



**Procedure #**

**Procedure Title            Incidents of Injury Reporting and Management Procedure**

<b>Procedure Owner Division / Department</b>	Safe Sport / Operations
<b>Effective Date</b>	May 19, 2020
<b>Last Review Date</b>	May 19, 2020
<b>Applicable Laws, Regulations, or Other Identified Risks</b>	<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>

**Overview**

At Skate Canada, every individual is entitled to a safe, professional, inclusive and respectful environment that treats individuals with fairness, dignity and respect in support of our core values.

Skate Canada is firmly committed to and believes in a proactive approach to creating a Safe Sport environment. The safety and protection of our participants from injury, in our environment is of paramount importance.

This Incident of Injury Reporting and Management Procedure (this “Procedure”) is designed to help Skate Canada take all reasonable steps to prevent any occurrence of injury, and take every reasonable measure to promote and maintain a safe, inclusive and respectful environment. This Procedure is used to standardize the measures and procedures to meet the obligations as set



**SKATECANADA**

out in the National Safe Sport Program and the Incidents of Injury Reporting and Management Policy (the “Policy”), ensure that individuals have a process to report injuries, confidence that reports will be reviewed and dealt with in a fair and timely manner, respecting the privacy of all concerned as much as possible. 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.

### **Systems**

Incidents of injury are reported through the Safe Sport reporting and case management system internal to Skate Canada, together with external systems with the third-party insurance provider as applicable.

### **Definitions**

Certain terms used herein may not be capitalized; however, for the purposes of this Procedure, 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** means the bylaws of Skate Canada as amended and which are, from time to time, in force and effect

**CEO** means 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

**days** means working days, not including weekends and holidays

**department** means a group of multiple divisions in an organization (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 section of 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)

**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 Procedure), 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 as defined in each 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

**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



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

### **Procedure Scope/Applicability**

This Procedure is designed to implement the Incidents of Injury Reporting and Management Policy. This Procedure is intended to ensure an appropriate and timely investigation and management of reports incidents of injury received through the Safe Sport reporting process.

This Procedure applies to all individuals, as defined in the Policy and within this Procedure, in the skating community.

This Procedure applies to incidents of injury, includes without limitation, claims, accidents, concussions, and insurance queries as defined within this Procedure.

To meet the guiding principles as established in the Policy, this Procedure sets out the process for the reporting and management processes including:

- initiation of incidents of injury, including the reporting process and timelines
- assessment and management of report and claim, including decision and return to skate process

In addition, the Procedure establishes accountabilities, and roles and responsibilities.

This Procedure is also to be read in conjunction with the Concussion Protocol and the Safe Sport Guide.

### **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**



## **Procedure Steps**

If a coach or a club/skating school volunteer experiences or witnesses an injury involving an individual covered by this Procedure, they must act and take steps to ensure the incident is reported.

### **Initiation and Injury Incident Reporting Process**

Skate Canada requires a coach or a club/skating school to report any incident of injury.

It is important to note that if at any time an individual (e.g., skater, coach) sustains a head injury through impact to the head, face, neck or body and/or demonstrates visual signs of a head injury or who report concussion-related systems, it is critical to:

- adhere to the requirements as outlined in the Skate Canada Concussion Policy and Concussion Protocol, including the use of the Skate Canada Concussion Recognition Tool and seeking medical attention as required
- complete and submit an incident report in case they may suffer from a head injury and/or concussion

**Refer: For complete information and available tools on head injury recognition and management, refer to the Concussion Protocol and the Concussion Recognition Tool on Info Centre**

Skate Canada requires a coach or a club/skating school to report an incident, using the Skate Canada Online Incident Report as set out below, within 30 days of the incident/occurrence. All sections of the report must be completed, including the physician / medical section of the report, including medical notes, requisitions and/or any receipts, as applicable, together your review and consent for the collection, retention and sharing of personal information and personal health information.

