

Incident Reporting Policy - November 21, 2025

Applies to: All Employees, Volunteers, Market Vendors and Community Partners and otherwise as outlined below.

1. Purpose

CreativeHub 1352 is committed to providing a safe and healthy environment for employees, volunteers, vendors, community partners, and members of the public at all events, programs, and activities.

The purpose of this Incident Reporting Policy is to:

- Ensure that all incidents, near misses, and hazards are reported promptly and accurately.
- Support timely response, investigation, and corrective action.
- Comply with the Occupational Health and Safety Act (Ontario) and related legislation, and honour any additional health and safety requirements tied to facilities such as the Small Arms Inspection Building (SAIB) and other City of Mississauga sites.

This policy works in conjunction with [CreativeHub 1352's Event and Program Health & Safety Policy and Workplace Violence and Harassment Policy and Program](#).

2. Scope

This policy applies to:

- All employees (staff) of CreativeHub 1352
- All volunteers
- All contractors and service providers
- All market vendors and community partners
- Any member of the public participating in or attending CreativeHub events or programs where CreativeHub has organizing responsibility

It covers incidents occurring:

- At the Small Arms Inspection Building (SAIB) or other facilities used by CreativeHub
- At off-site locations where CreativeHub programs, markets, or events are delivered
- During work-related activities outside normal workplaces (e.g., off-site meetings, outreach, load-in/load-out, installation, etc.)

3. Definitions

For the purposes of this policy:

Incident

Any unplanned event arising out of CreativeHub activities that results in, or has the potential to result in:

- Injury or illness
- Exposure to a hazardous substance or condition
- Violence, harassment, or a security threat
- Damage to property, equipment, or the environment

Near Miss

An unplanned event that did not result in injury, illness, or damage, but had the potential to do so (e.g., a falling object that narrowly misses someone).

Injury / Illness

Any physical or psychological harm arising from work or participation in a CreativeHub event or program, including aggravation of pre-existing conditions.

Critical Injury

As defined under Ontario regulation, a serious injury that:

- Places life in jeopardy; or
- Produces unconsciousness; or
- Results in substantial loss of blood; or
- Involves the fracture of a leg or arm (but not a finger or toe); or
- Involves the amputation of a leg, arm, hand or foot (but not a finger or toe); or
- Consists of burns to a major portion of the body; or
- Causes the loss of sight in an eye.

Hazard

Any source, situation, or act with potential to cause harm (e.g., unsafe equipment, spill, blocked exit, exposed wiring, aggressive behaviour).

Reporter

Any person who observes or experiences an incident, near miss, or hazard and brings it forward through the reporting process.

4. Principles

CreativeHub 1352 is committed to:

- Timely reporting of all incidents, including near misses.

-
- A no-retaliation environment for good-faith reporting.
 - Respectful, trauma-informed handling of incidents involving violence, harassment, or sensitive matters.
 - Learning and prevention, not blame: the primary goal is to understand what happened and reduce the risk of recurrence.

5. Roles and Responsibilities

5.1 Employer / Board of Directors

- Approves this policy and ensures alignment with legal requirements.
- Ensures that the Executive Director has the authority and resources to implement incident reporting and follow-up.
- Reviews serious or systemic incidents, trends, and recommended improvements at least annually.

5.2 Executive Director

- Ensures this policy is implemented, communicated, and reviewed regularly.
- Ensures that serious incidents (including critical injuries, unsafe conditions, or suspected contraventions of OHSA) are managed in line with legal requirements, including timely reporting to:
 - The Ministry of Labour, Immigration, Training and Skills Development (MLITSD)
 - The Workplace Safety and Insurance Board (WSIB), where applicable
 - For incidents occurring on City of Mississauga property, the Executive Director ensures required notification to City Facility Staff and applicable City divisions.
- Ensures proper investigation, documentation, and follow-up, including communication of outcomes where appropriate.

