

Office of the Chief Risk Officer

2019 Annual Report



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WHO WE ARE

Established in 2013, the Office of the Chief Risk Officer (OCRO) oversees Campus Enforcement and Patrol, Environmental Health and Safety and Enterprise Risk Management. This includes the development and implementation of an emergency management program; maintaining a risk management framework; the safety and security of people and property of the university; and the environmental health and safety programs.

www.mun.ca/ocro

Mission:

The OCRO works collaboratively with the Memorial University community to provide a safe, secure and healthy environment with a managed, proactive approach to risk through engagement and education that supports teaching, learning, living and working on campus.

Vision:

Memorial University's OCRO will be regarded by its peers as a leader in the fields of emergency preparedness, health and safety, security and risk management. We strive to be collaborative and innovative when developing and implementing programs, initiatives and best practices.

BUILDING A SAFER CAMPUS

To maintain and further improve the health and safety culture, and focusing on the seven findings from the 2018 climate study, Memorial held its inaugural Health and Safety Symposium on June 4, 2019. The theme for the Symposium was *Building a Safer Campus* and was a day-long event that featured workshops aimed at increasing participant health and safety knowledge with a focus on health.

Over 180 staff attended the symposium, which also provided Workplace Health and Safety Committees (WHSC) an opportunity to network with colleagues. The day opened with welcoming remarks from senior leaders from both administration and academic groups. All campuses were included through technology and the attendees were engaged with the use of an app to ask questions and capture feedback throughout the day. Overall feedback received a score of 95% highlighting the symposium was informative and interesting.





WORKPLACE VIOLENCE & HARASSMENT

Memorial University is committed to a respectful workplace and providing a work experience free from harassment or violence. Effective January 2020 the Government of Newfoundland and Labrador implemented changes to the Occupational Health and Safety (OHS) regulations. The new legislation addressed worker-on-worker violence, family violence in the workplace, development and implementation of a harassment plan and risk assessments.

A pan-university working group was struck to implement the required changes, formalize the prevention plan and develop the training. The group included representation from the Office of the Vice-President (Administration and Finance), Environmental Health and Safety, Human Resources, Faculty Relations, Sexual Harassment Office, Marine Institute and the Grenfell Campus.

Faculty and staff completed training through the online learning platform Brightspace, which consisted of four modules for all employees and a fifth module for roles that have any type of supervision. At the end of 2019, 83% of all workers had completed this training.



ESSENTIAL SYSTEMS

The OCRO uses multiple systems to ensure the health and safety of the Memorial University community. These include Memorial's Incident Report System (MIMS) and the MUN Safe application. MUN Safe is an app that lets Memorial University students, staff, faculty and visitors quickly access campus resources 24/7 such as emergency push notifications, emergency procedures, incident reporting and more.

An integration between MUN Safe and MIMS has been completed, which allows direct reporting from the app to MIMS. This has streamlined the incident reporting process and decreased response time. MIMS currently has 286 active users from the university community.

MUN Safe subscribers increased 33% from 2018 to 2019. MUN Safe is used for various notifications including weather, hazardous waste spills, health updates, power outage updates, testing and general warnings.

