



Training Solutions, Delivered!

ACCIDENT INVESTIGATION

**Leader's Guide, Fact Sheet
& Quiz**

Item Number: 4794

© Marcom Group Ltd.

This easy-to-use Leader's Guide is provided to assist in conducting a successful presentation.

PREPARING FOR THE MEETING

Here are a few suggestions for using this program:

- a) Review the contents of the Fact Sheet that immediately follows this page to familiarize yourself with the program topic and the training points discussed in the program. The Fact Sheet also includes a list of Program Objectives that details the information that participants should learn from watching the program.
- b) If required by your organization, make an attendance record to be signed by each participant to document the training to be conducted.
- c) Prepare the area and equipment to be used for the training. Make sure the watching environment is comfortable and free from outside distractions. Also, ensure that participants can see and hear the TV screen or computer monitor without obstructions.
- d) Make copies of the Review Quiz included at the end of this Leader's Guide to be completed by participants at the conclusion of the presentation. Be aware that the page containing the answers to the quiz comes before the quiz itself, which is on the final page.

CONDUCTING THE PRESENTATION

- a) Begin the meeting by welcoming the participants. Introduce yourself and give each person an opportunity to become acquainted if there are new people joining the training session.
- b) Introduce the program by its title and explain to participants what they are expected to learn as stated in the Program Objectives of the Fact Sheet.
- c) Play the program without interruption. Upon completion, lead discussions about your organization's specific policies regarding the subject matter. Make sure to note any unique hazards associated with the program's topic that participants may encounter while performing their job duties at your facility.
- d) Hand out copies of the review quiz to all of the participants and make sure each one completes it before concluding the training session.

4794 ACCIDENT INVESTIGATION FACT SHEET

LENGTH: 13 MINUTES

PROGRAM SYNOPSIS:

An accident can be caused by hazardous conditions or unsafe work practices. But even when the reason seems obvious, the real "root cause" can often be something else. That's where "accident investigation" comes in. It examines an incident systematically to determine its true causes. That information is then used to update policies, procedures or equipment to reduce the risk of that type of accident from ever occurring again. The point of an accident investigation is not to "assign blame" or to get anyone in trouble. It's to prevent people from being injured in the same way in the future. This program reminds employees of how investigations are conducted and how they can help in the process.

PROGRAM OBJECTIVES:

Upon completion of the program, viewers should:

- Understand how an accident investigation is conducted.
- Understand how accident investigations help to create a safe workplace.
- Know how they can help with the accident investigation process.
- Understand the role that "Root Cause Analysis" plays in an accident investigation.
- Recognize that accidents can often be prevented by making changes in policies, training, equipment or communications procedures.
- Know how to respond when a workplace accident occurs.
- Understand why taking care of anyone that is injured is the first priority when an accident occurs.

PROGRAM OUTLINE:

THE PURPOSE OF AN ACCIDENT INVESTIGATION

- **We all know accidents happen, and we know that they can happen to anybody... including ourselves.**

—That can mean pain, injury, sometimes even death.

—It's important to understand why these incidents happen.

—If we make each one a learning experience, we can prevent the same types of accidents from happening again.

- **An accident can be caused by hazardous conditions or unsafe work practices.**

—But even when the reason seems obvious, the real "root cause" can often be something else.

- **That's where "accident investigation" comes in.**

—It examines an incident systematically, to determine its true causes.

—That information is then used to update policies, procedures or equipment to reduce the risk of that type of accident from ever occurring again.

- **The point of an accident investigation is not to "assign blame" or to get anyone in trouble.**

—It's to prevent people from being injured in the same way in the future.

NEAR MISSES

- **Before we discuss the "investigation", let's talk for a minute about how we should deal with incidents themselves.**

—There are two types of workplace incidents, accidents and "near misses".

- **A "near miss" is an incident which under slightly different circumstances could have resulted in an injury or damage to equipment or materials.**

—In other words, it's an "accident waiting to happen".

- **"Near misses" can warn us about a problem before something more serious happens.**

—It's much better to learn from "near misses" than from accidents!

—Unfortunately, we won't always have a "near miss" to warn us about a potential problem.

RESPONDING TO AN ACCIDENT

- **If an accident does occur, our first concern should be that the people who are injured are being cared for.**

—If someone needs first aid and you're qualified to give it, that should come first.

—Then medical personnel should be called immediately.

- **Once any victims are taken care of, the appropriate supervisors and managers should be notified if they aren't already at the scene.**
- **Then the area should be secured so that no one else can get hurt (safety tape is often used for this).**
—This also helps prevent people from tampering with "evidence" that the investigators will need to look at.

SPEAKING WITH INVESTIGATORS

- **An accident investigation will usually begin immediately after an incident.**
—Interviews may take place as soon as the area is secured.
—It's important to remember that the investigators need your help.
—Be honest, and provide as much information as you can.
- **Even if you did not witness the accident yourself, investigators may want to talk with you.**
—Especially if you are familiar with the site or the task being performed at the time of the accident.
- **Remember, the information is being gathered to help determine the exact cause of the accident, not to place blame on anyone.**

ROOT CAUSE ANALYSIS

- **Determining the cause of an accident is not always easy.**
—After all, most accidents have several "contributing" factors.
—This is why a "Root Cause Analysis" can often help the situation.
- **A Root Cause Analysis is an examination of the chain of events that led to an accident.**
—These events may have taken place days, weeks, even months before the accident actually occurred.
—So it's important that the analysis be thorough.
- **Potential factors that investigators will look for include:**
—Faulty or poorly maintained equipment.
—Lack of training.
—The absence of appropriate policies and procedures.
- **Root Cause Analysis looks for all of the factors that could have contributed to an accident.**
—This is why it is always a vital part of any accident investigation.
- **You should offer as much information as you can about the accident. This includes any relevant facts regarding:**
—The workers who were involved.
—The site where the accident occurred.
—The working conditions at the site.

