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Policy Title Incidents of Injury Reporting and Management Policy

Policy Owner(s) Division / Department	Safe Sport / Operations
Effective Date	May 19, 2020
Last Review Date	May 19, 2020
Applicable Laws, Regulations, or Other Identified Risks	<p>Legislation*: Personal Information Protection and Electronic Documents Act (Canada), Rowan’s law (Ontario), and other provincial/territorial legislation as may be applicable</p> <p>Industry Codes/Policies*: Canadian Guideline on Concussion in Sport, Canadian Sport Policy, ISU Constitution and Regulations, ISU Medical Guide, Physical Activity and Sport Act (Canada), Universal Code of Conduct to Prevent and Address Maltreatment in Sport</p> <p>*Current and as may be amended from time to time</p> <p>Risks: Strategic, Compliance, Operational, Reputational</p>

Policy Statement

The vision of Skate Canada is to inspire all Canadians to embrace the joy of skating. In pursuit of that objective, Skate Canada places the highest priority on ensuring there is a safe, professional, inclusive and respectful environment for all participants in the skating community. In support of Skate Canada’s vision and core values, this Incidents of Injury Reporting and Management Policy (“Policy”) has been established to ensure that we are providing the safest possible environment for all participants in the skating community. This Policy promotes awareness, fairness, equity, transparency, prevention and the appropriate timely response and management of reported violations to this Policy.

Critical to creating and maintaining a safe environment includes the establishment of preventative measures and having accessible reporting and management mechanisms in place to provide fair and equitable treatment of all components of Skate Canada’s National Safe Sport Program. This includes the fair and impartial management of incidents of injury.



This Policy outlines the available options for reporting issues related to incidents of injury. This Policy is intended to encourage and enable the individuals to whom this Policy applies to raise incidents of injuries so that they can be properly assessed and managed appropriately.

Background / Rationale

This Policy is designed as a control to help safeguard the environment, welfare and rights of everyone involved in Skate Canada. The focus of this Policy is on the collective roles, responsibilities and practices of everyone involved in the skating community, including the critical role of Skate Canada, coaches, clubs, skating schools, and sections, to work together in partnership to ensure an optimal operating environment where the safety of our skaters is our priority at all times. Specifically, it is imperative that each of our respective organizations in the skating community work to ensure that there is a timely and appropriate response to incidents of injuries. It is in the interest of all individuals of Skate Canada that such incidents be reported in good faith so that they can be properly assessed and managed appropriately.

Definitions

Certain terms used herein may not be capitalized; however, for the purposes of this Policy, the following terms herein have the ascribed meanings as set forth below. In addition, all references to the singular include the plural and vice versa.

Board, pursuant to the Bylaws, means the board of directors of Skate Canada

Bylaws mean the bylaws of Skate Canada as amended and which are, from time to time, in force and effect

CEO means the Chief Executive Officer of Skate Canada, a Board appointed position

club, pursuant to the Bylaws, means a not-for-profit organization that is operating for the general purpose of providing Skate Canada programs and is managed by a volunteer board of directors

coach, pursuant to the Bylaws, means a skating expert with the required National Coaching Certification Program qualifications to provide a remunerated service at Skate Canada sanctioned clubs and skating schools, both on and off-ice. These individuals shall have registered, provided full payment and have met all professional coach registration requirements as set annually by Skate Canada



department means a group of multiple divisions (e.g., Marketing and Events, Operations, Performance Excellence)

director, pursuant to the Bylaws, means a person elected or appointed to serve on the Board

division means a department dealing with specific areas of activity, expertise and/or responsibility (e.g., Corporate Services, Finance, Information Technology, Safe Sport and Strategic Communications, are some examples of divisions within the department of Operations)

employee means a person who is hired by Skate Canada on a permanent full-time or short-term on-going basis, or on a temporary / contract basis for a defined period of time. Employees may also include certain independent contractors/consultants who, while not technically employees within the meaning of applicable labour or tax laws, have been identified as being subject to this Policy

individual means a person, and includes registrants, members, parents/guardians of skaters (including minor skaters), as well as persons employed by or engaged in activities, events/competitions, and programs with and/or hosted by Skate Canada, including, but not limited to, directors of the Board, members of the standing committees of the Board, members of the operating committees of Skate Canada, officers of Skate Canada, a Skate Canada section (included for the purposes of this Policy), event volunteers, and spectators

injury means bodily injury which is sustained by an eligible individual as a direct result of an unintended unanticipated accident while participating in, or travelling to or from, an event sanctioned by Skate Canada

