

2021 ANNUAL REPORT

January-December

Office of the Chief Risk Officer



CONTENTS

03. MESSAGE FROM THE CHIEF RISK OFFICER
04. WHO WE ARE
05. TRANSFORMING OUR HORIZONS
06. CORE SCIENCE FACILITY
08. COVID-19
09. ENVIRONMENTAL HEALTH AND SAFETY
10. CONTRACTOR SAFETY MANAGEMENT
11. MEMORIAL INCIDENT MANAGEMENT SYSTEM
12. MUN SAFE
13. WORKPLACE HEALTH AND SAFETY COMMITTEES
14. WHSC AUDIT RESULTS
15. RESPECTFUL WORKPLACE
16. HEALTH AND SAFETY TRAINING
17. FEDERALLY REGULATED PROGRAMS
18. ASSESSMENT AND CARE PROTOCOL
19. SCIENTIFIC DIVING
20. INSURANCE
21. CAMPUS ENFORCEMENT
22. DISPATCHES AND BIKE PATROL
23. CAMPUS COMMUNITY TRAINING
24. HURRICANE LARRY
25. WASTE WATER SURVEILLANCE
26. FIRST AID KITS
27. INCIDENT MANAGEMENT
28. FIRE EVACUATION DRILLS
29. ASBESTOS ABATEMENT
30. OUR TEAM



MESSAGE FROM THE CHIEF RISK OFFICER

The OCRO annual report for 2021 represents another year in which the majority of our resources were dedicated to navigating through the Pandemic. 2021 ended with an additional short lock down, and we started 2022 back in remote learning/working mode due to the Omicron variant. Thankfully this was short lived, and we are hopeful that the worst of the pandemic is now behind us, so we can return to more normalcy and interacting with students and our peers. We are very excited to welcome back vibrancy and a new normal to our campuses in 2022.

With challenges come opportunities, and Memorial University was able to capitalize on these risks by working together across divisions and boundaries in a true Team Memorial way. 2021 required flexibility and empathy as we were forced to work through changing scenarios, while supporting friends, families, students and coworkers. Change is never easy, but we were forced to pivot and remain agile regularly.

Some of the major accomplishments for the OCRO team in 2021 included:

- Partnering on the NEW Core Science Facility,
- Managing the impacts of Hurricane Larry,
- Vaccine Requirements and a 98.7% percent fully vaccination rate.
- International SOS (assisting international travelers),
- Supporting International Students who required COVID isolation

Each of these items was a major challenge, and within this report I look forward to further sharing and celebrating the success of Memorial University. I am incredibly proud of the Senior Leadership within the university that lead to these results, and I am incredibly proud of the hard work of every member of the OCRO who had a direct hand in making our campuses a special place for the community and the Province. We strive for an inclusive and safe campus for all, and we are dedicated to achieving that goal.

Thank You
Greg McDougall
Chief Risk Officer





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 2021 OCRO Annual Report provides an overview of activities pertaining to these university programs during the 2021 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

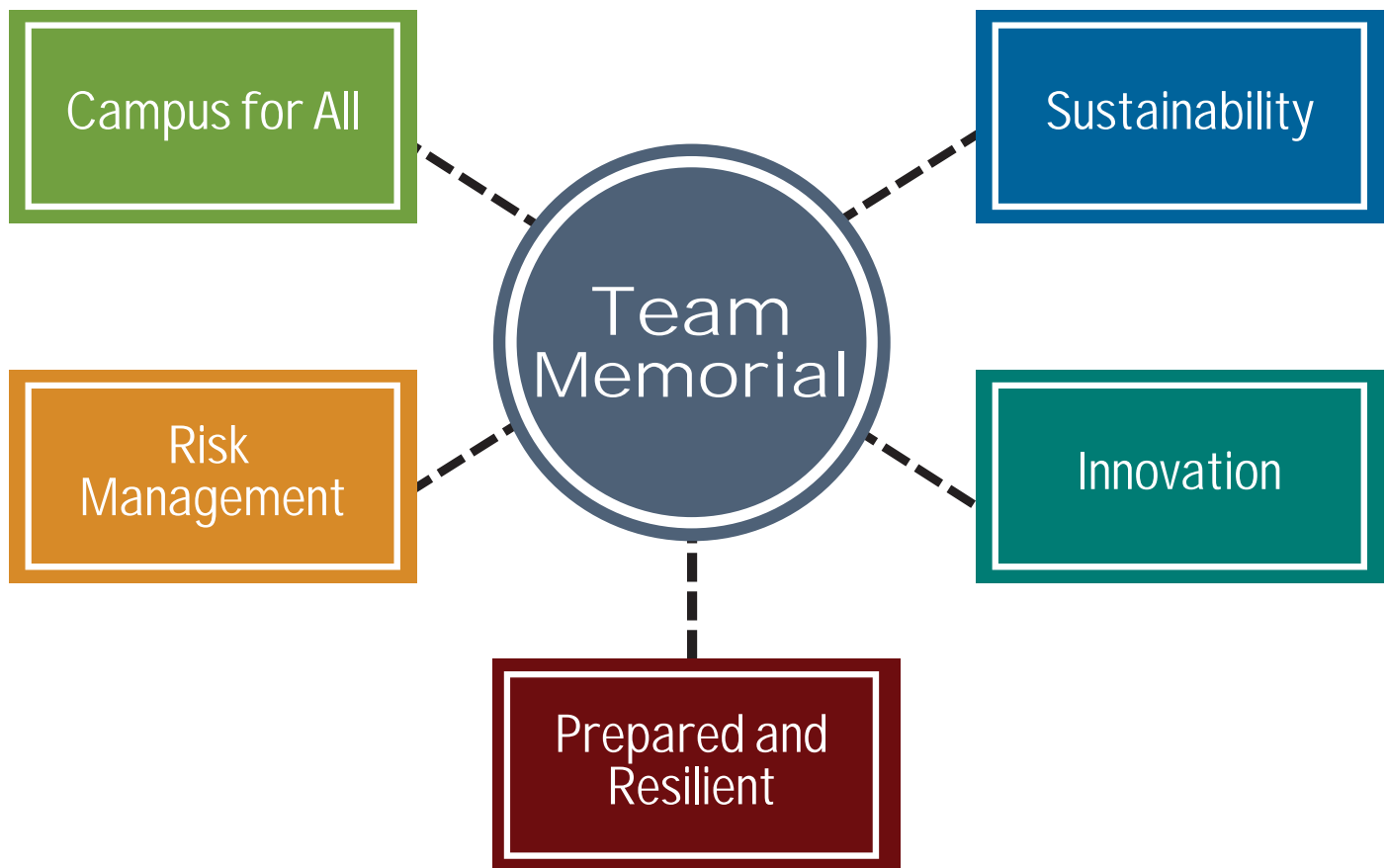
The OCRO will be regarded by its peers as a leader in the fields of emergency preparedness, health and safety, security and risk management. We strive to be collaborative and innovative when developing and implementing programs, initiatives and best practices.