MUN SAFE HAS
24,000
SUBSCRIBERS

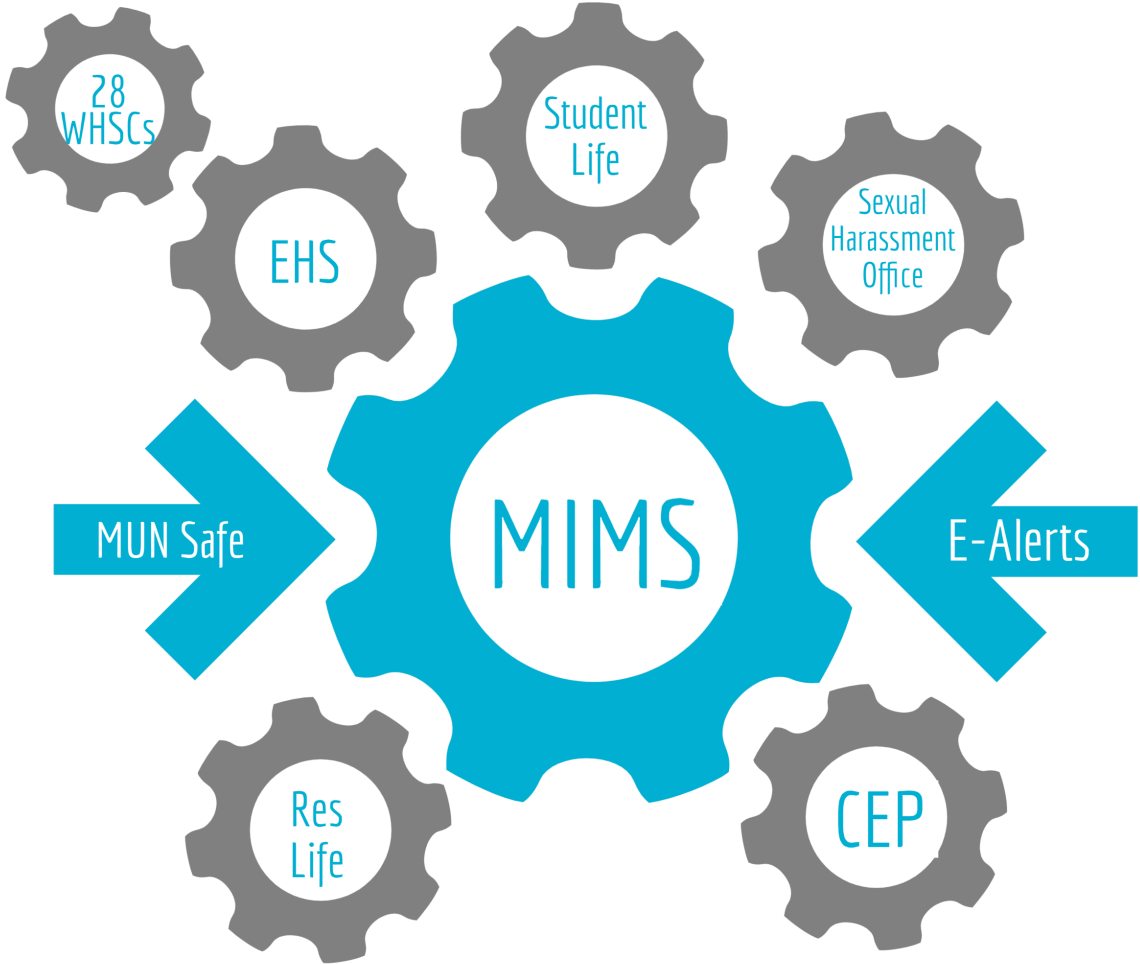


MUN RELEASED

38

NOTIFICATIONS
IN 2019

SYSTEM AND DEPARTMENT INTEGRATION





EMERGENCY EVACUATION DRILLS

Ensuring the health and safety of students, faculty and staff during an emergency is critical. Building evacuation drills are one way to prepare for an emergency and help create a safe campus environment.

This year's annual evacuation drills at St. John's campus were conducted at 43 regularly occupied facilities. The drills were facilitated by the EHS unit with assistance from volunteer emergency building wardens and drill evaluators across Memorial. The average evacuation time per building was 3 minutes and 25 seconds.

During the 2019 building evacuations the audibility of alarm systems was measured in 12 buildings that were previously identified as requiring attention. Four of these buildings subsequently required upgrades, while one building required further sampling to ensure compliance with the National Building Code of Canada for audibility of alarms.





CONTRACTOR SAFETY MANAGEMENT

43

Construction projects

82

Contractors approved

86

Hot work permits issued

324

Inspections completed



CONFINED SPACE ENTRY

A working group was established in 2019 with representatives from EHS, Facilities Management and Technical Services. The goal of this group is to identify and assess confined spaces on campus, ensure adequate controls are in place for safe entry, and to develop an up to date formalized confined space entry program. To date 57 confined spaces have been confirmed.

CONTROLLED GOODS PROGRAM

Memorial is registered with the federal government's Department of Public Works and Government Services (PWGS) Controlled Goods Program (CGP). This allows authorized members of the university to examine, possess and transfer controlled goods, including International Traffic in Arms Regulations (ITAR) items, in Canada.

Memorial has designated EHS as the unit providing oversight of the CGP. This oversight includes the completion of security assessments of all employees who require access to controlled goods and ensuring security measures are in place to prevent unauthorized access. Memorial has six employees authorized to examine, possess and transfer controlled goods.

