



2020 ANNUAL REPORT

Office of the Chief Risk Officer

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MESSAGE FROM THE CHIEF RISK OFFICER

As we write this report for 2020, we recognize what a difficult year it has been. We know that the statistics we are presenting do not fully represent the challenges that the Memorial community has faced during the pandemic. But, as we look forward to the future, we must also reflect on the successes that we have achieved. It has not been a normal year, but that is ok, because we have managed to get through it by supporting each other and working together. The teamwork that has been needed to support the academic mission has been essential and I am proud of the work of the entire community. 2020 has been the year of flexibility and empathy. It started off with Snowmageddon and then transitioned into the COVID-19 pandemic, and together we have dealt with the challenges.

Over the past year, the Office of the Chief Risk Officer (OCRO), along with all units of Memorial University, has been incredibly busy working to achieve our goals in a greater variety of ways than ever before. Memorial's success in working through the COVID-19 pandemic has been due to the hard work and teamwork of many. Our pandemic response has been fluid and always changing so there is a need to acknowledge the hard work of all of Memorial in getting through this. ITS has enabled a smooth transition to an online environment; Facilities Management has been working through major capital projects all the while delivering essential services to support those who need to be on campus; academic units have had to rapidly transition to support students, complete research and deliver the academic mission. We all have had a role to play in successfully managing this pandemic. Even though I have only mentioned a small number of departments, all have been involved in our many successes.

The statistics and the information presented in this report provide an overview of the challenges and the risks the university has faced over the last year. 2020 saw engagement in a large number of capital projects and renovations on campus which required resources to ensure that the work was conducted in a safe manner. The statistics do not fully capture the fact that residences had a decreased capacity of students, but that we were a provincial designated isolation site for students entering the province and Canada. The incident rates were lower with a decreased number of students, but they are not entirely reflective of the level of risks. Through surveys conducted by the Provost's Office, we know that there were challenges students faced with the transition in learning environments that are not necessarily reflected in the incident statistics.

As you read through this report, please help us celebrate the challenges of 2020 and the successes that Memorial University has achieved. I am incredibly proud of the dedicated individuals that are part of the OCRO. The Campus Enforcement and Patrol Officers that have been on site 24/7 during 2020, through Snowmageddon and the pandemic, always ensuring a safe and secure environment; Environmental Health and Safety have reviewed countless health and safety plans, provided training, managed the safety of a record number of projects and provided advice on how to safely manage work place hazards; Enterprise Risk Management and Insurance have been continually assessing risks, providing technological solutions to challenges and ensuring adequate insurance coverage; and Emergency Management who have been fully engaged and supporting leadership and the university community in business continuity and emergency management throughout 2020. We are a team that supports each other and supports the university, and we all work together to achieve common goals. It is important to thank all those individuals who make up the OCRO team for the hard work they have put forward as evidenced by the results in this report.

Greg McDougall

WHO WE ARE

The Office of the Chief Risk Officer (OCRO) oversees Memorial University's Environmental Health and Safety, Enterprise Risk Management, Campus Enforcement and Patrol, Emergency Management, Insurance and Assessment and Care Protocol programs. The 2020 OCRO Annual Report provides an overview of activities pertaining to these essential university programs during the 2020 calendar year.

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:

The 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.



ENVIRONMENTAL HEALTH AND SAFETY

The Environmental Health and Safety (EHS) unit of the OCRO serves as a resource to the university to assist all members with meeting their obligations to provide a safe and healthy work, teaching and learning environment.

EHS takes a lead role in advising the university community on a wide range of health and safety issues and undertakes a central coordinating role for the development and implementation of health and safety management systems (HSMS). The EHS unit is responsible for developing, maintaining and auditing the university's HSMS.



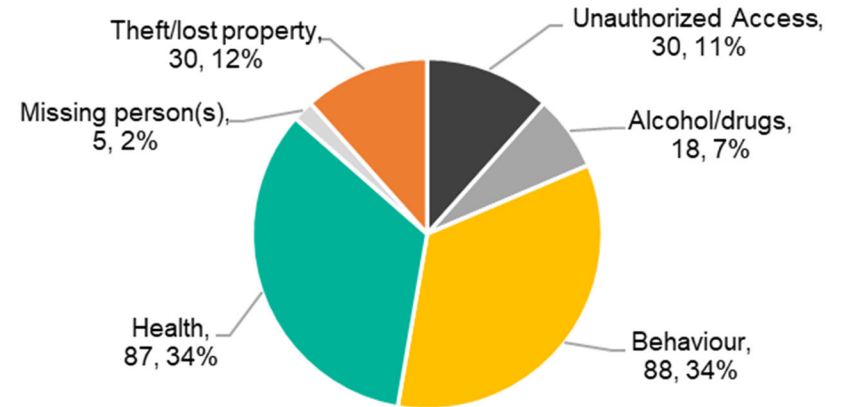
MEMORIAL'S INCIDENT MANAGEMENT SYSTEM (MIMS)

Incident reporting is an essential component of a health and safety management system. Work-related incidents are tracked and investigated so that preventative measures can be implemented. Memorial provides multiple methods for the university community to report hazard observations in Memorial's Incident Management System (MIMS) via the [MUN Safe](#) application or the web-based [e-alert page](#).

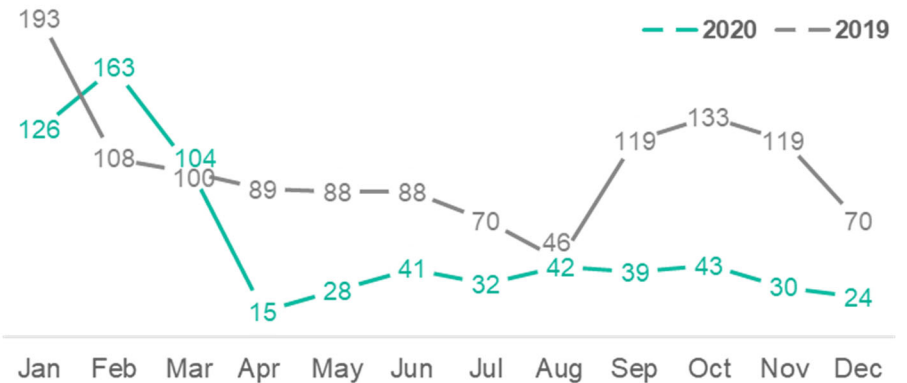
MIMS is also used by other university groups for incident reporting and risk management. The system is used to manage all health and safety, security and student based incidents from the dispatch or reporting stage, through the investigation, corrective action implementation and lessons learned. The system has analytical capabilities used for statistical reporting and risk-based decision making. For example, Campus Enforcement and Patrol, Student Residences, Student Life and other units can track incidents and share information with each other to provide security and safety supports to students and other members of the university community.

