

OSBIE Online Incident Reporting (Ontario School Board Insurance Exchange)	
Adopted: December 11, 2000	Last Reviewed/Revised: May 6, 2024
Next Scheduled Review: 2026-2027	
Associated Policies & Procedures: II-26 Managing Student Risk in Interschool Sports II-31 Risk Management – First Aid VI-74 Risk Management – First Aid V-05 School Accidents – Prevention & Safety VI-71 Concussion Safety	

Purpose

To provide a standard procedure for the completion of the Ontario School Board Insurance Exchange (OSBIE) Online Incident Report used to record student, volunteer and visitor accidents.

The purpose of this procedure is to provide guidelines to clarify when the OSBIE Online Incident Report is to be completed.

Application and Scope

The completion of the OSBIE Online Incident Report applies to all accidents involving student, volunteer and visitor accidents (all non-HCDSB staff).

References

[Ontario School Board Insurance Exchange \(OSBIE\) Online Incident Reports](#)

Definitions

Critical Injury is defined by the Occupational Health & Safety Act, as an injury that: (a) places life in jeopardy, (b) produces unconsciousness, (c) results in substantial blood loss, (d) involves the fracture of a leg or arm but not a finger or toe, (e) involves the amputation of a leg, arm, hand or foot but not a finger or toe, (f) consists of burns to a major portion of the body, or (g) causes the loss of sight in an eye.

Minor Injury: includes minor cuts, scrapes, bruises, bumps or sprains that may require first aid but not medical treatment.

Moderate Injury: includes any injury outside the “critical” definition that includes any broken bones: e.g. collarbone, toes, ankles, wrists, torn ligament or dental injuries etc., and usually require medical treatment.

Serious Injury: when the injured party requires hospital admission (excluding minor outpatient treatment).

School Board Contacts: the main contacts for OSBIE and the HCDSB are the Business Officer, Business Services and the Superintendent of Business Services

Principles

- The OSBIE Online Incident Report should be broader than the reporting of only those cases where hospitalization and/or serious medical attention is required (see “When to Complete an OSBIE Online Incident Report” below).
- The OSBIE Online Incident Report provides a factual record of what took place and who was involved. It should also establish who was responsible for the student at the time of the incident, what process was in place to supervise the student(s) and what was done to assist the injured student, volunteer or visitor.

Requirements

Incident Reporting

- The OSBIE Incident Report is available at www.osbie.ca
- School Principals must ensure that an OSBIE Online Incident Report is completed on any matter that gives rise to injury requiring medical attention to a student, volunteer or visitor to the school site or where damage has been caused to property not owned by the School Board.
- Injuries to employees are reported using the online [Accident/Incident Reporting form](#).

Critical injuries to any person at the workplace, including employees, must be reported to the Health and Safety Officer immediately. The information on the Online Incident Report form is collected to create province-wide statistics on high-risk activities or locations. OSBIE also uses it to assist in the investigation of a claim on behalf of a School Board. Even if an accident does not appear to be serious, it is still important to complete an Online Incident Report form **Reporting of a Serious Injury, Critical Injury or Fatality**

- If a serious injury, critical injury or fatality occurs on school premises or during an off-site school activity, the school Principal must: immediately call the Family of Schools Superintendent, the

Health and Safety Officer and the Business Officer, Business Services and/or the Superintendent of Business Services.

- Immediately call OSBIE (1-800-668-6724).
- Based on the details provided during the telephone call, the Claims Examiner will determine an appropriate course of action. If the incident has the potential to develop into a serious claim, an Adjuster will be appointed promptly.
- The Claims Examiner will advise the Principal, and the School Board contacts of the name of the adjusting firm who will investigate the accident on behalf of OSBIE and the School Board. All School Board personnel must cooperate with OSBIE and its representatives during the investigation and refrain from providing information to any other parties (except police) not acting on behalf of OSBIE.
- The school Principal should ensure that an OSBIE Online Incident Report has been fully and properly completed.

