Risk Management Services
Division of Finance and Administration

Standard Operating Procedure: **Incident Reporting**

Approval Authority**: Director, Risk Management Services**

Effective Date: **March 2013 (revised March 2025)**

I. DEFINITIONS

Community Members are current students, staff and faculty of York University.

An **Employee** is also a "worker" and is a full time, part time or contract worker.

A **Loss** is an accident or incident that leads to a personal injury, financial cost, or property damage.

Loss Reporting is the timely notification of a loss to areas or departments equipped to assist.

A **Non-Employee** is any person who is a student, visitor or volunteer at York University.

An **Off Campus Event** is a university sanctioned event, taking place at a location off York University property.

An **On Campus Event** is a university sanctioned event taking place on York University property (Keele, Glendon or Markham).

Third Party Property or non-York owned property is property not owned or maintained by York University, including student, staff or faculty owned personal property.

For the purposes of this document a **University Sanctioned Event** is an event that has been approved to occur, either through the TUUS application process or through an application to the Dean of a department.

A **witness** is an individual who has seen something happen or is involved in a loss in such a way that they can provide information, relevant to the event.

A **worker** includes students on a course required unpaid placement working at the university.

II. INTRODUCTION

Risk Management Services is responsible for managing the Insurance program for the University. It is the responsibility of Risk Management Services, in conjunction with the University's insurers, to investigate all insurance claims and losses on behalf of the University.

Timely reporting of a loss is beneficial to the University for several reasons:

1. The severity of the loss may be mitigated if action is taken quickly;
2. Information and evidence can be collected, and witnesses are more easily identified; and
3. York's insurance policies require that losses be reported in a timely manner.

III. GUIDELINES

A. Automobile (University Owned or Leased Vehicles)

When an incident occurs on campus:

1. Stop immediately.
2. Contact York Security Services (YSS) at 416-736-5333 or by using the YorkU Safety App. Security Services will contact Ambulance or Police if necessary.
3. Complete the Automobile Accident Reporting Form located in the vehicle's glove compartment.
4. Notify Risk Management Services of the incident at riskmgmt@yorku.ca.

When an incident occurs off campus:

1. Stop immediately.
2. Contact 911 if medical assistance is required. Note the kind of injury if possible and get names and addresses of injured persons.
3. Notify police immediately for major incidents (injuries and/or damage valued over $5000). Get officer's name and badge number if possible.
4. Obtain names, addresses, and insurance information (physical or digital insurance card) of owners/driver and license plate number of other cars involved. Please also obtain the names, addresses, and contact information of any witnesses.
5. Complete the Automobile Accident Reporting Form located in the vehicle's glove compartment and send it to Risk Management at riskmgmt@york.ca.
6. If the incident is minor in nature (no injuries, under $5000 in damages), visit the nearest Collision Reporting Centre to file an accident report. This should be done within 24-hours of the incident, especially in the case of a hit-and-run as the deductible may be waived in some cases.
7. Report all incidents to Risk Management Services at riskmgmt@yorku.ca.

Do not make any statements concerning liability or fault.

Although many automobile incidents may appear minor in nature, it is not uncommon for bodily injuries to arise after the incident. Such injuries may result in a larger claim against the University. **Failure to report an incident in a prompt fashion may result in a delay or denial of claim.**

To report an injury, refer to section C – General Liability below.

Reporting late is still preferred to not reporting at all.

B. Property (Damage or Destruction to University Property – Owned or Leased)

When property damage or destruction occurs:

1. If the threat is immediate (i.e., fire or crime in progress):
    a. Contact 911, then notify YSS at 416-736-5333 or by using the YorkU Safety App.
    b. YSS will meet and expedite emergency vehicles directly to the location of the emergency so that valuable time is not lost searching for a particular building or residence.
2. For all other incidents:
    a. Police officer's name, badge number, and division should be included in Security Services' report.
    b. Provide full details of the incident (who, what, why, where, when) in the Security Services' report.
    c. YSS will issue a copy of the report to Risk Management Service.

If repairs are required immediately (i.e, fire, flood, etc.) please contact Risk Management Services at riskmgmt@yorku.ca.

C. General Liability (Bodily Injury or Property Damage to Third Parties)

NOTE: For incidents occurring at or around Markham Campus please see SOP Markham Campus Notification Procedures in addition to the guidance provided below.

In the event of an on campus injury:

1. If the incident requires emergency response: Call 911/EMS and then contact YSS at 416-736-5333 or by using the YorkU Safety App. YSS will meet and expedite emergency vehicles directly to the scene.

2. If the incident is non-urgent (e.g. first aid for non-life threatening incidents, a crime that has already taken place, potential hazards, suspicious persons/situations, etc.): Contact YSS at 416-736-5333 or by using the YorkU Safety App. YSS will notify any other relevant departments as required.

In the event of an injury at an off-campus university sanctioned event:

1. If a student/faculty/or staff member is injured, contact 911. Obtain the names, addresses, and contact information of any injured person, as well as the names and contact information of any witnesses.

2. If police are notified, obtain the officer's name and badge number if possible.

3. Report the incident to Risk Management Services within 24-hours at riskmgmt@yorku.ca.

Reporting an Injury:

For incident or injury involving an employee complete the Workplace Incident Report (WIR) and submit to EWB@yorku.ca within 24-hours of the incident. Follow the Health, Safety and Well-Being Incident Investigation Program.

- Students on an unpaid course required student placement, complete the non-Employee incident report and other MTCU forms as directed by EE and EWB.

- For more details related to employee incident reporting and investigation requirements refer to the Incident Investigation Program.

For incident or injury to a non-Employee (student, visitor, or volunteer), complete the York University Incident Reporting Form (Non-Employee) and submit to riskmgmt@yorku.ca and your local Health & Safety Officer.

- Incident reports should be completed by either:

    a. A supervisor;

    b. The person-in-charge of the area where the incident occurred; or

c. The person responsible for the non-employee at the time of the incident.

The supervisor, person-in-charge, or person responsible may be a York faculty or staff member, teaching assistant, don/porter, or other member of the York community.

- If a **critical injury** (An injury of a serious nature that, places life in jeopardy, produces unconsciousness, results in substantial loss of blood, involves the fracture or amputation of a leg or arm but not a single finger or toe, consists of burns to a major portion of the body; or causes the loss of sight in an eye. (OHSA Reg. 420/21 S. 1(1)). If a critical injury has occurred or is suspected to have occurred:

    1. **IMMEDIATELY** call Security Services (416-736-5333) **AND** Health, Safety, & Employee Well-Being (416-736-5491).

    2. Secure the scene of the incident by placing caution tape around the area and await further directions.

Reporting Third-Party Property Damage

In the event of property damage to third-party property caused by a York University community member during a University sanctioned event:

1. Notify the property owner immediately.

2. If necessary, contact police or emergency services.

3. The property owner should report the incident to their insurers (if necessary).

4. Report the incident to Risk Management Services within 24-hours at riskmgmt@yorku.ca.