



MINISTRY OF FORESTS, LANDS AND NATURAL RESOURCE OPERATIONS

INCIDENT REPORT STANDARD OPERATING PROCEDURE

Scope

This procedure is intended to provide guidance to all Ministry of Forests, Lands and Natural Resource Operations (MFLNRO) Compliance and Enforcement (C&E) staff.

Purpose

To ensure that incidents of potential or actual violence involving members of the C&E program are reported and investigated in a timely manner.

Background

Violence, by its very nature, is an intensely personal experience. Individuals each have their own levels of tolerance, emotional triggers, and personal histories. What one person may find mildly offensive, another may be traumatized by. It is for this reason that we must record all incidents for adequate assessment and subsequent action(s).

The C&E program recognizes a need to establish consistency in how we report, analyse and action instances of violence in the workplace.

As a result of this need to document instances of potential and/or actual violence a standardized Incident Reporting system was developed. This Standard Operating Procedures is supported by:

- C&E Risk Assessment Report – Canpro Global May 31 2010

Recommendation # 8

“A standardized reporting, recording and action system is required with supervisors and managers encouraging timely, accurate reporting. Field staff need to know, and see, that action is being taken on reports and lessons learned are applied to future activities.

A standardized and formalized system for reporting would help identify and better respond to trends, both internal and external.”

- BC Reg. 296/97, Occupational Health and Safety Regulation
- *Workers Compensation Act*, RSBC 1996
- Standards of Conduct for Public Service Employees

Incident Reporting, Investigation and Follow-up

- Employees are required to report any act or threatening statement of violence arising out of their employment in accordance with OHS Regulation, Standards of Conduct for Public Service Employees corporate and Ministry policy and procedures;
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- The employer in accordance with the Workers Compensation Act, Regulations and Ministry Policy and procedures shall investigate all reports of violent incidents

Definitions

INCIDENT

The *OHS Regulation* defines an “Incident” as:

AN ACCIDENT OR OTHER OCCURRENCE WHICH RESULTED IN OR HAD THE POTENTIAL FOR CAUSING AN INJURY OR OCCUPATIONAL DISEASE;

HAZARD(S)

WCB Regulation 3.10 and WCA Section 116 requires that whenever a worker observes what appears to be an unsafe or harmful condition or act, the worker must report it as soon as possible to a supervisor or to the employer. The person receiving the report must investigate the reported unsafe condition or act and must ensure that any necessary corrective action is taken without delay. For the purpose of this form, a **HAZARD** IS DEFINED AS ANY UNSAFE CONDITION OR ACT.

VIOLENCE

WCB Regulation 4.27 defines **WORKPLACE VIOLENCE** as:

THE ATTEMPT OR ACTUAL EXERCISE BY A PERSON, OTHER THAN A WORKER, OF A PHYSICAL FORCE SO AS TO CAUSE INJURY TO A WORKER, AND INCLUDES ANY THREATENING STATEMENT OR BEHAVIOR WHICH GIVES A WORKER REASONABLE CAUSE TO BELIEVE THAT HE OR SHE IS AT RISK OF INJURY.

MFLNRO Policy 6.7 – Workplace Violence Prevention Policy defines “Violence” as:

ANY ATTEMPTED OR ACTUAL EXERCISE BY ANY PERSON, INCLUDING ANOTHER WORKER, OF ANY PHYSICAL FORCE SO AS TO CAUSE INJURY TO A WORKER AND INCLUDES ANY EXPRESS THREAT OF VIOLENCE.

WORKPLACE

MFLNRO Policy 6.7 – Workplace Violence Prevention Policy defines “Workplace” as:

A PLACE OF EMPLOYMENT, A PLACE OF WORK AND MAY INCLUDE THE OFFICE, THE FIELD, OR ANY BEING TRAVELLED TO AND FROM THE OFFICE, HOME OR THE FIELD, OR ANY PLACE THE WORKER MAY COME IN CONTACT WITH THE PUBLIC.

INJURY

Webster’s Dictionary defines “Injury” as:

AN ACT THAT DAMAGES OR HURTS; HURT, DAMAGE OR LOSS SUSTAINED

Procedures

A. Reporting an Incident

1. For the purpose of this procedure, a violent incident committed against an employee (C&E staff member) includes any of the following actions by an individual.
 - a. a physical assault or the threat of assault;
 - b. damage to personal or government property or the threat of damage;
 - c. a verbal assault; or
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- d. actions, verbalizations or written documentation by an individual which gives the recipient reason to believe that violence toward C&E staff could be forthcoming.
2. The employee shall, as soon as possible, report the incident to their supervisor or the Regional Manager Compliance and Enforcement (RMCE), by completing and forwarding an Incident Report.

B. General Reporting Process for Incidents

1. Upon receipt of the Incident Report, the supervisor will initiate the necessary investigation as soon as practicable under the circumstances. Unless otherwise noted, the supervisor has 3 days to complete this investigation. Upon completing the investigation the supervisor will make any recommendations, as needed, and will sign a copy of the Incident Report and forward the original copy to the RMCE.
2. The RCME will assess the incident relative to its seriousness, the likelihood of recurrence, and based upon the best available information, identify or recommend any corrective action(s) that may prevent a recurrence of the incident.
3. The RMCE will keep the original in a secure location at his/her office.
4. The RMCE will make a copy of the report and in order to maintain privacy will remove the identities of the members of the public involved in the incident. This “expunged copy” of the Incident Report, along with recommendations and learnings, will be shared with staff in the Region, and forwarded to the Director of C&E and to the local Occupational Health and Safety Committee(s) as deemed appropriate by the Regional Manager.
5. The Director will review the expunged copy and share with RMCE’s across the province as needed. The Director will save a copy of the Incident Report to the secure folder on the Headquarters network drive **!Workgrp\Administration\SAFETY\INCIDENT REPORTS**.
6. When an incident results in physical injury, the incident must be reported and investigated according to the relevant provisions in **Section C below** (Notification of Injury).
7. Where necessary, the RMCE will act as the C&E “point of contact” for any external agency investigation (i.e. RCMP, WCB, etc)
8. Notwithstanding any C&E Investigation process described in this procedure, the Director can institute or implement a higher-level review where necessary.

C. Notification of Injury

1. The provisions of this section are subject to change to conform to WCB regulations and Public Service Agency policy.
 2. When an incident results in injury, the employee must complete and forward a copy of the Incident Report to their supervisor as soon as possible.
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3. It is strongly recommended that staff who suffer significant physical injury or emotional trauma as the result of the incident consult with a physician and/or counselor of their choice and/or the Critical Incident Stress Management Program.
 - a. Family Assistance (EFAP) – 1 800 665-5004
 - b. Critical Incident Stress Management Program – 1 800 661-2476
 4. The supervisor will review the report to ensure it contains sufficient detail and immediately sign and forward a copy to the Regional Manager Compliance and Enforcement.
 5. The supervisor will also ensure that the required Work Safe BC forms ([WCB EMPLOYERS REPORT OF INJURY OR DISEASE \(WCBFORM7\)](#)) are completed and submitted on time.
 6. The supervisor will complete the [SUPERVISORS ACCIDENT/INCIDENT INVESTIGATION REPORT \(322A\)](#) the required Work Safe BC forms are completed and submitted on time
 7. The supervisor will forward a copy of the Incident Report to the OH&S committee located in the employee's geographic location (i.e. district office).
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