



STAFF RESOURCE GUIDE & HANDBOOK

2017-18

TABLE OF CONTENTS

Letter of Welcome	4
BRIEF DESCRIPTION OF OUR FACILITIES	5
INTRODUCTION TO THE FACULTY	6
Guiding Principles	7
Commitment to Equity	7
Accessibility	7
Anti-Racism and Cultural Diversity	8
Sexual & Gender Diversity	8
Women-Only Hours	8
FAQ's – Women-Only Hours	10
EXPECTATIONS OF KPE STAFF	12
Service Standards and Responsibilities	12
Student & Member Etiquette	13
Visitor Procedures	14
Students' and Members' Rights & Responsibilities	14
Dealing with Difficult or Uncivil Behaviour	15
Aggressive Behaviour	15
GUIDELINES FOR COMPUTER & PRINTING USE	18
Personal Use of Computers & Printers	18
Confidentiality and Privacy Regarding Documents	19
Guideline Regarding Security for Personal and Other Confidential Information	20
Privacy Guidelines – Excerpts from KPE Policy for Quick Reference	20
PAYROLL – CASUAL STAFF	22
STAFF BENEFITS AND PRIVILEGES	23
Lockers and/or Towels, Keys	24
Staff Training & Education	24
First Aid & CPR – Frequently Asked Questions	26
LEGAL RIGHTS & DUTIES OF EMPLOYMENT	27

Ontario Human Rights Code	27
Employment Standards Act (ESA)	27
Employment-Related Policies that Guide the University	28
Health & Safety, Workplace Harassment, Workplace Violence, Community Safety	28
RISK MANAGEMENT RESPONSIBILITIES	30
SEXUAL VIOLENCE AND PREVENTION SUPPORT CENTRE	32
WORKPLACE HARASSMENT POLICY	32
WORKPLACE VIOLENCE PREVENTION PROGRAM	32
ILLNESS AND PANDEMIC PREPAREDNESS	31
EMERGENCY PROCEDURES	31
Medical Emergencies	33
First Aid	34
Completing the Injury/ Incident Report Form	35
Workplace Injuries	36
Critical Injuries	36
APPENDICES	
Important KPE Phone Numbers	38
Sample Emergency Action Plan (EAP)	39
Incident Report	43
Injury Report	44
Pool Injury Report	45
Incident Report Form	46
Injury Report Form	47



Welcome to the Faculty of Kinesiology & Physical Education

We are glad you have chosen to join us! As a member of the KPE staff you play a key role in fulfilling our **mission**: *to develop, advance and disseminate knowledge about physical activity and health, through education, research, leadership and the provision of opportunity*. This mission is fulfilled through our integrated curricular (academic) and co-curricular (activity and service-based) mandate.

As staff you now assume a portion of our collective responsibilities for delivering the Faculty's programs, services and facilities to students, U of T community members and the public. The University of Toronto's expectation is that we will all carry out our assigned responsibilities in accordance with our mission, so it is important that you become familiar with it. Our intention is that our staff will not only meet the responsibilities associated with their duties but will do so with an awareness that the quality of their interaction with others is a reflection of our Faculty and the University.

We are confident that you will uphold the Faculty's commitment to a high level of educationally focused leadership and service, in a manner that welcomes and affirms all people, and enables them to **enjoy** the many benefits of physical activity and sport.

This Resource Guide and Handbook has been developed to assist you in meeting the challenges and opportunities you will encounter as a member of the Faculty's staff. This information is available on the Faculty's website also. See the Staff Guide at: <https://kpe.utoronto.ca/about/jobs-kpe/staff-training/new-staff-orientation>. Please use this guide together with other orientation and onboarding materials provided to you by your manager.

We trust you will find this Resource Guide and Handbook instructive and we welcome any comments or suggestions for improvements to this manual.

We hope that you will have a positive experience in your position and urge you to take full advantage of the many leadership and development opportunities that are available here in your workplace.

With best wishes,

Rosanne Lopers-Sweetman
Chief Administrative Officer

WHERE YOU'LL BE WORKING – A BRIEF DESCRIPTION OF OUR FACILITIES

GOLDRING CENTRE

The Goldring Centre for High Performance Sport building (also known as the “Goldring”) was completed in October 2014 and is located at 100 Devonshire Place across from Varsity Centre. This multi-storey complex features research and teaching laboratories, offices for staff and coaches, team rooms, a multi-level strength and conditioning centre, meeting and instruction spaces, a 2000-seat internationally rated field house for basketball and volleyball, and a state-of-the-art sport medicine clinic. The Goldring Centre is available to and welcomes all students at the University as well as community members. Be sure to attend an exciting home game in our Kimel Family Field House.

ATHLETIC CENTRE

The Athletic Centre (also known as the “AC”) is located at 55 Harbord Street and is a complex made up of two adjoining buildings: the Warren Stevens and Clara Benson. Here you will find the field house (4 courts, 5-lane 200m indoor track, jumping pits, cardio and fitness machines, and weight training equipment), the 50m Varsity Pool, 25yd Benson pool, teach pool, squash courts, sports gyms, gymnastics gym, dance studio, fencing salle, student lounge, and strength and conditioning centre. There are also multiple research labs, seminar rooms, classrooms, staff and faculty offices, student study and office spaces, and teaching and computer labs. Squash, table tennis, tennis and badminton courts are available on a limited basis and can be booked through the Main Office. The Strength and Conditioning Centre (SCC) includes an accessible circuit.

VARSIITY CENTRE

The Varsity Centre is located at 299 Bloor Street West, at the corner of Bloor St. and Devonshire Place, and is entered from Devonshire Place. This historic site includes the Varsity Arena, Varsity Stadium, outdoor John L. Davenport Track, jumping pits, and a throws facility on the Trinity College field immediately adjacent. The Varsity Pavilion is the main entrance into all of the Varsity Centre facilities. For ticketed events, the Varsity Box Office is put into operation and, for such events only, the gates at Bloor St. are used. An air-supported dome over the stadium field in winter enables year-round use for recreation and training, intramural sports, Varsity team training and a golf driving range.

ADDITIONAL FIELDS

Programs are also offered on the Front and Back Campus, playing fields located to the north and south of University College. In 2013-14 Back Campus was transformed into two turfed playing fields in connection with the Pan/ParaPanAm Games held in 2015. In addition, we have two other grass playing fields, Robert St. field, located west of Spadina Ave. along Robert St. and Trinity College field, which is part of our field inventory from May through August each year. All fields are reserved and used for a range of intercollegiate, intramural, instruction and recreational use.

STAFF AMENITIES

Change rooms and showers for the public and staff are provided in the Athletic Centre basement, and at the Goldring Centre on the 2nd floor. Both facilities have lockers (full- and half-size) to rent, privacy/family and gender neutral change rooms. The AC also has weigh scales, hair and bathing suit dryers, and steam rooms.

Staff kitchens are located in the Athletic Centre in rooms 2077 (by the Dean’s office), 1054 (by the programs office), room 202 (student lounge) and 216 (near the dance studio). At the Varsity Centre, staff may use the kitchen in the Blue and White room, which overlooks the arena and

Trinity field. There is also a staff lunch room on the 4th floor of the new Goldring Centre available for use by all appointed and casual staff, faculty, and researchers.

INTRODUCTION TO THE FACULTY

For some, we are simply the AC or the home of the Varsity teams but we are really much more. We are a teaching health centre where research, teaching and application of learning are linked in the delivery of our programs and services. The Faculty of Kinesiology and Physical Education (KPE) offers undergraduate and graduate degree programs, as well as, a broad selection of athletic and recreation programs for University of Toronto students, community members and guests. About 1000 students are enrolled in our undergraduate programs, about 170 in our graduate programs; more than 850 U of T students from across the University participate in Varsity Blues sports, 13,000 students play intramural sports, and tens of thousands more enjoy the open recreation and instruction activity programs offered.

The breadth of programs we offer is impressive, and as a staff member, **you are a key part of the success of these programs.**

YOU HAVE JOINED THE FACULTY

In addition to about 200 appointed full time faculty and staff, the Faculty of Kinesiology & Physical Education offers employment annually in over 1,000 casual positions, mostly to our own U of T students, and provides Work Study opportunities for about another 165 students each year. Employment opportunities help our students finance their education, develop practical work and career experience, enhance their knowledge and skills, and enjoy the benefits of working and playing in a physically active environment. For those of our staff who are not also U of T students, we offer many of the same opportunities.

We post our positions on bulletin boards throughout our facilities, online at <https://kpe.utoronto.ca/about/jobs-kpe/careers-faculty> and at the U of T Career Centre www.careers.utoronto.ca.

The Faculty also provides extensive volunteer opportunities for student and community involvement. Volunteer opportunities may be requested in areas of the Faculty of interest to you. Students can also get involved as a member of one of the many committees that assist in governing the Faculty and staff, such as Faculty Council, Council of Athletics and Recreation (CAR) and its committees (e.g. Budget, Equity, Sponsorship), Varsity Board (for Intercollegiate Athletics), Intramural Sports Council (ISC) and its committees, or KPE Student Councils – Kinesiology and Physical Education Undergraduate Association (KPEUA) and Kinesiology and Physical Education Graduate Students Association (KPEGS).

To learn more about the Faculty's history and governance, the many opportunities for student participation and the long-standing tradition of outstanding student leadership, please visit our <https://kpe.utoronto.ca/about/jobs-kpe/student-jobs>

CO-CURRICULAR RECORD

The Co-Curricular Record (CCR) allows students to track experiences outside the classroom, linking those experiences to competencies and validating those experiences on an institutional record. This is an official university document whereby paid and unpaid co-curricular student activities, which are in some way connected to the University and meet an array of criteria and learning outcomes, will be validated and recognized over the course of a student's educational experience at the university. The initial roll-out of this program occurred in Fall 2013, and many of the KPE positions qualify for CCR validation. Speak to your manager for more information if

you are interested in learning more about this program or you can visit the website at <https://ccr.utoronto.ca/home.htm>.

GUIDING PRINCIPLES

Principles that guide our interactions with students, members, guests, the community and each other include:

- Create a welcoming environment; enhance inclusivity by welcoming and accommodating diversity. Make ALL people, regardless of age, faith, race, background, socioeconomic circumstance, sexual orientation, gender, sport and physical activity knowledge, or physical ability, feel welcome.
- Provide an education of the whole person, mind and body, in an intellectual, spiritual, social and physical environment.
- Understand and promote the continuum of opportunities. We offer a breadth of programs, which encourages people with all levels of ability to enjoy physical activity and learning.
- Realize that the Faculty incorporates the interfacing of research, teaching, best practices and advocacy.
- Be advocates of healthy, active living.

COMMITMENT TO EQUITY

The Faculty of Kinesiology & Physical Education strives to create and maintain a welcoming, inclusive atmosphere for all students and members in all our facilities – one that is aligned with University policies, guidelines and statements on equity, diversity and excellence. To this end, the Faculty has made a systemic commitment to equity through a variety of targeted strategies and initiatives.

Workshops and sessions are offered on accessibility, sexual and gender diversity, anti-racism and cultural diversity. The Faculty works closely with the University's equity officers at the Accessibility, Sexual and Gender Diversity, and Anti-Racism and Cultural Diversity offices to deliver this training, and to consult on the Faculty's equity outreach initiatives.

ACCESSIBILITY

The Faculty ensures that it is aligned with the Accessibility for Ontarians with Disabilities Act (AODA), which indicates that all educational instructional institutions in the public sector are required to review, plan and implement changes to remove barriers that might preclude full participation in society.

