation](#).
2. Have a documented discussion and walk through the workplace with a [Site-Specific Safety Orientation Checklist](#).
 - o The topics on the checklist and what you are required to discuss are detailed on the form.
 - o These topics should be reviewed annually with your workers or when there are changes to the workplace.

As a new employee, mandatory courses and material to review to meet WorkSafe BC and Selkirk College's Safety requirements are:

1. [Employee Health & Safety Orientation](#)
2. [Site-Specific Safety Orientation](#)
3. Preventing and Addressing Workplace Bullying and Harassment
4. Workplace Violence Prevention

Which Employees need a Site-Specific Safety Orientation before commencing work?

- Employees who are new hires
- Employees who are returning to a workplace where the hazards have changed during their absence
- Employees who have changed job location within Selkirk College

NOTE: Some employees at Selkirk College do not have access to a computer, as a result, the Employee Health and Safety Orientation may be carried out in person with your department/program.

Working Alone or in Isolation

Assessing Risk

Employees may engage in activities that require them to work alone, certain circumstances, situations, or environments can be unsafe and require special arrangements to minimize potential situations and hazards. Working from home is should also be considered especially if there is no interaction with other co-workers throughout the day.

To provide for measures to protect the health and safety of, and minimize risk to, any worker that works alone or in isolation during the course of their employment as defined in [WorkSafeBC regulations 4.20.1](#), and in accordance with [Policy 6410: Working Alone or in Isolation](#), employees will need to work with their supervisor to complete the working alone or in isolation [Hazard Risk Assessment and Check-in Procedure](#).

A risk assessment provides an opportunity to think about foreseeable hazards associated with a task and the risks associated with those hazards. This information can then be used to establish controls to minimize the risk and create a check-in procedure. Please refer to the risk assessment guidance document for detailed instruction on how to complete the [Hazard Risk Assessment](#).

If further assistance is required to complete the assessment, please contact [Health and Safety](#).

More Resources

- WorkSafe BC – [Working from home: A guide to keeping your workers health and safe](#)
- Canadian Centre for Occupational Health and Safety (CCOHS) – [Working Alone](#)

Violence in the Workplace

Violence in the workplace is defined as:

Any incident of violence towards an employee by any person other than a co-worker including:

- Attempts or actual assaults.
- Any threatening statement or behavior which gives the employee reasonable cause to believe that they are at risk of injury.

Note: when the incident of violence towards an employee is by a co-worker, this is called workplace conduct.

What do I (supervisor) need to communicate with my worker?

- If there is a perceived threat of violence advise their supervisor.
- If there is a perceived threat of violence at an off-campus location, instruct your worker to follow site specific procedures and to advise their supervisor.
- If there is ever an imminent risk of injury from violent behavior - call 911.

Supervisor's Responsibilities for [Workplace Violence](#).

- All employees are required to take Workplace Violence Prevention Training and review [Policy 6400](#).
- In areas where a risk of violence exists, a [Workplace Violence Risk Assessment](#) must be conducted, and the results communicated to the affected workers.
- Risk of violence exists in the following situations
 - Providing services directly to the public
 - Handling, securing, protecting cash or valuables including narcotics and controlled substances
 - Dealing with unstable/volatile individuals
 - Working alone or in isolation with the likelihood of dealing with an irate person

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- Providing protective services and/or by law enforcement
 - Making decisions which may impact academic, employment status, or dealing with controversial personal matters
 - Transporting people or goods
 - Travelling to remote or hazardous locations
 - Controllable measures shall be implemented to eliminate or minimize the risk.
 - If a workplace violence incident occurs, the supervisor **must report** this to HR.

NOTE: **Workplace Conduct** incidents are reported directly to HR.

- Workplace Conduct – OHS Policies Part 4. 25-1
- Violence in the Workplace OHS Policies Part 4. 27-1 –31.1

Bullying & Harassment

Bullying and harassment are defined as:

Any inappropriate conduct or comment by a person towards a worker that the person “knew or ought to have known” could cause the worker to be humiliated or intimidated.

Note: a person can include the employer, supervisor, a co-worker, or the public “knew” or “ought to” have known is based on the reasonable person standard.

What do I (supervisor) need to communicate with my workers?

- Your worker should report incidents of bullying and harassment to you.
- If the worker feels that you are responsible for or involved in the bullying or harassment, they should contact their Union representative or HR.
- Bullying and Harassment complaints **MUST NOT** be reported through UCIPP, Incident/Near Miss or EIIR.

