

# Accident Investigations



# Safety Involves Everyone. Know your Rights.

## Right to Know

As a worker, you have the right to be informed by the employer of known or likely hazards in the workplace and to be provided with the information, instructions, education, training, and supervision necessary to protect your health and safety.

## Right to Participate

Allows workers to have input on the steps taken by the employer to ensure health and safety.

Workers can provide input on what would make the workplace safe.

## Right to Refuse

Normally used when the first two rights fail to ensure your health and safety.

However, workers should not be afraid to exercise their right to refuse when they believe the work will endanger their health or safety, or that of others.

## Right to Stop Work

Permits specified persons to stop work in "dangerous circumstances".

In most cases, it takes worker and management certified joint health and safety committee members to direct an employer to stop dangerous work (joint stoppage).



## Absolute Zero is our goal

Our Absolute Zero program solidifies our commitment to:

- ✓ Zero accidents
- ✓ Zero injuries
- ✓ Zero harm

**First** workforce solutions company to create and maintain a zero-injury program.

# What is an accident?

An unplanned incident or event that happens unexpectedly and unintentionally, that interferes or interrupts normal activity and typically resulting in injury to people and/or damage to equipment, materials, or the environment.



# Types of accidents.

## Minor Accidents

First Aid Injuries where local first aid can be administered, and an employee returns to work. Examples: small cuts, pinches, contusions, minor slips, trips, and falls.

## Medium/Serious Accidents

Medical aid/lost time injuries when an employee is sent for additional medical treatment at an emergency room, doctors office or walk-in clinic. Examples: slips, trips and falls resulting in a muscle strain or concussion, lacerations that require stitches, repetitive strain injuries.

## Near Miss

A near miss is an unplanned event or incident that does not result in injury, illness, or damage – but had the potential to do so. Example: an employee walking out in front of a forklift path when a forklift is coming.

## High/Critical Injury

For the purposes of the Act and Regulations (OHSA ON Reg. 420/21) “Critically injured” means an injury of a serious nature that:

- › Places life in jeopardy.
- › Produces unconsciousness.
- › Results in substantial loss of blood.
- › Involves the fracture of a leg or arm but not a finger or toe,
- › Involves the amputation of a leg, arm, hand, or foot, but not a finger or toe.
- › Consists of burns to a major portion of the body.
- › Causes the loss of sight in an eye(s).
- › Notice of accident, explosion, fire.
- › Violence causing injury.

# Employee reporting responsibilities.

**If you are Injured or become ill at work:**

- 1. Report the Injury/Illness to your Team Lead, Supervisor and Kelly Representative.**
- 2. Get first aid. See your Team Lead, Supervisor or Kelly Onsite Representative for immediate first aid.**
- 3. If first aid is the only treatment received, you still need to report in to the Connect and Aclaimant portals.**
- 4. If you require further medical treatment, go to a health professional on the day of injury.**
- 5. Tell Kelly about any medical treatment you received as soon as possible.**
- 6. Provide any documentation from your health care provider i.e., a doctor's note, Form 8, Functional Ability Form (FAF).**
- 7. Report the incident to WSIB by completing a Form 6 Workers Report of Injury.**

The purpose of an Accident Investigation is to help identify the root cause and hazards as well as prevent similar incidents from happening in the future.

**Who** is injured?

**When**, day and time of injury?

**Witnesses**, are there any?

**What** was injured (body part)?

**How** did the injury happen?

**How** can it be prevented?

**Where** did it happen (dept/job)?

**Why** did the injury occur?

**Who** is responsible?

# Accident investigation process.

- › **Secure the scene.** Eliminate the hazard and prevent further injuries or damage.
- › **Provide care to the injured.** Provide first aid before proceeding with the investigation.
- › **In case of critical injury, isolate the scene.** Ministry of Labour will need to be contacted to view the area before work can commence.
- › **Gather evidence.** Interview victim (where possible) and witnesses separately; ask specific questions, who, what, where, when, why, and how. Take lots of notes, draw diagrams and/or take pictures if needed.
- › **Witness statements.** Ask employees to write their own statement of what happened.
- › **Review records.** Review training records, equipment records (if required), previous accident reports for similar injury.
- › **Isolate fact from fiction.** Keep what is Objective and not Subjective.
- › **Analysis.** Determine the sequence of events that led to the accident and determine contributing factors to the cause of the incident.
- › **Root cause.** Conduct further analysis to get to the root cause:
  - › If the cause is an employee not paying attention, why were they distracted?
  - › If the cause is lack of training, why were they not trained?
- › **Prepare the reports.** Complete the Accident Investigation Report.
- › **Corrective actions.** Complete a Mitigation Plan in conjunction with the Customer for each incident to identify the most effective solution and to prevent a similar event from occurring in future.



# Company Wide Safety Incident Data.

## New Claims by Claim Type

Claim Type	Carried Over	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2023 Total	% of Claims
Lost Time	4	2	5	7	8	22	33%
No Lost Time	3	6	9	8	6	29	44%
No Lost Time Modified	0	3	4	6	2	15	23%
<b>Total</b>	<b>7</b>	<b>11</b>	<b>18</b>	<b>21</b>	<b>16</b>	<b>66</b>	<b>100%</b>

### A goal of ZERO harm.

Your personal safety is our number one priority – and must be yours to ensure your success during your assignment.

Therefore, we believe ZERO is the most critical number regarding employee safety at Kelly.

## Zero incidents, zero injuries, and zero harm.

These have been longstanding goals for Kelly. And our Absolute Zero program reflects our passion for safe behaviour. We expect:

- › Our leaders to demonstrate that employee health and safety are our number one priority.
- › Our customers provide, and continually foster, a safe work environment.
- › Our employees act safely while looking out for their co-workers' safety as well.

## Average Notification Duration by Region

Region	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2023 Total
Alberta	0.0	1.0	5.0	0.0	3.0
British Columbia	0.0	0.0	10.0	0.0	10.0
New Brunswick	0.0	0.0	0.0	2.0	2.0
Ontario	3.2	6.9	5.5	3.3	5.0
Quebec	5.0	2.0	0.0	1.0	2.3
<b>Total</b>	<b>3.4</b>	<b>6.3</b>	<b>5.7</b>	<b>2.9</b>	<b>4.8</b>

## New Claims by Cause of Injury

Cause of Injury	Quarter 1	Quarter 2	Quarter 3	Quarter 4	2023 Total	% of Claims
Fall	0	0	1	0	1	2%
Harmful Substance / Environment	0	1	0	1	2	3%
Motor Vehicle Accident	0	1	0	0	1	2%
Over Exertion	1	6	1	4	12	18%
Repetition	1	1	7	2	11	17%
Slip / Trip	4	3	2	3	12	18%
Struck / Caught	5	4	9	2	20	30%
Unknown	0	2	1	4	7	11%
<b>Total</b>	<b>11</b>	<b>18</b>	<b>21</b>	<b>16</b>	<b>66</b>	<b>100%</b>

### Safety expectations for all workers.

We work with our customers to prepare you to conduct your assignment safely and successfully. We do so by providing the necessary training, tools, and resources.

However, it is also your responsibility, and we expect you, to perform your job correctly and safely every time. Meeting these expectations will help in achieving an injury-free workplace.

Personal safety is a core job responsibility for all employees.





**Questions? Contact**

**Please contact your Kelly Representative with any questions.**