In the Athletic Centre, for example, automatic doors, accessible washrooms, a specially-designed strength circuit, and a lift in each pool are examples of our efforts to provide physical accessibility. Varsity Centre also incorporates many accessible features and the new Goldring Centre has been designed to be fully accessible. In addition, the Faculty endeavours to bring awareness to mental health and learning disabilities in relation to active healthy living among staff and students. All work in this area is ongoing and part of a continuous improvement process.

In addition to the requirements under the AODA, the Faculty works closely with U of T's Accessibility Services at <http://www.accessibility.utoronto.ca/> and Students for Barrier Free Access <http://uoftsba.com/> to facilitate the inclusion of students with disabilities into all aspects of university life, and work to provide programs and services to students and members with a documented disability. We deliver awareness events and activities to build an inclusive culture for those with disability, be it physical, sensory, a learning disability or a mental health condition, temporary or long-term.

ANTI-RACISM AND CULTURAL DIVERSITY

The Faculty strives to ensure all members of the University community can participate in our programming free of bias or discrimination, and are treated with dignity and respect. Targeted initiatives, events and programs that highlight the intersection between active healthy living and ethno-cultural diversity are part of the Faculty's equity initiatives and ongoing programs, working in partnership with the U of T's Anti-Racism and Cultural Diversity Office. Policy Initiatives are focused on honouring the institutional commitment of the University of Toronto as an organization which exemplifies commitment to anti-racism and the elimination of systemic discrimination. Events and programs are also developed to highlight the relationships between healthy active living and ethno-cultural diversity, critical race-related issues, and issues of relevance to the larger community on campus that will strengthen both the diversity of the university community and its commitment to an equitable environment.

SEXUAL AND GENDER DIVERSITY

The Faculty encourages and aims to increase the participation of lesbian, gay, bisexual, transgender and queer individuals and groups. We are an active member of the Positive Space Committee <http://positivespace.utoronto.ca/> and work closely with the U of T's Sexual and Gender Diversity Office. Both strive to increase awareness of sexual and gender diversity while creating an inclusive and affirming environment for all students, faculty, staff and community members.

There are a variety of equity issues that call for public discussion and legislative support. One distinctive result of marginalization based on sexual orientation and gender identity is that many lesbian, gay, bisexual, transgender and queer people remain closeted, growing up in an environment hostile to sexual and gender diversity and often expecting negative views, unless given a strong indication to the contrary. In other words, the ways that sexual minorities are marginalized makes Positive Space the kind of campaign where focusing on visibility is an appropriate response. Highlighting sexual and gender diversity as distinct from other equity issues works against the silence that otherwise permeates our culture all too often.

WOMEN-ONLY HOURS

Women-only hours is a targeted needs-based program designed to promote equitable participation in physical activity. Women-only hours are one of several equity strategies implemented by the Faculty to optimize participation, reduce barriers to being active, and foster inclusivity across culture, religion and ability level.

Females constitute fifty-five percent of the student body on the St. George (downtown) campus; however, they are still under-represented in most forms of physical activity at U of T. Our usage statistics show that while female participation in particular facility spaces is low during regular hours, it increases notably during times scheduled for women only. Women-only hours are therefore, one of several strategies implemented by the Faculty to optimize participation, reduce barriers to being active, and foster inclusivity across gender, culture, religion and ability level.

The Faculty of Kinesiology & Physical Education strives to create and maintain a welcoming, inclusive atmosphere for all students and members in all our facilities. Women-only hours reflect the mission of the Faculty and its commitment to education, research, leadership, and the provision of opportunity. The Faculty works in partnership with the colleagues across the University for consultation and support on policy issues regarding women, as well as developing events and programs to highlight and support engagement of girls and women in physical activity and sport.

FREQUENTLY-ASKED QUESTIONS ABOUT WOMEN-ONLY HOURS

Why do we have women-only hours?

Women only hours are to address the needs of female students and members. Women-only hours were implemented as part of a larger gender equity Faculty initiative established in 1994, involving an extensive review and legal consultation, and this program decision is reviewed annually. Women-only hours are consistent with the Faculty and University equity policies and the Faculty is fully supportive of an environment based on principles of equity, diversity and inclusion. See <https://kpe.utoronto.ca/sport-and-fitness/women-only-programs>

Why are there not “men-only” hours?

Substantial research, policy and program initiatives over time have confirmed that equity is not typically achieved through identical treatment. Instead it usually requires different treatment to address historical inequalities, as well as deal with current needs of a particular group, that have consistently NOT been met through typical systems and practice.

Women-only hours are a small, but important, step towards recruiting greater female participation in terms of both fairness and health policy. There are not men-only hours as we are seeking to create a better balance between male and female participation, and male participation already exceeds female participation in almost all areas by more than a third, based on our tracking data.

Why are women-only hours offered during “peak” hours?

The student body and membership are highly diverse, as are the schedules of each respective group, as such the concept of “peak” hours vary significantly, but we recognize there are some consistently busy times. Women – whether they are students or community members – can hold similar schedules to men and so we program some women-only time in “peak” hours as it results in a significant increase in female participation, which is the equity goal.

Can there be a bigger gap of time between women-only hours in the SCC, pool and Varsity Centre, instead of having women-only hours so close together across facilities?

Currently our hours are set to try and accommodate the majority of the student body and members. Every year we gather feedback to inform scheduling to make the flow of program work effectively and ensure there is opportunity for all our members to participate. Often times, we schedule women-only hours in a consecutive manner in different areas of the facility so that men can access different spaces while there are women-only hours in one area, but also so both men and women can choose to move from one area of the facility to another consecutively as part of an overall fitness regimen. <https://kpe.utoronto.ca/sport-and-fitness/women-only-programs>

Are there options where we can send or provide men to go to work out during women-only hours?

During women-only hours, other students and members are consistently able to access our other facilities including the Field House, the Varsity Centre and the Goldring Centre to meet their physical activity needs.

Can we explain publicly in our different facilities why we have women-only hours and its importance?

There is currently electronic advertising on the digital screens in the Athletic Centre displaying women-only hours. It is also detailed on our web site, in promotional material as well as in our program activity guides.

Can students and members who identify as transgender access women-only hours?

Female identified transgender students and members are welcome to participate in women-only programming.

Where is the data showing that women are less likely to engage in strength training?

The program decisions regarding women-only hours and use of strength and conditioning equipment is based on our facility tracking data, as well as on broader consultation in the field, and some academic research. This collective information indicates there is still a notable disparity in participation in strength and conditioning between males and females and, considering the health impacts not just for fitness but for osteoporosis prevention etc., it is important that we encourage more women to engage in weight training for health and for performance, if that is their interest.

If anyone would like to speak with someone else about women-only hours, who can s/he speak with?

Try to respond to the inquiry with the key messaging as provided in these FAQs. If the person wants to pursue it further, direct them to the assistant manager or manager for that area, or to the Assistant Manager, Co-curricular Diversity & Equity, at 978-5655. After, if necessary, you can contact Luc Simard, Assistant Director Physical Activity, Equity and Client Services, for further information at TBD

Note: Some may wish to direct their questions to the Dean, Ira Jacobs, or the Executive Director of Co-Curricular Athletics and Physical Activity Programs, Beth Ali. .

EXPECTATIONS OF KPE STAFF

SERVICE EXCELLENCE STANDARDS & RESPONSIBILITIES

Every KPE staff member is responsible for ensuring that all persons entering our facilities feel welcome and receive excellent service. All staff, but particularly staff who work directly with our students and members, have an enormous responsibility for the programs and services we deliver and the image we project. When interacting with program participants and visitors, your role is to provide a welcoming posture, and excellent advice, information and customer service. Our students and community members should, and are in turn expected to, treat you with respect. The goal is to treat people the way you would like to be treated when you seek information or a service: promptly and professionally. A smile is the most welcoming customer service gesture you can employ, and is the easiest thing in the world to give to someone. It immediately makes you look confident and professional, and helps to create rapport, no matter what you are doing, saying or facing.

TIPS FOR OUTSTANDING SERVICE TO STUDENTS, MEMBERS, AND COLLEAGUES

- Greet the student, participant or community member and make eye contact.
- Acknowledge the individual's presence.
- Introduce yourself and show pride that you are part of KPE.
- Address the person by their name whenever possible.
- Try to make each person feel welcome and valued.
- Provide appropriate equipment or relevant information
- Anticipate their needs

It is our job to serve our student and community members as individuals and with respect and to interact in a pleasant manner with everyone, including your immediate colleagues. Doing your part to ensure everyone feels welcome and well served is very important to the success of the Faculty's mission to provide physical activity opportunities. We want people to learn about, achieve and maintain physical fitness and health: everything we do should feed toward that end. If our members and students have positive experiences in our facilities, the goal of acquiring and maintaining their physical health is being met and we are fulfilling our mandate to the University and community. Moreover, excellent experiences by our clientele will lead to recommendations about KPE to others, so that the number of people who enjoy and benefit from sport, fitness and health keeps growing and the community's general well-being is maintained.

Remember that rules of civility and appropriate conduct apply to you as well. Your behaviour when you are working and even when you are in the building and off-duty should always be professional (especially if you are wearing clothing that identifies you as a University of Toronto staff member). People should not see double standards. You should not be wearing a KPE uniform, even if only a T-shirt, on your leisure time (e.g., wearing it to a pub, etc.) Your attire on the job should be neat and appropriate for the work that you are doing and you should wear your nametag or staff uniform so that you are easily recognizable to program participants and members as a "go-to" person.

EFFECTIVE COMMUNICATION

A key component of excellent service includes demonstrating and exercising superior communication skills which is comprised of verbal and non-verbal cues. Effective communication skills are important and include the following:

- Explain expectations and procedures clearly and as professionally as possible
- Make eye contact and listen without interrupting.
- Keep your voice and body language polite and non-confrontational.
- When having a difficult conversation with someone or having to tell them “bad news” (e.g. something they cannot do) or when dealing with members who have a complaint, make sure you respect their right to have a personal opinion.
- Actively listen and make an effort to understand what they are asking or saying.
- Ask probing questions, listen and then repeat what you have heard to make sure you understand what the member is saying (i.e. reframing).
- Listen, clarify the issues and calmly explain the procedures to the member, and if possible, provide options for follow-up action or resolution.
- Follow through on your commitment to follow up.

If a student or member brings a complaint to your attention:

- Empathize with the student or member.
- Inform them by educating them about what we expect and encourage.
- Let them know that you will pass on their comments/suggestions to the manager, or ask them to complete a feedback form (available at all front desk counters) or to email ac.feedback@utoronto.ca.
- Let them know they will receive a response.
- Thank them for their comments and that we appreciate their suggestion.
- If they are unsatisfied with your efforts, you may need to direct them to your manager.

STUDENT & MEMBER ETIQUETTE

Using the Faculty of Kinesiology and Physical Education’s facilities is a shared experience for everyone to enjoy. Each of us can make it better for all by being considerate of others. Students, members, volunteers and staff all commit to treating one another with respect and dignity and to using our facilities in a responsible manner.

We expect our staff members to be eager to assist. Students, members and guests should not need to hesitate to contact a staff member if assistance is needed.

Similarly, we expect persons using our facilities to behave in a mature and responsible way, and to respect the rights and dignity of others. We do not permit language or any action that would tend to hurt or frighten another person, including staff, or that falls below a generally accepted standard of conduct or civility

Staff, students, members and guests are encouraged to take responsibility for their personal comfort and safety by first of all asking any person whose behavior threatens their comfort to refrain from such behavior. Anyone who feels uncomfortable in confronting a person directly is asked to report the behavior to a staff member or manager. Completion of an incident form¹ is expected for those who have such experiences.