MIMS has enabled the university to report and follow up on incidents and hazards during closures and emergencies during the year, including a state of emergency (Snowmageddon) and the COVID-19 pandemic. Improvements to the system in 2020 included new task and dispatch types, updated procedures and a version upgrade that improved functionality for reporting.

Security Related Incidents 2020



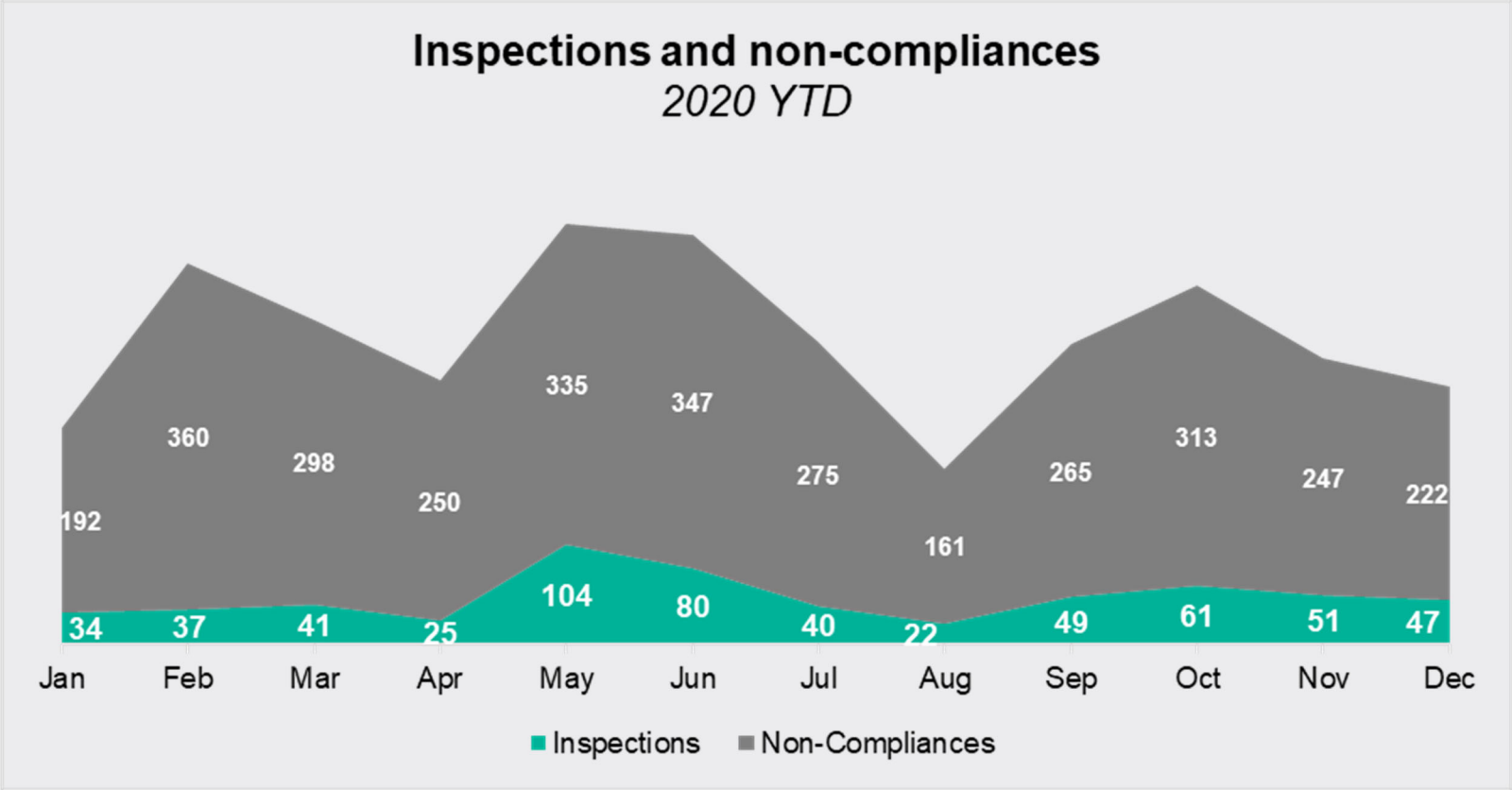
Safety Related Incidents 2019-2020



The decline of incident reporting in 2020 compared to 2019 is assumed to be an outcome of the COVID-19 pandemic, which resulted in lower populations on campuses due to the move to online learning and employees working from home.

INSPECTIONS AND NON-COMPLIANCE REPORTING

Non-compliances are captured at Memorial through hazard reporting, inspections and incident investigations. Inspections are an essential component in the proactive approach to health and safety on Memorial’s campuses. In 2020, EHS continued completing inspections for buildings, laboratories and contractor sites. This program component has increased hazard awareness with a goal of preventing accidents and/or injuries.



CONTRACTOR SAFETY MANAGEMENT

The Contractor Safety Management program oversees the administration and monitoring of contractor health and safety programs and activities at Memorial University. These measures ensure contractors understand their collective responsibility with respect to the Occupational Health and Safety Act and Regulations and Memorial University policies.