Transforming Our Horizons

Transforming our horizons will guide the university toward a brighter future in which Memorial contributes to a socially resilient, economically prosperous, culturally vibrant, inclusive healthy and sustainable Newfoundland and Labrador.

Transforming our horizons guides the direction of the OCRO. In being a university for the province, the world and our future, transforming our horizons focuses on the strategic themes of:

- Proactive programs
- Inspired Learning
- Dynamic Research
- Commitment to communities
- Promotion and Pride



Core Science Facility

The OCRO has been involved in this project from the design, construction and relocation stages and continue to provide oversight and guidance to the building occupants.

- Approximately 135 wet labs relocated from the Biotechnology, Chemistry-Physics, and Science buildings into the new facility.
- Prior to the relocation, 5766 products were disposed of through Memorial's Hazardous Waste Disposal program.
- Approximately 20,000 hazardous products were relocated to the new facility increasing the inherent health and safety risk of the move.
- The relocation to the CSF resulted in the closure of approximately 25% of non-compliances (NCs) recorded in MIMS for the Chemistry, Biotechnology and Science buildings. The majority of the NCs closed were related to infrastructure deficiencies.



Core Science Facility



1,882,409

Exposure Hours

200

Individuals/day



480,000

Square feet

Leading Indicators Total: 12,634

378

Memorial Inspections



2,040

Toolbox talks

342

Marco Inspections



34

Joint Occupational Health and Safety meetings



8,163

Memorial NCRs



1,512

Site orientation

57

Near Miss reports



108

Contractor approvals

Lagging indicators Total : 101

0

Major Injury

101 Minor Injuries

12,634 Leading Indicators

CSF Project Ratio: 0.01

INCIDENTS RATE/ INCIDENTS FREQUENCY

TRIR
18.2

Total Recordable Incidence Rate



LTIF
1.4

Core Science Incident (LTI) Cumulative Frequencies Project to Date



13
Lost time
injuries

MEMORIAL'S ACTIONS DURING THE COVID-19 PANDEMIC

MEMORIAL
UNIVERSITY

2400+

Vaccine doses administered

98%

of Memorial
community is fully
vaccinated



120K+

Masks distributed



200+

Cases of gloves distributed

600+

Spaces assessed for
ventilation

4000L+

Of hand sanitizer used



65+

Covid-19 building
assessments

PCR tests

560

Rapid tests

2300+

0 500 1,000 1,500 2,000 2,500

ON CAMPUS TESTING

3% positivity rate



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 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.