22 INDUSTRIAL HYGIENE ASSESSMENTS

NOISE



INDOOR AIR QUALITY



TEMPERATURE



CHEMICAL EXPOSURES



MOULD



UNIVERSITY OF SHEFFIELD

UNIVERSITY OF SHEFFIELD
DEPARTMENT OF
HEALTH AND SAFETY

UNIVERSITY OF SHEFFIELD
DEPARTMENT OF
HEALTH AND SAFETY

Scotchline
Professional Materials



BIOSAFETY

All work involving biohazards at Memorial is approved by the Institutional Biosafety Committee (IBC), which is comprised of subject matter experts from within the university. There were 64 active internal biosafety certificates. In February, the Cold-Ocean Deep-Sea Research Facility (CDRF) at the Ocean Sciences Centre successfully obtained an aquatic containment level 3 (AQC3) certification. This certification allows for a more extensive scope of work to be conducted at the facility. The CDRF is the first university and fifth institution in Canada to hold AQC3 status.



LABORATORY SAFETY

Memorial's EHS unit continued a risk based approach to lab inspections, resulting in 280 lab inspections, identifying 1020 non compliances. These inspections identified the need for flammable and corrosive resistant storage cabinets. Funding was provided to purchase 35 corrosive cabinets and 21 flammable storage cabinets, which were installed in 2019.



RADIATION SAFETY

All work involving nuclear substances and radiation devices at Memorial is approved by the University Radiation Safety Committee (URSC), which is comprised of subject matter experts from within the university. The EHS unit also managed 29 active internal radioisotope user permits (RUP) and 18 registered x-ray emitting devices (XED).

RISK ASSESSMENT

Memorial recognizes that all members of the university community have a right to a healthy and safe work and study environment. Hazard identification and risk management are the cornerstone of any health and safety management system (HSMS), as unidentified hazards cannot be eliminated or controlled. The objective is to reduce risk to as low as reasonably achievable (ALARA).

EHS is responsible for providing guidance to all levels of management, employees and students on matters pertaining to hazard identification and risk management. The goal of EHS is to train all units and departments in the hazard identification and risk management element.

Seven risk control teams were formed with members of the Facilities Management Operations and Maintenance unit, to start the hazard identification and risk management process. In addition, a risk control team was formed for the Process Engineering department with the Faculty of Engineering and Applied Science. A total of 15 risk assessment sessions were conducted.