Staff, students, members or guests who observe conduct that does not conform to our expectations, or which contravenes our policies and procedures, are asked to promptly report concerns to a manager or staff so that every effort can be made to investigate and resolve issues promptly, confidentially and effectively. The Faculty’s management will investigate all reported

¹ See section following for a full description of the use of incident – and injury – reports.

incidents, and KPE reserves the right, at its sole discretion, to suspend or refuse access or services for inappropriate behaviour (e.g., repeated violation of the Faculty's policies and procedures, disregard of posted or published expectations at any of our facilities.) The Faculty may define what is considered inappropriate behaviour in determining a member's suspension or termination.

Guests are welcome to accompany a student or community member upon purchasing a day pass. Members will be held responsible for the behaviour of their guest(s), up to and including suspension or termination of their own membership and access privileges if their guest acts inappropriately. All guests under the age of 18 must be accompanied at all times and signed in by a current member over age 18 upon each visit. Unaccompanied minors will not be admitted.

Our participant policies are designed to ensure we can continue to provide a safe, positive and nurturing environment where individuals and families feel welcome and at home. In order to be able to carry out these policies, we ask that participants and members identify themselves to staff when asked and be prepared to present evidence of access permission and membership.

VISITOR PROCEDURES

Each person entering and using our facilities must be a registered student, member or authorized guest. Any visitor must be properly checked-in through customer and membership services at the entrances to the Athletic Centre, Varsity Centre pavilion, or the Goldring Centre.

When visitors, prospective students and athletes, or someone else arrives for an appointment or meeting with a faculty member, coach or staff, we welcome them at the front desk – in the AC this is the Main Office, Customer and Membership Services. Ideally, the front desk would have been informed and been given the name of the expected visitor in advance. The person the visitor is here to visit should first be contacted by the front desk staff. If the visitor is expected, that person or their designate will come to greet the visitor at the entrance, and escort them into the building. If the visitor was not expected, and if the person the visitor wishes to see cannot be contacted or make themselves available, the visitor is advised to make an appointment and is provided with the relevant contact information in order to do so.

Non-members will not be provided access to the physical activities facilities on their own, without the purchase of a day pass (unsponsored guest pass) and completing a form at the front desk. This is to protect our student and community members and to ensure anyone entering and using our facilities is entitled to their use, and consciously assumes the risks of engaging in physical activity here.

STUDENTS' AND MEMBERS' RIGHTS & RESPONSIBILITIES

It is everyone's responsibility to create and maintain an environment that fosters the dignity and self-esteem of all students, program participants, guests and members. For the safety and enjoyment of all, we ask that everyone follow procedures while using the facilities and equipment. These are posted throughout the facilities.

Everyone has a right to:

- participate in programs as scheduled and with appropriate registration processes
- provide and receive feedback on programs and services and to receive a response to suggestions, and
- participate in a facility which is clean and safe.

Everyone is responsible for:

- demonstrating respect for all individuals;
- respecting the privacy of others within these public facilities;
- respecting the facility in which you participate;
- sharing equipment, space and facilities willingly; and
- reporting any concerns regarding facility etiquette, safety and equity (such as harassment) to a staff member and completing an incident report form to facilitate appropriate responses

DEALING WITH DIFFICULT OR UNCIVIL BEHAVIOUR

At the conclusion of an interpersonal incident where negative behaviour occurs, e.g., harassment, a sustained angry outburst, an implied threat of any type, or an actual violent altercation, it is vitally important that all staff involved file reports as soon as possible, while the events are still fresh in their minds.

The **Incident Report Form** was designed for this purpose and should be readily available to all staff at service counters throughout each facility. (See sample in the appendices.) In the absence of an available form, email messages to your supervisor will suffice.

The report should be completed with a sufficient amount of detail. Non-staff who witnessed the incident should be encouraged to do the same. At the very least, their contact information should be acquired for possible future reference. Forward reports to your supervisor as soon as possible, or submit them to the staff at the front desk to be forwarded to the risk management coordinator. Such incidents often result in further action, from warnings or suspensions to police interventions. The interests of both staff and the Faculty are best served by timely and accurate documentation.

The University has in place a set of civility guidelines which also apply, found at:

http://dlrssywz8ozqw.cloudfront.net/wp-content/uploads/sites/34/2016/09/Policies_Human-Resources-Guideline-on-Civil-Conduct_08Sep2016.pdf

Verbally hostile person: A person who is verbally hostile, if approached in a manner that is physically challenging or threatening, may escalate their hostility to physical hostility. Approach such situations calmly and ask the person an open-ended question such as “Could you tell me what just happened here?” or “What seems to be the matter here?”

Physically hostile person: A person who is expressing their aggression as physical violence is unlikely to respond to verbal intervention, apart from you loudly asking the person to “Stop!” In such a situation **contact the U of T Police at 416-978-2222:** If you see or fear physical violence (other than that normally occurring in the context of body-contact sports), your first response should be to call the University of Toronto Police at **416.978.2222**. They can also be reached directly from any of the coloured emergency phones throughout the facilities.

Rule Violations & Suspension of Privileges: The Faculty of Kinesiology & Physical Education has the authority to revoke or suspend membership rights and privileges when offending behaviour is exhibited by a student, participant or community member. Offending behavior includes but is not limited to: disorderly conduct, disruptive behavior, persistent disregard of facility procedures and regulations, or default in payment of membership fees. Rule violations, following written incident reports, are dealt with under the procedures approved by the Council of

Athletics and Recreation (CAR). Formal incident report forms are available from any of the front desks at entrances to our facilities.

Staff Response to Negative, Aggressive, Offensive and/or Violent Behaviours

Occasionally staff members are faced with an individual who is angry and is expressing it in an aggressive manner. For personal safety, try to determine if the hostile person is expressing themselves only verbally or if they might become physical.

Behaviours that are unwelcome and unacceptable can span a range from the unpleasant and negative to violent and life-threatening. Responses can similarly cover a range. We have procedures (below) which act as an informal guide to assist staff and managers to respond in incidents where unwanted behaviours occur. *Each situation is unique*, however, and responses can diverge from typical procedures if the staff and manager directly involved deem it warranted. Responses to negative behaviours are used in conjunction with and complement the Faculty's policies and procedures on suspensions and appeals of suspensions.

Generally, when you observe or receive reports about behaviour that is negative (e.g. racist or homophobic remarks, disrespectful treatment of other users/staff), offensive (e.g. direct or veiled threats of harm, using facilities or objects in dangerous ways, unauthorized access), or violent (e.g. direct harm, physical or sexual abuse, presence of weapons, etc.):

The process is as follows:

1. Try to get the names and student or membership card of the person(s) involved, if this is feasible.
2. Call for Assistance and Witnesses: If you do not have quick access to a phone but do have access to a walkie-talkie or cell phone, you can use it to get someone to call the U of T Police, or you can ask a bystander to seek out another staff or to go to the front desk to report it. Other staff members can also assist by remaining on the scene, if it is safe to do so, to witness further events.
3. Never Physically Intervene Yourself: Unless you feel certain that you can safely prevent an individual from harming others or themselves, don't attempt to intervene. Your employment status does not shield you from criminal or civil action if it is later determined that you applied excessive force that caused harm to another individual.
4. Complete an incident report – this is needed for many reasons, but also to make notations on the person's membership record. Depending on the number of notations on record or the severity of the incident, the person(s) involved will receive official communication from the Faculty that their membership is in jeopardy, or if the latest offence warrants it, that their membership is suspended with immediate effect. When a suspension of access privileges is implemented, registration is refused for any programs offered by the Faculty and the student or member is not permitted entry into any Faculty facility.
5. If the incident is of a violent or potentially violent nature, staff should call for Campus Police immediately at **978.2222**, indicating the location of the incident and what is transpiring. As needed, a police report will be taken, and charges could be laid.
6. Report everything to your manager, by phone and/or by email, even if you were able to complete an incident report. Incident reports should be completed at the time of the incident, or as soon as feasibly possible thereafter, and left at the front desk (at Goldring and Varsity Centres, and at the Main Office at the AC) for the Faculty's risk

management coordinator to handle. See Appendices for sample reports.

In addition, two Faculty programs operate a parallel set of procedures with regard to student athletes.

Intramurals

When there is a negative, offensive or violent incident in Intramural sports, relevant reports are gathered including incident reports. The game sheet is the primary source of information, but can be backed up by additional documentation from the referees and KPE staff (game managers, etc.) Guidelines are in place regarding different offences (e.g. abuse of an official, intent to injure, fighting, etc.) and appropriate suspensions for them. Any ejection from a game is cause for a minimum one game suspension, automatically. If the case is deemed to warrant more than that, the Intramural Council has empowered the program manager to suspend the player for up to 5 games. If the case is more serious still, a Review Board is convened to hear the case. For more specific information, contact the Intramural Program Manager [by phone](#) at 978-3830.

Intercollegiate

Decisions relating to the operation of the Varsity Blues teams are described in the Athlete's Handbook: decisions regarding membership on a team, violation of team rules, and other aspects of team operation; decisions regarding colour awards, the T-holders academic excellence award, Faculty monetary or honorific awards; OUA/CIS decisions regarding eligibility and/or conduct; decisions regarding drug tests; and decisions regarding employment-related issues. For more specific information, contact the Intercollegiate Program Manager, Melissa Krist, at melissa.krist@utoronto.ca, or by phone at 416-946-3712.

GUIDELINES FOR COMPUTER & PRINTER USE

PERSONAL USE OF COMPUTERS & PRINTERS

Personal use of University computers and printers is not generally permitted; however, staff may access their personal e-mail and/or websites during breaks, provided they are viewing safe content and are not in violation of the University's Appropriate Use of Information and Communication Technology guidelines. Other computer policies including e-mail, spam, and confidentiality are located on the Vice President and Provost's website:

<http://www.provost.utoronto.ca/policy/use.htm> . Employees should not expect that activities undertaken on work computers are private and all activity on workplace computers is subject to monitoring.

User Accounts/UTORIDs/eTokens are issued to **individuals** and must not be shared under any circumstances. Employees who share passwords will be held accountable for all activities undertaken using their access in addition to action taken for violating the policy on sharing passwords. Having access to a system does not generally mean you can extend access to that system to another individual.

Software Installation: software may be installed only by a member of the IT team. Self-service downloads, streaming from illegal websites or running of portable applications is not permitted, and staff members do not have the permission to do so without consulting IT staff.

Viral Protection: All Faculty computers have security and anti-malware software running but safe practice is also required. Attachments from unknown sources should not be opened. Automatically delete suspicious-looking e-mail messages. If you do accidentally open a suspicious email attachment please contact IT immediately so all systems can be checked for malware or other changes. IT staff are available to verify the authenticity of any email you are not sure about.

Updates and backups are conducted automatically after regular business hours of files in group drives and individual 'Documents' folders. Files on the 'Desktop' are not backed up. It is preferred that users at least log out of their computers at the end of each business day to allow updates, installations and backups to occur.

Maintenance Windows are scheduled every Tuesday from 6pm to 6am Wednesday. Users should ensure they save any documents open on Tuesday since maintenance windows may involve the forced rebooting of your computer remotely.