CONTRACTOR SAFETY MANAGEMENT

- 232 Approvals
- 438 Inspections
- 48 hot work permits

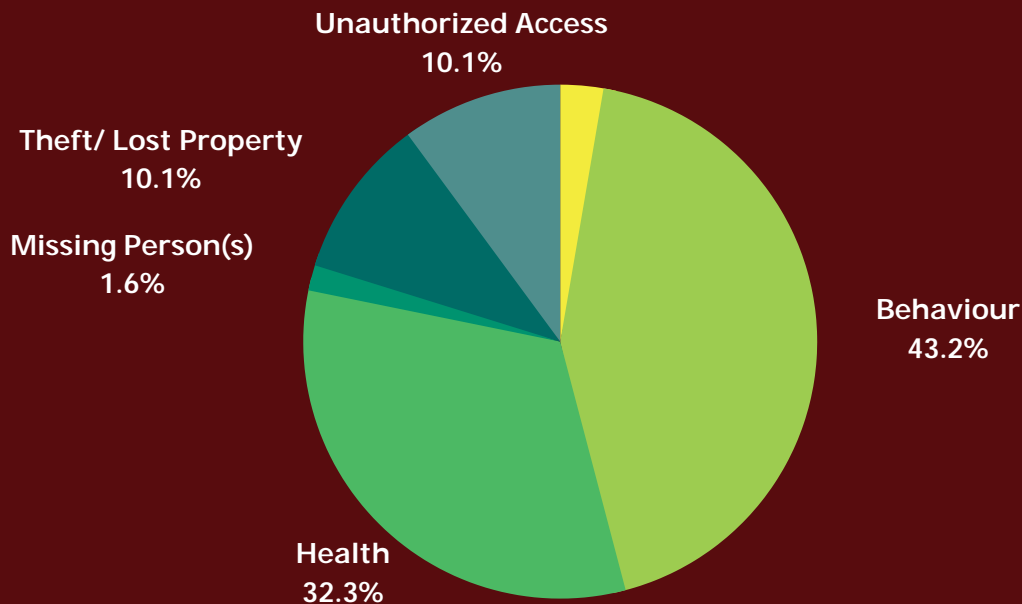
1562 Hazard
Observations



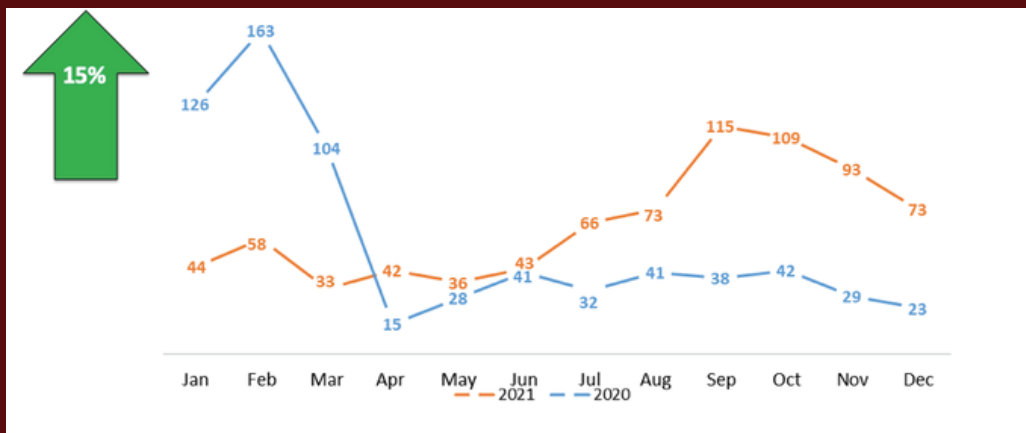
Memorial's Incident Management System (MIMS)

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 Incident Management System (MIMS) via the MUN Safe application or the web-based e-alert page.

Security Related Incidents 2021



Total Health and Safety Related Incidents 2020-2021



MUN Safe

MUN Safe Alerts is a 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.

There are separate channels to help serve the Labrador Institute, provide information on COVID-19 updates, and university-wide health and safety functions.

The MUN Safe app includes channels for St. John's campus, Grenfell Campus, Marine Institute and Labrador Institute



205 Communications Sent

Reaching over 20,000 individuals per communication.



397 MUN safe Reports submitted

Briefly elaborate on what you want to discuss.



36,4012 Subscribers in 2021





WORKPLACE HEALTH AND SAFETY COMMITTEES

Memorial has 29 Workplace Health and Safety Committees (WHSC) with approximately 240 committee members.

These committees and their members are essential in improving the university's health and safety climate.