5.3 Supervisors / Managers (e.g., Market Manager, Program/Events Managers)

- Act as first points of contact for incident reporting at events and programs.
- Ensure incidents are documented promptly using the appropriate Incident Report Form(s) (Appendix 1).
- Take immediate steps to:
 - Secure the scene and prevent further harm
 - Arrange first aid or emergency response
 - Notify the Executive Director without delay for serious incidents
 - When an incident occurs on City property, Supervisors/Managers must notify City of Mississauga / SAIB Facility Staff as soon as reasonably possible. City notification is not required for incidents that occur off City property.

-
- Support investigations, implement corrective actions, and follow up with affected individuals as appropriate.

5.4 Employees and Volunteers

- Take reasonable care for their own health and safety and that of others.
- Immediately report any incident, injury, near miss, hazard, or unsafe condition they observe or experience.
- Cooperate with incident investigations and follow safety instructions or corrective measures.

5.5 Vendors, Community Partners, and Contractors

- Comply with this policy and any additional safety requirements communicated by CreativeHub or the facility owner.
- Promptly report any incidents or hazards to the designated CreativeHub contact (e.g., Market Manager, Program Coordinator, or Executive Director).

6. What Must Be Reported

The following must be reported, regardless of perceived severity:

1. Injuries or Illnesses

- Any work/event-related injury or illness to staff, volunteers, vendors, or participants.
- Includes minor injuries (cuts, scrapes, slips, strains) and more serious injuries.

2. Critical Injuries

- Any injury meeting the definition of Critical Injury (Section 3). These require immediate notification to the Executive Director and may trigger mandatory reporting to the Ministry of Labour and other authorities.

3. Near Misses

- Any event that could have resulted in injury, illness, or damage but did not (e.g., trip hazard discovered, object falling but not striking anyone).

4. Violence, Harassment, or Threatening Behaviour

- Incidents covered under the Workplace Violence and Harassment Policy and Program, including threats, verbal abuse, physical altercations, sexual

harassment, and domestic violence that spills into the workplace or event site.

5. Property Damage or Equipment Failure

- Damage to facilities, equipment, vehicles, art installations, or staging that could impact safety or operations.

6. Hazardous Conditions or Environmental Concerns

- Spills, unsafe walkways, electrical hazards, structural concerns, crowding issues, unsafe load-in/out practices, or conditions related to construction or building access.

7. Security or Safeguarding Concerns

- Unauthorised access to restricted areas, theft, vandalism, or behaviour that may compromise the safety of staff, volunteers, or the public.

7. Reporting Process

7.1 Immediate Response

In the event of an incident:

1. Ensure Safety First

- Remove yourself and others from immediate danger where possible.
- Call 911 for medical emergencies, fire, or any situation requiring police or paramedic response.

2. Provide First Aid

- Follow posted first aid procedures and use first aid kits and AEDs where available.
- Contact on-site first aiders if designated.

3. Notify the On-Site Supervisor

- Inform the Market Manager, Program/Event Manager, or Supervisor as soon as possible.
- If they are not available or are involved in the incident, report directly to the Executive Director.
- If the incident occurs on City property, the Supervisor/Manager must notify City of Mississauga / SAIB Facility Staff immediately once safety has been secured.

7.2 How to Report

All incidents, injuries, and near misses must be reported as soon as possible, and no later than the end of the shift/event in which they occur.

Reporting can be done by:

- In-person or verbal report to a Supervisor/Manager or the Executive Director, followed by
- Completion of a written Incident Report Form (Appendix 1), which should include:
 - Date, time, and location of the incident
 - Names and contact information of those involved and any witnesses
 - Description of what happened and what was observed
 - Nature of any injuries or damage
 - Immediate action taken (first aid, 911, hazard control)
 - Any contributing factors or hazards observed

Where feasible, the Reporter should complete the form, but a supervisor may assist or complete it on their behalf, especially in emergencies or when support is needed.

For incidents occurring on City property, the Incident Report Form (Appendix 1) must include details of City notification. For incidents not on City property, City notification is not required.