Social Networking:

Staff members are reminded that they are the "face" of the University of Toronto and the Faculty of Kinesiology & Physical Education. Staff behaviours online or with any social networking sites may reflect poorly on the Faculty and on the University of Toronto. Staff should ensure that any profiles maintained online have suitable privacy controls ensuring that any profile pictures or other publicly viewed photos do not show behaviours or actions that you would not want

colleagues, participants, or your supervisors to see.

CONFIDENTIALITY and PRIVACY REGARDING DOCUMENTS

Staff members with access to confidential/personal information are subject to legislation regarding protection of privacy, and must take precautions to ensure that any personal information is kept confidential. The best way to do this is first of all to use the utoronto.ca environment, which includes many kinds of security provisions, and to avoid using any personal email addresses to conduct Faculty-related business.

Examples of personal information that must be protected include, but are not limited to:

- Student numbers
- Personnel numbers
- Member/participant names and addresses and email addresses
- Staff and participant home phone numbers or cell numbers
- Salary information or pay related arrangements
- Health information and medical records
- Grades and Evaluations
- Images

By law (Ontario's Freedom of Information and Protection of Privacy Act <https://www.ontario.ca/laws/statute/90f31>), any forms, files or documents which you use in the course of your employment that contain any type of personal information must be used for **only** the purpose it was intended. For example, you may collect the name, phone number and/or e-mail address of students so that work schedules can be developed. Give clear notice of how this information is to be used, then keep it confidential and notify everyone if there is a change to how the information is to be used, or if the information is lost or stolen. Obtain their consent to use it in any new way that is not consistent with the purpose(s) for which you collected it.

All forms, files and documents must be returned to your supervisor at the completion of your assignment to ensure proper and appropriate storage or disposal/destruction. Such items are the property of the University of Toronto and may not be removed or retained without authorization. Confidential information obtained as a result of employment at the University is not to be used by an employee for the purpose of furthering any private interest or for personal gain which would constitute a conflict of interest. This includes financial information about the University or about persons in the University.

Confidential documents, both electronic and paper, should be stored in a secure environment, such as a filing cabinet with locked drawers behind a locked door, or in an electronic file that is password protected. Users with access to this type of information should be careful when using shared photocopiers or printers. Be aware that USB keys, disks, cell phones and tablets or laptops contain a great deal of personal information, and staff are responsible for ensuring that this information is kept safe – the best way to do so is to keep it encrypted, and IT staff can assist with this.

In normal circumstances, disclosure of personal information is handled through consent (both express and implied) and, within the University, is **limited to those who need to know** the information in order to discharge their duties. Do not disclose personal information to anyone except for the performance of their University responsibilities. If you receive an inquiry from someone other than the person whose personal information you collected, refer it to your supervisor. Confidentiality is respected and the many University staff who handle personal

information are well-informed, through the Freedom of Information and Protection of Privacy office, training, existing policies and other means, regarding their responsibilities. Please see <http://www.fippa.utoronto.ca/> to learn more about the Freedom of Information and Protection of Privacy Act (FIPPA), and best practices as they are implemented at U of T.

GUIDELINE REGARDING SECURITY FOR PERSONAL AND OTHER CONFIDENTIAL INFORMATION

Personal and other confidential information should at all times be protected with effective security as described in University policy and Information Security and Privacy Practices. Personal and other confidential information in electronic form should be kept in a secure server environment with appropriate restricted user rights. If it is outside a secure server environment, personal and other confidential information in electronic form must at all times be protected with properly implemented encryption. Personal and other confidential information in hard copy form should be kept in a secure institutional environment. If it is outside a secure institutional environment, personal and other confidential information in hard copy form must at all times be protected with strong, effective security measures. In general it should not be required to remove electronic documents from university-owned equipment because access may be provided through secure remote access technologies. Please consult KPE's IT staff if remote access to documents is required, if you feel the need to remove university documents from the workplace, or if you need to encrypt a device.

PRIVACY GUIDELINES – EXCERPTS FROM KPE POLICY – FOR QUICK REFERENCE

It is a key responsibility of faculty and staff to ensure that University confidential information is kept secure at all times

- Only share with individuals who need it for official University purposes
- Collect personal information only as necessary and collect only the minimum amount needed
- Use a Notice of Collection statement to inform individuals of the purpose(s) for collecting
- Faculty and staff are only permitted to access, use or disclose personal information for the purpose(s) for which it was collected and to fulfil official University responsibilities
- Normally personal information may only be shared with the individual to whom it pertains
- Exceptions are compelling health or safety concerns, emergencies, and the consent of the individual
- Responsibility for need-to-know sharing belongs to both the individual receiving and the individual disclosing information
- Electronic confidential information, including personal information (e.g. name, photo, presence/absence, student number, information about a member, financial information, etc.) should not be stored on local devices – it should be kept on secure University and Faculty systems, such as ROSI, Blackboard, Class or secure limited-access network drives such as we have in KPE
- Confidential information in electronic form cannot be stored or transmitted offsite without official authorization and operational need
- Confidential information may not be stored at home or on personally owned devices

- Confidential information should only be accessed using remote access tools approved by IT staff (vs bringing or sending files offsite or storing them on non-U of T approved servers or “the cloud”)
- Access University files containing confidential information using a secure virtual private network application
- Mobile devices (including laptops, smartphones, tablets and other devices which store confidential information, including student data and university email) must be encrypted
- Computers not managed by KPE IT must require a user to re-authenticate if left unattended for 5 minutes or more
- Except for internal email (from one UTOR address to another UTOR address) email is not a secure form of communication
- If transmitting confidential documents via email is the only conceivable way to accomplish a task, mitigate the risks by including encryption of attachments where possible and then transmitting keys, certificates or passwords via an alternative communication channel
- Always use a secure password or passphrase
- Shared computers must have separate user accounts with their own passwords
- Protect confidential hardcopy documents behind two levels of locks – one on the room and/or office, and another on a cabinet
- Only take confidential documents out of its University setting if authorization was given by the University office or official responsible for the information
- Take great care if transporting paper documents outside the office – take as little as possible, take copies not originals, use them so they are not accessible to or read by unauthorized persons, and ensure they are secure and with you during transit, in your vehicle and in your home/alternate location
- Use a cross-cut shredder to destroy confidential records, or use a professional destruction company
- Immediately report any personal information that is mishandled, lost, or misplaced. Minimize consequences to the University with quick intervention. Err on the side of over-reporting.
- Disclose personal information to alleviate compelling circumstances affecting health or safety. Safety does trump privacy.

PAYROLL – CASUAL STAFF

OVERVIEW

If you are on staff, you will have received a letter of offer from your hiring manager, and will have signed it and returned it to the KPE Human Resources office. This letter sets out the terms and conditions of your employment, and is the University's employment contract with you as your employer. Any questions about the content of your letter of offer should be directed to your manager or the KPE HR office.

All KPE staff positions are governed by contracts between the University of Toronto and employee groups; for unionized staff these contracts are known as collective agreements. These include: USW Local 1998 (for administrative and technical staff); CUPE Local 3261 (for facility and service workers); and CUPE Local 3902 Unit 1 (for teaching assistants), Unit 3 (for sessional lecturers) and Unit 5 (for postdoctoral fellows). Copies of the collective agreements can be found on the Human Resources and Equity website:

<http://agreements.hrandequity.utoronto.ca/>. Employment for casual staff who are employed as non-unionized staff is governed by the provincial Employment Standards Act <http://www.ontario.ca/laws/statute/00e41> . See more about this Act and other related legislation outlined below.

The Faculty also employs a number of work study students and there are additional guidelines for employment set out by the Work-Study Program, which can be found on this website: <http://studentlife.utoronto.ca/cc/types#node-980>

Bi-weekly Pay: With the exception of Teaching Assistants, Sessional Lecturers and Postdoctoral Fellows, who are paid monthly, most casual staff are paid bi-weekly based on the exact number of hours you have worked. It is critical that these are accurate and submitted on time to avoid problems and incorrect payments. You can obtain the bi-weekly payroll schedule from your supervisor or during regular business hours from the HR staff in KPE.

Staff are able to enter their hours worked in two different ways (electronically by way of uTIME and in some cases, by way of paper timesheets):

uTIME is a time collection system used by casual, hourly employees (including student employees) to record time worked. Time worked is recorded by:

1. Swiping in at a Time Clock;
2. Entering time (i.e. duration) on a web-based time card;
3. Using a computer terminal as a time clock to generate time punches (called Time Stamp); and / or;
4. A combination of the above

If your department uses a Time Clock to track hours, your supervisor should show you how to use the system along with direction on how to enter your hours worked. Time clocks are located throughout a number of Kinesiology & Physical Education (KPE) facilities.

If your department uses paper timesheets, you can obtain the time sheets from your supervisor or from the KPE HR office.

Payroll: Inquiries about your pay should be directed to your supervisor first. If the issue cannot

be resolved with your supervisor, you can contact janice.macdonald@utoronto.ca, the payroll officer in Human Resources at KPE, in room 1050 of the Athletic Centre.

Please remember that ***it is your responsibility*** to ensure your hours are submitted accurately and on time if you wish to be paid.

For Electronic Timesheets (uTIME):

If you enter the number of hours you have worked in a week online instead of swiping/punching in or out, your hours must be entered in the system on the Saturday evening **by 11:00 p.m. before the next pay period** starts. Contact your manager for a copy of the bi-weekly or monthly pay schedule which outlines these dates.

If your hours are not submitted by the pay deadline, please notify your manager as soon as possible to ensure that you are paid in a timely way. You will be able to view online the hours you were paid for and for which jobs, if you hold more than one position.

For Paper Timesheets:

Your timesheet must be submitted to your supervisor **in time to be reviewed, approved and handed in for processing before the payroll deadline**. If you submit your own timesheet for processing to payroll, make sure it has been approved and signed by your supervisor. Note that then it is **your responsibility** to ensure that it is submitted to the Payroll Officer before the payroll deadline. Make sure your timesheet is filled out correctly including dates worked, personnel number, job description/details, time of breaks taken and rate of pay; and that your timesheet is completed legibly and signed by both you and your supervisor. **Do not delay submitting your timesheets by the scheduled date.** If you hand in a timesheet which covers more than one pay period, it will result in correct payment but the paystub will show only a lump sum for any hours paid for work done prior to the current pay period. HR office staff are not responsible for breaking this out for you. If you want to be able to match your paystub with the hours you worked in a particular role, **it is your responsibility** to ensure that your hours are submitted in the correct pay period.

Payroll records: All staff receive their payroll information electronically, not by way of a printed paper version sent to your home or work address. Your pay statements can be accessed through the Employee Self-Service (ESS) at:

<http://www.hrandequity.utoronto.ca/resources/ess/opsafnae.htm>. You will require a UTORid to get access to the ESS to review your pay statement; please notify your manager or the Human Resources office to get a UTORid. Staff who do not have daily access to a computer to look up their pay information can make use of computers for staff in designated locations which also provide access to a printer. Speak to your manager for identification of these locations.

STAFF BENEFITS AND PRIVILEGES

All casual staff are eligible for AC membership coincident with the term of their contract, and those who work 15+ hours per week receive locker and towel service, if desired. If you do not have an access card (i.e., T-card or AC Membership card), contact your supervisor. Your supervisor will complete an Access Request form (including an expiry date), and once the form is submitted to and processed by Customer and Membership Services staff in the Main Office in the Athletic Centre or at the front desk in the Goldring Centre, you will be able to get your card. Staff

members who are not U of T students need to have their photo taken to receive their AC (access) card. Everyone will be expected to swipe when entering a facility through the turnstiles at the entrance to whatever facility they are using. This is important for multiple business reasons, including our sponsorship arrangements, so please do not expect to be “let in” by the turnstile monitors without swiping. Problems with your swipe card should be taken up with front desk staff in any facility.