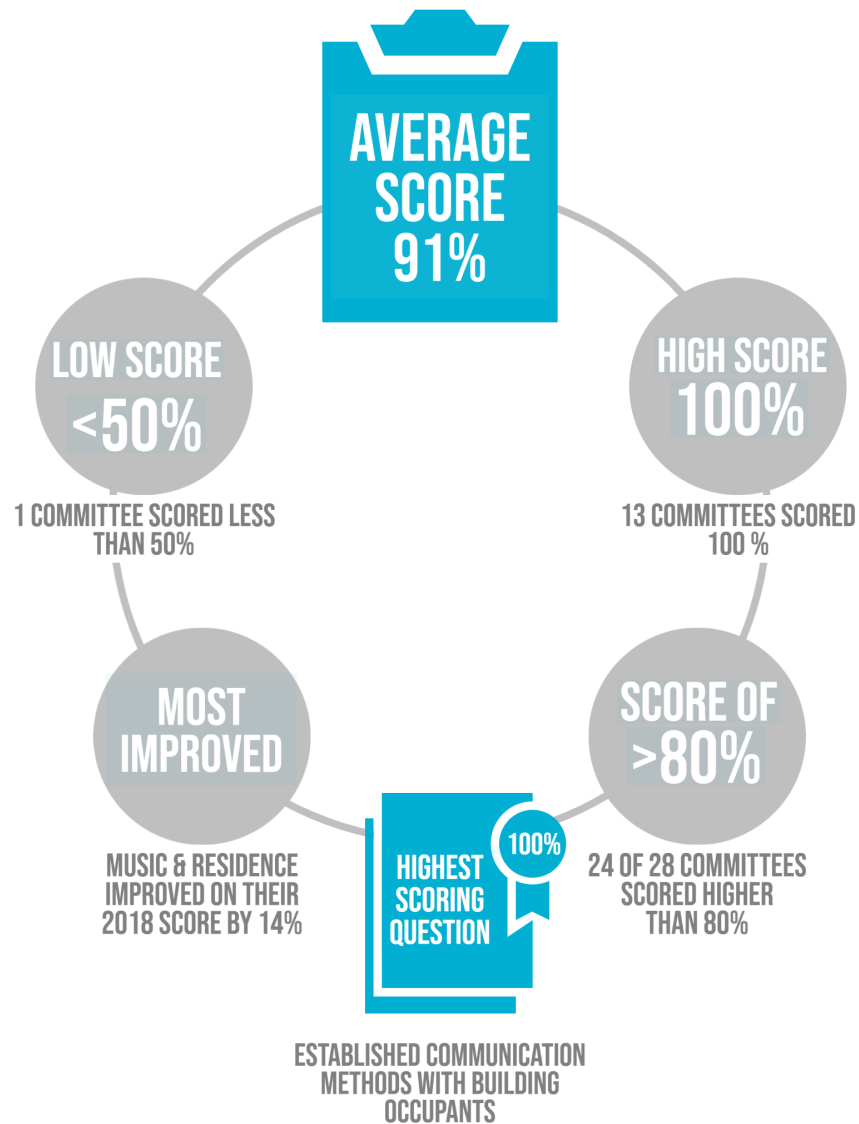
WORKPLACE HEALTH AND SAFETY COMMITTEES

Workplace Health and Safety Committees (WHSC) are a vital part of Memorial's safety culture. The OCRO works with the WHSC committees to help stimulate and raise awareness of health and safety issues occurring at the university. The committees are comprised of management and workers, and provide a forum for communication between the employer and the worker to address health and safety concerns in the workplace. The 2019 WHSC audits resulted in 13 committees achieving a 100 per cent.