For incidents involving harassment or violence, reporting may also use the Event and Program Harassment Complaint Form and follow the procedures in the Workplace Violence and Harassment Policy and Program.

7.3 Serious or Critical Incidents

For serious or critical incidents (e.g., critical injury, structural failure, major security issue, or serious violence):

- The Supervisor/Manager must immediately contact the Executive Director by phone or in person.
- The scene of the incident should be preserved as much as possible, except where necessary to:
 - Save a life or prevent further injury
 - Maintain an essential service
 - Prevent unnecessary damage to equipment or property

If a serious or critical incident occurs at SAIB or any other City-owned site, Supervisors must immediately notify both the Executive Director and City Facility Staff. If the incident occurs off City property, notification to the City is not required.

The Executive Director will determine and coordinate any legally required notifications (e.g., Ministry of Labour, WSIB, facility owner, City of Mississauga representatives, insurer).

8. Investigation and Follow-Up

8.1 Investigation

All incidents and near misses will be reviewed and, where appropriate, formally investigated to:

- Identify root causes and contributing factors
- Determine corrective and preventive actions
- Evaluate whether existing policies, procedures, or training need to be updated

Investigations may involve:

- Interviews with those involved and witnesses
- Review of physical conditions (e.g., site, equipment, layout)
- Review of relevant documentation and past incident data

For incidents of violence, harassment, or discrimination, investigations will follow the procedures outlined in the Workplace Violence and Harassment Policy and Program, including any required confidentiality safeguards and timelines.

For incidents occurring on City property, investigations may involve City Facility Staff and must take City procedures into account. Incidents off City property are investigated solely through CreativeHub's internal process unless otherwise required by law.

8.2 Corrective Actions

Based on the findings, CreativeHub may:

- Modify event layouts, procedures, or schedules
- Repair or remove unsafe equipment or infrastructure
- Enhance supervision, staffing levels, or role clarity
- Provide additional training, orientation, or communication
- Amend policies or checklists
- Implement other administrative or engineering controls

Where individual behaviour contributed to the incident, corrective action may include coaching, reassignment, or progressive discipline in line with applicable policies and contracts.

9. Confidentiality and Records

- Incident reports and investigation records will be kept confidential to the extent possible, and shared only on a need-to-know basis or as required by law.
- Records will be maintained in a secure location by the Executive Director or designate for at least the minimum period required by law and funders.

-
- Aggregate, de-identified data (e.g., trends, types of incidents, recurring hazards) may be shared with the Board, committees, and relevant partners to support continuous improvement.

10. Protection from Reprisal

No employee, volunteer, vendor, or participant will be penalized, disciplined, or experience adverse treatment for:

- Reporting an incident, injury, hazard, or concern in good faith
- Participating in an investigation
- Exercising their rights under OHSA or other applicable laws

Knowingly making a false or malicious report may itself be subject to corrective or disciplinary action, consistent with CreativeHub 1352 policies and contracts.

11. Training and Communication

- This Incident Reporting Policy will be shared with all employees, volunteers, and key contractors as part of orientation and annual refreshers.
- Event leads, supervisors, and managers will receive additional guidance on:
 - Recognizing and responding to incidents
 - Completing Incident Report Forms (Appendix 1)
 - Escalating serious or critical incidents
- Vendors and community partners will be informed of incident reporting expectations through:
 - Vendor/partner information packages
 - Contracts and/or orientation materials
 - On-site signage or briefings as appropriate

12. Review

This policy will be:

- Reviewed at least every two (2) years, or more frequently if required by legislative changes, facility requirements, or as a result of incident trends.
- Updated as needed, with revisions submitted to the Board of Directors for approval.

Incident Reporting Form

CONFIDENTIAL – Please complete and submit to the Market/Event Manager or Volunteer Captain if you are completing this by hand; if you are completing electronically, please submit to the Executive Director at meredith.wood@creativehub1352.ca.

