

CRITICAL INCIDENTS

Policy

The Canadian Cancer Society has an obligation to ensure safety standards and practices throughout its organization and programs. Employees and volunteers are requested to always be as careful as possible in order to prevent accidents, injuries and/or incidents which result in the loss of property. All of the key people and departments affected by the incident, or those who can assist in the investigation or prevention of further incidents must be notified promptly. Follow-up documentation will be completed when additional information is necessary and pertinent to a probable insurance claim, compensatory event, inquiry and to document recommendations to prevent reoccurrence.

Definition

Any time that something happens which results in actual or potential injury to a person or property.

Reporting Procedures

1. When a critical incident occurs, the volunteer will report immediately to his/her Senior Volunteer, filling out a "Critical Incident Report Form" outlining the incident and actions taken. The Senior Volunteer will immediately advise the Regional Manager and Regional President of any critical incident.
2. The "Critical Incident Report Form" shall be submitted to the Division Human Resources department with a copy sent to the Director, Finance and Administration. A copy will be retained at the Regional Office.
3. An employee involved in a critical incident will report and fill out a "Critical Incident Report Form" to be submitted to his/her supervisor and a copy submitted to the Division Human Resources department.

If an employee is injured on the job, an "Employee's Report of Injury or Industrial Disease" form must be completed and submitted to Human Resources (see policy on WCB)
4. The Regional Manager shall be responsible for advising the Director, Regions and Volunteer Resources, who will inform the Chief Executive Officer as appropriate.



If the incident involves Division staff or volunteers, the Senior Staff involved will inform the Chief Executive Officer as appropriate.

1. If required, the CEO will inform the President.
2. If required, the CEO or delegate will advise the Executive Committee and inform all Regional Presidents. Similarly, the Division Director will advise the Division Program Chair.
3. All media contact or information regarding a critical incident occurring in a Region will be conducted through the Regional Manager and President, in consultation with the Director of Communications.
4. The incident will be referred to the appropriate staff and/or standing committee for review.

A follow-up report, outlining the situation, solution and recommendations shall be submitted to the Executive Committee by the appropriate staff and/or standing committee.

