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1. Introduction

The Department of Environmental Health & Safety has implemented this Hazard Reporting Process to ensure employees at Queen’s University know the proper steps that need to be taken to report potential or actual hazards in the workplace. This program provides information on the approach for employees to address concerns by notifying their supervisors of hazards, receiving feedback on the corrective actions that are taken, and elevating the concern to other internal support mechanisms if the concerns have not been resolved. A strong Internal Responsibility System is integral to keeping the University community safe and everyone has a duty to report health and safety issues to their supervisor.

2. Scope

The Hazard Reporting Process applies throughout the University and at all off campus sites where employees are performing work. This hazard reporting process is intended to be used by the entire Queen’s University community, in particular employees and supervisors.

3. Applicable Legislation

Occupational Health and Safety Act, R.S.O. 1990

4. Definitions

Hazard – a substance or situation that can cause injury or illness, damage to property, damage to the workplace environment, or any combination of these.

Incident – means an undesired event resulting in damage to property or the environment, for example, a fire, spill, or breakage of material.

Risk Level – an assessment, usually subjective, which estimates the magnitude of the risk based on the probability of the event occurring and the estimated severity of the impact.

Supervisor – Under the OHSA, the definition of supervisor has two separate parts. Having either charge of a workplace, or authority over a worker, is sufficient for a person to be a supervisor. In general, “charge of a workplace” refers to broad control over the planning of work and how it is carried out, while “authority over a work” can be seen as a more specific power to ensure a worker’s compliance with directions. The determination as to whether a person is a supervisor does not depend on that person’s job title. It depends on whether the person is responsible for a location (ex. An office or laboratory) where the work is performed on a paid or unpaid basis or whether the



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person gives direction to complete the work performed by workers, students, visitors, volunteers or learners.

JHSC – A Joint Health and Safety Committee is an advisory group required under the Occupational Health & Safety Act (OHSA). The committee is made up of management and worker representatives who work together to identify health and safety problems and recommend solutions. Information on the JHSCs in place at the university is available on the [Department of Environmental Health & Safety Website](#).

Employee – Under the OHSA, employees mean any of the following, but does not include a volunteer who works for no monetary payment of any kind:

1. A person who performs work or supplies services for monetary compensation.
2. A secondary school student who performs work or supplies services for no monetary compensation under a work experience program authorized by the school board that operates the school in which the student is enrolled.
3. A person who performs work or supplies services for no monetary compensation under a program approved by a college of applied arts and technology, university, private career college or other post-secondary institution.
4. Other persons who work or provide services to an employer for no money, who may be prescribed by regulation. (At this time, no such persons have been prescribed as a “worker” under the OHSA).

5. Responsibilities

5.1 Responsibilities of the Department of Environmental Health & Safety

The Department of Environmental Health & Safety (EH&S) has the following responsibilities under this SOP:

- Review this Standard Operating Procedure (SOP) periodically and update when necessary.
- Provide guidance and assistance to supervisors and JHSC when determining corrective measures that are needed.
- Assist departments to ensure compliance with this SOP.
- Report incidents as required under the OHSA and regulations to the Ministry of Labour Training and Skills Development.

5.2 Responsibilities of Directors and Department Heads

Each has the following responsibilities under this SOP:



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- Ensure that this SOP is distributed throughout the department or areas under their jurisdiction.
- Ensure that this SOP is followed by all supervisors and employees under their control.
- Support supervisors to address the reported hazards in a timely fashion.
- If necessary, enlist the support of a faculty office or Vice-Principal's office if the resolution of a hazard is beyond the scope or resources of the department.

5.3 Responsibilities of Managers and Supervisors

Supervisors have the following responsibilities under this SOP:

- Ensure this SOP is distributed and understood by employees in the areas under their jurisdiction.
- Ensure that employees understand the reporting hierarchy identified in this SOP.
- Review hazard reports and classify them appropriately.
- Arrange for necessary corrective actions to take place.
- Communicate the action taken with the employee that reported the hazard.
- Provide the employee with a timeline if the action required will take more than 21 days to enact.
- In the event the employee still has concerns after the corrective action(s) are implemented and the hazard report has been escalated, cooperate with the JHSC and to EH&S to find a resolution that will satisfy all parties, and communicate this new solution to the worker.

5.4 Responsibilities of Users (Faculty, Staff and Students)

Users have the following responsibilities under this SOP:

- Read, understand, and follow this SOP when reporting hazards.
- Work within the Internal Responsibility System to resolve health and safety concerns.
- Report hazards immediately to your supervisor.

6. Reporting Procedure

6.1 Employees

If there is an immediate threat to life, safety, property, or the environment, you must call the Emergency Report Centre at ext. 36111 or 911. Otherwise, hazards should be reported using this reporting process:

- For physical hazards found in public spaces, you can contact FIXIT (613-533-6757 or ext. 77301) directly between the hours of 8AM – 4PM and the Emergency Report Centre afterhours (613-533-6111 or ext. 36111), unless your supervisor has instructed you otherwise.