161
Contractor
approvals

508
Inspections
completed

49
Hot work
permits

2,365
Non-
compliances

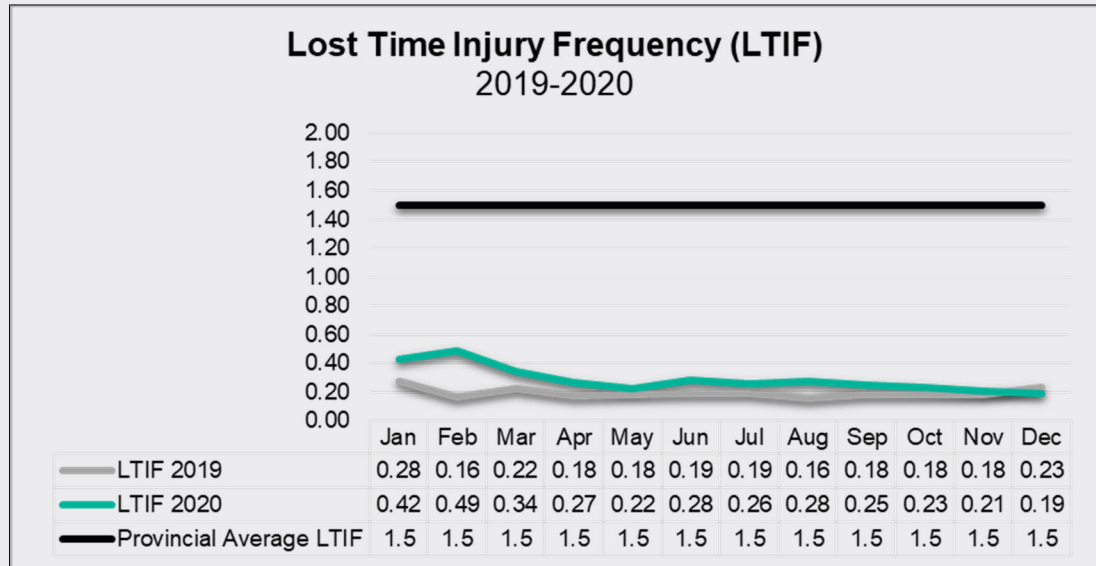
ACCIDENTS AND LOST TIME INJURIES

Accidents have decreased in 2020 when compared to the same period for 2019.

Lost time injuries (LTIs) lead to time away from work due to injuries. In 2020, there were 12 lost time injuries. This is the lowest that Memorial has documented in the last four years, and a 20% reduction from 2019.

The lost time injury frequency rate remains a key indicator of Memorial's health and safety culture. Memorial has adopted Occupational Safety and Health Administration's (OSHA) standard to calculate LTI frequency rates. OSHA has established specific calculations that enable any organization to report their lost time rates and benchmark this data.

Faculty and staff - accident/near miss reporting					
Type		YTD 2019	YTD 2020	+/-	% Diff
Injuries	Lost time	15	12	-3	-20%
	Medical treatment	21	10	-11	-52%
	First aid	41	17	-24	-59%
Report only		77	42	-35	-45%
Near miss		206	100	-106	-51%
Lost time injury frequency		0.23	0.19	-0.04	-17%
All injury frequency		0.55	0.35	-0.20	-37%



Causes of LTIs:

- 4
Slips, trips and falls
- 2
Repetitive motion
- 1
Pushing/pulling object
- 1
Lifting object
- 2
Contact with object/equipment
- 2
Other

INDUSTRIAL HYGIENE

Industrial hygiene at Memorial deals with the recognition, evaluation and control of environmental health hazards. These health hazards may include conditions which cause illnesses or diseases that impair the health of faculty, staff and students. Industrial hygiene assessments and monitoring is conducted to identify health hazards such as chemicals, viruses, noise and temperature extremes. Controls are implemented to ensure a healthy and safe work environment.

19

Industrial hygiene
assessments completed
in 2020.

Noise

Mould

Indoor air quality

Heat stress

Dust

Chemical storage

Asbestos abatement

19

Low risk jobs

54

Moderate risk jobs

13

High risk jobs



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 items under the International Traffic in Arms Regulations (ITAR) items, in Canada.

The oversight of the program includes completion of security assessments of all employees who require access to controlled goods and ensuring security measures are in place to prevent unauthorized access. In 2020, five Memorial employees were authorized to examine, possess and transfer controlled goods. Memorial's CGP was audited by PWGS inspectors in 2020 and was found to be in full compliance with the Controlled Goods Act and Regulations.

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 59 active internal biosafety certificates at Memorial in 2020, with work taking place in 171 authorized containment zones (i.e. laboratories).

The Cold-Ocean Deep-Sea Research Facility at the Ocean Sciences Centre (OSC) was recertified at Aquatic Containment Level (AQC) 3 in 2020.

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. There were 25 active internal radioisotope user permits (RUP) in 2020, with work taking place in 35 authorized laboratories. In addition, there were 17 registered x-ray emitting devices (XED) at Memorial in 2020.

WORKPLACE HEALTH AND SAFETY COMMITTEES

Memorial has 29 Workplace Health and Safety Committees (WHSC) with approximately 230 committee members. These committees and their members are essential in improving the university's health and safety climate. Even though the majority of the year was conducted remotely, committees remained active. Since 2014, WHSC audit scores have increased from 60% to 94%.

Results of the 2020 university-wide committee audit:

94%

Average audit score

12

Committees scored
100%

90%

Of committees scored
80% or higher



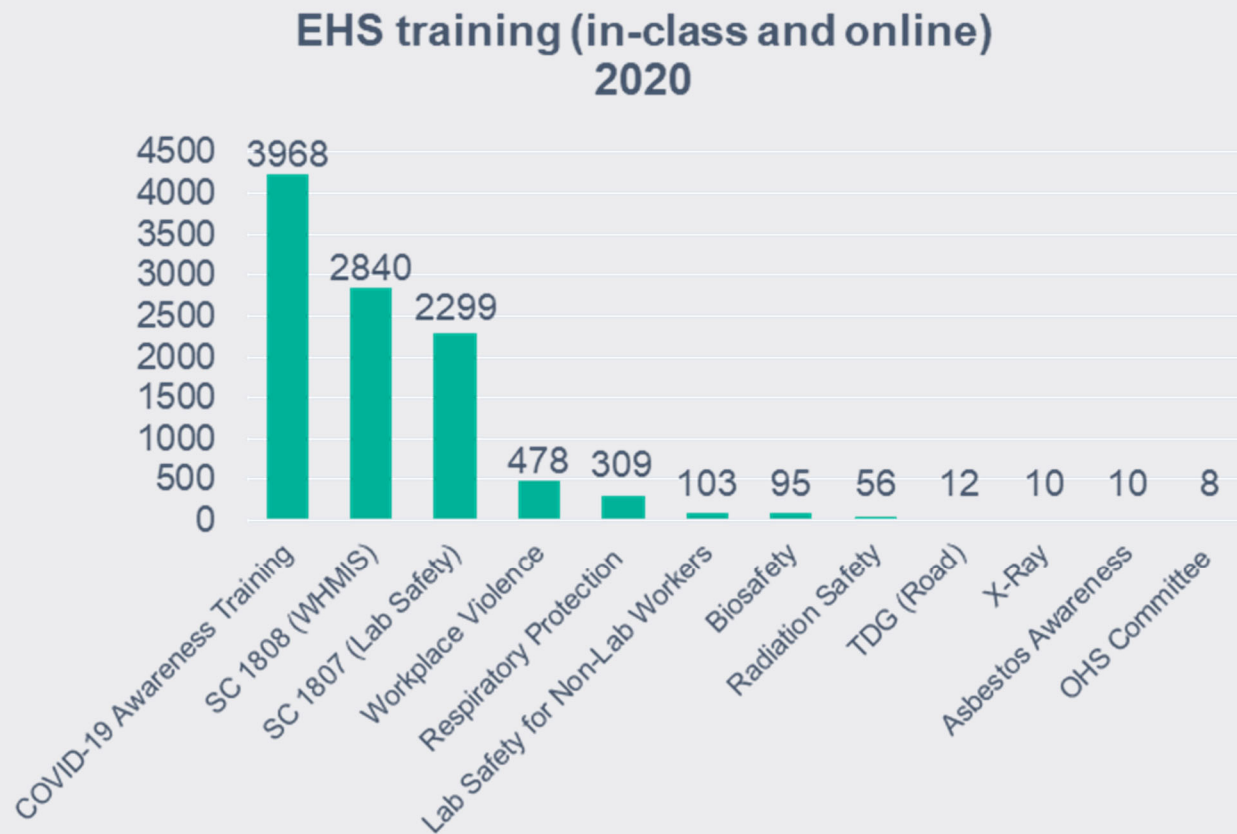
The Education Building committee improved their score by 38% since 2019.



The lowest score was 74%

HEALTH AND SAFETY TRAINING

Health and safety training is an important component of the successful implementation of a health and safety management system. Training programs help decrease incidents and assist faculty, staff and students in adopting healthy and safe work practices.



RESPECTFUL WORKPLACE

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 requires that all employees participate in mandatory workplace violence prevention training, which addresses worker-on-worker violence, family violence in the workplace, development and implementation of a harassment plan and risk assessments.

With this new legislation, Memorial has begun tracking statistics relating to formal and informal employee complaints relating to workplace violence and harassment. This tracking is completed by the Department of Human Resources and the Office of Faculty Relations. As this is a recent initiative, there is limited data available at this time, but additional comparative data will be provided in future reports.

2
Formal
complaints in
2020

3
Informal
complaints in
2020

Formal complaints include one complaint that upon review, did not fall within the policy.

All informal complaints/concerns were addressed with the procedures for early resolution of respectful workplace concerns.

ASSESSMENT AND CARE PROTOCOL

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.

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

In 2020, there was a decrease in the number of incidents reported and cases dealt with, compared to recent years. This is assumed to be an outcome of the COVID-19 pandemic, which resulted in lower populations on campuses due to the move to online learning and employees working from home.

146

Incident reports

4

Cases

7

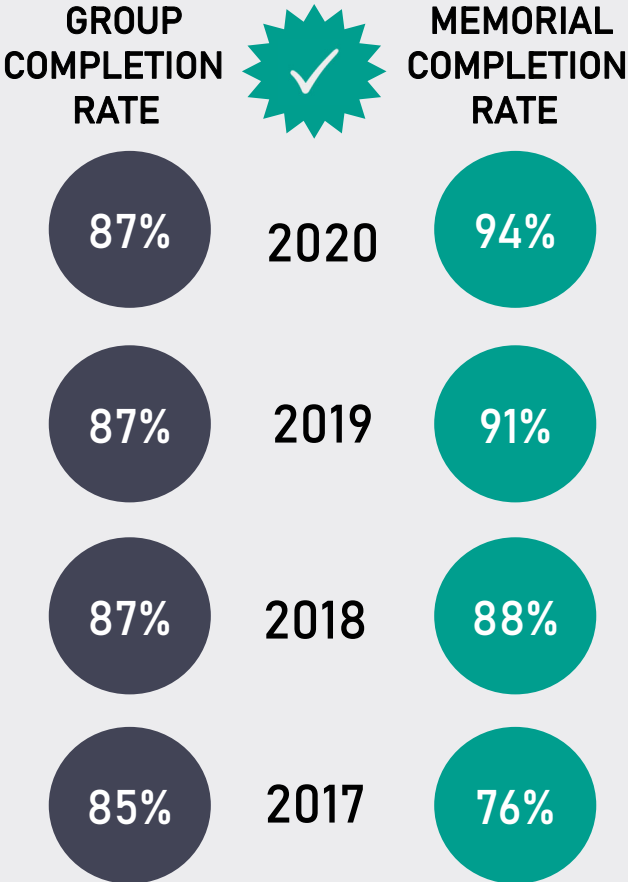
Meetings of the ACP Committee

Disturbing, threatening or violent behaviours include:

- Destructive
- Harmful or threatening to others
- Suicidal
- Risk taking
- Hostile/aggressive
- Poor self-care/judgement
- Substance abuse or self-medication
- Emotionally troubled
- Lack of trust and suspicion of others
- Aggression

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. In 2020, Memorial continued to improve scores while also achieving higher than the national average when compared to similar sized universities.



MUN SAFE

MUN Safe Alerts is a free service that delivers emergency alerts to Memorial University students, faculty and staff via the MUN Safe app, social media and email accounts during a campus emergency.

In the fall of 2020, a separate channel for the Labrador Institute was launched in the MUN Safe app. This new channel features resources specific to the Labrador Institute, as well as university-wide health and safety functions. The MUN Safe app now includes channels for St. John's campus, Grenfell Campus, Marine Institute and Labrador Institute.

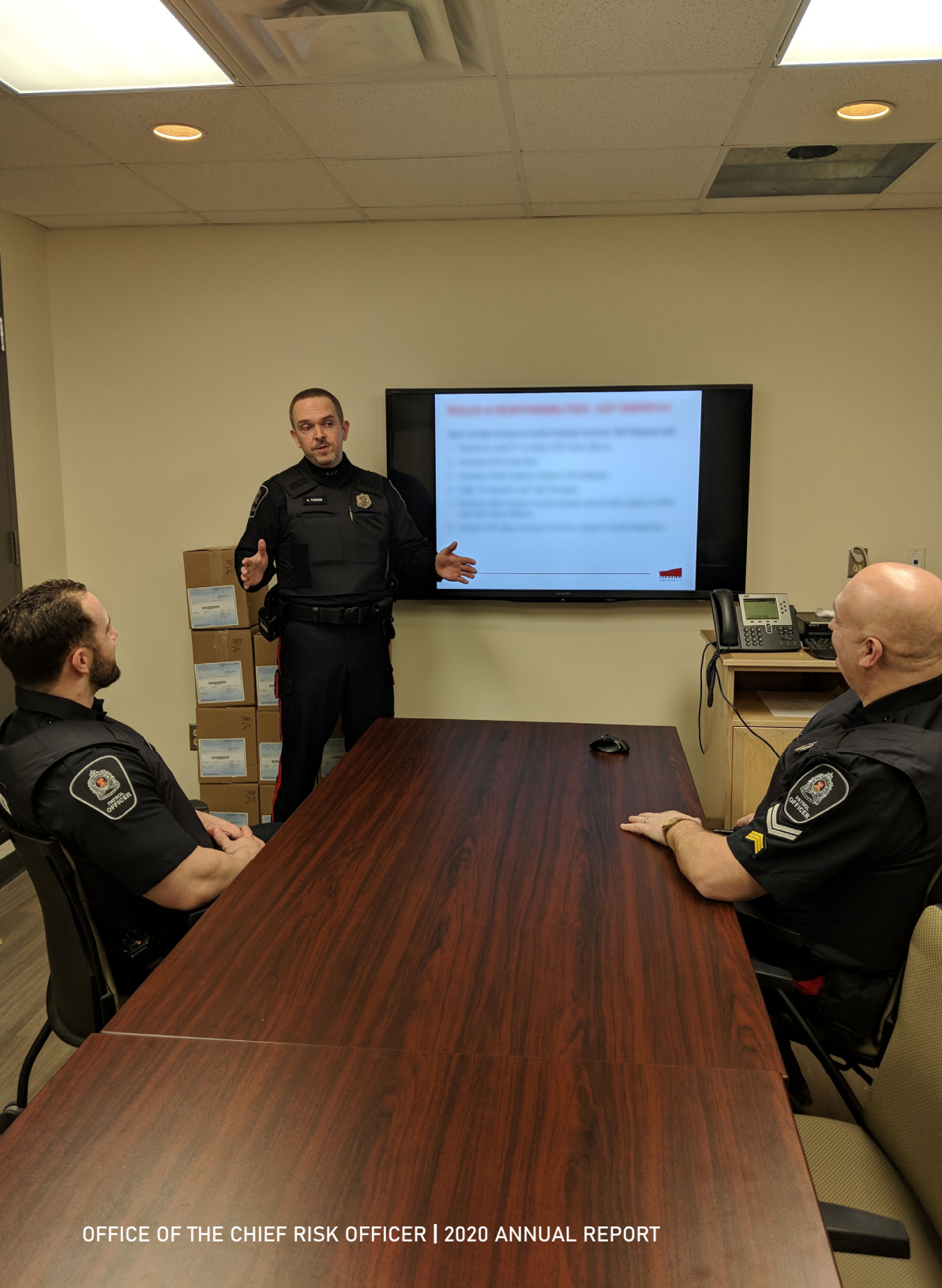


CAMPUS ENFORCEMENT AND PATROL



Campus Enforcement and Patrol (CEP) aims to provide a safe and secure campus environment to all students, staff, faculty and visitors. In 2020, while much of the university community were able to attend classes and perform their duties remotely from home, the staff of CEP were on campus, continuing to provide 24-7 security services to the St. John's and Signal Hill campuses.

CEP officers have shown their commitment to the university and their professionalism throughout the year by holding fast and continuing with their critical role in supporting Memorial's operations. Officers were expected to report to work during periods of uncertainty, such as during the state of emergency in January 2020 and at the beginning of (and throughout) the pandemic, when very little was known about COVID-19. CEP has proven to be flexible and adaptable to the changing environment, while meeting regular operational needs, training requirements and program development.



APPLIED SUICIDE INTERVENTION SKILLS TRAINING

Campus Enforcement and Patrol (CEP) continues to implement a comprehensive, multi-year training program for its officers. In 2020, CEP identified the Applied Suicide Intervention Skills Training (ASIST) program as a necessary course for CEP officers to address the risk of suicide on campus. CEP officers are expected to respond to calls for assistance with mental health crisis which includes suicide ideation, threats and attempts.

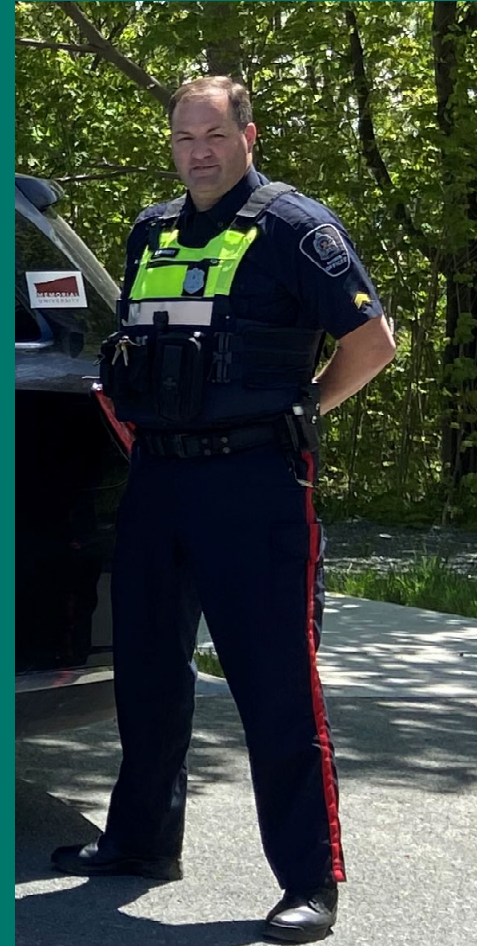
ASIST is a two-day, face-to-face workshop featuring powerful audiovisuals, discussions, and simulations. At an ASIST workshop, participants learn how to prevent suicide by recognizing signs, providing a skilled intervention, and developing a safety plan to keep someone alive.

