

Potentially serious incident (PSI) email and letter - frequently asked questions (FAQ)

What is a PSI?

A PSI is an incident that had a likelihood of causing a serious injury or illness, and there is reasonable cause to believe that corrective actions may need to be taken to prevent recurrence.

When both these conditions are met, a copy of the investigation report needs to be submitted online to Alberta Occupational Health and Safety (OHS).

More information can be found on the [PSI webpage](#).

I received an email/letter from an OHS Statutory Director regarding a PSI. What are the next steps?

Review all the incidents described in the email/letter and consider whether they meet the definition of a PSI under the OHS Act, Section 33 (5).

If an incident is a PSI, please use the OHS Online Incident Reporting service to provide your investigation report: <https://oirportal.labour.alberta.ca/pre-screening>.

If an incident is not a PSI, you do not have to report it as a PSI.

Why does Alberta OHS send emails/letters for PSIs?

Part of the PSI program is to ensure PSIs are reported. To do this, employers may be engaged through emails/letters, to improve PSI awareness.

Why is the PSI program needed?

The PSI program aims to ensure prime contractors and employers are aware of, and in compliance with, PSI legislation requirements. Details collected from PSI reports are used for information and education purposes. More detailed information can be found in the [potentially serious incidents surveillance program guide](#).

The incident referenced in the email/letter has already been reported to Alberta OHS. Should I also report it as a PSI?

If you have already notified Alberta OHS about the incident using the OHS Contact Centre or the OHS Online Incident Reporting service, please continue with that [process](#). A separate PSI online submission is not required.

What should I do if the worker involved in the workplace incident was admitted to hospital?

If the incident leads (or may lead) to a worker being admitted to a hospital or results in the death of a worker, contact the OHS Contact Centre as soon as possible.

Phone: 780-415-8690 (Edmonton)
Toll free: 1-866-415-8690
TTY to voice: 711
Voice to TTY: 1-800-855-0511

'Admitted to a hospital' means treatment beyond that received in an emergency room or urgent care centre. This is considered a serious incident and is separate from a PSI.

I already submitted a claim to WCB, why do I have to submit a report to Alberta OHS?

Reporting an injury to WCB and [reporting a workplace incident](#) to Alberta OHS are separate processes.

Alberta OHS receives high-level information on WCB claims from WCB-Alberta. It is not possible for Alberta OHS to know whether a claim would constitute a PSI under Section 33 of the [OHS Act](#).

The email/letter is requesting that the employer review the workplace incident and determine if it is a PSI.

The WCB claim was declined. Why do I need to submit a PSI?

WCB claims and [reporting a workplace incident](#) to OHS are separate processes.

A denied WCB claim may still be a PSI. A PSI is not determined by the incident outcome but rather the circumstances around the incident and the need for corrective action. A PSI is also not limited to workers.

The incident referenced in the email/letter is not a PSI. What do I do?

If the incident referenced in the email does not meet the definition of a PSI, you do not have to report it as a PSI.

Has Alberta OHS determined if the claim is a PSI prior to sending this letter?

No. It is not possible for Alberta OHS to know whether a claim is a PSI under Section 33 of the [OHS Act](#), as Alberta OHS only receives high-level information from WCB-Alberta.

The email/letter asks the employer to review the workplace incident and determine if it is a PSI.

What is required for PSI reporting?

The prime contractor, or at work sites where there is no prime contractor, the employer, must submit an investigation report to Alberta OHS for an incident that meets the PSI definition under the OHS Act, Section 33 (5).

I was unaware that I must report PSIs. Is this a new requirement?

No. PSIs became an OHS legislated requirement in June 2018. More information can be found [here](#).

Who should I contact for additional information on the incident?

If you have questions about this letter and submitting your PSI, please contact the OHS Contact Centre:

Phone: 780-415-8690 (Edmonton)
Toll free: 1-866-415-8690
TTY to voice: 711
Voice to TTY: 1-800-855-0511

If you need more information on a WCB claim referenced in the email/letter, please contact WCB-Alberta.

You must have claim administrator access on the file to get more information on a specific claim. More information can be found here:

https://www.wcb.ab.ca/assets/pdfs/employers/EFS_Claims_correspondence.pdf.

The email/letter was addressed to the wrong person. How do I update my contact information?

The email/letter was addressed to the individual listed as the WCB account contact. The contact information was provided to Alberta OHS by WCB-Alberta. Please contact your WCB claims advisor to update your organization's contact information.

I received an email/letter, but the incident falls under federal jurisdiction. Do I have to report the incident as a PSI?

No. If the incident falls under federal jurisdiction, you do not have to report the incident to Alberta OHS.

Please contact psi@gov.ab.ca if you were contacted by email/letter and you are a federally regulated employer. This is so Alberta OHS can update its list of federally regulated employers and avoid sending such letters to others in error.

I am unable to access the verified account to submit a PSI. What do I do?

All PSI investigation reports are to be provided online through the OHS Online Incident Reporting service using an Alberta.ca Account for Organizations.

If you are having difficulties with your account, please contact:

- website: [Alberta.ca Account | Alberta.ca](https://www.alberta.ca/account)
- email: alberta-ca.account@gov.ab.ca, or
- phone: 1-844-643-2789.

I received a PSI email/letter but my company is a staffing agency. Is the staffing agency responsible for reporting?

No. The employer (or prime contractor, if there is one) at a work site is responsible for reporting PSIs.

What is an employer?

The definition of an employer includes “a person who employs or engages workers from a temporary staffing agency.” The complete definition of an employer can be found in Part 1 of the [OHS Act](#).

How does Alberta OHS use PSI information?

PSI investigation reports are used for information and education purposes. Alberta OHS may follow up if there is a current or ongoing serious health and safety concern.

Are there other approaches to build awareness of PSIs and PSI reporting?

Yes. Alberta OHS is also building PSI awareness by sharing annual PSI reports by industry sector [North American Industry Classification System](#) (NAICS) and [Workers' Compensation Board of Alberta](#) (WCB) sector, and communicating through our monthly [OHS eNews](#). This sharing does not contain personally identifiable information.

More detailed information can be found in the [potentially serious incidents surveillance program guide](#).

Why does Alberta OHS receive information on WCB claims?

Alberta OHS receives information from WCB-Alberta in an effort to prevent and reduce occupational illness and injury.

Alberta OHS has a long-standing data-sharing agreement with WCB-Alberta (governed by respective legislation).

What information on WCB claims does Alberta OHS receive from WCB-Alberta?

Alberta OHS receives high-level information on WCB claims from WCB-Alberta. Alberta OHS does not receive reports. The information shared with Alberta OHS by WCB-Alberta includes:

- employer WCB account number and contact information,
- WCB claim number,
- incident date and location,
- industry,
- occupation,
- type of incident,
- source of incident, and
- injury.

For more information

Incident reporting and investigation
ohs-pubstore.labour.alberta.ca/li016

Potentially serious incident reporting: legislation updates (LI067)
ohs-pubstore.labour.alberta.ca/li067

PSI webinar
[Alberta PSI Surveillance program - PSI Webinar 2025](#)