
SCHOOL DISTRICT NO. 36 (SURREY)

No. 5815.1

REGULATION: RISK MANAGEMENT – INCIDENT REPORTS

1. PURPOSES

1.1 The purposes of documenting incidents on Incident Reports are to:

- a) Notify the school district's insurers, the Schools Protection Program, of claims, possible claims and losses, as required by insurance contracts in order for the school district and its trustees, employees, volunteers and Parent Advisory Council members to be eligible for the benefit of insurance coverage;
- b) Initiate the process for replacement of property losses; and
- c) Collect statistics as the basis for risk management and loss control initiatives including those related to safety and security.

1.2 Legal proceeding may commence many years after an incident occurred. It is better to have a contemporary report on file, recorded while everyone's memories are fresh, than to seek information many years later. The failure to report on a timely basis can jeopardize the District's entitlement to coverage under the policy.

2. INCIDENTS REPORTED BY OTHER PROCESSES

2.1 Incidents reported through other processes are:

- a) Employee injury – which is reported through processes prescribed by the Workers' Compensation Board – see Regulation #7211.1.
- b) Motor vehicle accidents involving:
 - District vehicles – through the Manager, Transportation Services.
 - Employee vehicles – see Regulation #4410.1, section 3.
 - Volunteers' vehicles – see Regulation #10313.1, section 7.
- c) Students injured while on Career Education at standard work sites – through the sponsoring employer's Workers' Compensation Board coverage.

2.2 Where a student is injured as a part of the incidents described in 2.1 above, an Incident Report is also to be completed.

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3. REPORTABLE INCIDENTS

- 3.1 To access the potential coverage, where applicable, of the Schools Protection Program, incidents of the types described below must be reported.
- 3.2 **Bodily injury** occurring during a school activity (whether it took place on or off school property, during school hours or not) suffered by a student, parent, volunteer, or visitor AND any of the following apply:
- the school provides medical/first aid to the injured person, or recommends that the person obtain medical attention;
 - the injured person obtains medical/first aid attention from someone outside the school system;
 - the injured person suffers loss of class or work time;
 - the injured person, or the person's family, expresses a concern or makes a complaint;
 - there is any indication that the injured person blames the school or a school employee for the injury; or
 - there is any indication that the injured person may make a claim against the school or one of its employees.
- 3.3 There are **crime, theft, or burglary** losses of school district property, no matter what the value of the loss.
- 3.4 Incidents result in damage to or loss of **school district property** in excess of \$200.
- 3.5 There is damage to the **property of others** (students, employees, visitors), the loss or damage has a value of more than \$100, and/or the owner indicates that they will make a claim.

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- 3.6 Incidents or allegations of psychological injury, whether or not there is a clear allegation of personal injury or known disability. (As allegations of matters involving psychological injury likely involve personnel, collective agreement provisions and WCB considerations, these incidents or allegations should be discussed with appropriate personnel in the Human Resources Department to determine a course of action.)

4. COMPLETION OF INCIDENT REPORTS

- 4.1 Schools Protection Program Incident Reports are to be completed for all reportable incidents defined in Section 3:
- Paper Incident Report forms are available for Mac users.
 - PC users should report on-line. The on-line incident reporting manual is available on the FirstClass Risk Management conference.

5. DISTRIBUTION OF INCIDENT REPORTS

- 5.1 If using the paper form the “Facility Copy” of the Incident Report is to be retained by the school or department. The other two copies are to be forwarded to Risk Management Services, Courier # 441.
- 5.2 Incident Reports are then reviewed and distributed:
- “Schools Protection Program Copy” to them;
 - “School District Copy” is retained until the Limitation Act causes the document to no longer be potentially relevant; and
 - Where incidents involve the loss of SD36 property or equipment, a photocopy of the Incident Report is distributed to the Risk Management Department and then to the Purchasing Department.

