



This Policy and Procedure Document describes official MAAC policy for a given subject and provides direction to the membership on recommended procedures to be followed in compliance with stated policy. To ensure that you have the latest version always check the MAAC [Web Site](#).

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**1.0 Title.** MPPD 3 – MAAC Reportable Occurrence policy.

**2.0 Purpose.** This document provides MAAC policy about reporting reportable occurrences (accidents/incidents/hazards) for all members, Event Directors, and Zone Directors related to operation of **all categories** of MAAC models on Canadian territory, or in airspace designated as under Canadian control. Clarification on insurance reporting requirements is also provided.

**3.0 Definitions** [Glossary of Terms](#).

The following are **new** definitions **applicable to all MAAC operations**:

**Reportable Occurrence** – means any significant situation that is irregular, unplanned, or non-routine in nature, in addition to any accident or incident as defined by MAAC, involving a MAAC operated model(s) and parts thereof, which might give rise to:

- A full-scale aviation or public safety issue, interest, complaint, or concern(s),
- a need for MAAC Safety oversight related to member safety,
- other safety issues.

**Accident** – means an occurrence associated with the operation of any category of MAAC model(s) where any of the following resulted:

- Any person is fatally injured.
- Any non-MAAC person is injured (requiring any medical aid, including first aid); or
- Any physical contact, regardless of severity, between a MAAC operated model(s) and full-scale aircraft or non-MAAC RPAS; or
- Physical damage, resulting from physical contact between a MAAC operated model(s) and any non-MAAC related structure, asset, vehicle, or other items of value.

**Incident** – means an occurrence, other than an accident, where in the reasonable opinion of the person witnessing/reporting the occurrence, operation of any category of MAAC model has negatively affected any of the following:

- The safety of any person not associated with or a part of MAAC model operations, such as spectators or bystanders; or
- Posed any risk of collision between a MAAC operated model(s) and full-scale aircraft or non-MAAC RPAS; or
- Posed a significant risk of physical damage to any non-MAAC structure, asset, vehicle, or other items of value.

**Hazard** – any condition, object or source of potential harm, damage or adverse effects to someone or something.

#### **4.0 Statement of MAAC Policy.**

- 4.1** Ensuring public trust in all that MAAC and its members do is a responsibility that is essential to the core MAAC mandate in an evolving safety sensitive and regulated aviation environment. Safety is about constantly assessing risks and taking steps to mitigate identified risks to a level as low as reasonably practicable. MAAC leaders and decision makers need good information to make those assessments. A healthy member-based safety reporting culture is the foundation of that.
- 4.2** To protect the privacy and identity of any member who submits an occurrence form, any other involved member, any named persons or specifics of the situation which could identify those involved, all “reportable occurrence” reports once completed shall be considered extremely confidential by MAAC and all members.
- 4.3** Generic “lessons learned” or other de-identified safety information derived from reported occurrences may be distributed to the membership at large.

#### **5.0 Process and Procedures**

- 5.1** This process is in **addition** to regulatory accident/incident reporting criteria for RPA operated under the CAR, including Part IX. MAAC **will not** assume responsibility for those reporting requirements – the RPA pilot must complete that process independently.
- 5.2** Also in **addition**, any situation resulting in an actual or potential insurance claim must be reported separately using the insurance reporting process and forms.
- 5.3** Each individual MAAC member shall read and follow the MAAC “reportable occurrence” reporting procedures contained in this document. Mandatory reporting requirements cannot be deferred to a Club official or other person.
- 5.4** Members found to have willfully failed to report, hidden, or altered information about mandatory accidents or incident reports may face discipline up to removal of membership.
- 5.5** No member, including Zone Directors, Officers or contracted third parties shall discuss, share or reveal any details of a reported accident or incident which could identify the involved parties, except where required as part of the approved MAAC investigation process, by Law, or a regulatory body investigation or formal request. This includes

gossip, social media postings, emails, comments to the media or any other exchange of information outside MAAC approved process.

- 5.6** No member shall attempt to prevent, coerce, or otherwise threaten another member for reporting any “reportable occurrence”. Also, members found to be abusing the reporting system by submitting reports not having reasonable serious purpose or value, or meant solely for the purposes of causing annoyance, frustration or worry, may face discipline.

**5.7 Reportable Occurrences – General explanation**

Do not use this process for Club, local or interpersonal issues. The mandatory aspect is for reporting any issues between MAAC and non-MAAC aviation/persons/property. Reporting the normal or routine situations that occur inside MAAC operations are voluntary except where noted.

In layman’s terms, there are 3 tiers of severity for members to use the “reportable occurrence” form and process:

**Accident** – something did happen – someone got hurt/died, a full-scale airplane was involved/damaged, or something of value was damaged because of MAAC model activities. You must report a MAAC member fatality resulting from model operations but reporting a MAAC member injury is optional.

