

## What to Expect After an Incident Report is Submitted

February 15, 2024

This document outlines the general process that takes place **after** an [UofT Accident/Incident E-form](#) ("incident report") has been submitted. Some differences may occur depending on the nature of the incident and the seriousness of the injury (e.g., [critical injury](#)) and additional steps may be required. For more information about the incident reporting process and when an incident occurs, please refer to: <https://ehs.utoronto.ca/report-an-incident/>. Please refer to the contact information at the end of the document if you have any questions.

### Injured employee

- 1) Employee (as soon as possible):
  - a. If there are any changes to the nature of injury (e.g., symptoms persist, medical aid sought, body part injured, severity of injury, incidents that become lost time injury beyond the day of incident) lost time (beyond the day of ) or healthcare incidents, inform their supervisor.
  - b. Keep supervisor informed of the expected date for returning to work.
  - c. Expect to be contacted by Alight\*, who represents the University and liaises with the Workplace Safety Insurance Board (WSIB). They will also keep you apprised of next steps and can answer questions related to the WSIB process. EHS (Environmental Health & Safety) may also contact the injured employee directly to obtain further information about the incident.
  - d. Provide any WSIB forms (e.g., Form 6) and medical information to their supervisor and Health & Well-Being (HWB)/Alight, including, if provided, a copy of the WSIB Form 8 Health Professional's Report from their healthcare provider.
  - e. When the WSIB receives the Form 7 (see below) or the Form 8, the WSIB will send the employee the Form 6 Worker's Report of Injury/Disease. Unionized employees may also receive a copy of the Form 6 from their union. Where provided, please complete this Form, and send it back to the WSIB and provide a copy to HWB/Alight.
- 2) HWB/Alight:
  - a. Contacts employee regarding the incident to verify details and determines if a WSIB claim should be submitted. WSIB-reportable claims are EMPLOYEE incidents where there is [lost time \(beyond the day of injury\) or healthcare](#).
  - b. Where applicable, submits the WSIB Form 7 Employer's Report of Injury/Disease and provide a copy to the injured worker.
  - c. If your injury occurred while you were working outside of Ontario, as with incidents inside Ontario, advise your supervisor **immediately** providing as much detail as possible, as well as any related documentation, i.e., medical reports, so that the supervisor can initiate the reporting process.

### Supervisor of injured employee

- 1) EHS:
  - a. Contacts supervisor with regard to the incident report. Reviews the report and works with the department (supervisor) on preventative actions, where applicable. EHS will update the incident file with details not already included in the initial report e.g., outcome and recommendations of a follow up investigation, debrief et al). EHS will close the file but this does not mean the WSIB claim is closed. This is a separate process of approval and management.

2) Supervisor / UofT contact (where applicable)

- a. Where requested, provides additional information to EHS regarding the incident (e.g., photos, Safety Data Sheets, equipment information, updated safe operating procedures, records of training, etc.) and/or be available to visit the location with EHS.
- b. Implement preventive actions identified in the incident report or recommendations made by EHS.
- c. Provide information to HWB/Alight on lost time (days of work missed after the day of the injury) and any healthcare information updates they receive from the employee. They will also record any time lost through regular internal absence reporting processes, contact HWB and / or your unit's Finance Department, if you're unsure on how to code the absence, e.g., WSIB.
- d. Immediately offer your staff modified work. You may need to work with HWB/Alight, to identify modified work that an employee can perform temporarily, based on the applicable medical accommodation.
- e. Liaise with the employee on their return-to-work plan, including and provide clear processes for them to provide follow-up and raise concerns.

Joint Health and Safety Committee (JHSC)

- 1) Alight: For lost time and healthcare injuries, completes the written Notice of Lost Time and Healthcare and send to HWB. This notice must be provided to the applicable union and JHSC within four days of the lost time or healthcare incident.
- 2) HWB: Sends notice to the union of the injured employee (where applicable) and to EHS.
- 3) EHS: upon receipt from HWB, sends the Notice of Lost Time and Healthcare to the appropriate JHSC.
- 4) If this is a critical injury, EHS will contact the appropriate JHSC for a worker member to be present to inspect the location/conduct the investigation.

Non-employees (students, contractors and visitors)

- 1) EHS (Environmental Health & Safety):
  - a. Contacts the UofT representative who submitted the Non-employee incident report. Reviews the report and works with the department (UofT contact) on preventative actions, where applicable. EHS may contact students directly to obtain further information.
- 2) UofT contact (where applicable)
  - a. Where requested, provide additional information to EHS regarding the incident (e.g., photos, Safety Data Sheets, equipment information, etc.) and/or be available to visit the location with EHS.
  - b. Implement preventive actions identified in the incident report or recommended by EHS.
  - c. Liaise with the injured person on any concerns or follow up.
- 3) JHSC
  - a. If this meets the requirements of a critical injury, EHS will contact the appropriate JHSC for a worker member to be present to inspect the location/conduct the investigation.

\*Alight is an external consultant that administers Workplace Safety Insurance Board (WSIB) claims on behalf of HWB/UofT.

## Contact Information

When providing updates to the incident, it is best to *respond back to the original incident report which contains the email addresses of all relevant parties*. However, contact information is provided below as reference:

EHS: [ehs.office@utoronto.ca](mailto:ehs.office@utoronto.ca)

Health and Well-Being: [hwb@utoronto.ca](mailto:hwb@utoronto.ca)

Alight: [UTorontoWCclaims@alight.com](mailto:UTorontoWCclaims@alight.com)