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6. REPLACEMENT & REPAIR OF LOST & DAMAGED PROPERTY

- 6.1 The Incident Report photocopies distributed to the Purchasing and the Risk Management Services Departments are utilized to organize replacement and repair of qualifying lost and damaged equipment, furnishings and supplies pursuant to Policy #5810 and insurance policies. (Goods lost through mysterious disappearance do not qualify for replacement.) Information on the progress of replacements can be obtained by contacting the Purchasing Department – Equipment Procurement Team.
- 6.2 Damages to district assets are repaired in the following manner:
- Buildings & Grounds – by Physical Plant via Maintenance Work Requisition;
 - Computers – by Information Management Services via Self Serve website at servicepages.sd36.bc.ca or contacting the Help Desk at 604-592-3300;
 - Furniture & Equipment – by Corporate Services via email to [corporate.services](mailto:corporate.services@sd36.bc.ca) or by calling 604-501-8552.
- 6.3 When arranging repairs where the total loss arising from an incident could exceed \$3,000, please note this on the repair request so that the costs of repairs may be included on insurance claims.
- 6.4 Managers of sites should consider photographing vandalism, graffiti and property damage, before repair, as an aid to investigation by the police, insurance adjusters and the district. The location and date of photographs should be noted thereon.

7. EXPEDITED REPORTING OF INCIDENTS

- 7.1 Where incidents involve significant bodily injury, death, indications that a claim will be filed or major property losses, please immediately contact the Director, Internal Audit & Risk Management, to arrange expedited support to address the matter. Expedited claims reporting and investigation has resulted in significant savings when litigation has arisen from an incident.

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- 7.2 Major property damage is to be reported immediately to the Physical Plant & Transportation Services Department.
- 7.3 Some incidents, and in particular personal injury incidents, can result in legal proceedings. Good factual notes recorded at the time can be beneficial. Where a potential claimant has indicated intent to engage in legal proceedings or it appears that such proceedings are probable, solicitor-client privilege may be established over notes by recording at the time of making the notes “Privileged & Confidential – Prepared for my Lawyer.”

8. INSURANCE INVESTIGATIONS

- 8.1 The Director, Internal Audit & Risk Management, arranges the appointment of insurance investigators to gather factual information and advice on the application of insurance coverage.
- 8.2 Before disclosing information to people representing themselves as insurance investigators, please contact the Director, Internal Audit & Risk Management, to validate their appointment.
- 8.3 Full cooperation must be provided to insurance investigators appointed on behalf of the Schools Protection Program in order to have the benefit of insurance coverage. This access to information includes student information records. (See Regulation #9705.1, Section 3.5.)
- 8.4 When an incident is investigated, it is helpful to have the following types of documentation available where applicable:
- Police Report and / or case number.
 - Building Security Report (which the security runner leaves at a site after investigating an alarm).
 - Student Safety/Security Report (Regulation #9410.1).
 - Accident Report to Parents or Guardians (Regulation #9615.1 Form 9090.1).

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- Field Study Authorization Forms (Regulation #8901.1).
- Career Education Agreement (Regulation #8475.1).
- Property description documentation, for example an invoice or purchase order for recently purchased goods.
- Other documentation, including photographs, as may be available which assist in describing the incident.

9. CONTACTS BY CLAIMANTS & CLAIMANTS' LAWYERS

- 9.1 When people indicate intent to register a formal claim or lawyers for claimants or potential claimants present themselves, such inquiries are to be directed to the Director, Internal Audit & Risk Management. Where a matter has been reported to insurers and an insurance investigator has been appointed, it is inappropriate to discuss an incident with the claimant or potential claimant.
- 9.2 Incident Reports prepared in anticipation of litigation are subject to solicitor-client privileges and are to be maintained on a confidential basis.

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2003-03-04

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X-Ref.: Reg #4410.1
Policy #5810
Policy #5815
Reg. #7211.1
Reg. #8475.1
Reg. #8901.1
Reg. #9410.1
Reg. #9615.1
Reg. #9705.1
Policy #10305
Reg. #10310.1
Reg. #10313.1