**Reports for incidents of injury can only be submitted as follows:**

#### **Step 1:**

**Coaches, clubs/skating schools, and registrants to complete the Skate Canada Online Incident Report (available to a club board member, skating school administrator or coaches) through the online portal at:**

**<https://members.skatecanada.ca/en-US/safe-sport/submit-an-incident-report/>**



**Step 2:**

- a. Registrants to submit the incident claim form, receipts and all relevant documents by email to:

[safesport@skatecanada.ca](mailto:safesport@skatecanada.ca)

- b. Coaches to submit the claim form, all receipts and relevant to documents to:

**BFL Canada Risk and Insurance Inc.  
Claims Department  
Attention: Josianne Moniz  
Montreal, QC H3A 1G1  
1-800-465-2842**

The purpose of the online incident report form is to:

- record details in a consistent manner of an unusual event that occurs at the facility, such as an injury
- guarantee insurance compliance if an insurance claim can stem from the incident
- allow Skate Canada to effectively collect and analyze incident information related to skating and improve overall safety
- detect trends by club such as bad ice, poor lighting, and ventilation issues
- allow Skate Canada to proactively implement preventative measures, best in class safety programs, and focused education based on, as an example, incidents by level, by injury, and/or by province/territory

Once the online incident form is completed and submitted, an email confirmation (including a copy of the incident report form) will be automatically sent to the person that submitted the form for their (coach or club/skating school) records.

## Incident of Injury Claim Assessment and Management Process

### Assessment

All claims are reviewed and assessed in accordance with the applicable insurance benefit program coverage and eligibility requirements, as follows:

**Registrants: Injury Benefit Summary of Coverage**





Coaches: Coaches Insurance Summary administered by a third-party insurance provider

#### Incident of Injury Claim Decision

The individual, and other parties as applicable, will be notified of the claim decision.

The decision will be distributed by registered mail or email to all applicable parties, not more than 30 days following the receipt of all required information to adjudicate the claim, unless other timelines have been established and the parties notified of the same.

Records of all decisions and supporting documentation (including, without limitation, reports, medical information as required, assessment, decision, etc. as applicable) will be maintained by Skate Canada in a secure location and in accordance with the Record Retention Policy.

#### Return to Skate

To ensure the safety of everyone, in the case of a skater/athlete, it is recommended that the club, skating school, and/or the coach ensure, depending on the seriousness of the injury, that the skater/athlete is ready to return to skating. Examples of a serious injury include, but are not limited to, broken bones, sever sprains or strains, major lacerations, respiratory incidents, etc. Concussion is excluded from this Procedure, as it has its own policy and protocols. After a serious injury, it is important the right people determine the best course of action. The skater/athlete should receive medical clearance prior to returning to skating. All safety precautions should be reinforced by the coach or program assistants. It is very important to ensure the parent/guardian is fully aware of the risks and all precautions taken as necessary.

**Refer: For complete details on incidents of injury, refer to the Safe Sport section of the Skate Canada website – specifically the Insurance FAQ (frequently asked questions), Safe Sport Guide, Concussion Policy and Concussion Protocol, and Helmet Use**

### **Roles and Accountabilities**

#### Skate Canada

Skate Canada is responsible for taking all reasonable steps to meet our commitment to Safe Sport and the corresponding principles as outlined in the Policy and this Procedure, including



- implementation of the necessary preventative measures to ensure the Policy and Procedure are deployed and followed; and
- responding to any Safe Sport reported incidents of injury
- advancement of Safe Sport policies, education and advocacy initiatives
- monitoring the external environment for new developments and advances impacting Safe Sport principles

## Board

The Board is accountable for:

- the approval and oversight of the Policy and this Procedure to ensure that the Policy is consistent with the strategic direction, objectives and strategic plans of Skate Canada
- ensuring, in cooperation with the CEO, that appropriate resources are directed to the Safe Sport program
- monitoring and evaluating, in conjunction with the CEO, the effectiveness of the Safe Sport program, and adjust delivery as necessary to meet established goals and objectives

## CEO

The Board has assigned the responsibility the implementation of the Policy and this Procedure to the CEO, who is responsible for:

- ensuring the organization has the appropriate resources to develop ongoing prevention measures
- developing and implementing operational procedures and practices for Safe Sport
- developing an evaluation system that regularly monitors the effectiveness of initiatives in Safe Sport, and adjusting delivery as necessary to meet established goals and objectives
- developing a communication and partnership strategy within the skating community to ensure a Safe Sport environment for all of our participants
- decisions and acts as required by Skate Canada as outlined within this Policy

## 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:

- ongoing evolution (subject to the approval of the Board), application and maintenance of the Policy and this Procedure



- implementing and maintaining a National Safe Sport Program, including preventative measures and reporting and management processes
- providing a quarterly standing incident of injury report to the CEO and Board on the number and nature of the reports received and trends
- regularly reviewing and maintaining the Policy and this Procedure

#### Director, Safe Sport and Strategic Communications

The Director, Safe Sport and Strategic Communications, reporting to the Senior Director, Operations, is responsible for:

- the oversight of the Safe Sport division
- the Safe Sport reporting and management process for reports of injury in accordance with the Policy and as outlined within this Procedure
- providing a quarterly standing incident of injury report to the Senior Director, Operations on the number and nature of the reports received and trends

#### Safe Sport Division

The Safe Sport division, reporting to the Director, Safe Sport and Strategic Communications, is responsible for:

- receiving and action incidents of injury received through the Safe Sport division reporting process in accordance with the Policy and as outlined within this Procedure
- the claim management process for incidents of injury
- consolidating, filing, and retention all records of reports received, together with the status/results of actions taken
- maintaining reports on trends and statistics on the number and nature of the reports received on general disputes

#### Coaches, Clubs, Skating Schools and Sections

In addition to what is required of every individual, coaches, clubs, skating schools and sections have an additional obligation to oversee and address the behaviours of others, by setting a good example and by taking positive action whenever they become aware of any potential breach of the National Safe Sport Program, Code of Ethics, the Policy and/or this Procedure. To achieve this, coaches, clubs, skating school and sections are responsible for:

- promoting and maintaining a safe and respectful skating environment, free of injury
- reinforcing all elements of the National Safe Sport Program, the Policy, this Procedure, the Code of Ethics, the Concussion Policy, and the Concussion Protocol



- having policies and processes to address incidents of injury as they become aware of, or reasonably ought to be aware of, as soon as reasonably practical, in alignment with the National Safe Sport Program, the Policy and this Procedure
- actively working to eliminate any unsafe practices they become aware of, or reasonably ought to be aware of, and promptly informing Skate Canada of incidents related to injuries

### Individuals

Every individual has a responsibility to take a proactive approach to creating a Safe Sport environment, and commit to the safety and protection of our participants from injury. This means not engaging in, allowing, condoning, or ignoring behaviour that violates the National Safe Sport Program, Policy, the Skate Canada Code of Ethics and/or this Procedure. To achieve this, individuals are required to:

- acquire a clear understanding of safety prevention measures and respectful behaviours, for example the requirements as outlined in the Concussion Policy, Concussion Protocol and the Skate Canada Code of Ethics
- ensure that their actions, behavior and conduct comply with the Policy, the Skate Canada Code of Ethics, the Skate Canada Concussion Policy and Concussion Protocol, and this Procedure, together with any relevant jurisdiction-specific policies/procedures and/or provincial-territorial laws
- take positive measures to prevent unsafe behaviours and practices
- immediately report all incidents of injury to Skate Canada
- take all applicable education and training, as prescribed from time to time

### Controls and Monitoring

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

- reporting and management processes including:
  - initiation of incidents of injury, including the reporting process and timelines
  - assessment and management of report and claim, including decision and return to skate process
- establishes accountabilities, and roles and responsibilities
- preventative measures to support the Program including, but not limited to, policies and procedures, risk identification and management, required education and training programs as prescribed from time to time (e.g., Concussion education on prevention, recognition, and management of a concussion), Respect in Sport, etc.), coach certification program, coach “in good standing” requirements, resources and tools, and ongoing communication and awareness



- quarterly standing report to the Board on the number and nature of the reports received and trends, including decisions (as applicable)

Lastly, this Procedure is reviewed in conjunction with the Policy 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**

#### Skate Canada

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

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

#### Government and Industry Resources

Government of Canada/Sports Canada: ethics and safety in sport including key ethical issues on doping, abuse/harassment and violence, concussions and safety matters, and violence in sport, policies and procedures related to Safe Sport (including but not limited to the Universal Code of Conduct to Prevent and Address Maltreatment in Sport)

Canadian Centre for Ethics in Sports (CCES): concussion prevention education

Concussion Prevention  
<https://cces.ca/concussion-prevention>

#### Coaching Association of Ontario

<http://coach.ca/for-coaches-who-work-with-children-in-sport-p160718>

Canada Olympic Committee: education resources aimed at promoting a safer and more inclusive sport environment



International Olympic Committee (IOC)

<https://www.olympic.org/educational-tools>

ISU Medical Guide

<https://www.isu.org/docman-documents-links/isu-files/documents-communications/clean-sport-1/memorandum/21610-isu-medical-guide/file>

Parachute Canada

Leading organization in Canada on injury prevention, and concussion protocols

<https://parachute.ca/en/>

Rowan's Law (Ontario)

<https://www.ontario.ca/page/rowans-law-concussion-safety>

### **Questions/ Contact Information**

For questions, please refer to the Director, Safe Sport and Strategic Communications