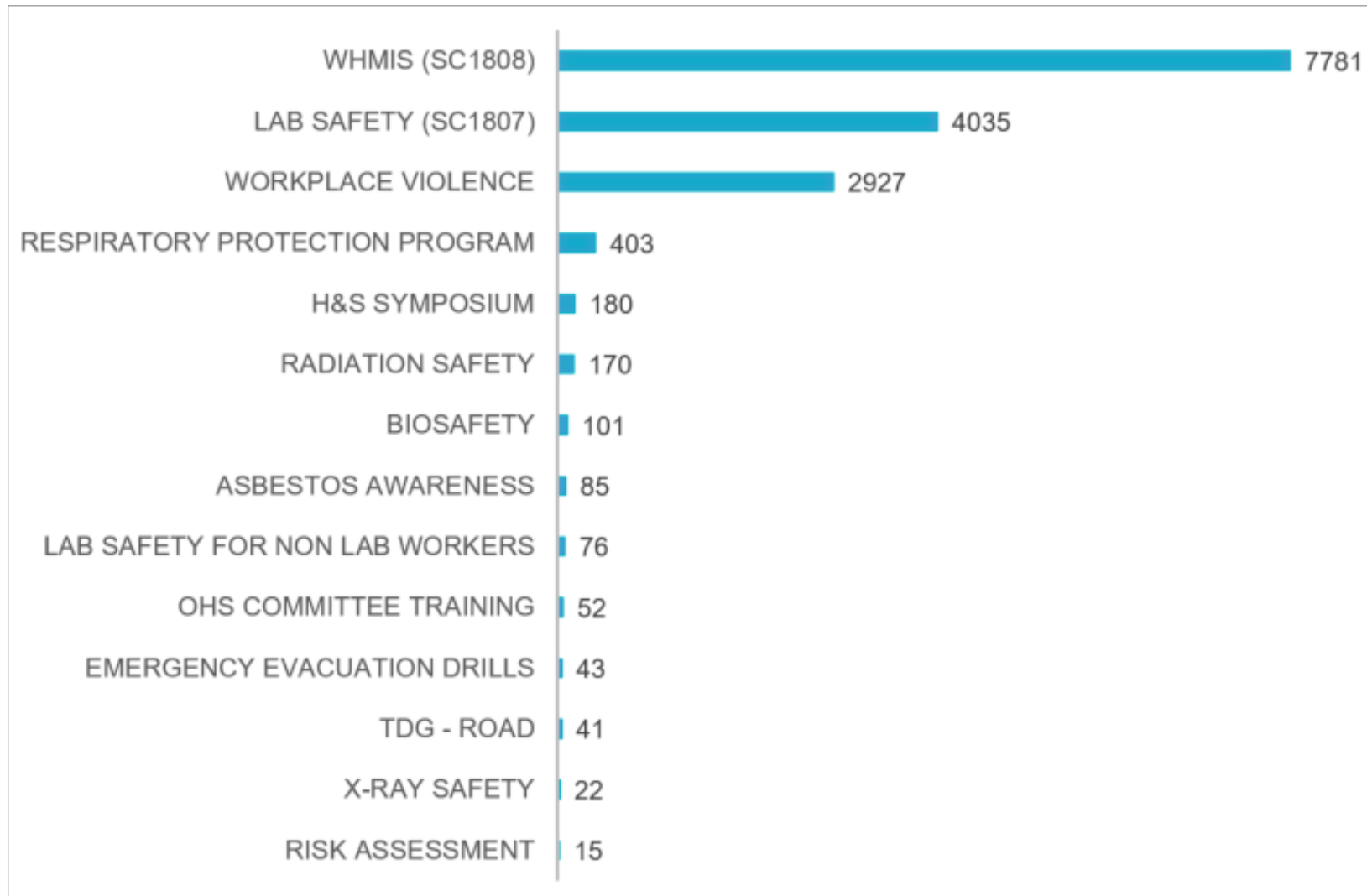
COMMITTEES SCORING 100%

ARTS AND ADMINISTRATION	THE HOUSES
BRUNEAU CENTER	HSC
BUSINESS ADMIN	LABRADOR INSTITUTE
CHEMISTRY PHYSICS	MUSIC
COLLEGES	RESIDENCES
GRENFELL CAMPUS	SERT
HOLYROOD MARINE FACILITY	