A. Incident Information

1. Date of Incident: _____

2. Time of Incident (approx.): _____

3. Location of Incident (Check all that apply):

- ☐ SAIB – South End
- ☐ SAIB – North End (note: public access restrictions may apply)
- ☐ SAIB – Outdoor Grounds / Parking Lot
- ☐ Off-site Event: _____
- ☐ Load-in / Load-out
- ☐ Other: _____

Is the location managed by the City of Mississauga?

- ☐ Yes
- ☐ No

B. Reporter Details

Your Name: _____

Your Role: _____

- ☐ Staff
- ☐ Volunteer
- ☐ Vendor
- ☐ Community Partner

- ☐ Contractor
- ☐ Participant / Member of Public
- ☐ Other: _____

Phone/Email: _____

C. Individuals Involved

Name	Role	Contact Info	Injury (Y/N)

D. Type of Incident (Check all that apply)

- | | |
|---|--|
| ☐ Injury / Illness | ☐ Property Damage |
| ☐ Near Miss | ☐ Building/Facility Issue (City-owned site) |
| ☐ Hazard / Unsafe Condition | ☐ Equipment Failure |
| ☐ Violence | ☐ Environmental Hazard (spill, fumes, etc.) |
| ☐ Harassment / Threatening Behaviour | ☐ Other: _____ |

E. Description of the Incident

(What happened? What led up to it? What conditions were present?)

F. Injuries (If Applicable)

Describe the injury: _____

First Aid Provided?

- ☐ Yes
☐ No

If yes:
By whom? _____

Was EMS (911) contacted?

- ☐ Yes
☐ No

Taken to hospital/clinic?

☐ Yes

☐ No

If yes:

Where? _____

G. Witness Statements

H. Immediate Actions Taken

☐ Area secured

☐ Hazard removed / contained

☐ First aid administered

☐ Emergency services contacted

☐ City of Mississauga staff notified
(required only if incident occurred on City
property)

☐ Supervisor notified

☐ ED notified

☐ Crowd management enacted

☐ Equipment shut down

☐ Other:

Describe actions:

I. Notification Record

1. CreativeHub 1352 Notifications

Who did you notify?

- ☐ Market Manager
- ☐ Program/Event Manager
- ☐ Supervisor
- ☐ Executive Director

Name: _____

Date/Time: _____

2. City of Mississauga / SAIB Staff Notifications

Complete this section **only if** the incident occurred on City property. If the incident did not occur at SAIB or another City-owned facility, this section does not apply.

Because the City owns the SAIB, all building-related hazards, injuries, structural concerns, emergencies, or safety issues must be reported to City staff.

Was City of Mississauga Staff notified?

- ☐ Yes
- ☐ No (If no, explain why) _____

Name of City / SAIB Staff Contacted: _____

Department (if known):

- | | |
|--|---|
| ☐ SAIB Facility Staff | ☐ Maintenance / Operations |
| ☐ Culture Division | ☐ Security |
| | ☐ Other: _____ |

Date/Time Notified: _____

Method:

- | | |
|--------------------------------|---------------------------------------|
| ☐ Phone | ☐ In person |
| ☐ Email | ☐ Other: _____ |

Summary of what was reported to City staff:

J. Contributing Factors (Check all that apply)

- | | |
|--|---|
| ☐ Weather | ☐ Construction / access restrictions |
| ☐ Physical environment | ☐ Human error |
| ☐ Crowd/visitor behaviour | ☐ Inadequate PPE |
| ☐ Equipment malfunction | ☐ Medical event |
| ☐ Building/facility issue | ☐ Other: _____ |

K. Evidence Attached?

- | | |
|---|-------------------------|
| ☐ Photos | List attachments: _____ |
| ☐ Videos | |
| ☐ Written statements | _____ |
| ☐ Other documents | |

L. Reporter Declaration

I confirm the information provided is accurate to the best of my knowledge.

Signature: _____

Date: _____