


Centennial Infant and Child Centre

CATEGORY:	Policies and Procedures	DATE:	September 2016
SUBJECT:	Serious Occurrence		
APPROVED BY:	Barb Hannah, Executive Director		
UPDATED:	October 28, 2016		

Definitions:

All serious occurrences must be reported. A serious occurrence is **defined** as:

1. The death of a child while receiving care at the centre, whether it occurs on or off the premises.
2. Any life threatening injury or illness of a child that is enrolled at the centre.
3. Any alleged abuse or mistreatment of a child within the meaning of the *Child and Family Service Act* by a staff member or any other person while a child receives childcare at the centre. This includes all allegations of abuse, anti-racism, or mistreatment of clients against staff, volunteers, and students.
4. Missing or unsupervised child(ren) while in attendance at the centre.
5. Any incident and/or any other unplanned disruption of service that poses a risk to the health, safety, and well-being of the children.
6. Any complaint concerning the operational, physical or safety standards of the service that is considered by the service provider to be of a serious nature.

Initial notification of a serious occurrence must be made to the Ministry of Education

Reporting Serious Occurrences:

1. All serious occurrences must be reported by the centre manager/designate to The Ministry of Education within the following timeframe:


Reporting procedures effective January 1, 2014 (revised from January 1, 2012)

1. Within 24 hours of the centre becoming aware of a serious occurrence the Centre Supervisor or delegate will complete and submit on line Serious Occurrence form: www.one-key.gov.on.ca refer to Appendix 1 for step by step instructions to submit a Serious Occurrence report on line.

Posting Process and Key Timelines:


1. Following submission of The Child Care Serious Occurrence Report form to the ministry, the manager will complete a Serious Occurrence Notification Form to communicate the information to parents about the Serious Occurrence that has occurred at the centre. **The exception is in the case of allegations of abuse or unverified complaints which will be posted at the completion of follow**

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- up/investigation.** All serious occurrence notification forms are to be kept on file for at least 3 years.
2. The Serious Occurrence Notification form is to be posted on the bulletin board in the front office of the centre.
 3. The Serious Occurrence Notification Form is to be updated as the operator takes additional actions or investigation is completed.
 4. The Serious Occurrence Notification Form will be posted for a minimum of **10 business days**. If the form is updated with additional information such as additional actions taken by the operator, the form remains posted for 10 business days from the date of the update.
 5. A Serious Occurrence Notification Form must be kept on file for at least two years. These forms must be made available to Toronto Children's Services, current and prospective parents upon request. (See attached Instructions for completing the Serious Occurrence Notification Form) CICC must ensure that the Serious Occurrence Notification Form protects personal information and privacy i.e. no names, age, date of birth, age group identifiers etc. Serious Occurrence Initial Notification Reports pertaining to allegations of abuse are posted once the Children's Aid Society (CAS) had conclude an investigation and the allegation is either verified or not verified or the CAS has concluded that an investigation will not be conducted and the ministry has investigated any associated licensing non-compliances. (See attached for information that must be included on a Serious Occurrence Initial Notification Report when there is an allegation of abuse). In the case of a Serious Occurrence about a complaint, once an occurrence involving a complaint is filed (INR) whether the complaint is verified or not a Serious Occurrence Initial Notification Report must be posted in the designated area of the centre within 24 hours of the complaint. (See attached for information that must be included on a Serious Occurrence Initial Notification Report when there is a complaint).
- If a serious occurrence is not resolved within 24 hours you will be asked to submit an updated report on line by your Ministry Consultant. Please check Ministry website regularly for updates and instructions by Ministry Consultant until Serious Occurrence is closed.

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Procedure:


A. Action to be taken if a serious occurrence has occurred or is suspected includes the following:

- 1) The client shall be provided with immediate medical attention when warranted.
- 2) Appropriate steps shall be taken to address any continuing risks to the client's health or safety.
- 3) In cases involving death, the Coroner is notified immediately.
- 4) The staff or any other person witnessing or having knowledge of the occurrence shall report the matter to the Centre Manager/designate to conduct preliminary inquiries.
- 5) The Centre Manager or designated person shall conduct a preliminary inquiry immediately. The purpose of the preliminary inquiry is to gather information regarding actual or alleged occurrences.
- 6) All persons having knowledge of the occurrence should remain on the premises until they have been interviewed by the Centre Manager or the designated person
- 7) If on the basis of the preliminary inquiry, there is reason to suspect that a client has been abused, the Centre Manager or designated person will immediately contact the police and/or Children's Aid Society and obtain direction.
- 8) If the preliminary inquiry is conducted by a designated person, the Centre Manager is immediately notified.

B. Action/Recommendations from the Preliminary Inquiry

The Centre Manager or designate is responsible for determining whether an incident described in a preliminary inquiry is deemed to be a serious occurrence as defined by these procedures and whether, therefore, it should be reported to the Ministry of Education.