Supervisor’s Responsibilities for Bullying and Harassment

- Listen to the complaint and take the information presented seriously.
- Investigation of complaints should be conducted in accordance with HR procedures and guidelines.
- Offer the employee additional resources [Homewood/EFAP](#).
- Assist with developing corrective actions and implementing them to prevent future incidents.

Job Specific Training

Once your worker has been oriented to the workplace and completed the mandatory training courses, as a supervisor, you need to ensure they have the appropriate training for the work that they perform and hazards they are exposed to.

Program Specific Training Courses

These courses provide a broad overview of specific types of hazards and must be completed where applicable. Reach out to your supervisor or program director for relevant job specific training that is required. Examples include Scissor Lift Training, WHMIS, or First Aid.

Job Specific Training

Each role at Selkirk College has assigned tasks that require training specific to each work site. Supervisors are responsible for task assignments and assessment of the training needed to complete tasks safely and effectively by the workers under their supervision.

While this job specific training may be delivered by the supervisor or a trainer with demonstrated subject matter expertise, the supervisor retains responsibility for oversight of training and confirmation that an adequate level of proficiency has been attained.

Signing off on an employee's training completion testifies trainee competencies, a legally necessary demonstration of supervisory due diligence. If a supervisor finds that an employee has not reached an adequate level of competency, further training must be done prior to signing off the training record for that assessed requirement.

Conducting Job Specific Training

Job specific training template may look different for each department or program. What needs to be included in the training by the supervisor or trainer with subject matter expertise are:

1. Instruct the worker to read the relevant protocol/procedure for individual tasks/techniques.

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2. Ensure safety measures (hierarchy of controls) are integrated into the protocol/procedure.
 3. Demonstrate how to do the task as per the protocol/procedure and have the worker observe.
 4. Instruct the worker to perform the task while you observe them and verify that the worker's performance meets expectations for safety.
 5. Document the training for proper record keeping and due diligence.

When is additional training required?

The supervisor shall arrange for additional orientation and training if:

1. Workplace observation reveals that the worker is not able to perform work safely.
2. Additional training requested by the workers.

Documenting Training

As a supervisor, you are responsible for making your workers aware of all foreseeable hazards they may be reasonably expected to be exposed to in the course of their work. Job specific training records provide a legal record that workers have been trained to competently recognize and control hazards. Where a hazard is identified:

- A risk assessment may be necessary to assess the risk posed by the hazard.
- Determine how to best control that risk using the hierarchy of controls.
- Establish a documented procedure for working with or in proximity to the hazard.
- Written procedures (safe work procedures) and training should always be provided together because:
 - Written procedure facilitates consistent training delivery
 - Training is most effective when key messages can be heard and read
- Training delivery and verification of competency must always be documented where there is a recognized risk of injury or illness.

Do I have to document training for every task?

Where tasks involve the same hazards, performed in the same environment and workers are expected to apply the same controls, training may be generalized across the tasks.

How is training documented?

- Maintain training records and/or course certificated (hard copies)
- Create a training log for job specific training on protocol/procedures
 - A training log must indicate the name of the trainer, trainee, date of training and the specific protocol/procedure/topic that was the subject of the training
- Some training is best provided by a 3rd party specialist. In these cases:
 - The training must be adequately specific to the tasks performed and the associated hazards

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- Attendance must be documented and a course syllabus kept as proof of training
 - Create a log indicating the name of the trainer, trainee, date of training and names of the third-party course/training session
 - The supervisor OR
 - The department (only if there is a system in place)

In what form do you keep the orientation and training records?

- Training records may be kept in centralized systems where appropriate (employee file with HR)
- Hard copy records may be kept for specialized training (create a training binder to keep training certificates/logs)

Ongoing Supervisory Role

Keep in mind that training can be ongoing. Whether it's reviewing yearly material to provide updated information on legislation changes.

Have I adequately oriented and trained my workers?