LOCKERS and/or TOWELS

Your supervisor must make the request for a locker on the same access request form to the Main Office. Casual staff who work 15+ hours per week are eligible for locker and towel service. If you have locker service, towel service is automatically provided.

KEYS

Staff requiring keys to access specific rooms or facilities must have written approval from the supervisor of that facility. Key access is also noted on the Access Request form. Keys will not be provided by facility staff unless prior authorization has been given. To be able to sign out keys and equipment for your job, you will need to swipe your access card.

STAFF TRAINING & EDUCATION

The Faculty is proud to provide a wide variety of training and education opportunities in a physical activity and health education context. The focus is to strengthen the knowledge and skills of staff and students related to the provision of sport, recreation and physical activity opportunities. Managers will determine what training you need, and this includes certifications and re-certifications which must be in place for you to be able to maintain your employment. Some training provided by the Faculty, e.g. Emergency Response Training and First Aid is offered regularly, or is set up by the area managers on an as needed basis. Staff will be notified of the course dates, full course descriptions and registration details.

For descriptions of courses, and information regarding registration procedures, please visit the Faculty’s website: <https://kpe.utoronto.ca/about/jobs-kpe/staff-training>

- 1) **KPE Orientation** Essential information about working in the Faculty is outlined in the KPE Staff Resource Guide and Handbook and the Faculty’s Activity Guide, also available electronically at <https://kpe.utoronto.ca/about/jobs-kpe/staff-training>
- 2) **Accessibility** (required unless the staff person has previously met this requirement). Compliance with the AODA Customer Service Standards legislation is required and reported. We provide a range of ways to meet this, including the Customer Service Standard Training for Faculty and Staff located on the AODA website <http://aoda.hrandequity.utoronto.ca/service-resources/>.

The University’s Accessibility for Ontarians with Disabilities Act (AODA) Office offers a 30-minute online training module that is open for those individuals who are either new to the University, or who did not complete the session when it first launched earlier this year. All University of Toronto employees must complete the online AODA training, as it is a legislative requirement. This module is delivered through the U of T [Learning Portal](#) accessible via the website, and is available under the ‘My Organizations Plus’ section of your page. It will be named ‘HR Training Modules’. You will require your employee UTORid and password to sign in to the Portal. Please speak to your manager if you require more information regarding this training.

One of the training options available is by means of a brochure, which is especially appropriate for those who have very brief contracts with us, and should have been included in the letter of offer when you were hired. If you did not receive this brochure upon hire please contact your supervisor.

- 3) **Emergency Response Training** - required for all new employees, designated first aiders and anyone who hasn't taken an Emergency Response Training in the past 2-3 years. The training prepares staff for emergencies that may arise on our premises because of the amount of physical activity people engage in here. The training covers 911 know-how and activation of designated first aiders; emergency action plans for each facility/location we use; evacuation procedures; other emergency resources on campus; and documentation and follow up, including information about who to contact.
- 4) **First Aid Training** (required for all employees who have first aid in their descriptions, e.g., facilities staff, pool staff, clinic staff, child and youth instructors, movement instructors, SCC staff, program monitors, and customer and membership services staff). CPR training should be renewed annually, and First Aid training done at least every three years. Training on first aid situations specific to your job should be provided by managers/supervisors to ensure that staff members are prepared to respond promptly and appropriately.
- 5) **Mandatory Health and Safety Awareness Training.** As of July 2014 under Ontario law, all employees are required to complete a basic health and safety awareness course, available online at: <https://ehs.utoronto.ca/basic-health-and-safety-training/> . For further information, see also the section on Health and Safety, on page 29.

Completion of the mandatory online Health and Safety Training requires a UTORid or personnel number. Please speak with your supervisor if you require one or do not know your UTORid or personnel number.

Consult your manager if you are unable to attend obligatory training. Alternate training opportunities can be provided.

FIRST AID & CPR – FREQUENTLY ASKED QUESTIONS

Standard First Aid is a certification recognized by the Workplace Safety Insurance Board of Ontario (WSIB) and meets legislated requirements for workplace health and safety. Many front line staff members are required to have first aid and CPR certifications in order to perform their job function(s). Here are some answers to frequently asked questions:

Q1: What is the difference between Emergency First Aid and Standard First Aid?

A: Standard First Aid is a more advanced certification than Emergency First Aid. In addition to all the topics covered in Emergency First Aid, students also learn how to respond to the following situations: heat and cold emergencies, seizures, diabetes, poisoning, bone & joint injury, and two-person adult, child, and infant CPR.

Q2: I have CPR “B.” Is that an acceptable certification?

A: No, the Faculty requires CPR “C”, which includes infant, child and adult CPR as well as training with the Automatic External Defibrillators (AED).

Q3: Who needs to be certified with Standard First Aid and CPR “C”?

A: All front line staff who work in areas where physical activity is taking place need to be certified. Examples include physical activity instructors, lifeguards, intramural game managers, facility staff, program monitors, and strength and conditioning staff. Requirements for certifications are in your job descriptions.

Q4: Which organizations are accepted?

A: Canadian Red Cross and Lifesaving Society are preferred, as we provide the necessary recertification courses in the Faculty. Certifications from St. John Ambulance are also acceptable.

Q5: When does Standard First Aid need to be recertified?

A: Standard First Aid must be recertified every three years. Three years after a full course you may take a one-day recertification. However, three years after you are recertified you are required to repeat the full course. Alternating every three years between a recertification and a full course is a necessity in order to maintain your SFA certification. For a certification to be considered current the recertification must be completed before the expiration date of the card. You may only recertify your SFA with the same governing body (e.g., if your SFA is designated from the Canadian Red Cross you must re-certify with them.)

Q6: When does CPR “C” need to be recertified?

A: An annual recertification is mandatory and is a requirement to work here in positions such as those listed in Q3 above.

Q7: What if I am unable to attend a portion of the course?

A: All certification courses (including re-certs) require 100% participatory attendance for success. There are no exceptions. Although we run numerous courses here, there are many opportunities to take external courses if ours do not fit your schedule. Please ensure that any course you take meets the requirements stated above (or in your employment contract). If you are uncertain, contact your supervisor.

Q8: How do I find out about SFA/CPR-C courses?

A: All of our certification courses are listed on our website; you can also ask your supervisor or the Main Office about course dates and availability 416-978-3436.

LEGAL RIGHTS & DUTIES OF EMPLOYMENT

The legal contractual relationship of employer and employee is far more than an agreement whereby the employer offers money and other forms of compensation to the employee in exchange for their skills, effort and time. It is impacted by a number of pieces of legislation, which define the rights and obligations of both parties, as well as defining the role of government agencies and other third parties that may affect the terms of the agreement. As an employee of the University of Toronto, relevant legislation with regards to your employment comes from the province of Ontario.

Many government acts and regulations have some impact on conditions of employment. If you would like to examine any of these statutes in detail, the full list of Statutes and Regulations of Ontario is available at: <http://www.ontario.ca/laws> .

ONTARIO HUMAN RIGHTS CODE

With respect to employment, the Code grants to all qualifying citizens the following rights:

- Equal treatment with respect to employment without discrimination
- Freedom from harassment in the workplace
- Equal treatment with respect to membership in any trade union, trade or occupational association or self-governing profession without discrimination

The Code lists and, in many cases, defines the prohibited grounds of discrimination. It deals with discrimination in employment advertising, applications, interview questions, by employment agencies, with respect to membership in or qualifications for pension plans or disability plans. It empowers the Ontario Human Rights Commission to receive, investigate and adjudicate complaints of any form of discriminatory treatment as described in the Code. Details of the Code, the commission and its activities are available on the Ontario Human Rights Commission website: <http://www.ohrc.on.ca/en> .

EMPLOYMENT STANDARDS ACT OF ONTARIO (ESA)

As its name suggests, the Act sets minimum standards for terms and conditions for employment in Ontario that employers and employees must follow. The Act establishes the right of employees, with certain exceptions, to:

- Pay for hours worked
- A break for a meal in any shift of five or more hours
- Pay for public holidays, vacation pay, overtime pay, and severance pay
- Proper written notice of termination or pay in lieu of notice

More details may be found on the Service Ontario website: <http://www.ontario.ca/laws/statute/00e41> .

EMPLOYMENT-RELATED POLICIES THAT GUIDE THE UNIVERSITY

The University of Toronto is fundamentally committed to freedom of thought, inquiry and expression, and to the principles of equal opportunity, equity and social justice. To this end, the University has adopted important policies and statements of principle and made its affirmations public. The list of policies may be found on the Governing Council website:

<http://www.governingcouncil.utoronto.ca/policies.htm> .

CIVILITY GUIDELINES

The University of Toronto has established a guideline on civil conduct. This guideline sets out the expectations of the University, regarding the standard of workplace conduct that it trusts all employees will maintain in their dealings with each other. This Guideline describes what constitutes civil and uncivil conduct and sets out a general framework for staff members who are concerned that they have experienced uncivil conduct. For more information, please visit the Human Resources and Equity website: <http://policies.hrandequity.utoronto.ca/>.

CONFLICT OF INTEREST

Employees are expected to be independent in respect of their actions, decisions and judgments with regard to all University business. This means employees must not allow their judgment or decisions about University matters, including hiring or purchasing decisions, be affected by close personal relationships, activities, or personal financial interests.

Where an employment relationship exists, directly or indirectly, between persons who have a close personal relationship, **approval from the Dean must be obtained before** the hiring process is complete, in the case of new hires, or once the close personal relationship is established or discovered between existing employees, in order to address the conflicts of interest. An alternative reporting relationship may be required, or approval might not be given for the hiring. Providing opportunities for volunteering or work experience at the University to someone with whom staff have a personal relationship similarly places that staff person in a conflict of interest and should be avoided if at all possible.

If a staff member believes that his or her paid activities outside of the University may be in conflict with the interests of the University and/or the Faculty, that staff member should discuss his or her activities with their supervisor. If the person to whom the staff member reports concludes that the activities constitute a conflict of interest, the staff member may be expected to discontinue engaging in those activities.

Staff are also in a conflict of interest if they provide business to someone with whom they have a personal relationship, e.g., purchasing services from a friend or relative. These conflicts must be declared to the Dean and must be approved before the business can be provided to that person.

Using, accessing or borrowing Faculty property is not intended for personal use, as this constitutes a conflict of interest and contravenes University policy. Any use anywhere of Faculty resources or property must be authorized in advance by a staff member's supervisor. The University of Toronto's Conflict of Interest policy can be found on the Office of the Governing Council website:

<http://www.governingcouncil.utoronto.ca/Assets/Governing+Council+Digital+Assets/Policies/PDF/ppfeb012007iii.pdf> .

HEALTH AND SAFETY

The University is committed to the promotion of the health, safety and well-being of all members of the University community, the provision of a safe and healthy work and study environment, and the prevention of occupational injuries and illnesses. The University's Health and Safety Policy can be found online on the Human Resources and Equity website: <https://ehs.utoronto.ca/>

Ontario's Occupational Health and Safety Act legislates workplace safety, assigns duties to all parties, as well as employee rights. All staff and volunteers are expected to take the basic health and safety training, as described elsewhere in this guide.