MEMORIAL UNIVERSITY 2021 WHSC AUDIT RESULTS





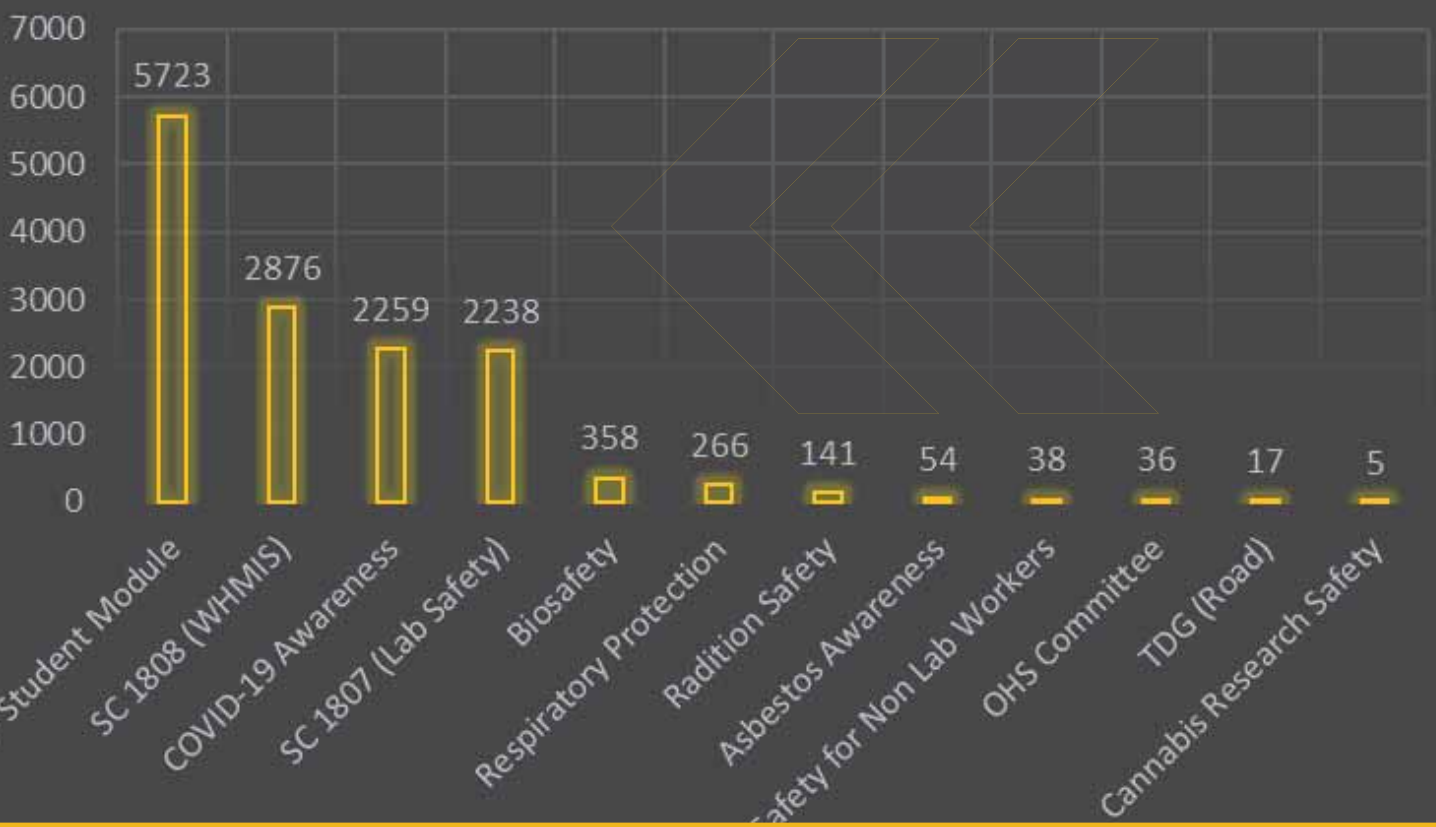
HEALTH AND SAFETY TRAINING

Training is an important component 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.



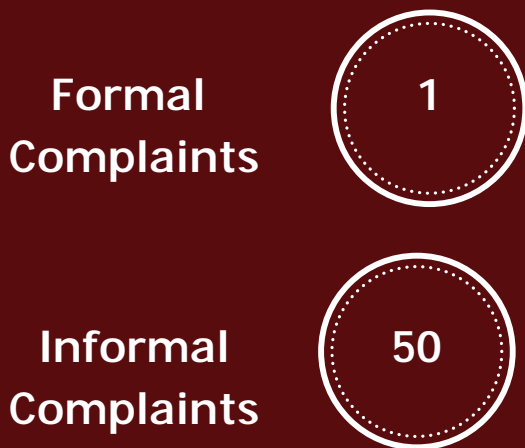
EHS Training 2021



Respectful Workplace

Memorial University is committed to a respectful workplace and providing a work experience free from harassment or violence. All employees at Memorial participate in mandatory training that provides guidance on the process. OHS 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. Legislation also requires mandatory reporting on the numbers of formal and informal complaints.

Memorial has begun tracking statistics relating to formal and informal employee complaints relating to workplace violence and harassment since 2020. This tracking is completed by the Department of Human Resources and the Office of Faculty Relations.



*Formal resolutions involve investigations

Federally Regulated Programs

Radiation Safety

26

All work involving nuclear substances and radiation devices is approved by the University Radiation Safety Committee.

There were 26 active internal radioisotope user permits (RUP) in 2021, with work taking place in 36 authorized laboratories. In addition, there were 17 registered x-ray emitting devices (XED).

Controlled Goods

5

Memorial is registered with the federal government's Department of Public Works and Government Services (PWGS) Controlled Goods Program.

In 2021, five Memorial employees were authorized to examine, possess and transfer controlled goods.

Biosafety

62

All work involving biohazards at Memorial is approved by the Institutional Biosafety Committee.

There were 62 active internal biosafety certificates at Memorial in 2021, with work taking place in 201 authorized containment zones (i.e. laboratories).

Cannabis

2

Memorial received its cannabis research license from Health Canada in 2021. Following licensing, the cannabis research safety program was implemented with the issuance of two (2) internal permits authorizing work with cannabis and cannabis products in three (3) laboratories.

Assessment and Care Protocol

Every member of the Memorial University community has the right to study, work and live in a safe, and caring 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). ACP works to identify disturbing, threatening or violent behaviour, and is intended to enhance safety and security by establishing a coordinated, timely, high-level and centralized approach for the management of certain behavioral incidents.