CEP worked with Memorial's Student Wellness and Counselling Centre (SWCC) to identify individuals qualified to become instructors and in November 2020, the CEP Professional Development Officer and a staff member from SWCC completed the ASIST instructor course. The two trained instructors have begun delivering the training program to CEP officers and other members of the broader campus community.

NEW UNIFORMS

In 2020, the Campus Enforcement and Patrol (CEP) uniform committee worked diligently to develop and implement a new uniform and distribution system for CEP officers. The committee extensively researched uniform options that would meet the needs of the officers that are expected to work and respond in a variety of conditions and to ensure the safety of the officers was at the forefront.

The committee oversaw the procurement process, which included the requirement for a new point-based ordering system to be included. The process also included changes to make the ballistic vest carrier reflective to make the officers more visible while on campus. This enhances officer safety while responding at night, and also makes it easier for the campus community to recognize and identify CEP officers.



COMMUNICATIONS CONTROL CENTRE UPGRADES

The Communications Control Centre (CCC) of Campus Enforcement and Patrol on the St. John's campus plays an integral role in helping create a safe and secure campus for all members of the university community in the St. John's region. The CCC provides coordination of emergency response systems, including all phone calls (emergency and non-emergency), alarm monitoring (burglar, panic and fire alarms), and monitoring of the security camera system.

A CCC upgrade project is currently underway, which will allow integration of systems and provide opportunities for efficiencies, improve work procedures, and reduce maintenance costs. This investment in the CCC is necessary as multiple systems are reaching end of life and expansion of the systems to accommodate the new buildings on Memorial's expanding campuses has become a challenge. The upgrades will also allow for the centralization of systems to the university data center, which will provide system redundancy and elevated data protection for all security systems. The systems being upgraded include:



Video Management System



Building Alarm System



Door Access System



Fire Alarm System



Call Recording System

A steering committee to oversee the upgrade of the CCC was created in 2019, which includes key stakeholders in the management of the CCC systems. In 2020, and throughout the COVID-19 pandemic, the steering committee has continued to work to ensure all upgrades continued to advance and progressed procurement and contract awards for the main components of the project, including the new call recording system, video management system, camera replacement hardware, and building alarm system.

Upgrades to the CCC security systems will continue into 2021, with the majority of upgrades being complete by the end of the year.

STATE OF EMERGENCY: SNOWMAGEDDON

Staff of the Office of the Chief Risk Officer, in addition to other units at Memorial, stepped up to support the university through an unprecedented winter storm and state of emergency in January 2020.



STATE OF EMERGENCY: SNOWMAGEDDON

A record-breaking winter storm hit St. John's on January 17, 2020 and resulted in Memorial University's St. John's campuses being closed for nine days. The response effort started before the storm even began. As the forecast materialized in the days before the storm, the Office of the Chief Risk Officer began coordinating with many units across the St. John's region to ensure the campuses were prepared to weather the storm. Memorial's emergency operations centre (EOC) was activated in advance of the storm to facilitate this planning.

The campuses cancelled classes and shut down most operations in anticipation of the storm; however, Memorial never really closed. Approximately 1,200 students and 60 families were living on campus, research projects were ongoing and essential services had to be maintained. The EOC ensured these services continued, despite the harrowing weather conditions.

As the storm closed in on the Avalon Peninsula region on the morning of January 17, approximately 40 employees and contractors came to the St. John's campus not knowing how long they'd be there. Once the state of emergency (SOE) was declared, staff in units like Campus Enforcement and Patrol (CEP), Facilities Management and Aramark, the dining hall service provider, hunkered down to live and work on campus for an indeterminate amount of time.

Advanced planning by the EOC ensured essential staff who were on campus were well taken care of with accommodations pre-arranged in residence and meals provided by the dining hall. They were able to carry out their duties to ensure the safety and security of residents on campus and keep essential roadways and entrances cleared while ensuring their own safety and comfort.

Memorial's CEP officers went above and beyond during this time. The team was on campus for 52 hours; two casual employees stayed for 72 hours. During the first days when shift changes were allowed, officers were picked up at their residences and brought to work for 24-hour shifts and then driven home again.

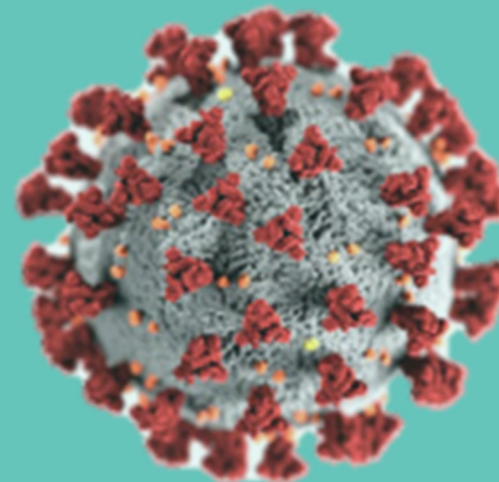
During the storm, the EOC coordinated the response and liaised with municipal and provincial agencies to support the response efforts on campus. This was done virtually for the first time in the history of Memorial's emergency responses. The EOC remained active throughout the nine-day closure, and oversaw the massive undertaking to clear snow from the 10 km of roadways, 15 km of pathways, 3,600 parking spaces, 500 doors, 20 major sets of stairs and 83 fire hydrants, in addition to keeping the roadways to the Health Sciences Centre and Janeway Children's Hospital accessible.

LIVING WITH COVID-19

The emergence of COVID-19 in early 2020 caused Memorial University to quickly make changes to its regular operations. The Office of the Chief Risk Officer upheld its vision and mission to the university community by rapidly moving into a support role, providing guidance for living with COVID-19. This included advice on health and safety protocols, campus densities, emergency management, business continuity, campus security, risk management, liaison with external partners and oversight and support for the student self-isolation centre.