Employer Responsibilities: to maintain, monitor and modify the workplace to ensure its safety and to train employees in safe practice;

Employee Responsibilities: to identify and report unsafe conditions, to perform their job responsibly and by following safe practice training, to not engage in behavior that risks injury to self or others, and to use all safety equipment provided.

Employee Rights: to be informed about any hazards in the workplace, to learn how to perform the job safely, to refuse to do work when they do not believe they can perform it safely, and to receive Workplace Hazardous Materials Information System (WHMIS) training if they work with hazardous substances. The legislation may be found on the Ontario Ministry of Labour website: www.labour.gov.on.ca/english/hs/faqs/rights.php.

If you have a workplace safety concern, tell your supervisor. If you remain concerned, contact Human Resources or the staff co-chair of the Faculty's Joint Health and Safety Committee, whose name and contact information is posted on the Health and Safety bulletin boards in each of our facilities.

Mandatory Health and Safety Awareness Training

2014 legislation in Ontario requires all Ontario employers, of which the University is one, to ensure that all workers and all supervisors complete basic health and safety awareness training and retain training records. This applies to all staff and faculty, PRA and sessional instructors, teaching assistants, Post Docs, work study students, coaches and any casual staff, whether unionized or non-unionized, students or non-students, and any volunteer who may have some responsibility for the safety of those whose work they are coordinating. It is a condition of employment that **every employee complete this training once during their employment**, and that the completion of the training is recorded centrally with the Joint Health and Safety Office.

The link to accessing the training program is available online at Basic Health and Safety Awareness Training: <https://ehs.utoronto.ca/basic-health-and-safety-training/>. Complete the online training module as soon as possible after being hired; it takes about 20 minutes to complete.

If you do not have access to a computer, please speak with your supervisor to arrange access to one at KPE. A hard copy (PDF) version of the training materials is available at the same link as above, if you are unable to use a computer to work through the information: <https://ehs.utoronto.ca/basic-health-and-safety-training/>

Confirmation of Training

Note: An essential step in the provision of this training is the requirement to confirm that you have read and understood the material provided **and completed the program**; this step *must*

be completed online. If you require assistance with access to the link <https://ehs.utoronto.ca/basic-health-and-safety-training/> and/or to confirm completion of the training, please contact a member of the KPE HR team. You could also contact U of T's Office of Environmental Health & Safety at ehs.office@utoronto.ca.

Once you have clicked the online confirmation, you will receive an email confirming that you have taken the training. You should retain a copy of this confirmation for your records. A record will also be maintained by the Office of Environmental Health & Safety. Send your confirmation to your supervisor for tracking purposes since periodic reports will be submitted to KPE for review and follow-up.

SEXUAL VIOLENCE PREVENTION AND SUPPORT CENTRE

The University is committed to creating and workplace that is free of sexual violence and sexual harassment. The University has established a tri-campus Sexual Violence Prevention and Support Centre ("the Centre") to support members of the University community who have been affected by sexual violence or harassment, whether this occurs virtually or on or off campus, where the incident or interaction involves University members (students, faculty, staff). The Centre also provides support to University members who have had an allegation of sexual violence or harassment made against them.

The Centre has a mandate to conduct intake, accept disclosures and reports of sexual violence, and to provide support to individual members of the University community who have experienced sexual violence or harassment. The Centre is also the first point of contact for members of the University community to obtain academic, employment, or other accommodations and services if they have experienced sexual violence or harassment. The Centre leads in the development and delivery of sexual violence education and prevention initiatives to members of University community. Staff can access supports and services of the Centre at 416-978-3908 or [make an initial report of sexual violence or harassment to the University](#) by visiting the website <http://www.safety.utoronto.ca/> . There are many resources described on this website also related to general community safety, personal safety, crisis intervention, police services and help lines.

KPE has provided and will continue to provide opportunities for staff, including casual staff, TAs, faculty members, and sessional or practical instructors, to receive training about sexual violence and sexual harassment. Communications will be circulated periodically about these sessions and all staff are expected to enroll in one of them at the earliest opportunity in their term of employment with us. For more information about upcoming sessions, please contact your HR representative or your manager.

WORKPLACE HARASSMENT POLICY

The University of Toronto is committed to creating a workplace that is free of workplace harassment. Workplace harassment is defined in the *Occupational Health and Safety Act* as: "engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome."

This Policy applies to activities that occur while on University of Toronto premises and to work-related activities or social events occurring off-campus. The University's Policy is available on the Governing Council website:

<http://www.governingcouncil.utoronto.ca/Assets/Governing+Council+Digital+Assets/Policies/PDF/harassment.pdf>.

WORKPLACE VIOLENCE PREVENTION PROGRAM

The University of Toronto is committed to maintaining a workplace that is free of violence. Any act of threatened or enacted violence is unacceptable conduct which will not be tolerated. No one shall subject any employee to workplace violence or allow or create conditions that support it.

The University's policy regarding workplace violence, found at <http://www.governingcouncil.utoronto.ca/Assets/Governing+Council+Digital+Assets/Policies/PDF/violence.pdf>, is implemented under the provincial Occupational Health and Safety Act. This document summarizes the ways that we currently use it and it will be updated from time to time as new ways of dealing with workplace violence are developed or as existing ways change.

COMMUNITY SAFETY OFFICE

The Community Safety Office responds to students, staff, and faculty members of the University of Toronto community who have personal safety concerns. They do so by addressing the concern, assessing the personal and community safety risks, providing a continuum of intervention options that students, staff and faculty can explore in order to address their personal safety concern(s), presenting information about the particular issue experienced, co-creating a safety plan, referring and working in partnership with various offices in order to address the individual's personal safety concerns. Additionally, the Office provides consultation and training to those managing difficult behavior, workshops on a variety of topics, and self defense courses. Their phone number is 416-978-1485, and their website, which has a lot of helpful information about personal safety tips and initiatives, is www.communitysafety.utoronto.ca.

RISK MANAGEMENT RESPONSIBILITIES

Everyone is responsible for risk management though KPE front line staff in particular have a duty to ensure the physical safety of themselves, our students and members and our program participants. The Faculty has a risk management committee, chaired by Alex Vickers, Facility Manager, Athletic Centre, and a risk management process which this committee oversees. The following are legal duties as set by precedent.

Activity Supervision: All activities must have adequate general and specific supervision (enough staff present in a position to see/hear what is happening). Activities with greater risk should have closer supervision.

Planning: All activity supervisors must plan soundly to minimize the risk of injury. Planning should take into account the facility environment, equipment, activity, and individual participants' skill mastery level to perform the activity.

Participant Education: Workplace supervisors and activity leaders must clearly warn staff and/or participants of any risk of a particular activity (e.g., knee strain for particular stretch or potential head/spine injuries in gymnastics). Participants should clearly understand the risks and injury potential for any activity. This is called **informed consent**, and should be well understood by the

participants, even in some cases, by way of their signing a form which describes the risks.

Environment Check: Before beginning an activity, the environment should be checked for safety (for practice, play or work). Any hazards should be immediately reported to your supervisor so that they can be repaired or removed.

Prior Participant Evaluation: Participants should be evaluated for injuries and incapacities before beginning an activity. Any limitations caused by injury or medical condition should be determined prior to an activity.

ILLNESS AND PANDEMIC PREPAREDNESS

HOW TO PROTECT YOURSELF AND OTHERS FROM COLDS AND INFLUENZA

Hand-washing and hand sanitizer: You can help prevent the transmission of influenza by washing your hands frequently with soap and running water. Use hand sanitizers that can be found in washrooms throughout the facility and let facility staff know if washroom supplies and hand sanitizer are running low.

If you become sick: Stay at home and do not come to work if you feel ill. Cough and sneeze into a tissue. If you do not have a tissue, cough or sneeze into your sleeve or arm and not onto your hands. See your doctor if you have flu-like symptoms, especially respiratory symptoms such as fever and cough or difficulty breathing.

If participants are sick: Keep an eye out for signs of illness such as excessive coughing or sneezing, fever, headache, stomach ache, vomiting, etc. Please contact the program manager or facility manager on duty for assistance.

EMERGENCY PROCEDURES

IN CASE OF SMOKE OR FIRE

In case of fire, the safety of building occupants is the prime consideration. Close the door behind you to any room involved in fire. Activate the nearest wall-mounted fire alarm. Call the Campus Police (University Emergency Control Centre) at 416.978.2222. Begin the fire evacuation procedures. As staff, you are expected to know your main exits, alternate exits and meeting places when you begin your employment through familiarizing yourself with the **Emergency Action Plan** (EAP) for the facility you are located in. (See below for more about the EAP.)

WHEN FIRE ALARM SOUNDS

Immediately stop your activity and begin to help evacuate your area via the nearest exit route. "Your area" means your class or the facility space in which you are currently working. If you have keys to that facility, lock the doors to ensure nobody can re-enter. Direct people straight to the nearest exit (without first making trips to change rooms, your office or anywhere else). It is mandatory for all university buildings to be evacuated upon sounding of the building fire alarm **even if** the alarm is suspected to be false. Facility staff will direct the complete evacuation of the building, and you are expected to follow their directions, including when to re-enter the building.

You must also follow these procedures:

- Do not use elevators.

- Use stairwells to vacate the building.
- For persons who are mobility-impaired and are above or below the ground floor, direct them to the area by the elevator, have them call the U of T Police at **416.978.2222** and provide details of their exact location as well as any changes in the situation (e.g. smell of smoke as well).
- Contact U of T Police yourself at **416.978.2222** to inform them that a person who is mobility impaired is still in the building, and where they are located.
- A hearing impaired person can call **416.978.7385** - TTY telephone.
- Do not re-enter the facility until authorized by a fire marshall or the University Police; this is generally coordinated by facilities staff.
- Stay well away from the building, or move across the street. Keep clear of the facility to allow fire department personnel ease of access.
- If weather is inclement, or vulnerable persons require shelter, enter the nearest building across the street. If these buildings are locked, contact Campus Police to open them.

POWER OUTAGE/BLACK-OUT PROCEDURES

In case of a black-out or major power failure, communications will be issued and the building will be evacuated by facility staff. You can assist by directing members and students to gather their belongings and exit the building. Since you do not know how long the black-out may last, staff can congregate in the main lobby to wait for an announcement. Please do not remain in your office or at your workstation unless directed to do so. Within one hour, a decision will be made regarding full facility closure and the release of staff for the remainder of the work day.

To determine if you should return to work the next day, check the Faculty's website, if you have not been contacted by your own manager. Information can also be obtained by calling the Main Office at 416.978.3436 to hear a message on the status of the closure.

In case of full campus impact of a power-related closure, **call 416.978.SNOW** to hear a recorded message. If the University has declared a campus closure and you have not received a call from your manager, stay home. If you are unable to call **416-978.SNOW**, you can check the University's website www.utoronto.ca, listen for public radio announcements, or call the Main Office at 416.978.3436.

SEVERE WEATHER AND FACILITY CLOSURES

Rare severe weather incidents or sudden facility failures may lead to the need to close facilities. In case of a full campus closure, direction will be taken from the central University officers. If it is a local situation (e.g., major flooding of the facility), senior administrators in the Faculty will convene and implement emergency response procedures. Communications will be issued, and the facility will be evacuated by facility staff as necessary.

To determine if you should return to work the next day, should the closure have affected your workspace, and if you have not been contacted by your own manager, check the Faculty's website. Information on the status of the closure may also be obtained by calling the Main Office at 416.978.3436.