135

Incident
Reports

9

Meetings of
the ACP
Committee

**Disturbing, threatening
or violent behaviors
include:**

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

SCIENTIFIC DIVING



22 PROJECTS

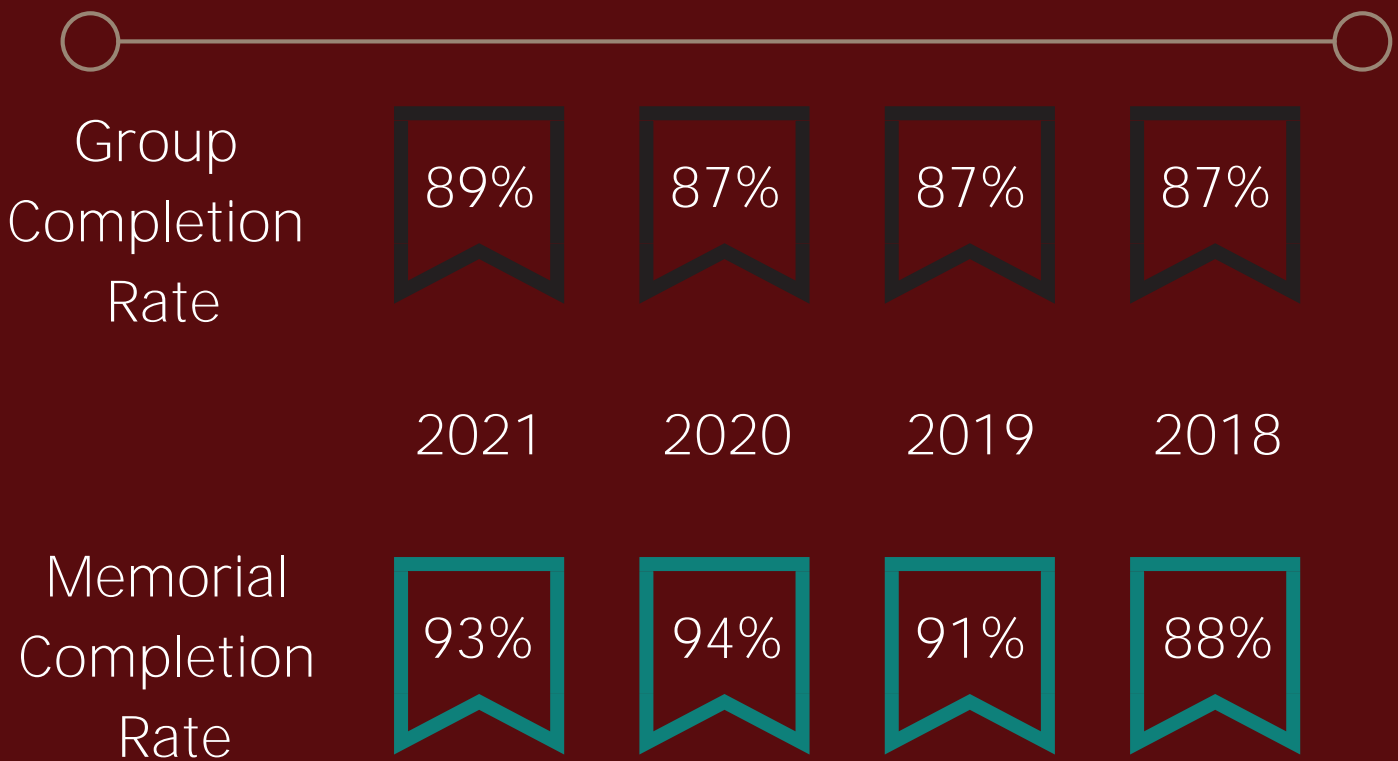
8 REGISTERED
DIVERS

78 HOURS BOTTOM
TIME

Memorial's Scientific Diving Program oversees and supports underwater research conducted by faculty, students, and staff, and visiting scientists.

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 2021, Memorial continued to improve scores while also achieving higher than the national average when compared to similar sized universities.



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 2021, with the influx of on-campus work and working & learning from home for the university community, 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 continuing with their role in supporting Memorial's operations. CEP has proven to be flexible and adaptable to the changing environment, while meeting regular operational needs, training requirements and program development.



Dispatches

6052

dispatch calls that resulted in CEP Officers responding

257

security - related incident reports created, mainly escalated from dispatches



Bike Patrol

In the early fall, CEP launched a bike patrol around the St. John's campus. The main reasons for creating the bike patrol were; encouraging a healthy campus, increasing CEP visibility and sustainability. We have learned through feedback the bike program has been welcomed by the campus community.

Training for the Campus Community

Campus Enforcement and Patrol rolled out the Management of Aggressive Behaviour (MOAB) certification to the broader campus community in the fall of 2021. Faculty and staff availed of the program that teaches participants the principles, techniques and skills used to recognize, reduce and de-escalate emotionally charged situations.

