CALGARY SAFETY CONSULTANTS

Incident Notification and Escalation Contact Sheet

Call tree, Tier 1: critical

How to use this contact sheet

Fill this in for each site or project before work starts, and update it whenever people or numbers change. Post a copy where supervisors can reach it, keep one in every vehicle and give one to every on-call contact. On the day, follow the call tree for the tier, read the first-notice script on page 4, and record every call in the notification log on page 5.

- Call in the order shown. Keep trying until you speak to a person; a text or voicemail is not a notification.
- When in doubt, use the higher tier. Emergency services (911) always come first.

Company

Site or project

Sheet updated on

Site address, legal land location or GPS

Site phone or radio channel

Emergency number (911 or site)

On-call line (always answered)

Jurisdiction

Tier 1: Critical. Call immediately.

Death, life-threatening or serious injury, hospital admission, fire, explosion, collapse, major release, missing worker, or anything that may be reportable to the regulator.

Order and role	Name	Phone	Alternate and phone	Target time
1. Supervisor or person in charge				
2. Senior manager				
3. Safety lead				
4. Person who reports to the regulator				
5. Prime contractor, owner or client				
6. Committee co-chair or representative				
7. Family contact (senior person)				

Directions for responders and notes (gate codes, nearest access, who meets the ambulance)

General information, not legal advice. Occupational health and safety requirements differ between provinces, territories and federally regulated workplaces, so adapt this form to your workplace and confirm the requirements that apply to you.

Tier 2: High. Call within the target time.

Medical aid or lost time injury, high-potential near miss, vehicle collision, significant spill or property damage.

Order and role	Name	Phone	Alternate and phone	Target time
1. Supervisor or person in charge				
2. Manager				
3. Safety lead				
4. Prime contractor, owner or client				
5. Senior management				
6. Committee or representative				

Tier 3: Low. Report in writing.

First aid only, minor damage, low-potential near miss, hazard or unsafe condition.

Order and role	Name	Phone or email	How reported	Target time
1. Supervisor or person in charge				
2. Safety lead (written report)				
3. Committee (regular meeting)				
4. Other				

Client and contract reporting requirements

Client or prime contractor

Site representative

Phone

Contract reporting window for injuries

For near misses and damage

Client form required

Other client requirements (for example, notify before moving equipment, client investigates jointly)

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On-call roster

Name an on-call contact and a backup for every period workers are working, including nights, weekends and holidays.

Dates or shift	On-call contact	Phone	Backup	Phone

External contacts

Fill in the numbers that apply where you work. Check your regulator's reporting page for the current line.

Contact	Name or service	Phone	Reference or account no.
OHS regulator reporting line			
Workers' compensation board			
Environmental spill line			
Police (non-emergency)			
Utilities (gas, power)			
Employee assistance program			
Insurer			
Union representative			
Other			
Other			

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Read this when you make the first call

Keep it under two minutes, stick to facts and leave out opinions about cause or blame. Fill in the fields as you go, then read them out.

1. Your name and position

Calling from (site, phone or radio)

2. What happened, in one or two sentences

3. Tier (when in doubt, choose the higher one)

- ☐ Tier 1: Critical
- ☐ Tier 2: High
- ☐ Tier 3: Low

4. Exact location

Date

Time of incident

5. Who is hurt, and how badly (as far as you know)

Where they are now

6. What has been done

- ☐ First aid given
- ☐ 911 called
- ☐ Ambulance on the way
- ☐ Work stopped
- ☐ Hazard controlled
- ☐ Scene secured
- ☐ Equipment locked out
- ☐ Witnesses identified
- ☐ Photos taken

7. What is still needed (help, equipment, decisions)

8. Who else already knows

9. Next update at (time)

Escalation check for the person receiving the call

- ☐ Is this, or could it have been, a death, serious injury, hospital admission or dangerous occurrence? If yes, treat it as Tier 1.
- ☐ Could it be reportable to the regulator? If yes, the named person decides and calls within the legal time, and logs the reference.
- ☐ Does the prime contractor, owner or client need to know under the contract? If yes, call now.
- ☐ Does the committee or representative need notice under the law or our procedure? If yes, arrange it.
- ☐ Agreed before hanging up: who makes the next call, who handles external notifications, when the next update comes.

Call received by

Time

Tier confirmed

Next update due

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Notification log

Record every call, text and email, including attempts that didn't reach anyone. Keep this log with the incident report.

Incident (short description)	Date	Tier

Time	Person or organization contacted	Called by	Method	Reached	Message or reference no.
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	
				☐	

Log kept by	Signature or initials	Date

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Written report tracker

Incident and date	Tier	Report due	Received	Investigation lead	Loop closed with reporter
					☐
					☐
					☐
					☐
					☐
					☐
					☐
					☐

Monthly on-call line test

Call the on-call line at an awkward hour each month. Record whether a person answered and how long it took.

Date and time	Tested by	Answered by	Answered	Minutes	Fix needed
			☐		
			☐		
			☐		
			☐		
			☐		
			☐		
			☐		
			☐		

Review and sign-off

Check and update this sheet:

- ☐ Monthly
- ☐ When people or numbers change
- ☐ Before a new site or project
- ☐ After a Tier 1 incident

Reviewed by

Position

Next review date

Want the full procedure? Use the free Internal Incident Reporting Procedure Template that goes with this sheet, and read the guide *How to Report an Incident Internally* at calgarysafetyconsultants.ca/safety-guides/incidents/internal-incident-reporting/.

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