WORKPLACE HEALTH AND SAFETY COMMITTEE AUDIT RESULTS



2019 HEALTH AND SAFETY TRAINING

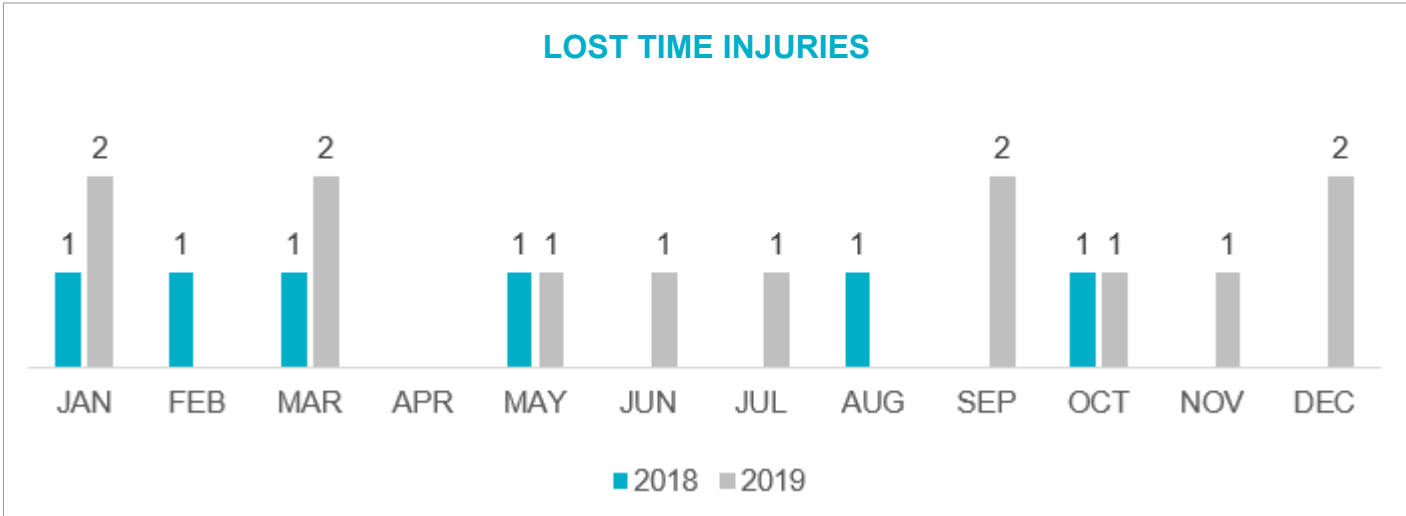
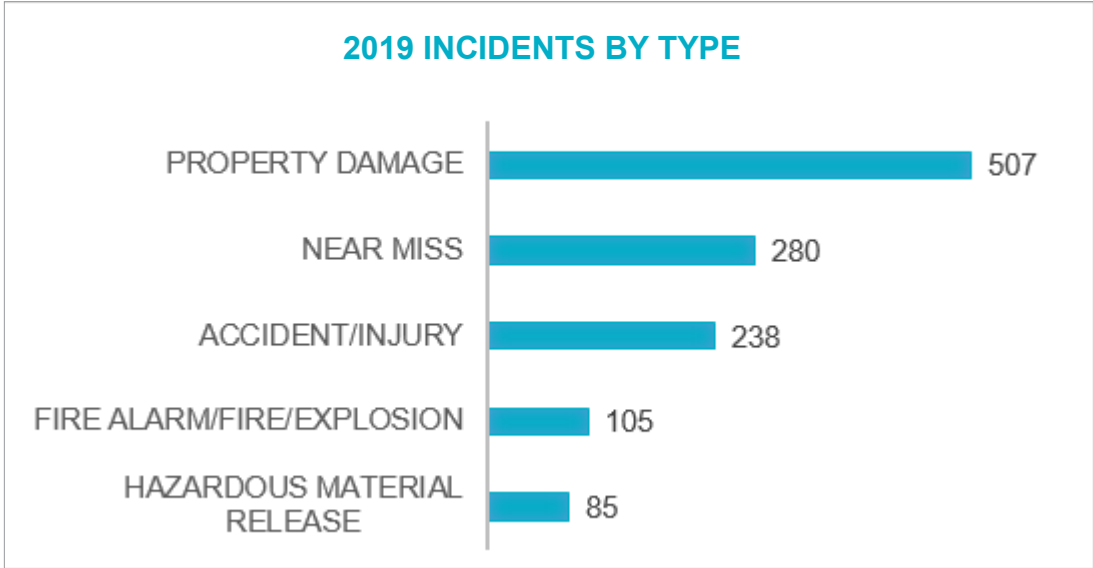


HEALTH AND SAFETY ANALYTICS

The Office of the Vice-President (Administration and Finance) has an online metrics dashboard to provide a visual representation of key measures for the administration and finance portfolio. This interactive data informs and illustrates trends and themes over time. Health and safety culture is a key component of this site, with the OCRO providing up to date safety statistics for this website.



HEALTH AND SAFETY REPORTING





COMMUNICATIONS CONTROL CENTRE UPGRADE

The Communications and Control Centre (CCC) of Campus Enforcement and Patrol (CEP) plays an integral role in helping to create a safe and secure campus for all members of the university community. Risks have arisen in the operations of the CCC, as multiple systems are reaching end of life and critical points are at risk of failure, with no ability to accommodate planned campus expansion.

The upgrades for the CCC are necessary to permit integration of systems, provide opportunities for efficiency, improve work procedures, and reduce maintenance costs. These upgrades will also allow the systems to reside in a central university data center, which is maintained by Information Technology Services. This will allow additional redundancy and ensure the security of CCC systems and data.

A steering committee to oversee the upgrade of the CCC was created in 2019, which includes key stakeholders in the CCC project. This committee has developed and released a Request for Proposal (RFP) for the main components of the project. The RFP included the procurement of a video management system, camera replacement, and a building alarm system. The RFP will close in 2020, while this will be a multi year upgrade, substantial work is expected to be completed in 2020.



OFFICER TRAINING PROGRAM

CEP continues to implement a comprehensive, multi-year training program for its officers. This includes implementing officer certification in a number of recognized, credible training programs. In 2019, CEP also added three new programs.

Feedback from CEP officers has been overwhelmingly positive, as the training continues to aid officers in the performance of their duties. The CEP training program will continue its implementation throughout 2020.



