

**Quick Reference Guide  
Claim and Incident Reporting Hints "Do's and Don'ts"**

Retain this Guide in a binder labeled "Emergency". Place the binders in a visible location, review with your members, and advise your members where it is located and when new members operate from the facility ensure this Guide is reviewed by them and they are made aware of its' location.

DO'S	DON'TS
<p>DO stay as calm as possible.</p> <p>DO check for injured persons. Assist the injured or seriously ill person(s), only as far as to prevent further injury or damage. Provide first aid (only if qualified) or provide comfort if required.</p> <p>DO call '911' when Police, Ambulance, Fire etc. assistance is required. Please note if you are using a telephone that requires you to press '9' to get a dial tone, you must then dial '9-911'. REMEMBER to maintain in a "state of calm" and:</p> <ul style="list-style-type: none"> <li>• Speak slowly and clearly</li> <li>• Listen carefully to the questions the dispatcher is asking and answer the questions asked.</li> <li>• Questions may include, which emergency service is required; Ambulance, Police or Fire?</li> </ul> <p>DO Provide the following information on this form <u>now</u> to prepare you for an emergency.</p> <p>Area of the City: Identify your Ward: <b>Knoxdale-Marivale</b>            Facility name <b>General Burns Lodge</b>            Fill in Address: <b>86 Arque Drive</b>            Facility Telephone #: <b>613 225 8495</b></p> <ul style="list-style-type: none"> <li>• Provide the nature of the emergency</li> <li>• Describe the # of persons injured</li> <li>• Whether they are conscious</li> <li>• Can they breathe - Yes/No</li> <li>• If yes, is there a blockage to prevent them from breathing</li> <li>• Do they have a pulse – Yes/No</li> <li>• Are they bleeding and where</li> <li>• Provide your name</li> <li>• Advise the '911' dispatcher the door location in the facility where you will meet the emergency personnel.</li> <li>• The '911' dispatcher will give you an estimated time of arrival and will advise you to call back should the condition/situation worsen.</li> <li>• <b>Hang Up</b></li> <li>• Once '911' has been called, the telephone line must not be used until emergency personnel have arrived. You must not use the telephone in case the dispatcher needs to call you back for clarification.</li> <li>• Meet, or assign someone to meet, the emergency personnel at the designated location and direct them to the scene of the incident.</li> </ul> <p>DO call the following emergency numbers when assistance is required:</p> <p>Poison Information Centre 1-800-268-9017            Children's Hospital 613-737-7600            City of Ottawa Emergency Call Centre Hotline 613-580-2458            Hospital telephone # closest to your facility: <b>613.721.2000</b></p> <p>DO obtain names and addresses of all people involved in the accident.</p> <p>DO obtain names and addresses of any witnesses.</p> <p>DO advise the City of Ottawa General Manager of Parks, Recreation and Cultural Services Department, or an assigned delegate at: 623 560-2424 ext. 41237 or 311 within 24 hours of all incidents and provide the General Manager of Parks, Recreation and Cultural Services Department, or an assigned delegate, with a copy of the completed Incident Report. The City representative responsible for the facility will provide the Access Management holder with a copy of the Incident Report and, if necessary, will assist the Access Management holder complete the form. The City representative will advise Claims, Legal Services at 613-580-2655 of all critical or major incidents and fax a copy of the completed Incident Form to Claims, Legal Services at 613-580-2654 within 24 hours.</p> <p>DO advise your Insurance Broker of the incident in the event a claim may arise. (Action note for groups that are not insured under the Community Association Group Liability insurance program administered by the City of Ottawa.)</p> <p>DO provide a concise narrative of what happened, including notification of how or by whom you were informed of the incident, and what action you took immediately and subsequently.</p> <p>DO remember to include factual information only. Opinions or judgments must not be part of the report.</p> <p>DO retain copies of the Incident Report and all supplementary information for your file.</p> <p>DO cooperate with the City's Corporate Security representative, police, investigating authorities and the insurance companies involved.</p> <p>DO promptly report to the General Manager of Parks, Recreation and Cultural Services Department, or the assigned delegate responsible for the facility, requirements for critical building maintenance that could result in injury or further damage to the facility. If immediate repairs are required after regular hours of work, promptly advise the City of Ottawa 24 Hour Call Center at 311.</p> <p>DO immediately forward any supplementary information or correspondence received concerning the incident to Claims, Legal Services.</p> <p>DO refer all enquiries from lawyers representing individuals to Claims, Legal Services and your Insurance Broker.</p>	<p>DO NOT attempt to administer first aid or move an injured person if you are not qualified to do so.</p> <p>DO NOT transport any seriously injured parties.</p> <p>DO NOT make any admissions of liability in respect of the incident.</p> <p>DO NOT discuss the accident with anyone other than the authorized investigators such as the City's Corporate Security representative, Police or the assigned Insurance Claims Adjuster.</p> <p>DO NOT discuss the incident with the media. Refer them to the General Manager, Parks, Recreation and Cultural Services Department, or an assigned delegate responsible for the facility.</p> <p>DO NOT obtain written statements from injured parties or the witnesses. Leave that to the professional Claims Investigators; however, do obtain their name, address and telephone number.</p> <p>DO NOT interfere with the City of Ottawa's Corporate Security representative or the Police investigation.</p> <p>DO NOT remove anything from the scene of the accident.</p> <p>DO NOT provide written opinions on any incident reports regarding how the accident could have been prevented.</p>

