

SERIOUS OCCURRENCE

POLICY

It is the policy of Cook's School Day Care Inc to ensure the safety of the children and staff. In the event that a serious situation occurs, the following details outlines how to identify, respond and report a serious occurrence, as required by the Child Care & Early Years Act (CCEYA) and the County of Northumberland Service Provider Guidelines.

Unless otherwise stated, the term supervisor will be the person responsible for the service operation, including the executive director or designate.

DEFINITION AND CATEGORIES

"Serious Occurrence" means,

1. The death of a child who received child care at a home child care premises or child care centre, whether it occurs on or off the premises.
2. Abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at a home child care premises or child care centre.
3. A life-threatening injury or a life-threatening illness of a child who receives child care at a home child care premises or child care centre.
4. An incident where a child who is receiving child care at a home child care premises or child care centre goes missing or is temporarily unsupervised, or
5. An unplanned disruption of normal operations of a home child care premises or child care centre that poses a risk to the health, safety or well-being of children receiving child care at the home child care premises or child care centre.

Serious Occurrence Categories:

1. Death of a Child
2. Allegation of Abuse and/or Neglect: refer to **Further Clarification** later in this document
3. Life-threatening injury or illness
4. Missing or Unsupervised Child(ren)
5. Unplanned Disruption of Normal Operations: fire, flood, gas leak, detection of carbon monoxide, outbreak, lockdown, other emergency relocation or temporary closure

PROCEDURE

RESPONDING TO A SERIOUS OCCURRENCE

1. Ensure there are no risks to health and safety present.
2. Identify the serious occurrence using the list of categories
3. Once the serious occurrence has been identified respond by notifying the appropriate service or services. (I.e., Children's Aid Society and the Police if the occurrence is deemed Abuse and/or Neglect).

A list of emergency numbers is posted by all phones.

4. Once the appropriate service has been notified, provide the client with immediate first aid attention and comfort, as needed if necessary.

5. If immediate medical attention is required:
 - Call **911**.
 - Home child care providers must contact the ECE consultant/home visitor immediately (905) 372-2143. After office hours: providers are supplied with the ECE consultant/home visitor's cell number. The ECE consultant/home visitor will ensure that the appropriate reporting procedures are followed pertaining to notification about the situation to the supervisor, board of directors, Ministry of Education, and County of Northumberland.
 - The supervisor is responsible for contacting the child's parent/guardian immediately to give a short explanation of the occurrence and to ask the parent/guardian to proceed to the centre, home child care setting, hospital, evacuation shelter etc. depending on the type of occurrence. If the parent/guardian cannot be reached, the designated emergency person is contacted.
6. NOTE: the emergency information must be with the group at all times. Ensure there are no continuing or new risks to health and safety.
7. In cases involving death, the Coroner is notified immediately.
8. In cases involving a missing child:
 - Alert all staff as to who is missing and where they were last seen – to page all staff *11 on phones.
 - Immediately search the child care premises, including outdoor areas.
 - If the child is not immediately found, the supervisor will alert the child's parents and call the police – **911**.
- 9. The emergency information must be with the group at all times.**
10. The educator witnessing or any person having knowledge of the occurrence shall report the matter to the supervisor immediately.
11. The supervisor will begin a serious occurrence inquiry to gather information regarding the actual or alleged occurrence. If the preliminary inquiry is conducted by a designate, the supervisor must be informed of the occurrence as soon as possible.
12. All persons having knowledge of the occurrence should remain on the premises until the supervisor has interviewed them or instructed that there is no need for their involvement at that point.
13. If the occurrence is deemed serious, and therefore reportable, refer to responsibilities detailed below.
14. If a serious injury occurs outdoors complete a Detailed Outdoor Injury Report.
15. If there is reason to suspect that a client has been abused and/or is in need of protection, the person with the suspicion will make immediate contact with the Children's Aid Society and Police, as appropriate.
16. Appropriate steps shall be taken to address any continuing risks to the client's health and safety

REPORTING A SERIOUS OCCURRENCE

Reporting steps:

1. All serious occurrences must be reported to the Ministry Program Advisor within 24 hours of the supervisor becoming aware of the event, using the Child Care Licensing System (CCLS).

If there are issues related to CCLS, contact the help desk at childcare.helpdesk@ontario.ca, or call 1-855-457-5478 or (416) 314-6230.

If the supervisor cannot access CCLS, they must still notify their program advisor via email or telephone within 24 hours of becoming aware of the occurrence and complete a serious occurrence report in CCLS as soon as the system becomes available.

Ministry Contact Information:

Program Advisor: Sheryl Bernard, RECE

Email: sheryl.bernard@ontario.ca (recommended contact method)

Phone: 613-243-4120 for emergencies only

2. If the supervisor have left for the day, the designate in charge will notify the supervisor and the supervisor will report the serious occurrence as required.
3. The supervisor is required to complete and post a Serious Occurrence Notification Form (SONF): Including any allegation of abuse or neglect.
 - The SONF summarizes the report and any action taken.
 - Within 24 hours of becoming aware of the occurrence.
 - In a conspicuous place, at the child care centre or home child care premises.
 - For at least 10 business days.
 - The SONF must not include any identifying information regarding the children, staff, names, initials, age groups, dates of birth etc.
 - The SONF is updated as additional actions or investigations are completed and the form remains posted for at least 10 days from the date of the update.
 - The SONF are kept for at least 3 years, unless otherwise specified.
 - A copy with examples to follow.

The Ministry or County may request additional information and may also initiate their own review, depending on the circumstances.

All copies of serious occurrence reports and supporting documents must be kept for at least 3 years, unless otherwise specified.