62

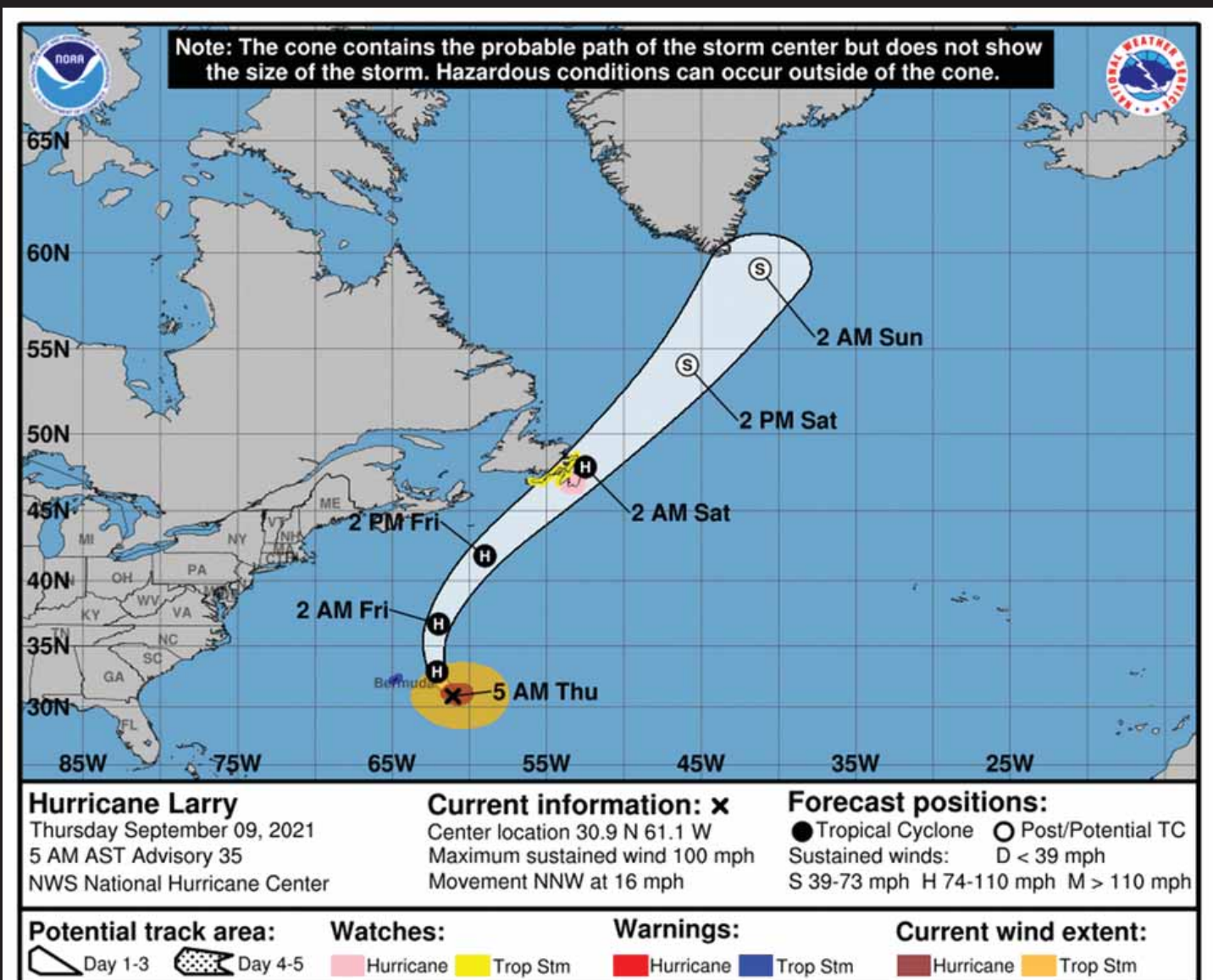
Employees Certified in MOAB



Hurricane Larry

In September 2021, staff of the OCRO participated in briefings organized by the Government of Newfoundland and Labrador Fire and Emergency Services division.

Memorial was well prepared for the storm and suffered minimal impacts. Signal Hill Campus and several ancillary sites such as Mount Scio Road lost power and the main campus received wind damage to trees.