1. Verify that mandatory courses have been completed
2. Verify if other applicable program specific safety courses are completed
3. Verify that appropriate job specific training has been provided by you (the supervisor) or a trainer with subject matter expertise
4. Verify that training is fully documented

The items below describe ways in which your role as a supervisor remains ongoing and demonstrates due diligence:

- Provide refresher training at appropriate intervals – i.e. do your workers still remember the procedure on how to report an incident?
- Train your worker on new hazards/processes/tasks
- Provide active supervision and remain available for ongoing questions

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- Verify that workers' performance meets safety expectations
 - Correct improper and unsafe work activities and conditions
 - Identify any new workplace hazards and take steps to ensure that everyone stays safe
 - Reinforce safe and appropriate work performance
 - Record a daily entry in a supervisor journal
 - Ensure all documentation is clear, appropriate and frequent, showing a systematic approach to safety
 - Complete incident investigations and ensure that corrective actions are implemented and effective

Incident Investigations

The purpose of incident investigations is to provide an analysis of an incident by gathering and assessing information towards determining the root causes in an effort to prevent recurrence. There are two types of investigation, a preliminary and full investigation. Depending on the nature of the investigation, there are steps and responsibilities required in each process. As a supervisor, your primary role would be in the preliminary investigation while your participation in a full investigation may be more of a supportive role alongside Health & Safety.

Supervisory Responsibility During a Preliminary Investigation

It's the supervisor's responsibility to investigate incidents in which their workers are involved alongside Health and Safety and/or Director of Facilities. Other Worker Representatives can assist with gathering and analyzing information, identifying and corrective actions and witnessing the investigations are:

- JOHS Committee worker Safety Representative (Required)
- Others who are familiar with the job or process (if applicable)
- Health and Safety will assist.

Note: Health & Safety will facilitate investigations of immediately reportable incidents and incidents that occur in unsupervised work environments (i.e. campus grounds where the worker is not performing regular work activities).

If you are the Supervisor of a Worker who was involved in an Incident, you must:

1. Notify Health & Safety immediately
2. Complete an initial incident report form which may lead to an [Employer Incident Investigation Report \(EIIR\)](#)
3. Conduct Preliminary Investigation and if necessary, a full investigation with the support of Health & Safety
4. Identify and ensure completion of corrective actions (even if they were assigned to others)

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5. Follow up to ensure corrective actions are implemented, effective and have not created new hazards
 6. If there is a time loss or a request for medical accommodation through a WorkSafe Claim, contact Health and Safety and Benefits@Selkirk.ca who will support the accommodation and return to work process.

NOTE: Workers include Faculty, Staff, Paid Student and Practicum/ Clinical Placement Student. Also, Selkirk College applies the same investigation requirements to incidents involving students and visitors using the Selkirk College facilities.

Workers under your supervision should be instructed to:

1. Report the incident to you (the supervisor)
2. Complete an incident report and send to you (the supervisor) and Health & Safety
3. Notify you (the supervisor) of any changes to the incident severity (doctor's visit or time lost the day after the incident) include filling out a WorkSafe BC [Form 6a](#)
4. Begin a WorkSafe BC Claim (where applicable) by calling 1-888-967-5377 if they have seen a doctor or missed time from work the day after the incident

Where to find the proper report forms

- [Report Incidents; Incident/Near Miss, First Aid, UCIPP](#)
- Obtain required information to initiate a WorkSafe BC Claim for work related injuries/illness
- Facilitate participation with the Joint Occupational Health and Safety Committee (JOHSC)

Which incidents require an investigation

- **Near Miss** – A workplace incident that had the potential for causing serious injury
- **Injury NOT requiring medical treatment but had the POTENTIAL for serious injury** – a workplace injury that did not result in a visit to a doctor but had the potential for causing serious injury
- **Injury requiring medical treatment** – a workplace injury resulted in a visit to any kind of doctor such as emergency doctor, family doctor, walk in clinic, optometrist, physiotherapist, chiropractor

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- **Injury resulting in Time Loss** – a workplace injury that resulted in taking time off work the day AFTER the incident
 - **Immediately reportable incidents** – incidents that require immediate notification to WorkSafe BC

Please proceed to **Step 1 and 3**.

NOTE: Your Supervisor, Health & Safety, and HR should be notified directly whenever there is a time loss incident.

What to do if there is an incident

Step 1:

Ensure that care is provided to the impacted employee and any others who are impacted by the incident and that individuals. Make sure individuals and property are not at further risk.

- Call 911 (Major Incident)
- Campus First Aid/Security
- Offer support to those directly involved through [Homewood/EFAP](#)

Step 2:

Is it immediately reportable as per the list below. If “yes”, contact your immediate Supervisor and Health & Safety so they can proceed to Step 3:

- Serious injury to or death of a worker (Life threatening or could cause permanent injury)
- Major structural failure or collapse, major release of a hazardous substance
- Fire or explosion that had potential for serious injury. Blasting incident causing personal injury
- Dangerous incident involving explosives
- Diving incident

Step 3:

An investigation will begin with the support of the supervisor and follow the investigation procedure listed below. More information can be found on [Incident investigations](#) from WorkSafe BC.