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- Incidents and injuries covered by [\(SOP-Incidents/WSIB-02\) Incident Reporting & Investigation](#) should be reported using the process and forms outlined in that document.
- You may report non-urgent hazards orally or in writing to your supervisor.
- For urgent hazards requiring immediate attention, provide immediate oral notice, then follow up with a written report.
- Written reports should be submitted using the [Hazard Report Form \(Appendix 1\)](#).
- In case of a personal threat or workplace violence, contact the Emergency Report Centre (613-533-6111 or ext. 36111) and then follow up with your supervisor or Human Resources for guidance. In case of discrimination or harassment speak with your supervisor or Human Resources for guidance. Additional information can be found in the [Interim Workplace Harassment & Discrimination Policy](#) and on the [Campus Security and Emergency Services](#) website.
- If you refuse work due to the hazard that is present you need to follow the [Refusal to Work SOP](#).
- If the situation is resolved without your supervisor's involvement, you must still inform them about the hazard(s) and the action(s) taken, especially if the area involved is under the supervisor's direct responsibility.
- If there is a situation where you feel uncomfortable reporting a hazard directly to your supervisor, you may direct your concerns to the Department of Environmental Health & Safety [email](#) and we will investigate the issue without revealing your identity.

If you feel the hazard remains after your supervisor's follow-up, raise the issue with them again to try and achieve a reasonable solution. If concerns remain after that follow up, the issue can be escalated to a JHSC. The process for escalating a hazard to a JHSC is as follows:

- Provide a copy of the Hazard Report Form as documentation of your concerns to the JHSC secretary and EH&S departmental [email](#). Contact information for JHSC can be found by reviewing the membership for your committee on the EH&S websites [JHSC webpage](#). JHSC membership is also posted on the departmental safety boards.
- The JHSC, with support from EH&S, investigates and then recommends potential solutions to the supervisor.
- The JHSC and the supervisor must ensure that workers are informed about how the hazard is being, or has been, resolved.

6.2 Supervisors

In the event an employee reports an incident or injury covered by [\(SOP-Incident/WSIB-02\) Incident Reporting & Investigation](#), report the occurrence using the procedures outlined in that SOP.



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Once a hazard has been reported you must:

- Assess the risk level of the hazard to determine how urgent or flexible your schedule should be and set and follow a timeline for resolving the concern. Hazards that pose a higher risk must be resolved immediately while there can be some flexibility when dealing with lower risk hazards.
- Act immediately on the employees' concerns. This could include resolving the concern, setting a timeline for resolution, confirming with the employee that the necessary steps have been taken to resolve the concern, and/or scheduling a time to discuss the concern with the worker in more detail.
- An update must be provided to the employee within 21 days if the concern cannot be resolved earlier than that. If you need to deviate from your timeline, you must inform the employee(s) accordingly.
- Supervisors should seek the support of the department as necessary to ensure the hazard is resolved.
- The supervisor can also involve other supports such as, EH&S, Facilities (formerly Physical Plant Services), Campus Security and Emergency Services (CSES), etc. To help resolve the hazard.
- In the event the hazard is escalated to a JHSC and/or EH&S, cooperate with those parties to ensure the hazard can be resolved to everyone's satisfaction.

7. Version History

1.0 – June 2021, Initial Release



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Appendix 1

Hazard Report Form

All hazards must be isolated or controlled, if possible, and immediately reported to a supervisor.
Supervisor to complete shaded sections.

Name:	Date:
Location (Building, Room, Area):	
Equipment:	
Priority Level: <input type="checkbox"/> Urgent (immediately) <input type="checkbox"/> Next 7 days <input type="checkbox"/> Next 21 days <input type="checkbox"/> Other	
Description of hazard:	
Suggested corrective action:	
Workers Signature:	
Supervisor's remarks:	
Corrective action:	
Corrective action completed? <input type="checkbox"/> YES <input type="checkbox"/> NO	Completion date:
<i>If corrective action has not yet been completed, provide the anticipated completion date above. Inform the employee once the corrective actions have been completed and when corrective action will take longer than 21 days to complete, a timeline must be provided.</i>	
Supervisor's Signature:	Date:

- Hazards must be reported immediately to your supervisor, verbally or in writing. If the hazard is of an urgent nature, verbal notification should be followed up with a written report.
- Employees should suggest corrective action(s) to resolve the hazard, but it will be up to the supervisor to determine what corrective action(s) to take.
- Supervisors must return this completed form to the worker(s) within 21 days. If corrective actions will take longer than 21 days a timeline must be provided.
- This form will be used to document the concerns and be provided to the Joint Health and Safety Committee secretary and the Department of Environmental Health & Safety by the worker if the issue cannot be resolved.



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Appendix 1

Hazard Report Form

Timeline for implementation:
