



ToolKit: Quick Reference Investigation Process

Tasks to be Completed:

1. SUMMON IMMEDIATE ASSISTANCE

2. REPORT INCIDENT OR THREAT

Supervisor or other appropriate management to take following action, if required:

- Provide First aid
- Control the scene
- Contact Dept. of Labour and Advanced Education
- Advise Employee of available support/counselling

3. DOCUMENTING THE INCIDENT

- Complete appropriate form(s)
- Consider all possible contributing factors

4. INVESTIGATE THE INCIDENT OR THREAT

- Determine **What, When, Who, Where, Why** and **How**

5. PREPARE FOR THE INVESTIGATION

- Determine if incident needs to be referred to external agencies.
- Establish who should be involved in the investigation (e.g. often helpful to have 2 Managers, union representation.)
- Review incident form to ensure that all required information will be captured.
- Complete WCB injury/illness report(s) if required.
- Map out the investigation plan, timelines, etc.
- Identify potential documentary evidence (rules, policies, memos, notes, computer files/ phone records).
- Identify potential witnesses.
- Prepare an outline of questions, based on information collected to date.
- Establish secure and confidential method to gather information.

6. INFORMATION GATHERING

- Consider the potential major factors: **Human Behaviours** (employees, residents, volunteers, contractors); **Tasks, Materials/Equipment, Environment** and **Organizational Factors**
- Ask “Why” 5 times and apply an investigation matrix

7. CONDUCTING INTERVIEWS

- Record information related to the interviews, have a second Manager designated as a scribe during the interview
- Keep detailed comprehensive notes
- Explain process
- Persons being interviewed should be advised of their right to have a support person present, and if believed to have perpetrated the incident the specifics of the claim made against them.

8. REVIEW AND ANALYZE EVIDENCE

- Clarify disparities where necessary.
- Identify Findings of Fact.
- Debrief the investigation findings

9. IMPLEMENT CORRECTIVE ACTION AND MONITOR RESULTS