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When a serious occurrence has taken place, the Centre Manager or designate shall ensure that:

- 1) Where applicable, the coroner, police and/or CAS have been informed of the occurrence.
- 2) Follow the appropriate reporting procedures (see Reporting Serious Occurrences).
- 3) Within 24 hours the parent, guardian, advocate and, where applicable, the person or agency who placed the client, are informed unless the person to be notified is alleged to have abused the client.
- 4) Where abuse by a staff member is alleged, the possible suspension of the staff is to be reviewed by the Board. The Ministry of Education are to be informed of the outcome of the review.


C. Follow-up

Where recommendations for further action have been agreed to, the service provider will submit an implementation plan to the Ministry of Education (if applicable). The Centre Board and the Ministry of Education will sign off on the plan once the follow-up issues have been resolved.

Serious Occurrences and Accidents

1. Provide person with immediate medical attention: First Aid.
2. Staff or other witnesses shall report the occurrences to the Centre Manager or designate who shall:
 - (a) Dial "911" and ask for an ambulance.

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- (b) Contact the parent(s) or guardian(s) or necessary individuals. Depending upon the severity of the accident, ask them to meet the Centre Manager or designate at the Emergency Department.
- (c) One adult will accompany the child to the hospital, **with the child's CICC Emergency Contact form**, and stay there until the parents or guardians arrive.
- (d) Make sure all persons having knowledge of the occurrence remain at the site until excused.
- (e) The Centre Manager or designate will report serious occurrence

¹In the event of a death a Coroner must also be notified – ref; Coroner's Act, s.10(2) for any client; also, CFSA Reg. 70/90, s.71 for any child and HRP A Reg. 635/90, s.10 for clients of funded developmental service residences.

²With regard to children, see CFSA Sections 37 and 72, with respect to a child in need of protection and the duty to report.

³For example, with regard to children, this would include any 'missing' incident within a licensed childcare program. With regard to a child who is missing from a children's residence, CFSA Regulation 70/90, Section 102(2) describes a specific report requirements. When the whereabouts of a child/youth who is in the care of a CAS/Residential licensee is unknown, the CAS/licensee must also file a Missing Person Report with the local police.


Serious Occurrence

Reporting procedures effective September 2016

Within 24 hours the following needs to be done:

2. Within 24 hours complete and submit on line Serious Occurrence form: www.one-key.gov.on.ca refer to Appendix 1 for step by step instructions to submit a Serious Occurrence report on line.

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3. Within 24 hours a Serious Occurrence Notification Form must be posted on the front office bulletin board at CICC.

Within 7 working days the following needs to be done:

If the Serious Occurrence is not resolved within 24 hours, you will be asked to submit an updated report online by your Ministry Consultant.

Please check Ministry Website regularly for updates and instructions by Ministry Consultant until current Serious Occurrence is closed.

Enhanced Serious Occurrence


In addition to serious occurrences reporting procedure outlined above Enhanced Serious Occurrences will follow the criteria below.

1. Operators are responsible to ensure there is a Designated Authority available at all times who will determine when an incident requires **Critical Serious Occurrence Reporting** and will ensure that necessary actions occur.

*** Enhanced Serious Occurrence Reporting procedures will be followed when **emergency services** (i.e. police, fire and/or ambulance) are used in response to a **significant** incident involving a client, **and/or** the incident is likely to result in **significant public or media attention**. It may be helpful to review the Enhanced Serious Occurrence Identification Tool published by the Ministry of Children and Youth Services and Ministry of Community and Social Services, see attached.

2. In these circumstances, the Operator's Designated Authority will ensure that the Ministries' early alert system is notified **within 3 hours** of becoming aware of the incident.
3. Notification will be submitted online to the Ministry Of Education website: www.one-key.gov.on.ca
4. This procedure will be followed around the clock on weekdays, weekends and government holidays
5. Regional Offices will follow-up with service providers to ensure proper issues management occurs, as appropriate.

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6. Within 24 hours a Serious Occurrence Notification Form must be posted on the front office bulletin board at CICC.

Follow up after a Serious Occurrence:

In the event of a Serious Occurrence at the Centre. Staff will meet to review the incident to ensure procedures were followed as outlined in the policy and discuss changes to practice if needed to support staff and clients in the event of future incidents.

This Serious Occurrence policy will be reviewed with staff, volunteers and students upon employment and at least annually thereafter.

Serious Occurrence Annual Summary and Analysis Report:

During the month of January, the Centre Manager will use the **Ministry of Education Serious Occurrence Annual Summary and Analysis Report** to conduct an analysis of all serious occurrences that occurred in the previous calendar year and record any actions taken in response to the analysis.

The Ministry of Education Serious Occurrence Annual Summary and Analysis Report will be kept on file in the front office and made available as requested by the Ministry of Education.