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: The Ottawa Hospital Civic Campus 613 722-7000
Name of assigned City delegate: Frempon Bafi-Yeboa or Jeffrey Shepherd.
Telephone number of assigned City delegate: 580-2424 ext. 41237 or Ext. 41238
Name of Recreation and Community Development Officer: Frempon Bafi-Yeboa
Telephone # of Community Recreation Liaison Officer: 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

RPAM – Program Properties

Kevin Lemenchick – West	**613-580-2424 Ext. 41293**
Henry Zwiers – East	**613-580-2424 Ext. 33208**
Ray Duffy – South	**613- 580-2424 Ext. 41305**
Bruce Hoskin – Central	**613-580-2424 Ext. 12045**