ISU means the International Skating Union, which is the exclusive international sport federation recognized by the International Olympic Committee (IOC) administering sports in the branches of figure skating and speed skating throughout the world. The ISU is composed of a number of national associations called "ISU Members", who administer ISU sports at the national level and recognize that all international matters are under the sole jurisdiction and control of the ISU

law means any applicable legislation, statutes, regulations, policies, rules and codes of conduct established by government, legal or regulatory authority, or by any self-regulated industry association by which Skate Canada is or has agreed to be bound



member, pursuant to the Bylaws, means each person that meets the requirements of any of the three Member classes as defined in Article 3 of the Bylaws and that has been duly admitted as a member of Skate Canada (*which includes coaches, clubs, and skating schools*)

minor means a child under the age of majority and as defined in the province or territory of Canada, as may be amended from time to time. It is the responsibility of the adult to know the age of a minor

officer, pursuant to the Bylaws, means the President and such other officers as the Board may determine by Ordinary Resolution

organization means Skate Canada, unless otherwise noted

personal information means information about an identifiable individual employee, member of the Board of Skate Canada, member of a standing committee of the Board, member of an operating committee or working group of Skate Canada, member of Skate Canada, registrant, and/or third-party service provider. This may include, without limitation, the individual's name, residential address, home and/or cellular telephone number(s), email or other electronic address, social media account name, fax number, date of birth, gender, government issued identification number (e.g., Social Insurance Number, passport number), health information, criminal record, payroll/employee identification, employment history, personal references, salary/compensation history, financial status, pension contributions, employee benefit information, emergency contact information, credit card and direct deposit banking information. Personal information also includes information that may relate to the work performance of the individual (performance appraisals), absenteeism, and training history/evaluations. For all individuals including sections, personal information includes any injury claim reports, allegations, investigations or findings of wrongdoing, misconduct or discipline stemming from a complaint through the Ombudsperson process, and/or a complaint of misconduct, incident of injury report and/or general dispute through the Safe Sport process. For registrants, in addition to the information outlined above, personal information also includes but is not limited to information related to test results and program information for skaters, and qualifications for officials. For event volunteers, in addition to the information outlined above, personal information may also include information related to training, education, work experience, volunteer experience and qualifications, and expense information. In general, personal information includes any information that could be used to commit identity theft or other forms of fraud. All information about or received from individual employees, members of Skate Canada,



registrants, members of the Board of Skate Canada, members of a standing committee of the Board, members of an operating committee or working group of Skate Canada, and/or third-party service provider should be presumed to be personal information unless the contrary is clear

By virtue of applicable privacy legislation, personal information does not include job title, job description or business contact information, such as the information disclosed on a business card, with the exception of an individual's business email address which is considered personal information

This information can be in any form including but not limited to paper, electronic, electronic communications, video or voice recording

personal health information means information about an identifiable individual, as applicable, that relates to the physical or mental health of the individual, the provision of health care to the individual, the individual's entitlement to payment for health care, the individual's entitlement to payment for an insurance claim for an injury, the individual's health card number, the identity of providers of health care to the individual or the identity of substitute decision-makers on behalf of the individual

President, pursuant to the Bylaws, means the chair of the Board and officer of Skate Canada

registrant, pursuant to the Bylaws, means (i) an individual who is registered by a club or skating school with Skate Canada and who is subject to all applicable rules, regulations and policies of Skate Canada but who is not a member; and (ii) an individual who is engaged in any activity provided, sponsored, supported, sanctioned or recognized by Skate Canada and registered directly with Skate Canada but who is not a member (which includes skaters and officials)

Safe Sport division is a division of the Operations department of Skate Canada, reporting to the Senior Director, Operations, through which an individual may report incidents of injury and general disputes to Skate Canada

section, pursuant to the Bylaws, means an organization incorporated or organized in a particular province or territory (and in some cases, a combination thereof) strategically aligned with Skate Canada, that may receive funds from provincial or territorial Governmental Authorities and be subject to applicable sport recognition programs and transfer payment arrangements. Each Section is held to the governance and operating



requirements of their respective province and / or territory(ies) and is responsible for skating in their respective jurisdictions

skater means (i) a person who is registered at a club or skating school with Skate Canada and who is subject to all applicable rules, regulations and policies of Skate Canada but who is not a member; and (ii) a person who is engaged in any activity provided, sponsored, supported, sanctioned or recognized by Skate Canada and registered directly with Skate Canada but who is not a member

skating school, pursuant to the Bylaws, means an organization other than a club that is operating for the general purpose of providing Skate Canada skating programs

third-party means but is not limited to physician, practitioner, health care provider, hospital, physician, practitioner, health care provider, hospital, health care institution, medical organization, clinic and any other medical or medically related facility, any insurance company or reinsurance company, workers compensation board or similar plan or organization, benefit plan administrator, federal, territorial or provincial government department, or any other corporation or organization, institution or association

third-party service provider means an individual or corporate entity having a business relationship of any kind with Skate Canada

we, us, our means Skate Canada, unless noted otherwise

Policy Scope/Applicability:

This Policy applies to all individuals, as defined within this Policy.

