
Injury Incident Reporting Guidelines

PURPOSE

The College is committed to health and safety programs designed to minimize the risk of incidents; however, when incidents occur, it is important to ensure consistent reporting, investigation and recording of the incident details to prevent a reoccurrence. The protocols listed in these guidelines outline the mandatory steps required for the reporting and investigation of incidents that occur at the College.

SCOPE AND LIMITATIONS

These guidelines are applicable to all members of the College Community.

1.0 DEFINITIONS

Allergic Reaction- refers to local or general reaction characterized by altered reactivity of the animal body to an antigenic substance.

Amputation- refers to the surgical or traumatic removal of a body part, typically a limb or extremity, either partially or completely.

Burn- refers to damage to the skin or other tissues caused by heat, chemicals, electricity, radiation, or friction.

Cut/Laceration/Abrasion- Cut refers to a break or tear in the skin or other body tissues, usually caused by a sharp object such as a knife, glass, metal, or another cutting tool. Laceration refers to an injury in which the skin and/or [underlying] soft tissues are torn by the crushing and shearing forces produced at impact. Lacerations are characterized by ragged, irregular margins, surrounding contusion, marginal abrasion, tissue bridging in the wound in the direction of the blunt force.

College Community is any person who studies, teaches, conducts research, or works at or under the auspices of the College, including, but not limited to:

- any person who is an employee of the College;
- Students of the College;
- Visiting Scholars, and any other persons while they are acting on behalf of or at the request of the College; and
- a contractor engaged by the College.

Critical incident is a [serious injury, accidental explosion, accidental exposure or catastrophic event](#) as defined by WorkSafeNB.

Employee is a person who meets the definition of employee under the Public Service Labour Relations Act and as may be further described in collective agreements.

Fatality- refers to when a person dies as a direct result of an incident, either immediately or afterwards.

First aid injury is an injury that requires onsite first aid administered by a first aid provider.

First Responder is a person with specialized training who is among the first to arrive and provide assistance at the scene of an emergency, such as an accident, natural disaster, or attack. First responders are paramedics, police officers, firefighters, and rescuers.

Head Injury- is any damage to the scalp, skull, or brain caused by external force or trauma. It includes concussions, skull fractures and brain injuries.

Health care injury is an injury that requires onsite medical evaluation/care from a first responder, or qualified healthcare professional.

Hearing Loss, Sudden- refers to a rapid, unexplained decrease in hearing ability, typically occurring in one ear over a short period, often within 72 hours. It can be mild, moderate, moderately severe, severe or profound, and can affect one or both ears.

Heart/Stroke- a result of an interruption of blood flow on a specific area of the body caused by hemorrhage.

Hernia- refers to a bulge or protrusion of an organ or tissue through an abnormal opening.

Incident is an unwanted, unplanned event that disrupts the orderly flow of the work process; it may or may not involve injury to people, damage to equipment, or a potential loss situation. Incidents also include near misses.

Infectious Disease- are caused by pathogenic microorganisms, such as bacteria, viruses, parasites or fungi. These diseases can spread from the environment or from one person to another resulting in illness.

Loss of Consciousness- a condition characterized by failure of vision and momentary unconsciousness, due to diminished circulation to the brain.

Lost time Injury is an injury that requires lost time from work beyond the day of the injury, for employees.

Manager is an employee assigned by the employer to supervise or direct the work of employees. This includes people from first level (e.g., direct) supervision, through progressive levels of management including the President and Chief Executive Officer

MSI (Musculoskeletal Injury)- is an injury or disorder of the musculoskeletal system. The musculoskeletal system includes muscles, tendons, blood vessels, ligaments, nerves, joints, spinal discs and related soft tissue.

Near Miss - an undesired event or willful act that could, but does not result in a physical harm or occupational illness to a person, or damage to material, works, or buildings.

Needlestick Injury- refer to puncture wounds caused by needles or other sharp objects such as syringes, that can break the skin. These injuries are most associated with health care settings, though they occur in various other industries that handle sharp instruments or medical waste.

Occupational Disease- is a health condition or disorder (e.g., cancer, musculoskeletal disorders, post-traumatic stress, etc.) that is caused by your work environment or activities related to your work. In general, health conditions or disorders that occur among a group of people with similar occupational exposures at a higher frequency than the rest of the population are considered to be occupational diseases.

Occupational Illness is an incident involving exposure of an employee to a chemical or biological substance or an exposure to noise, through the course of employment, which causes an occupational illness.

Other – uncommon occurrences such as imminent threats (armed intruder or active shooter), fire or fire alarm, power outages, natural disasters, hazardous materials spills, dangerous animal, gas leak, unsafe drinking water.

Property Damage - is the damage or destruction of real or tangible personal property, caused by negligence, willful destruction, or an act of nature. Destruction of property encompasses vandalism (deliberate damage, destruction, or defacement), building implosion (destroying property with explosives), and arson (destroying property with fire), and similar crimes that involve unlawful infliction of damage to or destruction of personal property or real property.

