



Standard Investigation Report

Incident ID: 134057 (Supervisor Report)

Incident Information

Incident Details, Description and Sequence of Events		
Incident Title: Lifting strain		
Date: Mar 07, 2024	Time: 10:00 AM	Building: BIO - Biological Sciences Building
Description of Incident Location (please do not include personal information such as names, gender pronouns and medical information): Mailroom and office area hallway.		
Main Body Part Injured: Back	Side of main body part injured: Left	Side of secondary body part injured: Left
Accident Type: Involuntary Motion	Injury Type: Back Strain	Serious injury/incident?: No
<p>Describe fully what happened before, during, and after the incident (please do not include personal information such as names, gender pronouns and medical information):</p> <p>Mail room organization - ongoing between Feb 6 and March 6. The staff member was asked to organize the mailroom which included retrieving and reviewing all mail waiting for pick up. Mail was located in numerous slots within a mail sorter wall unit. The unit is 81" high and 70" wide. Vertical slots begin 17" above floor level with top slots starting at 70" above floor level. No time restraints or due dates were associated with this task and sorting and reorganizing was ongoing as new mail arrived. There are no physical obstacles affecting access to the mail and slots. Relocate water cooler water bottles - Feb 28 Four 18.9 litre (5 gallon) water bottles were delivered to the department and left outside the mailroom door (water cooler is located in the mailroom). The door was closed and locked due to the temporary relocation of staff while renovation work was being completed in staff offices. The staff member was asked to relocate the bottles from the floor outside the door to inside the mailroom on the floor in front of the water bottle rack - a move of approx. 7 feet. The area between the two locations is free of obstacles. No set amount of time was given to complete the task. There are no physical obstacles affecting access to both locations. Organization of office supply cabinets. The staff member reorganized the department's two office supply cabinets located in the hallway of the admin department office area. One cabinet measures 39" high, the second 30 1/2" high. No deadline was given for the completion of the task. There are no physical obstacles affecting access to the cabinets.</p>		

Accident Investigation



Task Related Causes

Lifting	Other (specify below)	
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Other task causes:
 Bending and standing to put mail in mail slots. Moving water cooler bottles.

Environment Related Causes

No "Environment" causes

Equipment Related Causes

No "Equipment" causes

Organizational Related Root Causes

Standard Operating Procedures not available/inadequate	
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Human Related Root Causes

Knowledge / skill / experience lacking	
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Other human related causes:
 Pace and scheduling of task execution. Movement techniques utilized.

Root cause

Incorporating the above factors, determine and describe the root cause of the incident or accident:
 Incident occurred from an initial bout of prolonged repetitive movement aggravated by the execution of regular ongoing job duties.

Persons who carried out or participated in the investigation

Employer representative name:
 Mark Mendoza

Job title:
 Senior Manager

Worker Representative Name:
 Patrick Tamkee

Job title:
 Tech 5

Corrective Actions

Corrective Action to prevent recurrence of similar incidents (1)

Corrective Action Identified:
 Create and post SOP for safely replacing water cooler bottles incorporating correct lifting



techniques and requesting assistance if needed.		
Assigned to (name): Holly-Anne Burrows	Job title: Office Manager	
Final Actions Taken: SOP for water cooler bottle replacement has been created and posted beside water cooler. Document will be circulated to staff and will be added to the department's new staff onboarding procedures. New employees will be required to sign off SOP.		
Date to be Completed: 2024-03-27	Date Completed: 2024-03-27	

Corrective Action to prevent recurrence of similar incidents (2)

Corrective Action Identified: Produce guideline manual on office ergonomics and musculoskeletal disorder prevention. Elements within the manual will include correct working positions, proper lifting techniques, stretching exercises, reaching, and importance of taking breaks and pauses when performing tasks to reduce fatigue. Manual will be given to staff in electronic format, with hard copy available for reference. The manual will be added to the department's new staff onboarding procedures.		
Assigned to (name): Holly-Anne Burrows	Job title: Office Manager	
Final Actions Taken: Produced guideline manual on office ergonomics and musculoskeletal disorder prevention. Elements within the manual include correct working positions, proper lifting techniques, stretching exercises, reaching, and importance of taking breaks and pauses when performing tasks to reduce fatigue. Manual will be given to staff in electronic format, with hard copy available for reference. The manual has been added to the department's new staff onboarding procedures.		
Date to be Completed: 2024-04-17	Date Completed: 2024-04-12	