

## SERIOUS OCCURRENCE POLICY

All serious occurrences must be reported to the following within twenty-four (24) hours of the incident:

1. President, Yonge Hearts Child Care Centre Board of Directors
2. Ministry of Education Child Care Licensing System  
<https://www.iaa.gov.on.ca/iaalogin/IAALogin.jsp?>

\*If CCLS cannot be used call (416) 325-0652 or email the Program Advisor

### DEFINITION OF A SERIOUS OCCURRENCE:

(a) the **death of a child** while receiving child care at a home child care premises or child care centre, whether it occurs on or off the premises,

(b) a **life-threatening injury to or a life-threatening illness** of a child while receiving child care at a home child care premises or child care centre, whether it occurs on or off the premises,

(c) an **unplanned disruption of the 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 childcare at a home child care premises or child care centre.

(d) 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

(e) **abuse, neglect or an allegation of abuse or neglect** of a child within the meaning of the *Child and Family Services Act* by a staff member of a child care centre, a home child care provider at a home child care premises or any other person while the child receives child care at a home child care premises or child care centre, whether it occurs on or off the premises.

*-Child Care and Early Years Act 2014 (Regulation 137/15)*

### CRITICAL SERIOUS OCCURRENCES

Where a serious occurrence involves one of the following:

- A child has died
- A child is missing and whereabouts are unknown
- There has been media attention; or
- Police are conducting an investigation

The report will be forwarded from CCLS to the Program Advisor (PA) Compliance Manager, Manager of Children's Services, the City District Director and City Consultant.

In the event that the operator is unable to access CCLS within required time period, the operator shall inform their assigned Program Advisor directly by phone or by calling the Toronto Central Region office at: 416-325-0652. The PA follows up with the operator/designate for details.

The operator posts the notification for parents generated by the Child Care Licensing System.

#### PROCEDURES – IMMEDIATE ACTIONS BY STAFF

1. The staff or any other witness, shall report the occurrence to the Director or designate immediately.
2. Medical attention shall be provided immediately if warranted. Contact the parents.
3. Appropriate steps shall be taken to address any continuing risks to the wellbeing of the children and staff.
4. Ensure that the local coroner is notified in all cases of death.
5. The Director or designate shall immediately begin a Serious Occurrence Inquiry, in accordance with the following steps (see #7). The purpose of this inquiry is to gather information regarding the actual or alleged occurrence(s).
6. All persons having knowledge of the occurrence must remain at the centre until excused by the Director or designate.
7. The inquiry information gathered by the Director or designate will form the basis of the Serious Occurrence Notification Report and should include the following details (if possible at this time):
  - Description of occurrence
  - Child's allegation (if applicable)
  - Date, time, place of occurrence
  - Time occurrence reported
  - Reason for occurrence
  - People involved
  - Action taken
  - Current status
  - Parties notified:
    - Board of Directors,
    - Coroner (in case of death), Police/C.A.S. if applicable,
    - Parents, Others
  - Further action recommended:
    - Specific to situation and/or related to potential underlying factors.
8. If on the basis of the inquiry, there is reason to suspect that a child has been abused (and/or in need of protection) the Director or designate shall ensure immediate contact with the Children's Aid Society and police as appropriate. (It is the person who suspects the abuse who is legally obligated to make a report to the C.A.S.).

## REPORTING PROCESS

### **WITHIN TWENTY-FOUR HOURS:**

The Director shall ensure that the following are informed within twenty-four hours of the occurrence (using the Serious Occurrence Notification Report):

1. President, Yonge Hearts Child Care Centre Board of Directors.
2. Ministry of Education Child Care Licensing System  
<https://www.iaa.gov.on.ca/iaalogin/IAALogin.jsp>? If unable to access the Child Care Licensing System inform the Program Advisor directly or by calling (416) 325-0652.

Information will be gathered and entered into the Child Care Licensing System. A Serious Occurrence Notification Form will be generated and completed through the system and posted in the centre within twenty four hours of becoming aware of the occurrence.

The completed Serious Occurrence Notification Report will be signed by the Director or designate and must be submitted to the Ministry of Education through the Child Care Licensing System within twenty four hours of becoming aware of the occurrence.

The report shall identify the child(ren) involved by the first initial of their first and last names. Any other persons involved shall be referred to in non-identifying terms (staff A, staff B, etc.)

The report should be submitted within the twenty four hour period, even if the information contained is incomplete. If this is the case, an explanation should be included with the report, along with a clear indication that an update will be forthcoming.

Any updates must be submitted through the Child Care Licensing System as they occur.

After reviewing the report, the Ministry may request additional information or a further review.

### **ANNUAL SUMMARY AND ANALYSIS:**

A summary and analysis report is to be completed annually and kept on file.

The Serious Occurrence Policy is reviewed by and signed off prior to commencing employment/placement and then annually with all staff, students and volunteers.

For further information, please refer to the Ministry's Serious Occurrence Reporting Procedures.