ANNUAL SUMMARY AND ANALYSIS REPORT

The supervisor is required to conduct a Serious Occurrence Annual Analysis of all serious occurrences that occurred in the previous year at the child care centre and each home child care premises. The annual analysis is to be used as a method of identifying issues, trends and actions taken and will be reviewed during licence renewal inspections. Annual Summary and Analysis reports are kept for at least 3 years, unless otherwise specified.

The supervisor must also submit the Annual Analysis to the County of Northumberland.

RETAINING RECORDS

Cook’s will maintain a master record and a copy of all reports submitted including the annual summary and analysis conducted by the agency in the Serious Occurrence Reports binder for a period of three years.

FURTHER CLARIFICATION

DUTY TO REPORT TO A CHILDREN'S AID SOCIETY (CAS)

The Child and Family Services Act (CFSA) clearly states that a person who has a duty to report shall make the report directly to CAS and shall not rely on any other person to report on his or her behalf.

Under section 72 of the CFSA every person, including persons who perform professional or official duties with respect to children, such as health care workers, teachers, operators or employees of child care programs or centres, police and lawyers, who has reasonable grounds to suspect that a child is or may be in need of protection must promptly report the suspicion and the information upon which it is based to a CAS. It is not necessary to be certain that a child is or may be in need of protection to make a report to a CAS. "Reasonable grounds" refers to the information that an average person, using normal and honest judgement, would need in order to decide to report. The CFSA specifies that a person who acts in accordance with the duty to report is protected from civil actions, unless the person acts maliciously or without reasonable grounds for the suspicion.

Refer to complete details pertaining to responsibilities in the following documents:

- **Reporting Child Abuse and Neglect: It’s Your Duty**, your responsibilities under the Child and Family Services Act
- **Professional Advisory Duty to Report June 2015**, College of Early Childhood Educator’s document.

ABUSE, NEGLECT OR ALLEGATION OF ABUSE, NEGLECT RESPONSE

Whether or not the child/person making the claim is thought to be untruthful, response is required. Scenarios may include, but are not limited to:

Child/Person Indicates to You Child Abuse, Neglect was Observed or Experienced	
Inflicted by	Who do you Report to
Parent/guardian at another location	<ol style="list-style-type: none"> 1. Call CAS 905-372-1821, ask for Intake Worker 2. Inform supervisory staff
Parent/guardian (not staff/provider) at the care location	<ol style="list-style-type: none"> 1. Call CAS 905-372-1821, ask for Intake Worker 2. Inform supervisory staff 3. Supervisory staff will contact Program Advisor for guidance 4. Supervisory staff report to Ministry of Education via CCLS reporting portal within 24 hours if advised by PA to do so 5. Post Serious Occurrence Notification for 10 days if applicable
A staff/provider (not supervisory staff)	<ol style="list-style-type: none"> 1. Call CAS 905-372-1821, ask for Intake Worker 2. Call Police Services, if applicable. 911 3. Inform supervisory staff 4. Supervisory staff will inform Program Advisor 5. Supervisory staff report to Ministry of Education via CCLS reporting portal within 24 hours. 6. Post Serious Occurrence Notification for 10 days. 7. Follow through with appropriate disciplinary action.

COOK'S SCHOOL DAY CARE INC – POLICY & PROCEDURE

Inflicted by	Who do you Report to
A supervisory staff (not Executive Director)	<ol style="list-style-type: none"> 1. Call CAS 905-372-1821, ask for Intake Worker 2. Call Police Services, if applicable. 911 3. Inform supervisory staff 4. Executive Director will inform Program Advisor 5. Executive Director will report to Ministry of Education via CCLS reporting portal within 24 hours. 6. Follow through with appropriate disciplinary action. 7. Post Serious Occurrence Notification for 10 days.
Executive Director	<ol style="list-style-type: none"> 1. Call CAS 905-372-1821, ask for Intake Worker 2. Call Police Services, if applicable. 911 3. Inform President, Board of Directors 4. President will inform Program Advisor to obtain guidance regarding reporting to Ministry of Education via CCLS reporting portal within 24 hours. 5. Follow through with appropriate disciplinary action. 6. Post Serious Occurrence Notification for 10 days.
<p>In all instances, the direction given by CAS, the Ministry, and Police Services will be followed in the prescribed timeframes.</p>	

SERIOUS OCCURRENCE NOTIFICATION FORM

Within 24 hours of submitting a serious occurrence report, the notification form must be posted in a conspicuous place to communicate information to the parents/guardians about the situation. The form is posted for a minimum of 10 business days. If updates are required, the form is posted a minimum of 10 business days from the date of the update. All serious occurrence notification forms are retained for at least three years. A copy of the form is attached.

MODIFICATIONS TO THIS OR OTHER POLICIES

Any policy that does not respect and promote the dignity, independence, integration and equal opportunity of people with disabilities will be modified or removed. Our policies are maintained and updated regularly to reflect our practices, employees and best serve our customers.



Serious Occurrence Notification Form
Formulaire de notification d'incident grave

Program name:/Nom du programme :	
Date : (yyyy/mm/dd)/(aaaa/mm/jj)	Date of occurrence: (yyyy/mm/dd) Date de l'incident : (aaaa/mm/jj)
Type of serious occurrence:/ Type d'incident grave : Allegation of abuse and/or neglect / Allégation de mauvais traitements ou de négligence	
Description:	
Action taken by Licensee/Outcome: (add update if applicable)/Mesure prise par le titulaire de permis/Résultat : (ajouter une mise à jour le cas échéant) :	
Name: Nom :	X <hr/> signature
Date : (yyyy/mm/dd)/(aaaa/mm/jj)	