



CSA Discipline Critical Incident Management Protocol

The purpose of this document is to outline the various steps involved in managing a critical incident that takes place at a CSA/Discipline sanctioned activity.

Definition of critical incident:

An event or incident in which there is potential liability for the CSA/Disciplines or of a significant nature involving hospitalization and/or surgery. This mainly pertains to personal injury but can also involve damage to property.

Action Steps (on site)

- Ensure that injured person(s) get(s) immediate medical attention.
- Ensure that if a hazard caused the incident, the hazard gets isolated.
- Ensure that Medical Authorization and Info Forms are accessed.
- Contact Accident Insurance provider in all cases if out-side Canada
- Contact CSA and your Discipline representative. (Discipline MUST name a contact person)
- Discipline Contact (PSO, Club etc) to Contact National Sport Discipline (ACA/CFSA/CSF etc) if incident is at non National Team Level
- Establish who is acting as point on site (this would usually be the TD or Event Chair)
- Identify key incident representatives (facility, medical, club), and their complete contact info.
- Obtain CSA Incident Report Form.
- As soon as possible: make notes of what happened and what steps have been take subsequent to the incident.
- If possible get copy of ski patrol report, name of attending physician(s) on hill or at hospital.

Witness statements – For Non CSA Discipline members (Public) this is to be left to Professional Adjusters or Lawyers – BUT obtain full names and contact information

All key CSA/Discipline witnesses (coaches, hill crew, etc.) shall be asked to make written statement as to what they observed including critical data (if possible and applicable) on the following:

- What happened?
- Weather?
- Snow conditions?
- Take photos, obtain any video
- Environment?

Discipline Action steps

CEO or COO, Club President (or equivalent) must be contacted to let him/her know that an incident has taken place – he/she will inform CSA and the National Sport Discipline.

- ◆ If CEO or COO are unavailable then the Office Manager, the Technical Director or the High Performance Director shall be contacted.

Discipline Media Liaison shall be contacted by CEO / COO immediately in order that he/she can have as much lead time as possible to put together a statement if necessary. (Media Liaison shall inform Director of Marketing and Communications or similar person in the organization)

CSA will contact the appropriate CGL insurance representatives.

Establishment of primary Discipline point person: (Depends on the situation.....)

- ◆ If it is a National Team Member and the incident has taken place out of country - HPP Director, Team Manager, Program Manager.
- ◆ If the incident takes place in country (which would involve things like sites, ski areas, coaches, etc) - Technical Director or designate
- ◆ In the event that the respective primary point is unavailable the other would assume the primary role.

Family of injured party shall be contacted by discipline within 24 hours.

A crisis management meeting with as many of the key players as possible shall take place within 24 hours to determine any action required including press releases, contact with team members etc. CSA should always be involved.

Updates from Discipline point person to CEO/COO, shall be made on an ongoing basis in order to keep everyone in the loop as developments become available.

Team Manager/Program Director/Medical Director would be on stand-by to activate resources such as coach and athlete support, rehab programs, etc.

Other things to consider

Critical Incident Stress Debriefing - for anyone and everyone involved who might need it. Initial enquiry for local assistance should be made.