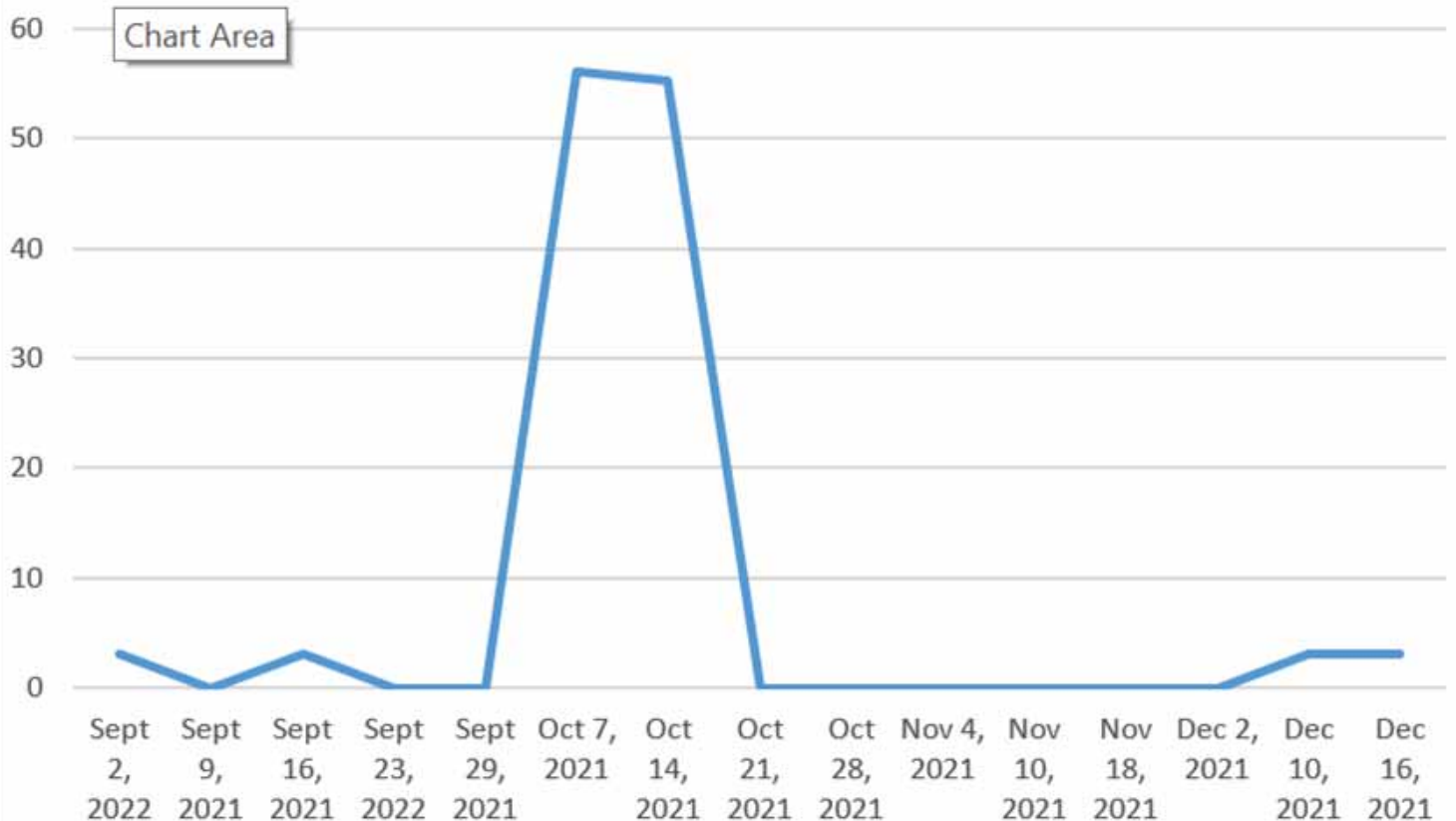


Waste Water Surveillance

SARS CoV-2 is shed with the stool of infected individuals regardless of the presence of symptoms. Monitoring wastewater can therefore identify positive and asymptomatic cases in a population. This can potentially provide an early warning for possible outbreaks.

Memorial entered partnerships with the provincial government and the city of St. John's to set up a sampling site at Clark Place and targets the south side of campus. The sampling devices, produced by Memorial's Technical Services are deployed and retrieved by Memorial employees weekly and sent to the National Microbiology Laboratory in Winnipeg for analysis.

Result (cp/ml)



FIRST AID KITS

On January 1, 2021, the Government of Newfoundland and Labrador's, Occupational Health and Safety Division adopted new first aid kit requirements based on the Canadian Standards Associations (CSA) Z1220-17 standard.

The Office of the Chief Risk Officer (OCRO) completed a multi-campus first aid kit risk assessment in compliance with the new standard. The risk assessment determined the risk classifications for each workspace. Risk levels were defined as either low or moderate. Criteria used in determining workplace risk was based primarily on the characteristics of the workplace, the number of workers at the workplace per shift, history of Memorials first aid incidents, proximity of trained workplace first aiders to provide first aid and accessibility to emergency medical services.

Based on the findings of the risk assessment, 802 CSA compliant first aid kits, were purchased and installed on all campus'.



INCIDENT MANAGEMENT

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.



Type		YTD 2021	YTD 2020	% Change
Minor Injuries	Lost Time	8	12	- 33.3
	Medical Aid	12	10	+20
	First Aid	23	17	+35
Leading Indicators	Hazard Observations	317	-	-
	Near Misses	172	100	+72
	Training/WHSC meetings	11,500/110	10,172/114	+13/+4
	Contractor Approvals	232	161	+44
	Inspections/NCR's	570/3074	508/2365	+12/+30

FIRE EVACUATION DRILLS

**Regularly occupied buildings in St. John's
and Signal Hill campuses were tested**

**Evacuation
Times 15s-
6mins**

**Average
evacuation
time 2 min 54 s**

**COVID-19 fire
evacuation
video created**

**Fire
prevention
starts
with you!**





Our Team

OFFICE OF THE CHIEF RISK OFFICER

Greg McDougall, Chief Risk Officer
Samantha Ricketts, Manager of Strategic Planning and Operations
Megan Sansome, Administrative Staff Specialist I
Pennell, Kasey, Administrative Secretary
Helen Bennett, Senior Clerk
Marsha McEvoy, Intermediate Clerk Stenographer

ENTERPRISE RISK MANAGEMENT

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

ENVIRONMENTAL HEALTH AND SAFETY

Barbara Battcock, Director of Environmental Health and Safety
Kelly Taylor, Industrial Hygienist
Kendra Whelan, Coordinator, Chemical Safety Management
Dr. Rod Hobbs, Radiation and Biosafety Control Office
Darrell Gosse, EHS Advisor
Pat St. Croix, EHS Advisor
Jon Collins, EHS Advisor
Marsha Matthews, EHS Advisor
Wanda Wilcox, EHS Advisor