This Policy applies to incidents of injury, which includes without limitation, injury claims, accidents, and concussions, as defined within this Policy, as reported through the Safe Sport process as outlined in the Incidents of Injury Reporting and Management Procedure.

This Policy applies to reports from or between individuals to whom this Policy applies.

This Policy applies to matters that may arise during the course of Skate Canada's business, activities, and events including without limitation competitions, practices, travel associated with Skate Canada activities, and any meetings.



This Policy establishes the Skate Canada Incidents of Injury **Reporting and Management Procedure** (“Procedure”), designed to ensure an appropriate and timely management of reports of incidents of injury received through the Safe Sport process at Skate Canada.

This Policy is to be read in conjunction with the Concussion Policy, the Concussion Protocol and the Safe Sport Guide. Although concussions are included as part of this Policy and the Procedure, the Concussion Policy, Concussion Protocol and the Safe Sport Guide set out rules and requirements with set minimum standards regarding helmet use, and prevention and responding to head injuries and concussions, including timely and appropriate care and proper management to individuals with a suspected concussion to allow them to return back to the sport of skating safely.

This Policy is also to be read in conjunction with the Skate Canada National Safe Sport Program, and the Skate Canada Code of Ethics.

IMPORTANT NOTES:

The Coaches Accident Insurance is for coaches only, and is a secondary benefit to their primary personal or family insurance.

The Skate Canada Injury Benefit Program is for registrants only, and is a secondary benefit to their primary personal or family insurance.

As such, claims for incidents of injury must first be submitted to the coach or registrant’s personal or family insurance company. After which, Skate Canada will cover the difference or the balance of what is not covered by the primary personal or family insurance coverage

Policy Requirements

Skate Canada’s goal and commitment is to be a leading Safe Sport organization in Canada and internationally. The guiding principles of the National Safe Sport Program set out herein reflect this commitment and provide the framework for this Policy.

Guiding Principles

- I. Promoting a Safe Sport environment and culture, including the security, safe practices, and treatment of individuals with respect, dignity, fairness, and inclusion, in support of our core values



- II. Protecting the safety and welfare of all participants through preventative measures, including comprehensive policies and protocols, risk identification and management, education, training, resources, and communication and awareness
- III. Providing an accessible national Safe Sport issue reporting and management process that is confidential, compassionate, fair, comprehensive, and transparent; and ensures timely management of incidents of injury

Reporting Process

Incidents of injury are reported through Skate Canada, in accordance with the Procedure.

For incidents of injury, Skate Canada provides a registrant and member benefit program for eligible individuals. Incidents of injury reports received are reviewed in accordance with the Skate Canada program.

Obligation to report

Everyone has an obligation to report incidents of injury in good faith.

Acting in good faith

Anyone reporting an incident of injury must be acting in good faith and have reasonable grounds for believing the information being reported is true and accurate. Any incidents of injury that prove to have been intentionally false or misleading will be viewed as a serious offence, payment of benefits denied, and past claims payments recovered.

Claim Assessment and Management Process

Skate Canada is responsible for all reports of incidents of injury reported through the Safe Sport reporting process. The Safe Sport division will ensure that all reports and claims are promptly reviewed, assessed and adjudicated, by either Skate Canada or our third-party insurance provider, as applicable depending on the reporting individual.

Decisions

After reviewing the matter, a determination will be made by Skate Canada or the third-party insurance provider, as applicable, on the individual's entitlement to benefits, including but not limited to determining if coverage is in effect, investigating the applicability of exclusions and coordinating coverage with an insurer.



Confidentiality

Once an incident of injury has been reported, Skate Canada and the third-party insurance provider, as applicable, shall maintain the confidentiality of the record thereof, including personal information, personal health information, benefit payment, employment or financial information about the individual or any other information or records as provided as part of the incident of injury reporting, claim and adjudication process. With the individual's consent provided as part of the incident of injury reporting process, there may be cases where confidentiality is not feasible, including, but not limited to, consultation, release and exchange of confidential information with other third-parties as part of the claim review and adjudication process (including obtaining information from the group policyholder or the reporting individuals' employer).