COVID-19 EMERGENCY RESPONSE

The OCRO began monitoring the COVID-19 situation in January 2020 when cases started to rise internationally. Meetings with key departments began in February to assess the impacts and determine how to proceed with updating plans. On March 6, the Pandemic Preparedness Committee met and established a number of sub-groups to complete updates to their assigned sections of the pandemic plan. Before the plan was fully revised, the World Health Organization declared a pandemic on March 11. Memorial activated its Emergency Operations Centre (EOC) and switched from planning and preparedness to response on March 13. On March 14, the province of Newfoundland and Labrador reported its first case of COVID-19 and on March 18, the province declared a public health emergency.



The EOC ramped up response operations immediately. Initial decisions were made with the goal to transition to remote learning, reduce the number of students in residences and reduce the number of employees on campuses. Once these decisions were made, the EOC moved towards ensuring continuity of operations and ongoing health and safety of the campuses.

Throughout the preparedness and response phases, the Office of the Chief Risk Officer and the EOC worked closely with the Regional Health Authorities and Health and Community Services to ensure Memorial was following best practices and receiving accurate and timely information and advice. The EOC remained active until May 8, at which point university operations returned to regular decision making processes with the caveat that the Vice-President (Administration and Finance) could re-activate the EOC if conditions warranted it.

The Enterprise Risk Management unit of the OCRO assisted with business continuity planning at the beginning of and throughout the pandemic. This work involved gathering information from units on their critical functions, staffing, physical resources and information technology needs. The information was used by the EOC and administration to direct resources and provide support to the units to help them to continue their critical functions during the pandemic.

COVID-19 HEALTH AND SAFETY

The response to the COVID-19 pandemic challenged normal university operations. Canadian Occupational Health and Safety (OHS) laws, both provincial and federal, were not prescriptive to address the pandemic, leaving the obligation on employers to take measures to protect workers against COVID-19. Legislation also states that an emergency response plan must be implemented for potential hazards in the workplace. These obligations required the implementation of public health measures in the workplace.

From the on-set of the COVID-19 pandemic, the OCRO's Environmental Health and Safety unit (EHS) was an essential part of Memorial's Emergency Operations Centre (EOC). EHS expertise has been critical in supporting the university's research and academic plans as well as the establishment of key principles for on campus activities.

Memorial's EHS unit focused on educating and preventing the virus from entering into, or spreading in, the workplace through researching and assessing various work areas and risks. To prevent the spread of COVID-19 on Memorial campuses, a number of measures were taken in response to the pandemic. This included the development of health and safety plans, creation of resources including a health and safety moment, building access controls, density assessments, a self-assessment tool, signage, PPE evaluations and COVID-19 awareness training. As the pandemic progressed throughout 2020, controls were adapted to suit the needs of the university community. For example, the use of non-medical masks was introduced on campus in August and testing of exempted workers entering the province was implemented for those visiting campus.

Part of fighting the spread of COVID-19 is good and regular hand hygiene. Early in the pandemic, when alcohol-based hand sanitizer was in scarce supply, Memorial found an on-campus solution for the university's needs. EHS was part of the team involved in manufacturing the hand sanitizer, which was bottled and distributed to critical workers who remained on campus performing important functions for the university.



COVID-19 USE OF MUN SAFE



The MUN Safe app has been utilized as a platform to assist the university community during the COVID-19 pandemic. It has been used extensively to share communications regarding COVID-19, including health information, suspensions of classes, employee updates and interruptions to services.

A button was added to link to the university's COVID-19 Information Hub to give users access to important updates and resources. In July 2020, Memorial's COVID-19 self-assessment was converted into an online tool in the MUN Safe app for users' convenience and to help with compliance, with 15,892 self-assessments completed in the app in 2020.

A link to the COVID Alert App from the Government of Canada was also added to the main page of the app for the university community to download. Another tool added to the app was the access to campus form, which was required for anyone resuming on-campus work activities as the university's risk level changed in conjunction with the provincial alert levels.

3,900+

COVID-19 awareness
training sessions completed

15,892

Daily self-assessments
completed via MUN Safe

100+

EHS COVID-19 site
assessments completed

1,500+

Health and safety plans
reviewed

DENSITY CALCULATOR

The public health guidelines for physical distancing means keeping our distance from one another. To assist with managing campus densities, the Office of the Chief Risk Officer, with assistance from Information Technology Services in the Office of the Chief Information Officer, developed and launched a density calculator.

The density calculator is an online tool that allows individuals to calculate the maximum occupancy of an on-campus space. The suggested limits available in the tool are calculated based on the wall-to-wall floor area of each room.

COVID-19 Density Calculator

The public health guidelines for physical distancing means keeping our distance from one another. The suggested limits are available in the tool below and calculated based on the wall-to-wall floor area of each room.

This information should guide decisions regarding maximum occupancy levels and complement units' approved health and safety plans.

The screenshot displays the COVID-19 Density Calculator interface. On the left, a 'Filter' section includes a 'Search' input and dropdown menus for 'Facility' (St. John's Campus), 'Building' (FM -- Facilities Management), 'Floor' (2), and 'Room' (FM-2039). The main area shows room details: Building Capacity (281 @ 114sq.ft. per person), Floor Capacity (172 @ 114sq.ft. per person), Room (FM-2039), Area (618), Room Type (Open Office (Admin)), Category (Departmental Admin Space), Subcategory (Office (Admin)), Department (Chief Risk Officer (CRO)), and Division (Vice-President (Administration & Finance)). On the right, a risk assessment panel shows 'Low Risk' (114 sq.ft. per person) and a slider for 'Estimate the percent of floor space occupied by items such as furniture, equipment, displays, etc.' set at 0%. A blue bar at the bottom of the panel displays '6 people (114 sq. ft.)'.

COVID-19 TABLETOP EXERCISE

On November 5, 2020, the Office of the Chief Risk Officer facilitated a virtual COVID-19 tabletop exercise for the St. John's and Grenfell campuses and its community partners – Eastern Health, Western Health and Health and Community Services.

A tabletop exercise is designed to establish a learning environment for participants to exercise plans and related policies and procedures in a safe, no-fault environment. To ensure an effective exercise, subject matter experts and representatives from numerous departments/units took part in the planning process, exercise play and evaluation. The goal of the exercise was to strengthen interagency readiness against COVID-19 through a series of facilitated group discussions.