Repetitive Strain Injury- refers to painful disorders affecting tendons, muscles, nerves and joints in the neck, upper and lower back, chest, shoulders, arms and hands.

Reputational risk is the threat or danger to the good name or standing of the organization, and it can occur in the following ways:

- Directly, as the result of the actions of the organization
- Indirectly, due to the actions of an employee or employees
- Tangentially, through other peripheral parties (partners or suppliers)

Respiratory/Breathing- refers to any harm or damage to the respiratory system, which includes the lungs, airways, and the muscles involved in breathing.

Slip, Trip and Fall- a type of physical injury caused by loss of balance due to environmental factors or obstacles, leading to a fall. Slips happen where there is too little friction or traction between the footwear and the walking surface. Trips happen when your foot collides (strikes, hits) an object causing you to lose balance and, eventually fall.

Theft - is the act of taking another person's property or services without that person's permission or consent with the intent to deprive the rightful owner of it.

Threat - is the communication of a direct or implied intent to do physical, emotional, or reputational harm to a person, group, or property.

TPI (PTSD, Stress, Anxiety)- TPI acronym for Traumatic Psychological Injury. Work-related TPIs can result from experiencing or witnessing a traumatic event at work, such as exposure to actual or threatened death, serious injury or sexual violence.

Vehicle-related incident- refers to any event or occurrence involving a vehicle that results in damage, injury, or death. This category encompasses a wide range of incidents, from traffic accidents to vehicle malfunctions or incidents related to the operation of NBCC-owned vehicles and rental vehicles, whether on the road, in the workplace, or in other environments where vehicles are used.

2.0 REPORTING PROTOCOLS

College Community

All Incidents:

1. Provide aid, if needed.
2. If required, phone 911 immediately to request assistance from first responders (police, firefighters, paramedics).
3. Contact security personnel in-person, or by phone. Security personnel will provide first aid or will request assistance from other first aid providers, or first responders depending on the type of incident.
4. Report all incidents to the manager (employees), or instructor (students) as soon as possible. If the manager/instructor is not present, report the incident to the Facilities Manager. If contact cannot be made with the manager/instructor and Facilities Manager, notify security personnel. Security personnel are the on-site emergency contact at college buildings during evenings and weekends.

Employees

In addition to reporting requirements for members of the college community, employees must:

All Incidents:

1. After reporting the incident to the manager, ensure the [Injury Incident Report Form](#) is completed and submit it to the Facilities Manager as soon as practicable or before voluntarily leaving your workplace.
2. Instructors are responsible for submitting the Injury Incident Report Form on behalf of their students.

Health Care, Lost Time, or Occupational Illnesses:

1. Inform the health care provider that the injury or illness is work-related. The health care provider will complete a [Medical Form 8-10](#) which will outline your work capabilities. The individual will receive a copy of this form from the health care provider.
2. Submit the Medical Form 8-10 to the manager as soon as possible. The form will be used to help the college support the individual in their recovery.
3. For employees seeking workers' compensation benefits for medical treatment, wage loss replacement, or both, complete and submit the [Application for Workers' Compensation Benefits](#).
 - a. Regular or term employees do not need to check the box for "wage replacement". NBCC is self-insured and employees will continue to earn full salary if missing time from work.
 - b. Casual employees must check the box for "wage replacement" as you will need to claim loss of earnings if missing time from work.

Managers

In addition to reporting requirements for members of the college community, and employees, managers must:

All Incidents:

1. Arrange emergency transportation, if needed. Follow the [Emergency Medical Transportation Procedure](#).
2. Ensure the [Injury Incident Report Form](#) is completed and submit it to the Facilities Manager as soon as practicable or before voluntarily leaving your workplace.
3. Conduct a preliminary investigation of the incident. If there is a risk of incident reoccurrence, contact the Facilities Manager to discuss and implement mitigation strategies.
4. Immediately report incidents that could pose a reputational risk to the College to the Lead, Strategic Communications, and the Senior Executive Team member from their department/division. Incidents that could lead to unwanted media or social media attention are reputational risks, these include, but are not limited to:
 - a. Fatalities
 - b. Suicides
 - c. Serious injuries caused by negligence, or faulty equipment.
 - d. Criminal activities
 - e. Occupational illnesses
 - f. Physical or sexual assaults
 - g. Threats

Critical Incidents:

1. Inform the Facilities Manager and the Manager Health & Safety by phone, or in person.
2. Contact security personnel to request that they secure and preserve the location of the incident to ensure a proper investigation can take place.
3. Immediately report the incident to WorkSafe NB by phoning 1-800-999-9775. The type of injury or incident must be listed as a [serious injury, accidental explosion, accidental exposure, or catastrophic event](#) as per WorkSafe NB.

Health Care, Lost Time, or Occupational Illnesses:

1. Contact the Manager, Health & Safety immediately after being notified by the employee.
2. Submit the completed [Medical Form 8-10](#) to the [Manager, Health & Safety](#) by email.
3. Coordinate with the Manager, Health & Safety and Lead, Employee Wellbeing and Engagement. They will complete additional WorkSafe NB forms and will track the employee's status and implement the return to work and/or accommodated work plans, if required.

