

705.0.2	ACCIDENTS / INCIDENTS EMPLOYEES	705.0.2
<p>Application: All Employees</p> <p>References: Policy 527.0 Substance Abuse by Employees Policy 528.2 Harassment of Employees Policy 529.0 Life Threatening Illness Policy 530.0 Discrimination Policy 552.0 Theft Policy 682.0 Violence Policy 739.0 Emergency Information</p>		

POLICY:

Employees deal with accidents/incidents involving themselves or, co-workers to the best of their skills and abilities.

Employee's document and report accidents/incidents involving themselves or, their co-workers in a timely and appropriate manner.

Critical stress debriefing is available for employees through the LIFEWORKS Employee and Family Assistance Program (EFAP) on an as need basis.

REASONS FOR POLICY:

The NSDRC adheres to applicable legislation to ensure accidents/incidents involving employees are dealt with in a timely and effective manner.

DEFINITIONS: Refer to Glossary of Definitions located in Volume 1 Association Structure and Supports for further information.

PROCEDURES:

1. Employee's document incidents (e.g. personal property loss/damage) via an Internal Incident Report. Completed report is submitted to the Program Manager, their designate or the Team Leader as soon as possible after the event. Refer to **Form 705.0A Internal Incident Report** for further information.
2. When an accident/incident occurs which is not covered under existing policies or procedures, employees respond immediately with the type of assistance required to resolve the situation. This may include, but is not limited to calling **9-1-1**.
3. Employees involved in work related or, near miss accidents/incidents, notify the Program Manager, their designate or the Team Leader as soon as possible after the event. Refer to **Policy 683.0 Work Related Injury Reporting** for further information.
4. Claims of injury or, near miss, are document via the Employee Injury/Accident Report and submitted to the Program Manager, their designate or the Team Leader for review and processing. Refer to the **Employee Injury/Accident Report** for further information.
5. The Employee Injury/Accident Report is located on site or, requested from the Program Manager, their designate or the Team Leader, depending on the program stream.

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6. Incidents/accidents are investigated for probable cause and may include recommendations to prevent or minimize the risk of similar occurrences in the future.
7. Investigations are conducted by the Program Manager, their designate or the Team Leader or, depending on the circumstances, the appropriate Director(s).
8. Recommendations arising from an investigation are submitted to the appropriate person to handle the feedback. Refer to **Feedback/Recommendation Form 444.0A** for further information.

Notification: Residential Sites

9. Employee(s) notify the Program Manager or their designate, via cell if not on site. On weekends and statutory holidays, notify the on call Manager at **604-831-9179**.
10. In an emergency situation, if unable to contact the Program Manager, their designate or, the on call Manager, notify the Dir. of Residential Services.
11. The Dir. of Residential Services is available (Monday to Friday 8:30 am to 4:30 pm) at **604-904-4076** or, after hours, via cell at **604-839-1081**.
12. If unable to contact the Dir. of Residential Services, notify the Executive Director Contracted Services, via cell at **604-219-4086**.
13. Depending on the nature of the accident/incident, if warranted, the Program Manager or their designate notifies the employee's emergency contact.

Non Residential Sites:

14. Employee(s) notify the Program Manager, their designate or the Team Leader, via cell if not on site.
15. In an emergency situation, if unable to contact the Program Manager, their designate or, the Team Leader, notify the Dir. of Community Based Services.
16. The Dir. of Community Based Services is available (Monday to Friday 8:30 am to 4:30 pm) at **604-904-4090** or, after hours, via cell at **604-328-4087**.
17. If unable to contact the Dir. of Community Based Services, notify the Executive Director Contracted Services, via cell at **604-219-4086**.
18. Depending on the nature of the accident/incident, if warranted, the Program Manager, their designate or the Team Leader notifies the employee's emergency contact.
19. Employees requiring critical stress debriefing have access to LIFEWORKS, the NSDRC Employee and Family Assistance Program. For further information visit the LIFEWORKS web site at www.LIFEWORKS.com or, call **1-866-331-685** to speak with a representative.