**Incident** – something almost happened - someone almost got hurt, a full-scale airplane was almost involved/damaged, or something of value was almost damaged because of MAAC model activities. Basically, report any near miss or close call.

**Hazards** – “one of these days, something might happen because of XXXX” - this is for those issues where the member genuinely believes if MAAC does not address a safety related issue, there is a strong chance an incident or accident might occur. Basically, report the future potential for an accident or incident.

**5.8 Reporting of Accidents**

- a) Refer to “MAAC Procedures for after an Accident” for the immediate response items.
- b) MAAC requires each involved member to complete an accident occurrence report as soon as possible after the accident occurs.
- c) Submit completed forms directly to MAAC National Office either electronically or via Canada Post.
- d) Note any situation resulting in an actual insurance claim must be reported separately using the insurance reporting process and forms.

**5.9 Reporting of Incidents.**

- a) MAAC expects all members to report any incidents within a reasonable timeframe after the event. For clarity it is perfectly acceptable to have a conversation with

those involved to gain understanding of exactly what occurred before deciding whether to submit a report.

- b) Complete the Reportable Occurrence form and submit directly to MAAC National Office as soon as possible. A single occurrence report per incident is acceptable providing it lists all members involved.

### **5.10 Reporting hazards**

The last tier is a **completely voluntary** and is a generic “hazard” which can be used for anything the observer genuinely feels might be or is unsafe – within reason – **and** that MAAC leaders and decision makers should know about. If the definitions of an accident or incident are met however, then those mandatory processes must be followed by the member.

- a) Members should report generic “hazards” as soon as possible after the situation or hazard is identified. This is required to allow all involved an opportunity to recall the situations specifics and collect fresh supporting information. Completed forms shall be sent directly to MAAC National Office.
- b) If there is any doubt, default to reporting the situation to be on the “safe side”. MAAC can adjust the classification after careful consideration of issues received.

## **6.0 Version**

Version 1. Approved by the Board of Directors, February 7, 2022

Version 1.1. Revised Feb 15, 2023

**NOTE:** Hard copies of this document may become outdated through revision, cancellation or replacement with another document. To ensure that you have the latest version approved by the Board of Directors, always check the MAAC web site. In the event of discrepancy between English and French versions, the English version will prevail.

## **Appendix - Q and A**

The following provides guidance on what can be considered a “reportable occurrence”:

**Question** - Does this mean I have to report every crash I have?

No – Please do not! A “routine” crash on the Club “property” such as the infield is not a required reportable occurrence unless there was a risk of injury to non-MAAC persons.

**Question** – I crashed into the adjacent crop. Do I report that?

It depends – a “routine” crash occurring outside the Club “property” but inside the normal “flying area” is not normally a reportable occurrence unless there was risk of injury to a person or damage to property or other non-MAAC assets. For example, almost hitting a piece of farm equipment – especially if occupied – must be reported as an incident. Crash in the middle of a field far away (30m+) from where anything could possibly happen – don’t report. If recovery of the model leads to significant crop damage which may result in lost revenue for the land-owner/farmer (or a MAAC insurance claim), we strongly suggest you submit a report for MAAC’s general awareness, however the crop damage is secondary to actual safe model operation or incident. The farmer and insurance committee should be contacted as well.

**Question** – I lost orientation, flew behind the flight line and over a house but got the model under control and flew it back. Do I report that?

Yes - A fly-away or loss of control resulting in flight over uninvolved bystanders or adjacent non-MAAC buildings/structures/houses is absolutely a reportable occurrence (incident), regardless of the outcome (whether anything was hit/damaged) because it was non-routine, and there was potential for injury/damage.

**Question** - I just bought a new ARF and I think the spar failed on maiden – it crashed just off the boundary of our field into the adjacent crop. Do I report this obvious manufacturer safety issue?

No - Aircraft/model structural failures are not the intended safety concern. However, if a pattern of issues occur that might be of concern to other modelers in similar circumstances (new brand of radio brown outs etc), then please report the concern. If the crash jeopardized the safety of any person or item of value, report it regardless of the cause of the crash (or suspected cause).

**Question** – I fly control line, had a heavy crash on pavement and the motor/debris flew off and hit a lady in the leg. All she needed was a band-aid and she promised to not file an insurance claim. Do I really need to report that?

Yes – While “only” a minor incident, MAAC has mandated reporting ANY injury to any non-MAAC person, regardless of insurance claims. A band-aid is first aid. MAAC decision makers need information on even this very low-consequence incident to make good, informed safety decisions. Consider the time required to complete the paperwork as an investment in continued MAAC operations. Lastly, promises made “at the field” can be changed.

