



Serious Occurrence Policy **Revised 09.18**

The purpose of this policy is to ensure that there is a plan to deal with any serious occurrence, which may affect the health, safety or well-being of individuals, or of the premises. The policy is reviewed with staff on hiring before starting work with the children.

Definition of a Serious Occurrence

The following definitions are considered to be a 'serious occurrence':

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 to 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 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 child care at the home child care premises or child care centre

Note: Within the parameters of the preceding definitions, the service provider is responsible for determining whether an incident is deemed to be a serious occurrence as defined by these procedures and whether, therefore, it should be reported to/ within the ministry.

Serious Occurrence Reporting Procedure

(a) Reporting to the Supervisor

All serious occurrences, as defined by the Ministry, or as deemed as such by the Centre, must be reported immediately to the Supervisor or to her assigned designate.

If the Supervisor is not on site, the assigned designate will call the Supervisor to report the incident as quickly as possible.

The Supervisor or her assigned designate will conduct a preliminary enquiry immediately.

All persons having knowledge of the occurrence will remain at the Centre until they are excused by the Supervisor or her designate.

(b) Reporting to CCLS

Within 24 hours, any serious occurrence must be:

- **reported into the Child Care Licensing System(CCLS)**
- **City of Toronto will receive the Serious Occurrence report directly from the CCLS. District Consultants will follow up with operators as necessary.**

If any updates to the Serious Occurrence Report are required the Ministry Program Advisor will request an update and/or additional information through CCLS. If for any reason the CCLS system cannot be accessed, the Program Advisor must be contacted by phone or email within 24 hours of the incident occurring. The incident will be entered into the CCLS as soon as it is possible.

(c) Reporting to Parents and Authorities

The child's parents must be informed immediately. Parents will be given a copy of the Centre's accident report.

It may also be necessary to inform the police and/or Children's Aid Society ("CAS").

(d) Reporting to Board President

The President of the Board of Directors is also notified by phone or email within 24 hours, and given a copy of the printed report. Two copies must be kept at the Centre, one in the appropriate client's (or staff member's) file and one in the Serious Occurrence file.

(e) Insurance/Accident Reporting

The incident must also be reported to the Centre's insurance company if a claim is anticipated. Staff must provide follow-up information as necessary. Where a serious occurrence is determined to be the result of an accident, the Centre's "Accident Form" must be completed and signed by at least one parent of the child and the Supervisor and then filed in the Centre, with a copy given to the parent(s). Only the child's initials are to be used on the forms.

Duty to Report

Some serious occurrences, most notably an allegation of abuse or neglect, will give rise to a duty of report that a child may be in need of protection. If an individual suspects that a child is, or may be, in need of protection, they must report this to the local children's aid society in accordance with section 72 of the *Child and Family Services Act*.

The person who has the reasonable grounds to suspect that a child is, or may be, in need of protection **must make the report directly to a children's aid society**. The person must not rely on anyone else to report on his or her behalf.

A report to a children's aid society must be made for all situations where a child is, or may be, in need of protection, no matter where the alleged abuse or neglect took place. However, the Centre is required to notify the Program Advisor of a serious occurrence if the alleged abuse or neglect occurred while the child was receiving care at the Centre.

It is also important to note that Registered Early Childhood Educators are expected to be accountable for their actions as early childhood educators and to abide by the College of Early Childhood Educators' Code of Ethics and Standards of Practice as well as all applicable legislation, regulations, by-laws and policies that are relevant to their professional practice.

The *Early Childhood Educators Act 2007* and the Professional Misconduct Regulation state that it is an act of professional misconduct to “[contravene] a law, if the contravention has caused or may cause a child who is under Whitney Child Centre’s professional supervision to be put at or remain at risk.”

All staff members, students and volunteers must familiarize themselves with reporting requirements under the *Child and Family Services Act*, and abide by them as the failure to do so is contrary to the law and may constitute professional misconduct.

