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# DP 009 1996-12-04 CRITICAL INCIDENT REPORTING POLICY

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## 1. BACKGROUND

This policy is established to assist departmental employees at the site of a Critical Incident to:

1. contact appropriate departmental officials;
2. ensure compliance with the investigating and reporting requirements of central regulatory agencies;
3. be aware of actions to be taken during the early stages of an incident.



## 2. CANCELLATION

This departmental policy supersedes DM Directive 009 dated 24-03-95.



## 3. SCOPE

The guidelines apply to all employees of Public Works and Government Services Canada (PWGSC).



## 4. DEFINITIONS

Critical incident (événement critique) is an unexpected event resulting in injury to persons, damage to equipment, material or the environment, or the temporary disruption of essential services, and where immediate action is required. Examples are as follows:

1. an event resulting in death or serious injury to employees, client department personnel, contractors or the general public entering or occupying PWGSC facilities. This can include physically or psychologically traumatic events such as natural disasters, hostage takings, terrorism, rape, acts or threats of violence, accidents, suicides or homicides;
2. a fire or explosion causing equipment or property damage or threat to another property;
3. damage to a boiler or other pressure vessel resulting in fire or rupture of equipment;
4. the free fall of or damage to an elevating device rendering it unserviceable;
5. the uncontrolled release or spill of hazardous wastes or materials;
6. the implementation of rescue, revival or other similar emergency procedures;
7. a structural failure or collapse of a building, tower, crane, hoist, temporary construction support system or excavation;  
or
8. an electric shock, toxic or oxygen deficient atmosphere causing an employee to lose consciousness.

NOTE: When uncertain if an emergency is a Critical Incident, initiate the Critical Incident Reporting Plan ([Annex A](#) or [Annex B](#)).

Critical Incident Contact Levels (personnes-ressources - événements critiques)

- First Level Contact (personne-ressource de premier niveau) means the Manager in Charge of Worksite or the Supervisor;
- Second Level Contact (personne-ressource de deuxième niveau) means, in the Regions, the Regional Director or Agency Head of the Branch or Agency affected, in the National Capital Area, the Chief Operating Officer, or the Director General of the Branch or Agency affected;
- Third Level Contact (personne-ressource de troisième niveau) means, in the Regions, the Regional Director General, in the National Capital Area, the Assistant Deputy Minister or Chief Executive Officer of the Branch or Agency;
- Fourth Level Contact (personne-ressource de quatrième niveau) means the Assistant Deputy Minister, Real Property Services.

Department (ministère) means Public Works and Government Services Canada (PWGSC).

Employee (employé) means a person employed by the department.

First-aid (premiers soins) means emergency primary treatment or care that conforms with the recommended practice of the St. John Ambulance or the Canadian Red Cross Associations, and that is provided by the department in response to an injury or illness of an employee arising out of, or in the course of employment.

Manager in charge of worksite (gestionnaire responsable du lieu de travail) means the person to whom the supervisor reports directly.

Supervisor (superviseur) means the person at the workplace to whom the employee(s) report(s) directly.

Workplace (lieu de travail) means any place where an employee is engaged in work for the department.



## 5. POLICY

Public Works and Government Services Canada shall:

1. comply with the prescribed investigation, reporting and recording of critical incidents in all PWGSC facilities and operations;
2. report all incidents of a more serious nature immediately to the appropriate senior departmental officers.



## 6. EFFECTIVE DATE

Immediately.



## 7. ROLES AND RESPONSIBILITIES

1. The Public Works and Government Services Canada Employee at the site of a Critical Incident is responsible for:
  1. progressing through the notification levels until an appropriate manager, director, director general, Branch Assistant Deputy Minister or the Assistant Deputy Minister, Real Property Services is contacted and assumes control, regardless of the time of day ([Annex A](#) or [Annex B](#));

### IMMEDIATE ACTIONS

2. contacting emergency services as required (ambulance, fire department, police, environment) ([Annex C](#) or [Annex D](#));
3. initiating urgently required corrective action appropriate to the incident (protect life, first-aid treatment, minimize property damage, etc.);
4. contacting the Regional Manager responsible for Safety and Health;
5. ensuring that evidence on the site is not disturbed until investigations have been completed;
6. cooperating with officials authorized to investigate the incident.