**Question** – I was hand propping a 50cc engine, it fired unexpectedly and took off the tip of my finger. I'm fine, the doctor sewed it back on. I am not filing an insurance claim, so do I have to report that?

No - a report of injury to a MAAC member is not required but you should report it. The reporting system is not punitive and is confidential. Your personal injury could lead to changes to the safety code for the betterment of all modelers.

**Question** – something happened, someone got hurt and I filled out the insurance form. Why do I have to fill out more forms? Can't you guys talk to one another and do this for me?

No - Organizationally, MAAC is not quite at the level of sophistication required to have that type of cross functional **guaranteed** reporting. Prior to regulation, insurance requirements were considered rather important, but not existential to the organization. Regulatory reporting requirements for accidents and incidents are existential and cannot be left to chance – they are far more important than insurance claims in this regard.

**Question** – I fly free-flight and lost a plane in a wheat crop – we looked for hours but can't find it. Do I report that?

It depends – if the model is constructed of easily broken material (balsa/tissue/rubber power) that will not likely damage the farmers equipment, and there was no other risk of injury or damage to anything of value, then no, there is no need to report. If, however the model is a large .60 size and you are concerned it might damage the farmers equipment, not only should you report this to MAAC you should inform the farmer as well.

**Question** – a local police officer asked us to stop flying at our field because the neighbor filed a noise by-law complaint. Do I need to report that?

Not normally – while this involved the “police or regulatory bodies” it does not pertain to an accident/incident or other safety issue. It would be good practice to inform your Zone Director, however.

**Question** – I don't think Bob is a very good pilot – he crashes often. Should I use this to report Bob?

To report “Bob” – No. To report the hazard, It depends - If it's a pilot proficiency type issue, those should be addressed through Club or Zone Director channels. Bob crashing “often” on the flying field where no person or property is at risk is really between Bob and his wallet. However, any member losing control and crashing near spectators/bystanders/non-MAAC property is a reportable incident and must be reported. An individual frequently crashing near MAAC persons or property may be reported, but the information will only be used for Safety code considerations, including our pilot competency requirements.

**Question** – I don't think our Zone Director/ Club President /other elected person is doing a very good job enforcing safety in our area – can I use this form to report them?

No – Those types of general inter-personal issues should be addressed using the existing MAAC process such as discussions with the Zone Director or mediation requests. A documentable instance of any responsible person knowingly allowing a MAAC Safety Code

violation to go unaddressed could be reported, bearing in mind the occurrence reporting process is not punitive in nature.

**Question** – A pilot of a full-scale airplane keeps flying low and near our flying site. Should I use this reporting process to report him?

No – MAAC has no authority to enforce the Aviation Regulations on other citizens, that type of concern should be raised with Transport Canada enforcement per normal channels. However, if MAAC members are not following MAAC rules and getting out of the way of this aircraft, that could be reported either as a general hazard or an “incident” if there were any “close calls”.

**Question** – A full scale Piper Cub American registry N1701 went right over us at low altitude and was almost hit by a model rocket. Do we report this as an incident if it involved a foreign aircraft?

Yes – any instance of “close-calls” with a full-scale aircraft occurring over Canadian territory or in Canadian airspace must be reported as an incident, regardless of the category of model operation or the country of registration of aircraft involved.

**Question** – I was operating a model abroad (at an event/contest etc – does it matter?) and had an accident. Do I report that to MAAC?

No – the mandatory regulatory provisions of accident/incident reporting are only applicable in Canadian territory, airspace, or airspace delegated to Canada. You could and should report this to MAAC for the possible safety lessons MAAC can learn from. Any insurance claim issues/questions should be directed to your Zone Director or Insurance Committee Chairman.

**Question** – I have filed many reports about an issue near and dear to me and nobody is calling me back, and I don’t see any change. How do I address this obvious problem with the system?

The reporting process is by design confidential and intended to be only about safety specific information. The changes if any may be subtle, or they may be communicated in a safety article in the magazine or e-blast. Ultimately any member concerns with the overall effectiveness of any MAAC process should be directed to your Zone Director – understanding that safety sensitive information related to an identifiable member will not be released to the general membership.

**Question** – Why does MAAC even need all this stuff – we’ve flown safely for 75 years and now we have all these rules. Can’t we just keep doing what we were doing because it worked!

A complex question – first there is no going back to the “old ways”, unless the Canadian Government decides to de-regulate model aviation.

The lack of reported occurrences in the past does not in any way equate to “safety” of current operations or of future MAAC operations. In fact, the “old MAAC” did in fact have a safety system, it just wasn’t as well-documented or formal as this new process. For instance, the very existence of the “old” MAAC safety code could only happen if someone was writing rules from lessons learned. The process only seeks to make the MAAC process more aviation compliant.