



Incident Management Performance Standard

1. PURPOSE

This document outlines performance standards and provides instruction related to the Yukon government's management of workplace incidents as defined by the *Workers' Safety and Compensation Act* (WSCA). By operating under this standard, employers will fulfil their responsibilities outlined in GAM 3.48, Workplace Health, and Safety Policy.

See GAM 3.47 – Respectful Workplace Policy and performance standards specific to violence and harassment, for additional guidance on the management of incidents of violence and harassment.

2. DEFINITIONS

Corrective Action: action taken to mitigate the cause of a potential or actual hazard, unsafe act, or unsafe condition.

Root Cause: the underlying system failure behind the immediate causes that may eventually result in a loss.

Investigation: a systematic collection of information after an incident used to uncover hazards and root causes and present corrective actions to prevent similar incidents from reoccurring.

Incident: events during work that result in injury or damage (loss) or the potential for injury or damage (no-loss or near miss). This includes events surrounding injuries, illnesses, damage to health, property, environment, or fatalities.

Workplace Health and Safety Practitioner: A person employed by the Yukon government, in a position where the primary duties relate to providing health and safety advice or performing health and safety functions.

Management: For this standard's purposes (incident management and corrective actions), management is defined as any person who has the appropriate responsibility and control over the workplace to affect the changes required for corrective action. This may include team leaders, supervisors, managers, directors, assistant deputy heads and deputy heads.



Loss: An unplanned or undesired event which results in personal injury, property damage, or environmental release.

No loss/near miss: an unplanned or undesired event having the potential to result in personal injury, property damage, or environmental release.

3. ROLES AND RESPONSIBILITIES

3.1 Deputy Heads(s)

In addition to Deputy Heads responsibilities outlined in WSCA, Deputy Heads will:

- Review incident data within respective workplaces for the purpose of measuring progress towards reducing losses caused by incidents.

3.2 Supervisors

Supervisors will:

- Complete incident investigation training, as provided and/or approved by the Public Service Commission's (PSC) Corporate Health and Safety Unit.
- Investigate incidents, collect data, and record investigation steps.
- In addition to the committee worker member, supervisors may invite the workplace safety practitioner (if available) or PSC's Corporate Health and Safety Unit to assist in investigations.
- Create and update corrective action plans in response to investigations.
- Determine if additional resources are required to implement corrective actions.
- Submit a completed report within 72 hours for management, and a redacted (names/identities) report to the committee for review.
- Ensure corrective actions are communicated to all affected workers in the work location.

3.3 Committee/Health and Safety Representatives

Committee members and Health and Safety Representatives will:

- Participate in investigations, including work refusals, if they have completed training in investigations.
- Review completed incident reports and make further recommendations for investigation.
- Provide recommendations for corrective actions to management as needed.
- Share incident and inspection information summary data with PSC's Corporate Health and Safety Unit routinely and when requested to monitor employer trends.

3.4 Workplace Health and Safety Practitioners

Workplace health and safety practitioners may support incident management as requested by the employer by:

- Assisting in investigations in tandem with supervisors.
- Providing advice to investigators about how to conduct investigations or corrective actions that may be warranted.
- Communicating trends to committees and management.
- Implementing corrective actions and monitoring effectiveness, where it aligns with their job duties.

3.5 Confidentiality

- All incident reports will redact names and identifiers when reporting to committees for review.
- Management will ensure names and identifiers documented on incident reports remain confidential, except where other legal obligations require disclosure.

4. INCIDENT MANAGEMENT

4.1 When RCMP will be notified:

- When required by legislation or regulation.
- Any individual can contact police services on their own behalf if they feel threatened, or if there is an immediate risk to employees or the workplace.

4.2 Incident Management

Incidents are comprised of serious, loss, and no loss events. All incidents observed, or experienced must be reported and investigated. PSC's Corporate Health and Safety Unit will request incident documentation from committees at regular intervals and as needed. The documentation will support performance monitoring, identification of trends, reporting to governance committees and external bodies and for communications and training planning.

4.3 Incident Management Process

- Employees have a duty to report incidents timely and accurately to their direct supervisor, or person who controls the workplace (site lead, for instance).
- Supervisor conducts an initial assessment of the incident to determine if;
 - Assistance is required when the incident involves greater skill and expertise than is reasonable for a supervisor to hold.
 - If assistance is required, the supervisor requests trained committee

member participation.

- Supervisor reports serious injuries to *Workers' Safety Compensation Board*,
- Supervisor creates and/or updates the corrective action plan.
 - Supervisors may collaborate with the workplace health and safety practitioner, in the development of recommendations.
- Supervisor sends recommendations for corrective actions to their direct report (management) and the committee,
- Management makes decisions on the recommended actions and updates them as necessary.
- Management notifies the Assistant Deputy Head(s) if the incident is determined to involve significant expense or have public facing implications,
- Management, will notify the committee of preventative corrective actions,
- Committee reviews the incidents and provides recommendations for process improvement actions at the monthly committee meeting.

4.4 Communicating Results Back to Impacted Workers

Supervisors and/or designates will communicate results of investigations back to impacted workers by:

- Communicating corrective actions to committee and workers.
- Ensuring incidents and investigations are documented on forms and systems set out by or approved by PSC's Corporate Health and Safety Unit.

4.5 Reporting

Employers will use digital systems and forms provided or approved by PSC's Corporate Health and Safety Unit to enable performance monitoring, reporting, and data comparison. Employers may use an alternative digital system, which meets PSC's Corporate Health and Safety Unit requirements for data analysis.

4.6 Work Refusal

Workers may refuse to perform unsafe work if the work activities and/or conditions of work are likely to endanger the health and safety of the worker or another person. Workers must report unsafe working conditions to their direct supervisor. The supervisor must report all work refusals to the Deputy Head(s), PSC's Corporate Health and Safety Unit and investigate immediately, following the work refusal process set out by the WSCA.



4.7 Recommendations

Supervisors that cannot implement effective controls within the scope of their work will forward corrective-action plan recommendations to management for action.

5. MANDATORY TRAINING

All levels of workers must be trained in their roles within this performance standard; PSC's Corporate Health and Safety Unit will ensure training is available for workers and supervisors throughout the year and support documentation.

6. COMMUNICATION

Any updates to applicable legislation, policy or this standard will be communicated by PSC's Corporate Health and Safety Unit to stakeholder groups, and community of practice.

Related Documents
GAM 3.48 Workplace Health and Safety Policy
GAM 3.47 Respectful Workplace Policy
GAM 3.10 Indemnification
Incident Management Process Map

Version History
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