EMERGENCY MANAGEMENT

Holly Tobin, Emergency Management Analyst
Chris Cogan, COVID 19 Support

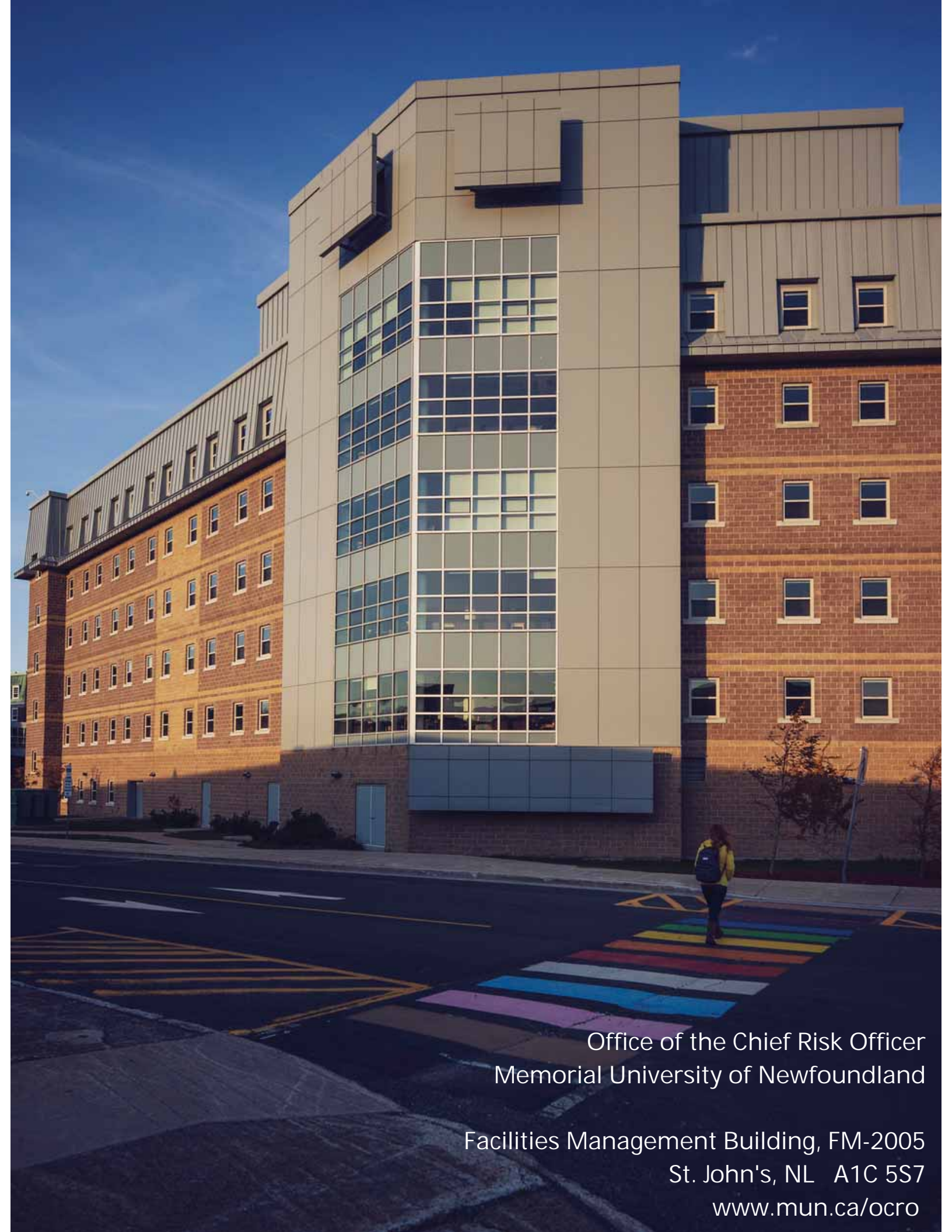
CAMPUS ENFORCEMENT AND PATROL

Darren Reid, Director of Protective Services
Fred Rideout, Manager
Brian Bamrick, Officer
Corina Bennett, Officer
Matthew Billard, Officer
Jason Bennett, Officer
Trevton Brown, Officer
Dion Brushett, Officer
Sean Bulger, Officer
Dana Burry, Officer
Joseph Clancy, Officer
Mackenzie Dinn, Officer

Michael Fewer, Officer
Ryan Fifield, Officer
Terry Gilbert, Officer
Marsha Hackett, Officer
John Hatfield, Officer
Robert Hayes, Officer
Kevin Howard, Officer
Geoff Howser, Officer
Gregory Kelsey, Officer
Penny Kennedy, Officer
Colin Lane, Officer
Francis Lockyear, Officer

Deborah Noseworthy, Officer
Michael Parrott, Officer
Daniel Power, Officer
Nelson Peddle, Officer
Melanie Quero Baez, Officer
Ryan Simmons, Officer
Craig Stephenson, Officer
Alex Tucker, Officer
Lynette Wells, Officer





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Memorial University of Newfoundland

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