Annex F  
**Critical Injury, Major Incident and Minor Injury Definitions**

Immediately report **critical injury** and **major incidents** (see definitions below) to the City of Ottawa Emergency Call Centre Hotline at 613-580-2458 and to the General Manager of Parks, Recreation and Cultural Services Department, or an assigned delegate responsible for the facility, within 24 hours at: **311**

**Critical Injury Definition:** Critical injury, as defined under the Ontario Occupational Health and Safety Act and Regulations, is an injury of a serious nature that:

- Places life in jeopardy
- Produces unconsciousness
- Results in substantial loss of blood
- Involves the fracture of a leg or arm (but not a finger or a toe)
- Involves the amputation of a leg, foot, arm or hand (but not a finger or a toe)
- Consists of burns to a major portion of the body, or
- Causes the loss of sight in an eye(s)

**Major Incident Definition**

**Medical Emergencies:**

- All incidents that require immediate action and further medical attention.
- Exposure to hazardous materials such as ammonia leaks, chlorine gas leaks, noxious fumes.

**Non-Medical Emergencies**

- Facility related incidents to include operational complaints, physical or safety standards of facility, fire, smoke, water-escape, structural and roof collapse
- Missing child/adult, police arrest, bomb threats
- Criminal offences to include allegations of abuse, theft, violence, harassment such as sexual and physical assault, aggression
- Emotional or physical reaction to a critical crisis situation or experience.

**Minor Incident Definition**

- Simple first-aid injuries not requiring further medical attention, i.e. minor cuts, scrapes, bleeding nose
- Isolated theft and vandalism incidents under \$200.00
- Removal of participants from a program for being defiant

**CONTACTS LIST**

**Police, Ambulance or Fire Assistance** '911' or '9-911'  
**City of Ottawa Emergency Call Centre Hotline** 613-580-2458  
**24 Hour Call Center** 311  
**Poison Information Center** 1-800-268-9017  
**Children's Hospital** 613-737-7600  
**Telephone number of Hospital closest to your facility:** 613 721 2000 (Queenway Carleton Hospital)  
**Name of assigned City delegate:** Frempon Bafi-Yeboa  
**Telephone number of assigned City delegate:** 613 580-2424 ext.41237  
**Name of Community Recreation Liaison Officer:** Frempon Bafi-Yeboa  
**Telephone # of Recreation and Community Development Officer:** 613 580-2424 ext. 41237  
**Insurance Coordinator, Legal Services, 613-580-2424 Ext. 43615, Fax number 613-580-2654**  
**Claims, Legal Services, 613-580-2655, Fax number: 613-580-2654**  
**Security Operations Center 613-580-2580 or 613-580-2424 Ext. 22580, Fax number 613-580-2634**

**Parks, Building & Grounds Operations & Maintenance Branch**

**Kevin Lemenchick – West** 613-580-2424 Ext. 41293  
**Henry Zwiers – East** 613-580-2424 Ext. 33208  
**John Krapiec – South** 613- 580-2424 Ext. 34309  
**Bruce Hoskin – Central** 613-580-2424 Ext. 12045