When to Complete the OSBIE Online Incident Report

- There will be a variety of incidents that do not involve "formal" medical attention but should still be documented with an OSBIE Online Incident Report.
- If the teacher in charge or the first-aid provider has applied ice to reduce the potential of serious bruising or has treated a deep cut or large abrasion.
- Whenever there is even a potential for a concussion, torn ligaments or tendons, broken limbs, broken or damaged teeth or an indication that sutures could be needed.
- When someone is injured on school/HCD SB property, or under the supervision of the school (i.e. field trip, events/activities), and they receive medical/dental attention.
- Whenever it is deemed appropriate to call the parent to advise that an incident has occurred.
- "When in doubt, fill it out".
- When possible, submit online within 24 hours of the incident taking place.
- If an injury to a student has occurred while at school, but has not been discovered until later, the Principal, when informed of such injury, shall complete an OSBIE Incident Report.
- If an injured person has been treated with First Aid, and the injury has later been deemed as more serious, an OSBIE form must be completed as soon as possible.
- Once submitted, the incident report cannot be changed, but an update can be made. The update should be submitted when:
 - a. there is a major change to the seriousness or description of the injury (i.e. possible concussion has been now diagnosed as a concussion);

- b. if you need to change the description of what happened or new information is discovered,
- c. a data entry error was made to the name or date of birth.
- Details of an accident/incident should only be discussed with the Board contact or OSBIE representatives.

Incidents Away from School

The OSBIE Online Incident Report must still be completed if the injury to the student occurred away from the school on a field trip or while visiting another school, and notification must be made to the Principal and/or designate at the school. The OSBIE Online Incident Report is to be completed by the staff member in charge of the student at the time of the occurrence upon his/her return to the school.

Further Action to be Taken

- In some instances, further action beyond the completion of the incident form is required.
 1. Pictures of the incident location should be taken by school personnel when:
 - i. Physical evidence of the location could change, i.e. snow and ice could melt, bare cement could be covered by snow the next day, equipment set up could change, etc.
 - ii. When the injury sustained is a serious one, such as a broken limb, severed fingers, loss of consciousness, situations where an ambulance is called to attend to the injured person. People who suffer severe injuries are more likely to present a claim for their damages.
 2. Preserve physical evidence, i.e. broken glass, push sticks, the stock being worked on, permission forms, attendance records, etc.

Legal Notices

- Should a Principal, teacher or staff member receive, or anticipate, any legal communication/action, the Principal/Designate must call the School Superintendent and Superintendent, Business Services, immediately to advise of the situation. If the communication is in the form of a lawyer's letter, Statement of Claim, or other legal documents, a copy of the original document should be forwarded to the Superintendent of Business Services immediately who will forward it to OSBIE's Claims Manager. The original document should be sent to the Superintendent of Business Services as soon as possible. The Superintendent of Business Services will forward the original to OSBIE. OSBIE will act to protect the interests of the School Board, its employees and of OSBIE itself.
- The document must be forwarded immediately in these cases as there is a limited time period for OSBIE to respond to these documents.
- Where the communication is a telephone call or personal visit from a representative of the person who has sustained injury or property damage, the Principal, teacher or staff member

should refrain from discussing details of the incident with the claimant's lawyer. Discussion may jeopardize OSBIE's defence of the liability claim. Refer the lawyer to the OSBIE School Board contact (Superintendent, Business Services) or the OSBIE Claims Department.

- If a copy of a completed incident report has been requested by an injured party or their representative, **do not provide one**. The school should contact the Business Officer, Business Services, who will promptly advise OSBIE. **This type of request is an indication that a claim may be made against the school board.**
- If you are in doubt as to how to proceed in such cases, speak to the Business Officer, Business Services, or call OSBIE and ask for the Claims Manager at 1 (800) 668-6724.

Communication

- Where the OSBIE Claims Manager determines that an incident requires an investigation, the School Board contact and the school will be notified of the intention to investigate the incident and will be requested to assist as appropriate. **No information regarding the incident is to be provided to anyone other than an OSBIE representative or Police.**
- A letter or e-mail will be sent to the School Board contact and Principal advising which adjusting firm has been assigned to investigate the loss on behalf of the HCDSB and OSBIE.

APPROVED: Regular Meeting of the Administrative Council

AUTHORIZED BY: _____
Director of Education and Secretary of the Board