“Campus Enforcement and Patrol will continue to pursue educational opportunities for its staff as we strive to better respond to the needs and challenges of a modern, ever-changing university environment,”
- Training Officer Alex Tucker

Officer Training Programs

Certified Protection Officer
Public Safety Telecommunicator
Advanced Security Training
First Aid, CPR and AED
Suicide Alertness
Diversity Awareness
Incident Command System
Mental Health First Aid
Naloxone Administration
Cannabis Legislation
New - Basic Life Support
New - Customer Service
New - Management of Aggressive Behavior



ACTIVE INTRUDER TRAINING

Every member of the Memorial University community has the right to study, work and live in a safe, non-threatening environment. Memorial University is committed to providing and maintaining such an environment.

An active intruder threat involves a situation where an individual or individuals come on campus with the intention to cause serious harm to others. In 2019, the Enterprise Risk Management Committee (ERMC) approved a new active intruder preparedness video. This video will work to educate the university community on responding to these situations.



EMERGENCY MANAGEMENT


In 2019, Memorial's Enterprise Risk Management Committee (ERMC) approved the new St. John's Region Emergency Management Plan. This new plan incorporates three campuses – St. John's, Signal Hill and Marine Institute, into one plan while still ensuring emphasis is placed on unique campus issues such as landlord relations at the Marine Institute. The plan also aligns with the important component of public engagement.

The proposed plan will allow each campus to support each other in the event of an emergency. Lessons learned from past emergencies show that human resources are often stretched thin during incidents, and smaller campuses have less staff to rely upon. Having the three campuses in the St. John's region merged into one plan, and all trained in the same response management model, will ensure there are sufficient resources available to respond regardless of the campus and the circumstances.

"The new St. John's Region Emergency Plan now incorporates the importance of public engagement, and lessons learned from other emergencies and best practices."
- Holly Tobin,
Emergency Management Analyst




The President's Award for exemplary service

 **MEMORIAL UNIVERSITY OF NEWFOUNDLAND**

WE DO by these presents bestow upon
LYNETTE WELLS
 in recognition of a continued record of
 exemplary service as attested by
 colleagues and peers


**THE PRESIDENT'S AWARD FOR
 EXEMPLARY SERVICE**

Jan M. Pettit
Dean, School of Business



R. H. ...
President and Vice-Chancellor

December 2019

 **Memorial**
 University of Newfoundland

The President's Awards for Exemplary Service recognizes employees that have demonstrated outstanding service and/or who have made significant contributions to the university community. For the second time in her career, Officer Lynette Wells received this prestigious award in 2019.

DISTURBING, THREATENING, & VIOLENT BEHAVIOUR

The OCRO oversees the implementation and management of the Assessment and Care Protocol (ACP) for Memorial. The ACP works to identify disturbing, threatening or violent behaviour, and is intended to enhance safety and security by establishing and ensuring a co-ordinated, timely, high-level, centralized approach for the identification, mitigation and response to certain behavioural incidents.