BOMB THREAT

No bomb threat should ever be ignored. Try not to panic, and try to stay calm. Any person receiving a bomb threat over the phone should ask the caller questions to obtain information, including:

- When is the bomb going to explode? Where is the bomb located?
- What kind of bomb is it? What does it look like?
- Why did you place the bomb?

Keep talking to the caller as long as you can and record the following:

- Time of call
- Age and gender of caller
- Any unique speech pattern, accent or possible nationality
- Emotional state of caller
- Background noise

Immediately notify the University Police at **416.978.2222**, and your manager.

No matter what the emergency may be, please leave any communication with the media about the emergency to the Faculty's Communications officers.

MEDICAL EMERGENCIES

Always call 911 first if the emergency is serious.

Be very specific about the location of the incident (e.g. field house court 3, front or back campus, arena corridor east side). After calling **911**, call the University Police at **416-978.2222** to let them know you have called **911**.

In any facility, the use of walkie-talkies is recommended when there is an emergency. Additionally, call the front desk in the facility to let them know you have called **911**. These staff will assist the Emergency Medical Services response personnel in reaching the correct destination inside the facility. See the phone numbers listed in the back of this guide for front desks in each facility.

Give any necessary first aid to the injured person until help arrives. Do not attempt to move the injured person unless he/she is in danger of further injury.

The Faculty has many staff qualified to provide first aid. By calling the front desk, qualified staff will be deployed immediately to provide first aid for minor incidents, and lifesaving treatment for serious incidents, until the ambulance arrives.

N.B.: The Sport Medicine Clinic is **neither an emergency centre** nor a first aid provider.

Key things to remember:

1. Try to remain calm. You can do this if you are prepared, therefore ...
2. Become familiar with emergency procedures. Complete a Faculty-sponsored Emergency Action Plan for your program or area. See Appendix for a sample EAP.
3. Memorize important telephone numbers, or put them into your cell phone:
 - 911 for all serious emergencies*
 - 416-[97]8-2222 for University police
 - 416-978-6256 for Athletic Centre (AC) main entrance /equipment counter
 - 416-978-6428 for Varsity Centre (VC) entrance /pavilion front desk
 - 416-946-0400 for Goldring Centre (GC) entrance front desk
 - 416-813-5900 for poison control

*If an ambulance is called, contact the front desk / facility entrance staff so EMS (emergency medical services) can be directed accordingly when they arrive.

Finally, do not personally transport seriously ill or injured people to the doctor or hospital. If the ill or injured person is conscious and the injury is not life-threatening, give them a choice of calling a family member to bring them or have an ambulance take them to the hospital.

After any emergency, make sure that supervisors are notified and injury incident reports are completed.

If a 911 call is made for EMS (police, fire, or ambulance) to attend to anyone in our facilities, or in our programs whether on-site or off-site, have your supervisor inform Dean Ira Jacobs ira.jacobs@utoronto.ca and Chief Administrative Officer Rosanne Lopers-Sweetman r.lopers.sweetman@utoronto.ca as soon as possible, even if the incident occurs outside regular business hours, so that any necessary follow-up can begin immediately. All staff (casuals and appointed staff) at every level should have emergency contact information for their own manager, who in turn can notify senior managers and the Dean. This applies to all 911 calls, not only for ambulance.

FIRST AID

First aid kits are located throughout the facilities. For example, in the Athletic Centre, they are found in the field house, at the equipment counter, at the towel counter, in the Benson 25-yard pool office, and in the Varsity (50 m) pool office. At Varsity Centre, first aid kits are located at the main desk of the Pavilion and in locker #195 in the Arena. At Goldring, service counters will provide access to first aid kits or be able to direct you to where one can be found. There are also first aid kits at the entrances to our buildings at 713 Spadina and 40 Sussex.

Defibrillators are located throughout the facilities as well. These are easily identified by their white wall-mounted box and the AED signage, and are typically found near or in high traffic areas.

Emergency yellow phones give direct access to the U of T Police if there are personal safety incidents. These phones are **not** for medical access to 911. Please report any personal safety incidents to your direct supervisor to ensure appropriate reports are completed and follow-up actions are taken.

AVOIDING CROSS-CONTAMINATION IN FIRST AID TREATMENT

There are many diseases that can be transmitted through cross-contamination during first aid treatment, including:

- infectious mononucleosis
- hepatitis A
- hepatitis B
- herpes simplex
- common cold (rhinovirus)
- tuberculosis

Cross-contamination can occur from mouth-to-mouth, hand-to-mouth, hand-to-eye, or hand-to-nose contact. To be safe, consider all blood and body fluids as potentially infectious regardless of the age, gender, race or sexual orientation of the person involved.

All staff required to provide first aid should have fast and easy access to gloves and a mask in the first aid supplies. Ask your supervisor for the nearest location of these items.

PROTECTING YOURSELF

If you are a first aid provider, you should protect yourself with gloves when handling blood, bodily fluids and surfaces/objects exposed to them. You should find protective gloves in the first aid kits. Also ensure that you do not kneel in blood spills and that nobody is exposed to the blood. Appoint someone to keep people away from a blood spill until it is properly contained or cleaned up. Call facility staff to arrange for caretaking. Blood on a floor or other surface must be appropriately disinfected by the caretaking staff. Blood-soaked towels and first aid supplies must be disposed of in a separate plastic bag within the garbage to ensure that the caretaking staff is not exposed.

Use a rescue-breathing mask for emergency mouth-to-mouth resuscitation. Control the area (i.e., lock the room, use barriers, signs) if it or any surrounding equipment has been contaminated with blood or other bodily fluids. Notify facility staff to arrange for caretaking.

Wash hands thoroughly with soap and water (or use antiseptic hand cleaner when hand-washing facilities are not available) after removing gloves, after direct contact with a potentially infected person, and if hands become contaminated with blood or bodily fluids. If clothes are contaminated, carefully remove the contaminant and launder or dry clean. Consult a physician immediately if you receive a skin puncture or mucous membrane exposure to blood or bodily fluids. Contact your supervisor to complete a Health and Safety incident report for the Office of Environmental Health and Safety: <http://www.ehs.utoronto.ca/resources/wcbproc/employee.htm>.

COMPLETING THE INJURY AND INCIDENT REPORT FORMS

Emergency Response Training addresses how to make use of the different incident report forms, and what managers/supervisors must do when a form is used, as there are both risk management and legislated requirements to follow. Managers also will incorporate information about the forms and their usage in various department-specific emergency response training sessions with their staff.

You must fill out a KPE Injury Report Form or an Incident Report Form immediately following an injury or incident. For a major injury (e.g., the person left in an ambulance) you must also notify your supervisor in person or by phone, and have your supervisor notify the Dean and CAO (see above). Sample incident and injury forms are found in the appendices to this guide.

The general incident report is used to address negative behaviours by facility users, and to describe incidents between members or between members and staff, and to provide managers with information required to do adequate follow-up. Negative or offensive behaviours involving only staff are not addressed via this report and are subject to other procedures and policies at the University. Information about those can be found on the Human Resources and Equity website, under Workplace Conduct: <http://www.hrandequity.utoronto.ca/about-hr-equity/policies-guidelines-agreements.htm>

The incident and injury report forms can be obtained from service counters throughout our facilities, including front desks at turnstile entrances, equipment and towel counters as well as the main office at the AC. Resort to an email report in the absence of an incident report form.

WORKPLACE INJURIES

There is a legislated requirement to report any injury or near injury to an employee occurring during job-related activities. When this occurs, a Health and Safety incident report **must be filed within 24 hours**. The online form is available at <http://www.ehs.utoronto.ca/resources/wcbproc/employee.htm>. Add this URL to your browser favorites. Your supervisor may have less than 24 hours to meet reporting deadlines to the University Office of Environmental Health and Safety, the Ministry of Labour and/or the Workplace Safety and Insurance Board. It is important that communication is thorough and quick. Depending on the nature of the injury, Environmental Health and Safety or the Ministry of Labour may determine that the workplace needs to be isolated or closed down.

If you are injured while at work, you must a) seek treatment, b) inform your supervisor immediately and c) complete the Accident/Incident/Occupational Disease Report for Employees form. It must be completed with full details and submitted using the online form **within 24 hours**. On the form, indicate Incomplete information may delay the process, resulting in a late fee charge. In the event of a workplace injury, the provincial government administers an insurance program that provides income support and, in the case of serious injuries, underwrites the cost of rehabilitative health care. The Workplace Safety and Insurance Act details may be found on the Service Ontario website <http://www.ontario.ca/laws/statute/97w16>.

CRITICAL INJURIES

In addition to completing KPE-issued injury reports, there is a legislated requirement to report all critical injuries to non-employees, including students, clients, contractors, guests, or participants in our programs. When this occurs, a Health and Safety incident report for non-employees **must be filed within 24 hours**.

In the event of a critical injury* or death the scene **MUST** be kept secure and unchanged. Do not move or tidy up any equipment. Close the area of the facility and contact your supervisor or a manager on duty for assistance. A critical injury may need to be reported to the Ministry of Labour, and this is done through the U of T Office of Environmental Health and Safety.

*A critical injury is defined as an injury of a serious nature that:

1. Places life in jeopardy
2. Produces unconsciousness
3. Results in the substantial loss of blood
4. Involves the fracture of a leg or arm, but not a finger or toe
5. Involves the amputation of a leg, arm, hand or foot but not a finger or toe
6. Consists of burns to a major portion of the body, or
7. Causes the loss of sight in an eye
8. Results in death.

The online form is different than the one used for employees injured on the job and is available at http://www.ehs.utoronto.ca/resources/wcbproc/Non_U_of_T.htm. Add this URL to your browser favorites. Your supervisor must meet reporting deadlines to the University Office of Environmental Health and Safety, the Ministry of Labour and/or the Workplace Safety and Insurance Board; in unusual cases, it may be necessary to restrict access to the facility where the injury occurred, which is determined by the Ministry of Labour through the Office of Environmental Health and Safety. Again, it is important that communication is thorough and quick.

SPORT MEDICINE CLINIC'S POLICY RE: EMERGENCY PROTOCOL

In the event that there is an emergency, please immediately activate EMS protocol as described above. The David L. MacIntosh Sport Medicine Clinic is **not** an emergency care facility. Furthermore, it is not open during all building hours. Staff injuries in the workplace cannot be treated at the clinic as clinic staff would be in a conflict of interest. Clinic staff are also unable to see those who are injured as the result of a motor vehicle accident, or those who are injured on the job, unless it is an injury that is sport- or exercise-related in nature.

IMPORTANT KPE TELEPHONE NUMBERS

Note that calling from a 978- or 946- number to another 978- or 946- number allows you to call by dialing only the last 5 digits, e.g. 8-2222 or 6-5489. The exception is for telephoning to or from the Goldring Centre, when all 10 digits must be used, e.g. 416-946-0400.