Records and Distribution of Decisions

Records of all outcomes, including all supporting documentation, will be maintained by Skate Canada, in a secure location in accordance with the Skate Canada Record Retention Policy.

Reference: For complete details on Safe Sport reporting, refer to the Incidents of Injury Reporting and Management Procedure

Roles and Accountabilities

To achieve and support a Safe Sport environment, all individuals are required to understand and comply with this Policy.

Skate Canada

Skate Canada will take all reasonable steps to implement the necessary preventative measures and respond to any Safe Sport reported incident of injury.

Skate Canada will collaborate with the federal government, international federations, and national sport organizations, as well as applicable partners to support and advance Safe Sport programs.

Board

The Board has overall accountability for the approval and oversight of this Policy to ensure that the Policy is consistent with the strategic direction, objectives and strategic plans of Skate Canada.



CEO

The Board has assigned the responsibility for the implementation of this Policy and the Procedure to the CEO, including ensuring the organization has the appropriate resources to develop ongoing prevention measures, operational procedures and practices for Safe Sport, the development of an evaluation system that regularly monitors the effectiveness of initiatives in Safe Sport, and an ongoing and ever evolving communication and partnership strategy within the skating community to ensure a Safe Sport environment for all of our participants.

Senior Director, Operations (reporting to the CEO)

The Senior Director, Operations, who has responsibility of the Operations department of Skate Canada which includes the Safe Sport division, is responsible for the implementation and ongoing evolution (subject to Board approval), application and maintenance of this Policy, the Procedure and the National Safe Sport Program, to meet the Policy goals as outlined under “Guiding Principles” within the Policy Requirements section.

Director, Safe Sport and Strategic Communication

The Director, Safe Sport and Strategic Communications, reporting to the Senior Director, Operations, is responsible for supporting the implementation and communication (including interpretation and enforcement) of this Policy through the Incidents of Injury Procedure and other related procedures and training, as applicable.

Safe Sport Division

The Safe Sport division, reporting to the Director, Safe Sport and Strategic Communications, is responsible for the end to end management of incidents of injury received through the Safe Sport reporting process, including the review and actioning to conclusion.

Individuals

All individuals are responsible to:

- be familiar with and understand the provisions of this Policy, the supporting Procedure, the Concussion Policy and Protocol and the Code of Ethics, as well as other applicable Skate Canada policies and protocols, including those specifically identified in this Policy (E.g., Safe Sport Guide, including helmet use, etc.)
- treat everyone with professionalism, respect, inclusiveness, dignity, and fairness in alignment with our core values



- support Skate Canada's vision of providing the safest possible environment for all of our participants in the skating community
- report all incidents of injuries, acting in good faith at all times

Controls and Monitoring

The primary controls and monitoring mechanisms for this Policy are as follows:

- Establishment, oversight and continuous updating of policies, procedures, and guidelines for best practices related to Safe Sport, as applicable
- Evaluation of the effectiveness of the evaluation system that regularly monitors the effectiveness of initiatives in Safe Sport
- Quarterly reports to the Board on the number of reports received and trends regarding incidents of injury
- Education and training requirements, as prescribed from time to time
- Preventative safety measures and management of injuries, including but not limited to concussion protocols and helmet use requirements
- Attestation process to the compliance of all policies every two (2) years by the CEO, in accordance with the Policy Management Policy, including this Policy
- Ongoing and ever evolving communication and partnership strategy within the skating community to ensure a Safe Sport environment for all participants
- Active promotion of our Safe Sport commitment throughout all Skate Canada programs, interactions, activities and events
- Collaboration with the federal government, international federations, and national sport organizations, as well as applicable partners to support and advance Safe Sport programs

Reporting and Escalation/Exceptions

There are no exceptions to this Policy. Any issues or conflicts with this policy will be escalated to the CEO, with reporting as applicable to the Board.

Governance / Oversight

This Policy is reviewed and approved at a minimum every three (3) years, or sooner if there are legislative or regulatory changes, as part of policy review and validation in accordance with the Policy Management Policy.



Related Documents

This Policy is an overarching organizational policy that should be read in conjunction with the following directly and/or indirectly related policies:

- National Safe Sport Program
- Code of Ethics
- Concussion Policy
- Concussion Protocol
- Safe Sport Guide, including helmet use

- Enterprise Risk Management Policy
- Policy Management Policy
- Privacy Policy
- Record Retention Policy

In addition, the Procedure related to this Policy in order to carry out the Policy.

Questions/ Contact Information

For questions, please refer to the Senior Director, Operations