373
INCIDENT
REPORTS



5
CASES

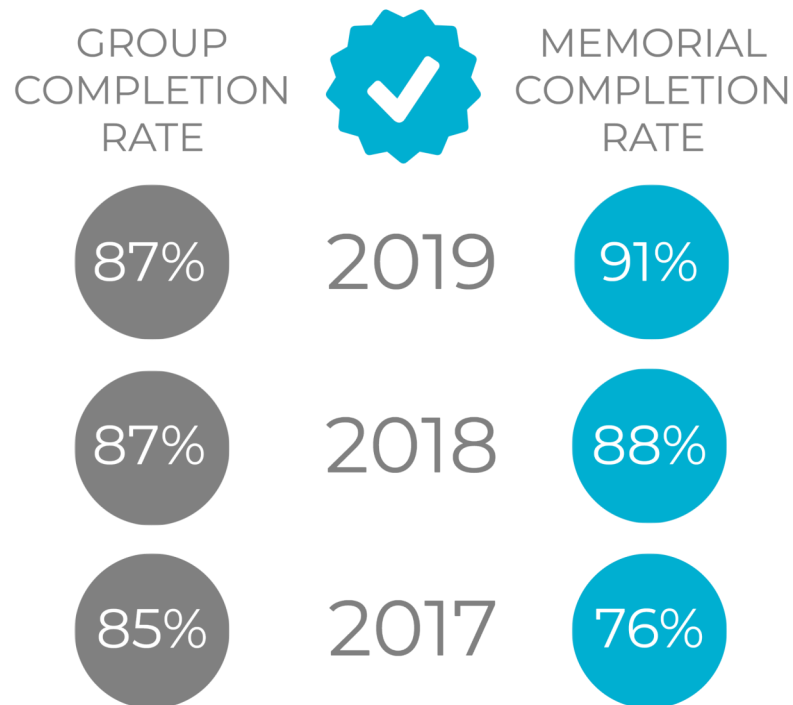


12
COMMITTEE
MEETINGS



INSURANCE

As part of Memorial's participation in the Canadian Universities Reciprocal Insurance Exchange (CURIE) there are annual inspections of the campuses. These serve to highlight risk from both property and liability perspectives. Over the past four years, Memorial has worked diligently using a risk based approach to address the outstanding recommendations highlighted in these inspections. Memorial continued in 2019 to have an improved score, while also achieving higher than the national average when compared to similar sized universities.



THE PAY PER USE PARKING APP HAD OVER

137,000
TRANSACTIONS IN 2019



PARKING APP

Memorial University introduced the Passport Canada Parking application on campus in May 2017. This application provided an alternative to the coin meters, which are continuously vandalised and damaged. The application also provides electronic payment, session top up, customer support and electronic receipts. The app that enforcement officers use also includes a built in grace period for customers.

Usage of the application increased by 68 per cent from 2018 to 2019. October 2019 had a peak in monthly transactions of over 18,000.

In 2019, the ERM and EHS teams relocated to the Facilities Management building, joining CEP



OUR TEAM

Michael Fowler, Interim Chief Risk Officer
Mary Beth Delaney, Manager of Strategic Planning and Operations
Cindy O'Driscoll, Administrative Staff Specialist I
Lisa Cook, Administrative Staff Specialist I

ENTERPRISE RISK MANAGEMENT

Dave Janes, Coordinator, Risk & Insurance
Kendra Picco, Senior Risk Analyst
Ann Marie Pickup, Risk Analyst

ENVIROMENTAL, HEALTH & SAFETY

Barbara Battcock, Associate Director
Mark Bailey, Coordinator, Field Services
Darrell Gosse, Advisor
Pat St. Croix, Advisor
Kelly Taylor, Industrial Hygienist
Kendra Whelan, Coordinator, Chemical Management & Assurance
Dr. Rod Hobbs, Radiation & Biosafety Control Officer
Jon Collins, Advisor
Mike Yetman, Advisor

CAMPUS ENFORCEMENT & PATROL

Fred Rideout, Acting Manager - Protective Services
Holly Tobin, Emergency Management Analyst
Jake Stanford, Assistant Manager (PT)
Helen Bennett, Senior Clerk
Marsha McEvoy, Parking Office Clerk

Adam Brookings, Officer
Alex Tucker, Officer
Allyssa McCarthy, Officer
Brian Bambrick, Officer
Colin Lane, Officer
Corina Bartlett, Officer
Craig Stephenson, Officer
Dana Burry, Officer
Daniel Power, Officer
Darrin Kelly, Officer
Deborah Noseworthy, Officer
Dee Reese, Officer
Dion Brushett, Officer
Francis Lockyer, Officer
Geoff Howse, Officer
Gerald Westcott, Officer
Gregory Kelsey, Officer
Jason Bennett, Officer
Jason Murphy, Officer
John Hatfield, Officer
Joseph Clancey, Officer
Kevin Howard, Officer
Kyle Bartlett, Officer
Leonard Mullins, Officer
Lynette Wells, Officer
Marsha Hackett, Officer
Matthew Peddle, Officer
Melanie Mullett, Officer

Michael Fewer, Officer
Michael Parrott, Officer
Nelson Peddle, Officer
Patrick Smith, Officer
Penny Kennedy, Officer
Robert Hayes, Officer
Robert Wall, Officer
Ryan Fifield, Officer
Ryan Simmons, Officer
Sean Bulger, Officer
Sean Ford, Officer
Terry Gilbert, Officer
Tim St. Croix, Officer
Wendy Murphy, Officer



OFFICE OF THE CHIEF RISK OFFICER

Memorial University of Newfoundland
Facilities Management Building
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