Police

Campus Police – Emergency	978-2222
Campus Police – Non- Emergency	978-2323

Athletic Centre

Equipment Desk	978-6256
Main Office Customer & Membership Services	978-3436
Court Reservations	978-3436
Benson Pool Office	946-5489
Varsity Pool Office	978-4680
Gymnastics Gym	978-7007

Varsity Centre

Varsity Sport Pavilion Front Desk	978-6428
Varsity Centre Administrative Office	978-4847
Blue & White Room (Arena)	978-6741
Arena Fax	971-2192

Goldring Centre

Front Desk Main Lobby	946-0400
Varsity Games/Tickets	946-3811
David L. MacIntosh Sport Medicine Clinic	978-4678

KPE Administration

Human Resources	946-5133
KPE Payroll	978-3949
IT Help	946-8297
KPEUA-Student Council Office (Rm. 231)	978-4893
KPE Office of the Registrar	978-8255
Complimentary Phone (between Change rooms at the AC)	946-3374

General U of T

Payroll Office (U of T)	978-0452
Varsity Sports Store (AC)	977-8220
Building and Utility matters (heat, ventilation, etc.)	978-3000

Appendix

SAMPLE- EMERGENCY ACTION PLAN

An Emergency Action Plan (EAP) is a plan designed to assist in responding to emergency situations. The idea behind having such a plan prepared in advance is that it will help you respond in a responsible and clear-headed way if an emergency occurs. **EAPs have been developed for each facility; check with your manager to get a copy of the one applicable to your work space.**

INJURY

In the event of an injury or emergency you the employee/volunteer, are in charge until trained first aid personnel are on the scene.

Alert the **CALL PERSON - Facility staff at the equipment issue** immediately so that they can help you assemble the resources you need.

****A first aid kit is accessible at all times at (e.g.):**

- *Field House*
- *Front desk service counter*
- *SCC*

An AED is located at these locations (e.g.):

- *Field house entrance*
- *2nd Floor Benson, outside student lounge*
- *SCC*

ROLES AND RESPONSIBILITIES

Charge Person – first employee on scene with first aid training

- Clear the risk of further harm to the injured person by securing the area
- Designate who is in charge of the other participants (if necessary)
- Protect yourself, wears gloves if in contact with body fluids such as blood
- Check for level of consciousness, delegate call person to contact 911 if needed,
- Activate AED if needed
- Assess ABCs (checks that airway is clear, breathing is present, circulation is present, and there is no major bleeding)
- Provide any necessary first aid care to the level of your training
- Direct other staff to clear any traffic from the entrance/access to the training site before EMS arrives
- Stay with the injured person until 911 arrives and the individual is transported
- Fill in an injury report form
- Follow training and protocol to notify the Chief Administrative Officer and Dean of KPE of the incident if needed

Call person – Facility staff

- Contact 911/EMS through fastest means possible, in most cases this is using a mobile phone. Note that mobile phones may not work in all areas of the building

- Establish facility link to EMS if first call was made on a mobile phone (call again and provide a landline).
- Provide all necessary information to EMS using the script below.
- Contact facility staff to receive assistance from other staff.
- Contact University of Toronto Police, 416-978-2222
- Ensure that additional staff members are delegated to meet EMS and escort them to the injury.
- If appropriate, return to accident site to continue helping
- Clear any traffic from the entrance/access to the training site before EMS arrives

EVACUATION / FIRE ALARM

ROLES AND RESPONSIBILITIES – All staff & students

- Leave the building through the nearest marked safe emergency exit.
- Close doors behind you.
- If you have access to a walkie – turn it to Channel 1
- Gather at [nearest building across the street]
- U of T Police can unlock any campus buildings if needed
- Do not re-enter the building until directed by facility staff

ROLES AND RESPONSIBILITIES - Fire Marshals: Facility staff

- Clear the building of all occupants and secure facilities
- Call EMS
- Call Campus police
- Ensure that campus police are called
- In the event that parts of the building are unsafe to check notify EMS upon arrival
- In the event of persons with mobility impairments remaining in the building notify EMS upon arrival
- Fill out an incident report form

Evacuation – persons with mobility impairment

- For persons who are mobility-impaired and are above or below the ground floor, direct them to the area by the elevator, call the U of T Police at **416.978.2222** and provide details of their exact location.
- A hearing impaired person can call **416.978.7385** - TTY telephone.

IN CASE OF DISCOVERY OF FIRE:

- Pull the nearest fire alarm pull station
- Follow the evacuation procedures
- If possible alert facility staff as to location of the fire.

SAMPLE- EMERGENCY ACTION PLAN

PERSONAL SAFETY AND SECURITY

Yellow call boxes connect directly to U of T Police. They are to be used for instances of personal safety, threat of violence, property damage or security. U of T Police will not call 911 for you.

Please alert the **CALL person – facility staff** of any issue or if phones activated.

Criminal Acts

In the event that the facility is the target of a robbery, employees are to comply with the demands of the criminal and give up the money without resistance. Contact EMS and Campus Police ASAP.

If able, try to remember distinguishing features of the criminals

INJURY REPORTS AND COMMUNICATION

Minor Injuries:

- Form to be completed by the staff member in the area where the incident/injury took place
- Form to be provided to area manager for review
- Area manager can return completed injury reports to designated mailbox
 - AC – mailbox 43
 - VC – Pavilion Desk
 - GC – 1st Floor Desk

911 Calls

- U of T police
- Notify your supervisor/manager using area specific protocols
- Notify the Chief Administrative Officer and Dean
 - This may be done through phone or email
 - May be done by front line staff or supervisor/manager, please follow your area specific protocols

Critical Injury

- U of T police
- Notify your supervisor/manager using area specific protocols
- Notify the Chief Administrative Officer and Dean
 - This may be done through phone or email
 - May be done by front line staff or supervisor/manager, please follow your area specific protocols

- Complete the Office of Environmental Health and Safety online form available at www.ehs.utoronto.ca for Employees OR Students, Visitors or Contractors as appropriate

Staff Injury or Near Miss

- Notify your supervisor/manager using area specific protocols. Supervisor has the duty to alert the Director of HR, KPE, Sharon Grandison
- Complete the Office of Environmental Health and Safety online form for employees available at www.ehs.utoronto.ca

SAMPLE – Athletic Centre

Emergency Phone Procedures

Dial 911

- My name is: _____
- I am calling from **Athletic Centre**, University of Toronto
- The **address is: 55 Harbord St.**
- **Closest major intersection is:** Spadina Ave and Harbord St.
- The **Emergency Entrance** is 55 Harbord St.
- There is a medical emergency in need of an Ambulance (...or Police ...or Fire)
- There are ____ # of people with (indicate condition)
- Do you require any further information?
- What is your estimated time of arrival?

★You hang up last★

Notify CALL Person immediately. Send someone to meet the responders; send people to both Harbord and Classic Ave.

Incident Report

University of Toronto
Faculty of Kinesiology & Physical Education
55 Harbord Street, 299 Bloor Street West & 100 Devonshire Pl, Toronto

SUBMIT WITHIN 24 HOURS TO RISK MANAGEMENT COORDINATOR

Date: (DD/MM/YY) Time of Incident: _____ AM/PM Facility: AC VC GC Pool Field Other _____

Location in Facility (be specific): _____

Activity: _____

Program: KPE Degree Intercollegiate Intramural Instruction Recreation Fitness KPE Club Camps Rental

Reporter: _____ **Age** (If Under 18): _____ **Gender:** _____ UofT Student
Address: _____ KPE Student
_____ KPE Staff
_____ **Postal Code:** _____ **Student #** _____ Member
Email: _____ **Phone:** _____ Volunteer
 Other: _____

Name of Individual: _____ **Age** (If Under 18): _____ **Gender:** _____ UofT Student
Address: _____ KPE Student
_____ **Postal Code:** _____ **Student #** _____ KPE Staff
Email: _____ **Phone:** _____ Member
 Volunteer
Description (if unable to get name): _____ Other: _____

Please describe what led up to the incident, what happened, specific issues/concerns, actions taken and by whom.

If additional space is required attach additional sheets or records

Personal information on this form is gathered for administrative purposes only and disclosed only to people with these responsibilities. It is collected to ensure continued safe facilities and operations and to contact involved individuals should that be appropriate and necessary.

Submit within 24 hours

Original: To Risk Management Coordinator Photocopy: To Area Manager

Notification	X	Time of Call	Time of Arrival
Ambulance ⁺			
Police (U of T)			
Police (City)			
Fire Department			
Area Supervisor			
AC Equip. Counter			
Main Office			
Parent			
Senior Manager			
Other: _____			
⁺ Dean/CAO			⁺ Notify if 911 called

Number (#) of Participants: _____

Other Staff Present: _____

Name of Witness: _____

Contact Info: _____

Name of Witness: _____

Contact Info: _____

Name of Witness: _____

Contact Info: _____

To be signed after report is completed and read:

Reporter's Full Name: _____ Signature of Reporter: _____

In case of a CRITICAL injury to a non-staff person, please call U of T Police at 416 978-2222 and complete the additional Health and Safety Form at: <http://www.ehs.utoronto.ca/resources/wcbproc.htm#4>

For KPE STAFF injury please visit :<http://www.ehs.utoronto.ca/resources/wcbproc/employee.htm>,

U of T Police will advise you if the Ministry of Labour needs to be called, if so then, the scene of the incident must remain undisturbed until otherwise instructed by the Police or Ministry of Labour

CRITICAL injury is defined as an injury of a serious nature that,

1. places life in jeopardy,
2. produces unconsciousness,
3. results in a substantial loss of blood,
4. involves the fracture of a leg or arm but not a finger or toe,
5. involves the amputation of a leg, arm, hand or foot but not a finger or toe,
6. consists of burns to a major portion of the body, or
7. causes the loss of sight in an eye. [Regulation 834]
8. causes death

Follow up (for office use only)		
Name	Action: Photocopy of this report to manager. Original to Risk Management Coordinator	Date
<input type="checkbox"/> Follow up with front line staff		

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Submit within 24 hours

Original: To Risk Management Coordinator Photocopy: To Area Manager

Injury Report

University of Toronto
Faculty of Kinesiology & Physical Education
55 Harbord Street, 299 Bloor Street West, and 100 Devonshire Pl, Toronto

SUBMIT WITHIN 24 HOURS TO RISK MANAGEMENT COORDINATOR

Date: (DD/MM/YY) Time of Incident: _____ AM/PM Facility: AC VC GC Pool Field Other _____

Location in Facility (be specific): _____

Activity: _____

Program: KPE degree Intercollegiate Intramural Instruction Recreation Fitness KPE Club Camps Rental

Name of Injured Person: _____ **Age** (If Under 18): _____ **Gender:** _____

Address: _____

_____ **Postal Code:** _____ **Student #:** _____

Email: _____ **Phone:** _____

- UofT Student
- KPE Student
- KPE Staff *
- Member
- Volunteer
- Other: _____

1 Please describe what led up to the incident, what happened, an accurate description of the person's condition or injury:
(include image of event if possible)

If additional space is required attach additional sheets or records

2 Relevant Medical History:

Last Meal: _____
Allergies: _____
Medication: _____

3 Treatment and Advice **Time**

	Time
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Medical Aid Suggested Treatment Refused

If further treatment was recommended:
When? _____
Where? _____
With whom? _____

* KPE Staff Injury - please urgently complete the EHS form for employees at <http://www.ehs.utoronto.ca/resources/wcbproc.htm#4>

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Notification	X	Time of Call	Time of Arrival
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Police (City)			
Fire Department			
Area Supervisor			
AC Equipment Counter			
Main Office			
Parent			
Senior Manager			
Other: _____			
⁺Dean/CAO			⁺ Notify if 911 called

Name of Witness: _____

Contact Info: _____

Name of Witness: _____

Contact Info: _____

Name of Witness: _____

Contact Info: _____

To be signed after report is completed and read:

Reporter's Full Name: _____

Signature of Reporter: _____

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Follow up (for office use only)		
Name	Action: Photocopy of this report to manager. Original to Risk Management Coordinator	Date
<input type="checkbox"/> Follow up with front line staff		

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Submit within 24 hours

Original: To Risk Management Coordinator Photocopy: To Area Manager