September 2016

## **SERIOUS OCCURRENCE NOTIFICATION FORM**

As of December 12, 2013, all serious occurrences must be completed on the Child Care Licensing System (CCLS) Ministry of Education (MOE), reported to Toronto Children Services, the President of the Board of Directors and posted in the centre with in twenty four hours of becoming aware of the occurrence.

Following the submission of the Serious Occurrence Report on CCLS (reported to the City of Toronto Serious Occurrence line) and within twenty four hours of becoming aware of the occurrence or when the Director deems the occurrence to be serious (as specified in the MCSS/MCYS 2009 Serious Occurrence Reporting Procedures), the Director will post a Serious Occurrence Notification Form which is generated by CCLS. The intent of this form is to communicate information to parents about serious occurrences that have taken place in the centre. The exception to the twenty four hour posting regulation is in the case of allegations of abuse or unverified complaints, which will be posted at the completion of the follow up/investigation (See Allegations of Abuse).

The Serious Occurrence Notification Form (the form) will be posted in the Centre near the main entrance (used by all parents) beneath the child care license and Licensing Summary chart.

The form will be updated as necessary (on CCLS and the form), if additional actions or investigations are completed.

The form will be posted for a minimum of ten business days. If the form is updated with additional information (such as additional actions taken by the operator), the form must remain posted for ten days from the date of the update.

The form must be retained for at least three years from the date of the occurrence and be available for current and prospective parents, licensing and Toronto Children's Services staff upon request (as per current requirements for the availability of licensing documentation).

### **COMPLETING THE SERIOUS OCCURRENCE NOTIFICATION FORM**

The purpose of the form is to provide a brief overview of a serious occurrence for parents and will be completed by the Director or designate on the Child Care Licensing System. If the Director is involved, the Board of Directors would be responsible for filling in the form and posting it. Names, initials, rooms or ages (or any other identifying items) are not to be used on the form.

- provide the name of the centre
- provide the date that the form is posted on site
- provide the date that the serious occurrence happened
- provide the type of serious occurrence, according to the definitions set out in the Serious Occurrence Policy (as per MCSS/MCYS 2009 Serious Occurrence Reporting Procedures)
- provide a one sentence description of the occurrence (examples: a child was injured when a staff tripped on the playground and knocked a child over, a child was injured while running in the playground, a child was limping after outdoor play – no injury was observed, a staff member was alleged to have abused a child while participating in the programme, a child was left on the playground unsupervised at then end of outdoor play, smoke was observed coming from the furnace room, a parent complained that not enough food was being served, a parent complained that another child bullies her child)
- provide a description of the action taken by the Director, including longer term plans and outcomes to minimize reoccurrence (example – medical attention was sought for the child's injury, the child was

transported to hospital, treated and released, behaviour management monitoring will be conducted each month)

- Director's or designee's signature

#### PROTECTION OF PERSONAL INFORMATION AND PRIVACY

The Director must ensure that the information that is posted in the form protects personal information and privacy. Therefore, no child or staff names, initials, age or birth dates or age group (infant, toddler, preschool) are to be used.

#### ALLEGATIONS OF ABUSE

Serious Occurrence Notification Forms pertaining to allegations of abuse are posted when the following have been concluded:

- The Children's Aid Society (CAS) has concluded its investigation and the allegation is either verified or not verified or
- CAS has determined that an investigation will not be conducted and
- The Ministry has investigated any associated licensing non-compliances

Information to be included:

- Once the investigation is complete, the form should provide clear, concise information about whether CAS conducted an investigation into compliance related licensing requirements
- The description section will include information about whether CAS conducted an investigation into the report and identify if the Ministry conducted an investigation into compliance with related licensing requirements
- The form will identify whether:
  - + CAS verified the allegation
  - + CAS has not verified the allegation
  - + The operator has taken action on any other directions given by CAS
  - + The operator has addressed any associated licensing non-compliances identified by the Ministry, if applicable

(Example – A staff was alleged to have abused a child, a report was made to CAS, CAS conducted an investigation- the allegation was not verified. The Ministry determined there were no non-compliances related to behaviour management. No further action required.)

#### COMPLAINTS

##### Timing of Posting

-When the Director has filed a serious occurrence report about a complaint, verified the complaint and has taken action to address the issue, the Serious Occurrence Notification Form is posted within 24 hours of the occurrence.

-When the Director has filed a Serious Occurrence report about a complaint but has not yet taken action because the complaint has not been verified, the serious occurrence form will not be posted within 24 hours.

-Once the complaint has been verified or not verified, the form is posted.

(Example – A parent complained that her child is hungry and not getting enough lunch. The operator checked the food quantities with the cook. Larger quantities are being purchased to meet requirements. Staff are monitoring food intake)

**PARENT HANDBOOK**

The Parent Handbook will be updated to inform parents about the Serious Occurrence Notification Form posting.

**POLICY REVIEW**

All staff will review and sign off on the policy (as part of the Serious Occurrence Policy) before commencing employment and on an annual basis thereafter.

August 2016