

Incident or Event

A worker was asked to set up balloon display in a show room over the reception desk. A Supervisor was tasked with directly supervising the work and directed the worker to move balloon weights inward on a ledge so that they were not visible from the floor. The Supervisor then left, leaving the worker to continue the job. The worker climbed off the ladder and onto the narrow ledge as he was having difficulty placing balloons. While working from the ledge, the worker miss stepped and fell over 8' through the ceiling and onto his side.

Outcomes

The incident resulted in bruising to worker's wrist and damages to the ceiling.



Causal Factors

Lack of Hazard Assessment – A Hazard Assessment to identify hazards and controls was not performed.

Lack of Training – Worker had not been trained to work off a ladder.

Inadequate Supervision – The Supervisor left the untrained worker alone to conduct a task for which no risk assessment had been conducted.



Shared Learning

Know Your Responsibilities – Supervisors should be trained on their responsibilities and role as they pertain to safety. Workers should be trained on safe use of equipment and, should know their responsibility to report unsafe working conditions or inadequate equipment.

Assess Risks – This is critical when performing non-routine tasks – these are the jobs that generally don’t have written procedures, training, or properly allocated equipment.

Establish Expectations – Train and educate workers on the limitations of equipment, conditions of safe use, and on established rules. (i.e. ladder safety requirements)

Discussion

Leaders should review the above at a meeting and use the following questions to engage their teams to identify similar hazards. Leaders should note answers, follow up, implement corrective actions, and positively reinforce worker responsiveness.

- 1. Where do we have similar hazards (potential to work off an unguarded ledge)?

- 2. Where do we or have we performed similar tasks or processes?

- 3. Which of the causes associated with the incident are common in our facility?

- 4. Where else can we apply the shared learning?

- 5. For any similar hazards in our workplace, what is the level of risk?



Probability	3 Likely	Medium Risk 3	High Risk 6	Extreme Risk 9
	2 Unlikely	Low Risk 2	Medium Risk 4	High Risk 6
	1 Highly Unlikely	Minimal Risk 1	Low Risk 2	Medium Risk 3
Risk Matrix		1 Slightly Harmful	2 Harmful	3 Extremely Harmful
		Severity		

Probability: The likelihood of incident		Severity: The degree of consequence if an incident occurs	
1	Highly Unlikely - Could happen, but probably never will	Slightly Harmful -	Minor injuries or discomfort. May require first aid treatment.
2	Unlikely - May occur at some time	Harmful -	Injuries or illness requiring medical aid.
3	Likely - Expected to occur at some time	Extremely Harmful -	Injury or illness resulting in permanent impairment or death.

Assessment	
Risk Rating	Risk
9	Extreme - Urgent action required to eliminate or minimize risk
6	High - Immediate action required to eliminate or minimize risk
3-4	Medium - Short-term action required to eliminate or minimize risk
2	Low - Long-term action required to eliminate or minimize risk
1	Minimal - No action required if risk is eliminated or minimized



6. What can we do to eliminate or reduce the risk?

Hazard	Risk (R/Y/G)	Control Plan	Due Date

SIGN: Workers Involved in this Shared Learning exercise:

Name	Signature	Date