### SUBSEQUENT ACTIONS

7. advising persistent news media personnel at site of emergency that: "A statement will be issued by the Department as soon as the facts have been determined. Until then, there is no information available."

### 2. The First Level Contact is responsible for:

1. being familiar with the contents of this policy;
2. ensuring that employees receive proper instructions on this policy;
3. ensuring that a copy of this policy, as well as a current list of emergency telephone numbers and notification levels are available to employees at each worksite;
4. obtaining and recording pertinent facts about the incident, including personal details on injured or dead persons involved;
5. ensuring that next of kin have been notified as outlined in Guidelines ([Section 9.1](#));
6. advising Second Level Contact as required;
7. assisting employees on site to identify and implement the immediate and subsequent response to the incident;
8. ensuring that the Workplace Safety and Health Committee Representative and the Regional Manager responsible for Safety and Health have been notified.

### 3. The Second Level Contact is responsible for:

1. determining the necessary degree of response;
2. notifying the third level, the Regional Director General or the Assistant Deputy Minister or the Chief Executive Officer of the Branches or Agencies affected.

### 4. The Third Level Contact is responsible for:

1. notifying the Fourth Level Contact, Assistant Deputy Minister, Real Property Services;
2. consulting with Subject Area Specialists ([Annex E](#));
3. establishing a regional or branch Critical Incident Response Team if warranted.

5. The Fourth Level Contact is responsible for:

1. advising the Deputy Minister of the mishap;
2. consulting with Subject Area Specialists ([Annex E](#));
3. establishing a departmental Critical Incident Response Team, if warranted.

6. The Corporate Manager, Environment, Safety and Health, in the National Capital Area and the Regional Manager responsible for Safety and Health in regions, are responsible for:

1. contacting the National President(s) at headquarters and Regional Vice-President(s) in the Regions of the unions representing the employees involved;
2. providing guidance and advice to the Assistant Deputy Minister, Real Property Services in the National Capital Area and the Regional Director General in the regions;
3. initiating contact, through the appropriate program heads within central control/regulatory or other government departments and agencies in the National Capital Area and respectively in the regions, when involvement, cooperation/clarification and direction is required;
4. recommending corrective measures to prevent a reoccurrence of a similar incident.

7. The Director General, Communications Branch, in the National Capital Area and the Regional Director, Communications, in regions, are responsible for:

1. contacting news media and issuing official departmental releases;
2. providing assistance to Public Works and Government Services Canada employee on site in handling news media.



## 8. COMPLIANCE

Compliance with this departmental policy is mandatory and in accordance with all existing safety and health legislation. The refusal of an employee at any level to comply with this policy or with the provisions of the prescribed codes, standards, regulations, and/or departmental policies will be considered as misconduct.



## 9. GUIDELINES

### 1. Next of Kin Notification

The First Level Contact shall:

1. notify next of kin in the case of a serious accident along these lines: "A serious accident has occurred at the (location) and your (relationship) (full name) has been injured and taken to the (name) hospital at (location) for treatment. We will keep you informed of further details as they become available.";
2. ascertain if the next of kin requires assistance or transportation to join the injured, sick or deceased at the hospital, clinic or first aid treatment centre and provide such services at departmental expense;
3. ensure that the next of kin have been notified before releasing the names of seriously injured, deceased or other persons involved in the mishap;
4. ensure that notification is carried out in conjunction with the local police and medical authorities.

2. Accident Involving Contractor's Employees

The First Level Contact shall:

- 1. notify the contractor's office without delay;
- 2. report Critical Incidents involving contractor's employees at PWGSC worksites in the same manner as incidents involving PWGSC employees.