The 2 Types of Investigations

Preliminary Investigation (Within 48 hours)	Full Investigation (Within 30 Days)
Ensure that anyone injured has received first aid and any required ongoing care	Full investigation required when you need to add more incident details
Within 48 hours of the incident occurring, attend the area where the incident happened to ensure that it is safe (this may require assistance from H&S and Facilities)	A full investigation should be completed within 25 days of the incident occurring to meet the 30-day legal requirement (this is done in conjunction with Health & Safety, Facilities, and WorkSafe)
Gather information by speaking with your worker or other witnesses	Add additional information about the incident that may have surfaced post-initial 48 hours into Health & Safety
Input information into Health and Safety within 2 working days	Should include involvement of a worker representative from the JOHSC
Document immediate corrective actions that address the direct (obvious) causes of the incident	Must have a plan of corrective action(s) in place, address all direct and root causes to prevent recurrence
If possible, within 48 hours identify root causes and document the completion of corrective actions that address the root causes	Root causes and corrective actions addressing them documents and a timeline for completion stated
Ensure that all corrective actions are complete during the Preliminary Investigation	

A preliminary investigation is enough if:

- You do not need to add more incident details
- Root causes and related corrective actions have been documented and a timeline for completion stated.

How to Conduct an Investigation

STEP 1: Manage the Scene

As a supervisor, sometimes your worker may not inform you that they have been involved in an incident right away. In this case, ask questions to find out if the steps below were followed and go to the scene (where appropriate).

Provide treatment for the injured

- On Campus First Aid
- Off campus locations, call the designated first aid number for your area (9-1-1)

Controlling the remaining hazards

- Ensure that the incident scene is safe (where appropriate, go to the scene and see it for yourself)
- Where practicable, remove and/or control any current or ongoing hazard(s) to minimize the risk of any further injury. This may involve many possibilities such as calling Facilities so they can ensure power is disconnected

Preserve the incident/accident scene

- Document and/or isolate any equipment or machinery that may have been involved in the incident.

STEP 2: Gather Information

Start a preliminary investigation (this will help in a full investigation if needed) to ensure an appropriate and thorough investigation by collecting:

Physical Data

- Take photos and measurements
- Document any equipment, products and safety devices in use
- Document environmental factors such as noise and lighting levels

Interview Witnesses

- Reassure each interviewee that the purpose of the investigation is to find and eliminate causes of the accident (not to assign blame)
- Ask the interviewee to describe what happened before, during and after the incident

Document Review

- Review documentation such as training records, Safe Work Procedures (SWP) inspection records, risk assessments, and safety audits.

STEP 3: Evaluated & Analyze Findings

- Build a sequence of events based on facts and evidence that occurred
 - Before the incident
 - During the incident
 - After the incident
- Record this information in the Incident Description Section of the EIIR – be as detailed as possible with respect to timing, environmental conditions, organizational factors and injuries.

It is insufficient to just say “worker fell on stairs”

Better to say “Worker was carrying a pile of papers and running down the stairs which were wet and slipped and fell 3 feet landing on their back”

STEP 4: Determine Causes

Creating a timeline of events leading up to the incident and including the description of incident

Direct Causes:

- Easy to Identify as they can usually be seen and sensed
- They are the unsafe acts and conditions that contributed to the incident (e.g. wet floor)

Root Causes:

- Identified by asking “WHY?” to the direct causes

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- It helps determine underlying deficiencies that allowed the incident (direct causes) to occur.
 1. Choose one direct cause and ask why the direct cause happened/exists and write the answer down
 2. If the answer you provided doesn't identify the root cause of the incident, ask "Why?" again
 3. Keep asking "Why?" until the incident's root cause is identified
 4. Continue this process for other direct causes as incidents can have more than one root cause.

When you identify a personal factor such as "worker was distracted" you'll need to ask at least one more "why?" question. Do not stop your analysis of personal factors – consciously avoid putting blame on anyone.

When recording your investigation findings in the EIIR, it is good practice to also note common factors that did not contribute. By documenting what did and did not contribute, you are showing what was investigated and documenting all considerations that were contemplated.