In addition to the participants, the exercise had a number of observers from Memorial units, College of the North Atlantic, Health and Community Services and the Health Authorities.

The exercise was conducted over a period of three-hours. All participants provided excellent feedback, found the exercise to be a great networking opportunity and allowed them to have a greater understanding of each other's plans and operations. Improvements were made to processes within the university after the exercise.

Tabletop Exercise Objectives

- Sharing information on response capabilities, plans and procedures to identify and respond to a case of COVID-19 on a Memorial University campus.
- Identifying areas of interdependence between the university, Public Health and the Regional Health Authorities.
- Developing an action plan to enhance readiness.
 - Confirming arrangements for notification, coordination and internal/external communications with the confirmation of a COVID-19 case.
 - Confirming procedures related to the management of a suspected case before and after confirmation.
- Reviewing plans to clarify lines of accountability (roles and responsibilities) and communication to enable a timely, well-coordinated and effective response.

STUDENT SELF-ISOLATION

As a result of the COVID-19 pandemic, individuals entering Newfoundland and Labrador from outside of the province have been required to self-isolate upon arrival. This includes new and returning international and domestic Memorial University students.

In 2020, Memorial University was identified by Immigration, Refugees and Citizenship Canada (IRCC) as one of Canada's Designated Learning Institutions (DLIs) with an approved COVID-19 readiness plan and was permitted to welcome new international students to campus. A student self-isolation centre was set up on campus and support programs were developed for students isolating on and off campus.

The St. John's campus student self-isolation centre has been successfully running with the leadership of the Internationalization Office, Student Wellness and Counselling Centre, Student Residences, Facilities Management, Student Support Office, Marine Institute, and the Office of the Chief Risk Officer.

The Office of the Chief Risk Officer has provided support to the student self-isolation program, including liaison with Public Health, security and emergency assistance and health and safety assessments, to ensure a safe and successful self-isolation facility.

To support students in self-isolation over the holidays, OCRO staff packed and delivered 60 gift bags to students isolating, along with student staff who provided critical support to the self-isolation program.



For their dedication and commitment to the health and safety of the Memorial community, the Environmental Health and Safety team was awarded the President's Award for Exemplary Service in 2020.



PRESIDENT'S AWARD FOR EXEMPLARY SERVICE

The President's Award for Exemplary Service is presented to employees who have demonstrated outstanding service and/or who have made significant contributions to the university community beyond that normally expected for their positions.

The Environmental Health and Safety (EHS) team in the Office of the Chief Risk Officer has advanced Memorial's health and safety culture pan-university. This eight-person team is led by Barbara Battcock and includes Kelly Taylor, Kendra Whelan, Mark Bailey, Jon Collins, Rod Hobbs, Darrell Gosse and Pat St. Croix.

Over recent years, EHS has made significant health and safety accomplishments. EHS has developed and implemented a health and safety management system following the ISO 45001 Standard, participated in the realignment of workplace health and safety committees, helped advance the multi-year Lab Life Health and Safety Project, organized an inaugural Health and Safety Symposium at the Signal Hill Campus, and implemented an online four-module training program on workplace violence and harassment, as per the new Occupational Health and Safety legislative changes.

While dealing with the COVID-19 pandemic, EHS has maintained OHS compliance for existing federal and provincial programs such as radiation, biosafety, controlled goods, chemical management, industrial hygiene, emergency evacuation drills, asbestos management, confined space, construction projects, scientific diving and operational risk assessments to ensure the health and safety of Memorial's faculty, staff and students.



OUR TEAM

OFFICE OF THE CHIEF RISK OFFICER

Greg McDougall, Chief Risk Officer
Mike Fowler, Interim Chief Risk Officer
Neha Bhutani, Manager of Strategic Planning and Operations
Mary Beth Delaney, Manager of Strategic Planning and Operations
Cindy O'Driscoll, Administrative Staff Specialist I
Shane Regular, Administrative Secretary
Helen Bennett, Senior Clerk
Marsha McEvoy, Intermediate Clerk Stenographer
Chris Cogan, COVID-19 Support

ENTERPRISE RISK MANAGEMENT

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

ENVIROMENTAL HEALTH AND SAFETY

Barbara Battcock, Director of Environmental Health and Safety
Kelly Taylor, Industrial Hygienist
Kendra Whelan, Coordinator, Chemical Safety Management
Mark Bailey, Coordinator, Field Services
Dr. Rod Hobbs, Radiation and Biosafety Control Officer
Darrell Gosse, EHS Advisor
Pat St. Croix, EHS Advisor
Jon Collins, EHS Advisor
Michael Yetman, EHS Advisor

EMERGENCY MANAGEMENT

Holly Tobin, Emergency Management Analyst

CAMPUS ENFORCEMENT AND PATROL

Darren Reid, Director of Protective Services
Fred Rideout, Manager
Jake Stanford, Assistant Manager
Brian Bambrick, Officer
Corina Bartlett, Officer
Kyle Bartlett, Officer
Jason Bennett, Officer
Adam Brookings, Officer
Dion Brushett, Officer
Sean Bulger, Officer
Dana Burry, Officer
Joseph Clancey, Officer
Michael Fewer, Officer
Ryan Fifield, Officer
Sean Ford, Officer
Terry Gilbert, Officer
Marsha Hackett, Officer
John Hatfield, Officer
Robert Hayes, Officer
Kevin Howard, Officer
Geoff Howse, Officer
Darrin Kelly, Officer
Penny Kennedy, Officer
Gregory Kelsey, Officer
Colin Lane, Officer
Francis Lockyer, Officer
Allyssa McCarthy, Officer
Jason Murphy, Officer
Wendy Murphy, Officer
Deborah Noseworthy, Officer
Michael Parrott, Officer
Matthew Peddle, Officer
Nelson Peddle, Officer
Daniel Power, Officer
Melanie Quero Baez, Officer
Dee Rees, Officer
Ryan Simmons, Officer
Patrick Smith, Officer
Tim St. Croix, Officer
Craig Stephenson, Officer
Alex Tucker, Officer
Robert Wall, Officer
Lynette Wells, Officer
Gerald Westcott, Officer



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