10. REFERENCES

Acts and Regulations:

- [Canada Labour Code, Part II:](#)
  - [Canada Occupational Safety and Health Regulations, Part XV; Hazardous Occurrence Investigation, Reporting and Recording.](#)

Treasury Board Publication:

- [Risk Management Policy.](#)



11. INQUIRIES

National Capital Area:

Corporate Manager  
Environment, Safety and Health

Regions:

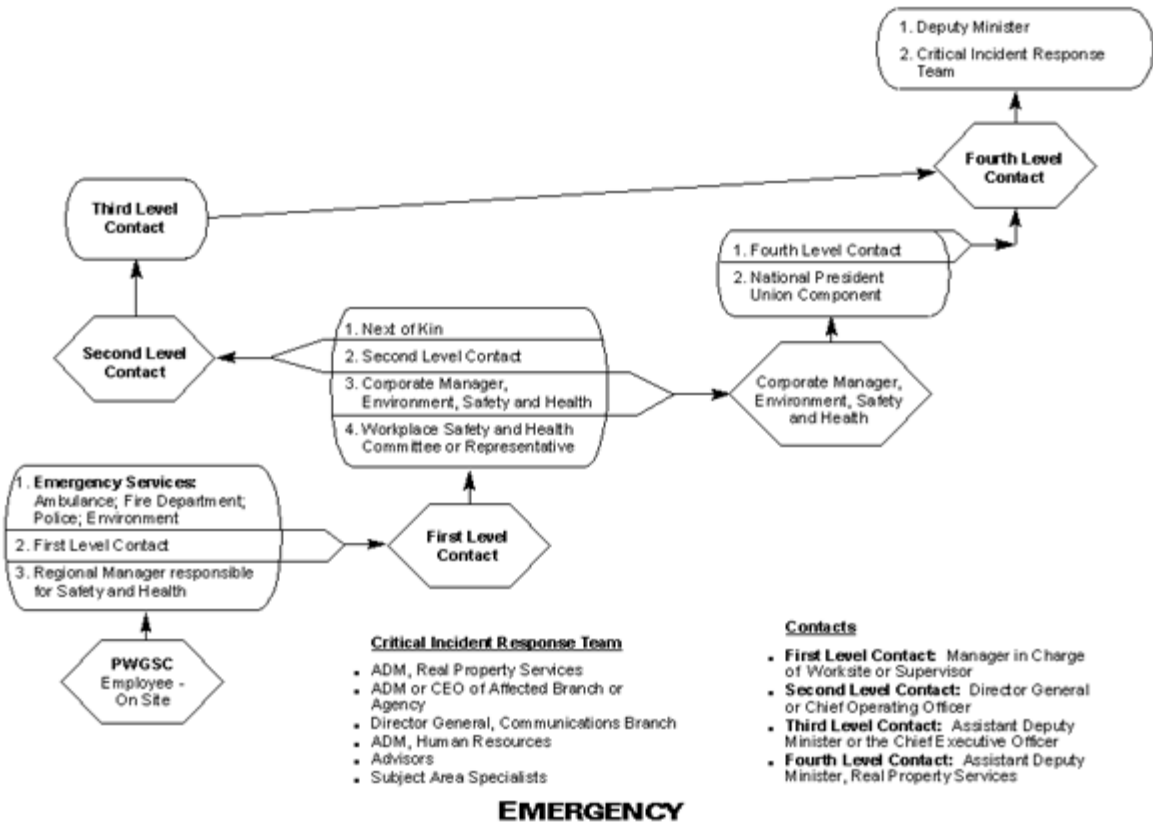
Regional Manager responsible for Safety and Health