STEP 5: S.M.A.R.T Corrective Actions

To prevent occurrences of similar incidents corrective actions should be:

S – Specific – state exactly what needs to be done, including as much details as possible

M – Measurable – How will you know when the action has been achieved?

A- Actionable – Use strong and clear action verbs when describing, including who is responsible

R – Realistic – Can this be achieved? Have all obstacles been considered?

T – Timely – A specific completion date should be assigned? Give dates instead of ASAP or Immediately.

STEP 6: Complete Documentation

- All the information gathered needs to be inputted into the EIIR
- Use the EIIR Guide to fill out the report
- Your worker should fill out an incident report that can be attached to the full EIIR report

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- If you need any help, contact Health & Safety for assistance

STEP 7: Follow Up

This needs to be documented in a report. It can be indicated that the corrective action section of the EIIR details the actions that have been taken.

Reasons for following up

- Confirm that corrective actions have been implemented
- To see if the implementation of corrective actions has not created new hazards.

Incident reports are reviewed by

- Health & Safety Advisor
- Joint Occupational Health and Safety Committee (JOHSC)
- Members of the Incident team (where applicable)

Frequently Asked Questions

1. What if I was not around when the incident happened?

- If you are not physically present the moment your worker is involved in an incident, you are still required to submit a report and complete an investigation if:
 - Your worker reports an incident that requires investigation
 - You received an email notification that your worker has submitted a report relating to a workplace incident
- If you are/were out of town or away from work during the time of the incident:
 - A supervisor must be designated prior to leaving who will be responsible for filling out EIIR reports if your worker is involved in an incident
 - A designated supervisor can be a colleague, your own supervisor, or a subordinate with adequate experience
 - If you receive an email notification while you're away, send it to your designate
- If you cannot be reached, your direct supervisor will be contacted to submit the incident report and to perform the investigation

Note: A designated supervisor can only carry out the task of filling in an incident report on your behalf during the time you are out of town/away from work. You cannot permanently designate these duties

2. What if I had no jurisdiction over the area where the incident happened?

Selkirk College employees work in a variety of locations outside of the Selkirk College Campuses. Some examples include hospitals and public-school settings. In these situations, other jurisdictions are present and processes in place.

If your employees are involved in an incident in a building or area where Selkirk College does not have direct jurisdiction, you are still required to submit a report since the worker was involved.

Because you have no direct jurisdiction over the area, it may be more difficult to identify and assign corrective actions. However, in this case, you may need to contact a supervisor in the area where the incident occurred and collaborate on the incident investigation. To facilitate this process, contact Health & Safety.

3. What if I have difficulty finding the root causes or corrective actions?

If you are struggling with identifying root causes and corrective actions, contact Health & Safety.

When recording your investigation findings, it is good practice to also note any common factors that did not contribute. By documenting what did not contribute, you are showing what was investigated and documenting all considerations that were contemplated.

4. What if I don't have time to complete an investigation?

While everyone is busy, submitting an incident report is a requirement and necessary under provincial law. This is also a demonstration of exercising due diligence as a supervisor.

5. What if I miss the 48-hour deadline for a preliminary investigation?

Even if the deadline is missed, submit a report and complete the investigation as soon as you find out that your worker was involved in an incident.

Ensure your workers know these timelines and know to report that they were involved in an incident in a timely manner in the future.

6. What do I do if this is bullying and harassment, workplace violence, or workplace conduct incident?

Bullying and Harassment – discuss this with HR and **DO NOT** send in an EIIR report. A separate investigation will be facilitated through HR.

Workplace Violence – Violence in the workplace incidents is reported and investigated through HR.

Workplace Conduct – Workplace conduct incidents are reported and investigated through HR. Supervisors should contact HR prior to investigation to ensure that conduct issues are dealt with appropriately.

Selkirk College Links & Resources

Law and Policy

- [Selkirk College Policies](#)
- [Workers Compensation Act](#)
- [WorkSafe BC Occupational Health and Safety Regulation](#)

Additional Resources

- WorkSafe BC [Supervising for Safety](#) online course
- [Supervising for Safety Online course](#) – WorkSafe BC
- [Employers' Advisors Office](#) – Seminars, virtual and in person learning
- [Workers' Advisors Office](#)
- [Selkirk College Warden Training](#)
- WHMIS training – Contact Health & Safety
- ["The Supervisor"](#) – WorkSafe BC
- [Active Threat](#) – Vancouver Police Department
- [Winter Driving Resources](#)