

Toronto District School Board

Operational Procedure PR723

Title: **VEHICLE COLLISION REPORTING AND CLAIM PROCESSING**

Adopted: March 23, 2018
Effected: March 23, 2018
Revised: N/A
Reviewed: N/A
Authorization: Executive Council

1.0 RATIONALE

Collisions/incidents involving a TDSB vehicle must be reported to the employee's supervisor, the Fleet Management Coordinator, and the Risk and Insurance Manager - Business Services.

This procedure applies to all TDSB owned/leased or rented vehicles.

2.0 OBJECTIVE

To outline the process to be followed to report a vehicle collision/incident.

3.0 DEFINITIONS

Board is the Toronto District School Board, which is also referred to as "TDSB".

Claim is an accident/incident covered by the TDSB's insurance program whereby a third party (non-TDSB staff), makes allegations against the TDSB and is requesting some form of compensation.

Collision is the impact with another vehicle, object or person(s) that may or may not result in property damage, injury or death.

Comprehensive refers to an insurance coverage that responds to vehicle damage resulting from an incident that is not a collision, for example, vandalism or theft of a vehicle.

Incidents are events worth noting, for example, a collision where neither party suffered damage or a student passenger injury.

Collision Report ([Form FAC.032A](#)) is a reporting form used exclusively for incidents involving TDSB owned/ leased/rented vehicles.

4.0 RESPONSIBILITY

Executive Officer, Facility Services, Sustainability and Planning

5.0 APPLICATION AND SCOPE

All departments that operate TDSB owned/leased or rented vehicles.

6.0 PROCEDURES

6.1 Driver Involved in an Accident/Collision

- Contact your supervisor immediately. If there are injuries, contact Risk Management.
- Do not admit any liability
- If vehicle is driveable, move to a safe location to exchange information with other driver(s).
- Collect information from the other driver(s), property owners or persons involved, and, if possible, witnesses, including: name; address; telephone number; driver's license number; insurance company name and policy number; year/make/model of vehicle.
- If possible take a photo of the insurance card, driver's licence, vehicle damage, and property damage involved to include with the Collision Report.

6.2 Notify Police or Collision Reporting Centre if:

- a third party is involved and there is personal injury; and/or
- the damage to either the TDSB or a third party appears to be greater than \$2,500, not on TDSB property and/or
- the incident involves vandalism, theft or attempted theft of the vehicle.

6.3 Complete a Collision Report ([Form FAC.032A](#)).

- The Collision Report should include a police occurrence number (if applicable) and contact information.

6.4 Forward the completed Collision Report to your supervisor before leaving work.

- Your supervisor, will forward the Report to the Fleet Management Coordinator and Risk Management at risk.management@tdsb.on.ca

6.5 Cooperate with TDSB's Risk Management Section and outside parties retained through Risk Management, e.g. insurance adjusters, and legal counsel.

- This includes providing statements, evidence and attending required legal proceedings.

6.6 Supervisor of Driver

- Email the Collision Report to Risk Management (risk.management@tdsb.on.ca) and the Fleet Management Coordinator (fleeteast@tdsb.on.ca) along with the police report, (if available) within 24 hours of the collision/incident.
- If the employee has been injured, complete a Supervisor's Accident Investigation Report ([SAIR](#)) and provide a copy to Risk Management.
- Arrange a time to interview the driver to review the collision/incident and how it may have been avoided, even if the driver is not at fault. Invite the employee's union representative to attend. (see Collision Investigation Procedure) Forward investigation results and collision reports to Chair of Collision Review Committee. All communication and information should be retained in the event it is required by Risk Management.
- Facilitate investigation by an outside party of the collision/incident at the request of the Risk Management Section.
- Cooperate with TDSB's Risk Management and outside parties retained through Risk Management, for example, insurance adjusters, and legal counsel. This includes providing statements and evidence and attending required legal proceedings.

6.7 Risk Management (Collision or Comprehensive Claim Exceeding \$25,000)

- Upon notification of a passenger bus damage incident exceeding \$25,000, Risk Management will confirm coverage, notify our insurer and send an acknowledgement to the Fleet Management Coordinator quoting the Risk Management claim number and advising of action to be taken. The TDSB's insurer may assign an independent appraiser and insurance adjuster to assess the damage. The insurer will notify Risk Management within 24 hours of their decision to repair or deem the vehicle to be a total loss.
- For all vehicles, the Fleet Management Consultant will not initiate a repair on a vehicle unless a Collision Report has been completed. All final repair costs, regardless of the value, must be forwarded to Risk Management who is responsible for entering the cost of all repairs into their system for future tracking.
- If the vehicle is determined to be a total loss, Fleet Services will coordinate disposal of the vehicle. The department operating the written off vehicle will be responsible for funding a replacement. If the damage to the vehicle is less than \$25,000, repairs and related costs will be funded by the operating department.

6.7 Notification of Claim from a Third Party.

- There are generally two types of claim notification:
 - Notice of claim which could be an email or letter, for example, to a TDSB driver or Facilities. All notices shall be forwarded to:
risk.management@tdsb.on.ca
 - Statement of Claim, which is a formal legal action. Except for Statement of Claims served on the TDSB driver, all Statement of Claims must be served on Legal Services:

Toronto District School Board
5050 Yonge Street

Toronto ON M2N 5N8

- No department should accept service of a statement of claim on behalf of Legal Services. An employee may accept service only if the employee is personally served.
- It is very common for the insurer of the opposing vehicle(s) to contact the TDSB to verify the TDSB maintains current automobile insurance coverage as well as to confirm fault. Should you receive communication from an opposing insurer or party, please direct them to Risk Management.

7.0 EVALUATION

This operational procedure will be reviewed as required, but at a minimum every four (4) years after the effective date.

8.0 REFERENCE DOCUMENTS

Operational Procedures:

- Collision Investigation Procedure (PR720)
- Driver Safety Review Team (PR721)
- Freedom of Information and Protection of Privacy Procedure (PR676)
- Safe Operation Procedure (PR722)

Legislative Acts and Regulations:

- *Highway Traffic Act*
- *Occupational Health and Safety Act*

Other Documents:

- CVOR Guideline
- Drivers Handbook