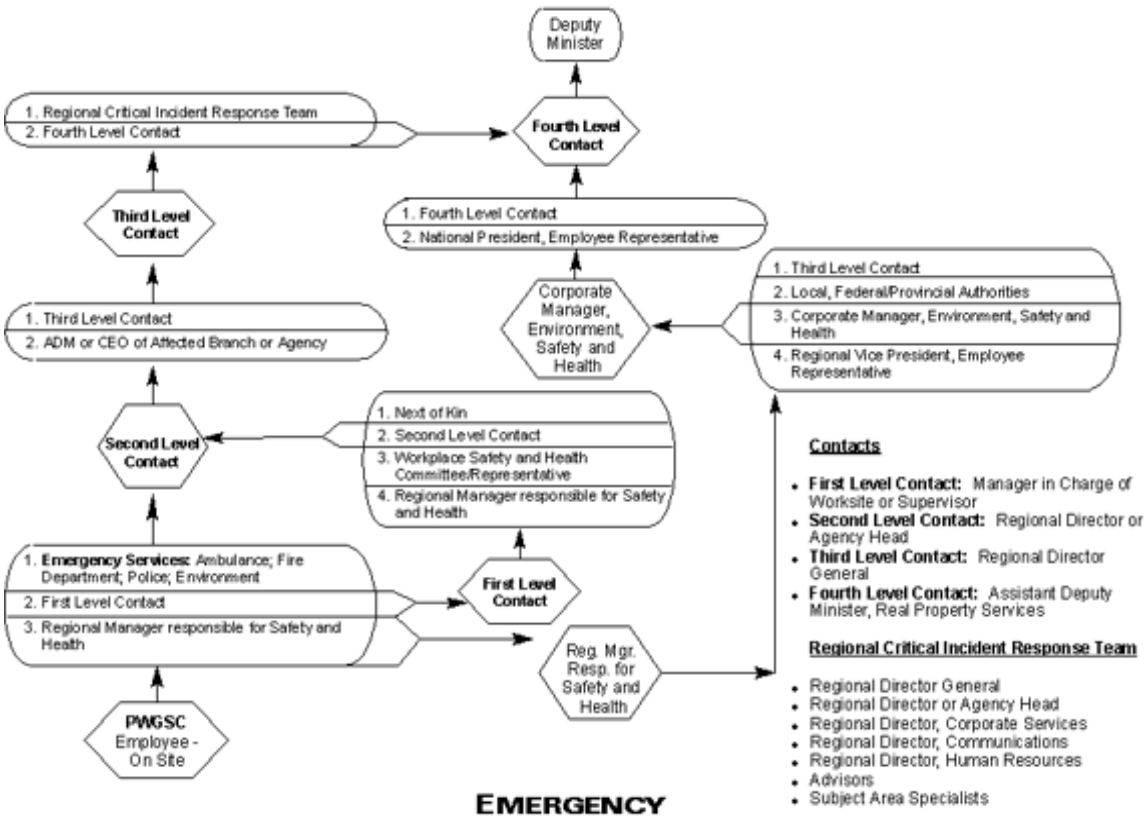
Original Signed by  
R.A. Quail

R. A. Quail  
Deputy Minister and  
Deputy Receiver General for Canada





Annex B - Critical Incident Reporting Notification Chart - Regions





Annex C - Emergency Services (National Capital Area)



Click here to view the Adobe Acrobat (also known as PDF) version of the [Form PWGSC-TPSGC 2816](#).



Annex D - Emergency Services (Regions)



Click here to view the Adobe Acrobat (also known as PDF) version of the [Form PWGSC-TPSGC 2816-1](#).



Annex E - Model Critical Incident Response Team

| Responsibility        | Regions  | Headquarters   |
|-----------------------|--|--|
| Coordinator           | Regional Director General                              | Assistant Deputy Minister,<br>Real Property Services                   |
| Assistant Coordinator | Regional Director,<br>Corporate Services               | Director,<br>Corporate Health and Safety, Security and<br>Preparedness |
| Advisors              | Regional Directors of Branches or Agencies<br>Affected | Assistant Deputy Ministers of Branches Affected                        |
|                       | Regional Director,<br>Human Resources Branch           | Assistant Deputy Minister,<br>Human Resources Branch                   |
|                       | Regional Manager responsible for Safety and<br>Health  | Corporate Manager,<br>Environment, Safety and Health                   |
|                       | Regional Director,<br>Communications                   | Director General,<br>Communications Branch                             |
| Resource Services     | Subject Area Specialists                               | Subject Area Specialists   |
|                       | Legal Services   | Legal Services   |
|                       | Corporate Security                                     | Corporate Security   |
|                       | Public Rights  | Public Rights  |

|  |                        |                        |
|--|------------------------|------------------------|
|  | Employee Assistance    | Employee Assistance    |
|  | Staff Relations        | Staff Relations        |
|  | Technical Experts      | Technical Experts      |
|  | Environmental Services | Environmental Services |
|  | Emergency Preparedness | Emergency Preparedness |