Joint Health and Safety Committee (JHSC)**All Incidents:**

1. Review incidents at monthly meetings and provide further feedback on the investigation and make recommendations for corrective action.
2. Ensure formal directives from WorkSafe NB, and other regulatory agencies are adopted and implemented in a timely manner.

Other Roles and Responsibilities

Incident reporting protocols specific to other roles can be found in the Appendices.

- [Facilities Manager](#)
- [Manager, Health & Safety](#)
- [Security Personnel](#)

4.0 COMMUNICATIONS AND TRAINING

- These guidelines will be posted on NBCC@Work in the section related to [Health and Safety](#). A student version of these guidelines will be posted on Brightspace.
- New employees will receive in-person training related to these guidelines during onboarding. This will be completed during the Brightspace orientation.
- Current employees will be required to review these guidelines during the employee's annual performance review.
- Security personnel will receive a hardcopy and digital copy of these guidelines and will receive in-person training by the security services provider during onboarding.
- Training records will be maintained by Health and Safety department.
- Instructors are required to review these guidelines with all students at the beginning of the program.
- Managers must ensure employees attend all required health and safety training sessions and work in collaboration with the Manager, Health & Safety, to determine training requirements for employees

5.0 EVALUATION

- At minimum, these guidelines will be reviewed annually by the Manager, Health & Safety, and Senior Manager Health, Safety, Security and Emergency.
- Periodic changes may be required to these guidelines when amendments are made to the OHS Act.
- Incidents will be reviewed at monthly JHSC meetings.

6.0 OTHER RELATED DOCUMENTS

NBCC

[Emergency Contact List](#)

[Injury Incident Report Form](#)

[Investigation Report Form](#)

[Occupational Health and Safety Policy](#)

[Threat Assessment Guidelines](#)

WorkSafe NB

[Application for Workers' Compensation Benefits](#)

[Employer Report of Injury or Illness](#)

[Medical Form 8-10](#)

[Serious Injury, Accidental Explosion, Accidental Exposure or Catastrophic Event](#)

GNB

[Occupational Health and Safety Act](#)

APPENDIX A: Incident Reporting Requirements:

Facilities Managers

In addition to reporting requirements for members of the college community, and managers, the Facilities Manager must:

All Incidents:

1. Immediately review Injury Incident Report Forms and send a copy to the [Manager, Health & Safety](#) by email.
2. Immediately report incidents that could pose a reputational risk to the College to the Lead, Strategic Communications, and the Senior Executive Team member from their department/division.
3. If required, will coordinate with the Manager, Health & Safety, and JHSC, and will ensure the formal investigation is completed in a timely manner.
4. Ensure incidents are reviewed at monthly Joint Health and Safety Committee meetings.

Critical Incidents:

1. Phone 911 immediately to request assistance from first responders.
2. Contact security personnel to request assistance from first aid providers.
3. Secure and preserve the scene with assistance from first responders, security personnel, and members of the Emergency Response Team.
4. Coordinate with the manager reporting the incident, and the Manager, Health & Safety to ensure WorkSafe NB is notified immediately as per their reporting requirements.
5. Notify members of the JHSC by email.

Manager, Health & Safety

In addition to reporting requirements for members of the college community, and managers, the Manager, Health & Safety must:

All Incidents:

1. Review and record all submitted Injury Incident Report Forms.
2. Immediately report incidents that could pose a reputational risk to the College to the Lead, Strategic Communications, and the Senior Executive Team member from their department/division.
3. If required, coordinate with the Facilities Manager to ensure a formal investigation is completed in a timely manner.

Critical Incidents:

1. Coordinate with the manager and Facilities Manager to ensure WorkSafe NB is notified immediately as per WorkSafeNB reporting requirements.
2. Notify members of the JHSC by email.

Any document appearing in paper form is uncontrolled and must be compared to the electronic version.

3. Ensure incidents are reviewed at monthly Joint Health and Safety Committee meetings.

Lost Time Injuries:

1. Notify the Lead, Employee Wellbeing and Engagement.
2. Complete the [Employer Report of Injury or Illness](#) form.

Security Personnel

In addition to reporting requirements for members of the college community, security personnel must:

All Incidents:

1. Attend and assess the incident and provide the appropriate response including first aid. If the injury is critical/serious and beyond first aid, notify first responders by phoning 911.
2. Arrange emergency transportation, if needed.
3. Complete and submit the Injury Incident Report Form for incidents involving visitors, contractors, and service providers. Security personnel are also responsible for submitting forms on behalf of students when incidents occur outside regular business hours.
3. Conduct a preliminary investigation of the incident. If there is a risk of incident recurrence, contact the Facilities Manager to discuss and implement mitigation strategies.

Critical Incidents:

1. Phone 911 immediately to request assistance from first responders.
2. If required, request assistance from first aid providers.
3. Contact the Facilities Manager
4. Secure and preserve the scene with assistance from first responders, the Facilities Manager, and members of the Emergency Response Team.
5. Record the incident in the daily logbook and complete required documentation as per security post orders.