EXAMPLES OF SUCCESSFUL ROOT CAUSE ANALYSES

Ladder Example

- **A successful Root Cause Analysis relies on detail.**
—It helps if you are familiar with the safety practices that are used in the work area where the accident occurred.
—Don't worry about giving investigators too much information. Let them sort it out.
—You never know when some small fact will be the key to determining what really happened, and why.
- **For example, let's say a warehouse worker is standing on the top step of a ladder and falls off.**
—This may appear to be an easy investigation.
—It seems obvious that the worker ignored the rule about not standing on the top step of a ladder, lost his balance and that's why he fell.
- **The worker's actions are certainly a factor, but there can be other reasons that this accident occurred as well.**
—In order to help prevent the same type of accident from happening again, we need to look deeper.
- **We know a person fell off a ladder. We also know that he was standing on the top step.**
—By continuing the investigation, we eventually discover that the ladder he was standing on was the tallest ladder in the warehouse.
- **The worker's carelessness is a factor, but the lack of proper equipment is the "root cause" of this accident.**
—The warehouse needs a taller ladder so that workers can reach the highest materials without standing on the top step.
—Remember, the ultimate goal of every accident investigation is to help prevent the incident from happening again.

Lockout Example

- **In another example, a worker fixing a machine suddenly gets an electric shock. We might conclude that since electricity was involved:**
—The situation was inherently hazardous.
—Nothing much could be done to make this situation safer.

- **But it takes electricity to run the machine, and there are procedures that allow electrically powered equipment to be worked on safely.**

—So there are probably other factors to consider.

For instance, should the system have been locked-out, and if so, why wasn't it?

- **We need to look at whether the worker who was repairing the machine had been given training on lockout/tagout procedures.**

—If he had received lockout/tagout training, we would also need to determine if the worker was following the procedures that he was taught.

- **In this instance, the investigator determined that the root cause of the accident was a lack of training.**

—The worker never attended the lockout/tagout class he was scheduled for, and therefore never knew the danger he was putting himself into.

Fall Example

- **Now let's apply Root Cause Analysis to another example.**

—Falls are accidents that often aren't investigated fully.

—If a person falls we usually figure that they lost their grip, or their footing.

- **But when we take a closer look, we discover that the victim was not wearing his fall protection gear, and we need to find out why.**

—While a coworker had warned them about not wearing fall protection gear, the victim said "No time. The boss says this has to be done by noon."

- **There are a number of reasons why an employee might skip proper safety procedures... all of them bad!**

—One of them could be a supervisor saying... "Let's get this loaded up and out of here, there's another truck arriving in 50 minutes, so get going".

- **In an attempt to increase output, a worker in a hurry can sometimes "forget" about safety.**

—Ironically, if an accident does occur as a result, production will often slow down or even stop altogether.

- **There are times when an accident has nothing to do with equipment, training or procedures.**

—In these cases, investigators often find that the "root cause" of the accident is miscommunication.

- **Workers need to clearly hear and understand any instructions they receive about the job they're doing.**

—If communications aren't clear, or there is a question about what should really be done, instructions should be repeated.

—Everyone needs to understand the proper procedure.

MAKING SURE THE SAME TYPE OF INCIDENT DOESN'T HAPPEN AGAIN

- **Now let's look at how accident investigation helps make sure that the same type of incident doesn't happen again.**

- **Remember, when it comes to learning from accidents, there are four basic areas to look at:**

—Policies.

—Training.

—Equipment.

—Communication.

- **Proper training is always a key element in preventing accidents.**

—If problems have existed with certain types of activities or situations in the past, everyone should be made aware of the potential hazards and then be trained to handle them.

- **If a situation is hazardous enough, your facility may have to put new policies into place... or existing policies may have to be updated.**

—This can often take the form of "workplace rules", or "Standard Operating Procedures" that must be followed.

- **Many accidents are caused by faulty or misused equipment.**

—In these cases, the equipment may need to be repaired.

—If repairs are not possible, or if the correct equipment isn't being used, new equipment may have to be purchased.

—Additional training may then be required.

- **If an accident was the result of faulty communication, people may need to be made aware of the factors that can make hearing what a coworker is saying difficult and how to overcome this.**

- **In many cases the solution to the problem may involve more than one of the four factors we've discussed.**

—Investigating accidents can be an involved process.

—The goal of an accident investigation... to determine the cause of an accident and prevent any similar accidents from happening again... is worth the effort.

ACCIDENT INVESTIGATION

ANSWERS TO THE REVIEW QUIZ

1. b

2. b

3. a

4. a

5. e

6. a

**ACCIDENT INVESTIGATION
REVIEW QUIZ**

The following questions are provided to determine how well you understand the information presented in this program.

Name _____ Date _____

1. We can prevent all accidents if we try hard enough.
 - a. True
 - b. False

2. Which of the following is ***not*** a goal of an accident investigation?
 - a. To determine the cause of an accident
 - b. To figure out whose fault the accident was
 - c. To prevent similar accidents from happening again
 - d. All of the above

3. After an accident occurs and any victims have been taken care of, the next step should be to secure the accident scene.
 - a. True
 - b. False

4. Most accidents result from a combination of several circumstances.
 - a. True
 - b. False

5. Which of the following are the basic areas that are looked at in an accident investigation?
 - a. Policies
 - b. Equipment
 - c. Training
 - d. Communication
 - e. All of the above

6. Reporting "near misses" can help prevent future accidents and injuries.
 - a. True
 - b. False