Posting of Serious Occurrences in the Centre

The Child Care Licensing System will generate a notification of a serious occurrence having taken place to be posted for parents. This notification will be posted in the place designated on the Parent Notice board in the Centre hallway, alongside the Centre’s licensing information. Parents are notified of this procedure in the Parent Manual. Information posted about the serious occurrence is meant to be high-level with a brief description of the incident and the steps taken to address the issue. The action taken is meant to reassure parents that the safety and security of their children is of utmost importance to the Whitney Child Centre.

The form is to be posted within 24 hours of the occurrence. The form may be updated as additional actions or investigations are completed. The form will be posted for a minimum of ten business days. If the form is updated to include new information, the ten business days are calculated from the date of the change.

Protection of Privacy

To protect privacy the information posted will not include any staff or child names, initials or details such as age or date of birth. The form will not identify the age group of the child/children.

Follow Up for All Serious Occurrences

The Program Advisor will follow up with the Centre as required. The Program Advisor will remind the operator to add any updates in the Child Care Licensing Information System within 7 working days of the initial report and to update the posted notification as required.

The Serious Occurrence Categories in CCLS are:

- 1. Death of a Child**
- 2. Allegation of Abuse and/or Neglect**
- 3. Life-threatening Injury or Illness**
 - a. Injury
 - b. Illness
- 4. Missing or Unsupervised Child(ren)**
 - a. Child was found
 - b. Child is still missing
- 5. Unplanned Disruption of Normal Operations**
 - a. Fire
 - b. Flood
 - c. Gas Leak
 - d. Detection of Carbon Monoxide
 - e. Outbreak
 - f. Lockdown
 - g. Other Emergency Relocation or Temporary Closure

Serious Occurrence Annual Analysis and Ongoing Monitoring

The Supervisor is required to conduct an annual analysis of all serious occurrences that occurred in the previous year. The annual analysis is to be used as a method of identifying issues, trends and actions taken. The analysis and record of actions taken in response to the analysis must be kept on file. In addition to ongoing reviews and follow-up to serious occurrences, licensing ministry staff will review the serious occurrence annual analysis during licence renewal inspections.

The Whitney Child Centre Centre is expected to monitor their performance in-year, on an ongoing basis, with respect to the reporting, management, and follow-up of serious occurrences.

Retention

The serious occurrence notification form for any serious occurrence must be retained at the Centre for a minimum of three years. A serious occurrence Annual Summary and Analysis Report will be completed for each calendar year and kept on file for review by the Ministry of Education's licensing consultant.

Supporting Procedures for Staff Information

Occurrence involving safety of the building:

In the event of an emergency in which the building has to be evacuated, (fire, flood, bomb threat, etc.), the following steps will be taken:

- Keep calm control of the children.
- Use methods outlined in the fire drill procedure to evacuate the building, meeting at the public school main entrance in playground.
- Count children and adults. Ensure everyone is evacuated safely.
- Report to the Supervisor or delegate if anyone is missing.
- Do not re-enter the building yourself.
- If the building is not safe to re-enter, walk calmly to the emergency shelter and call such location, if possible, before arriving.
- Emergency files, attendance, any Epi-Pens or medication and supplies must be taken.
- On arrival at the emergency shelter, parents must be called and advised of the situation.
- The Board of Directors must be notified as soon as possible.
- Document thoroughly and notify Toronto Children's Services within 24 hours and report as a Serious Occurrence.
- Provide follow-up information to all relevant parties as necessary.

Serious Occurrence Involving Accident/Medical Emergency at Centre

The following steps must be taken by staff in the event of an accident or medical emergency:

- Assess the situation and environment.
- Apply appropriate first aid. Do not move client if unsure of injury. Clear the area around the unwell/injured person.

- Keep injured/unwell person calm; reassure and comfort. Other staff should comfort and support the other clients. Call for additional staff help if needed.
- Inform Supervisor or delegate.
- Call appropriate emergency service (i.e. ambulance) if required.
- The Supervisor or staff who witnessed the incident should go to the hospital with the injured/unwell client. An Emergency Treatment Consent Form and the client's emergency form located in the Supervisor's office, must be taken to the hospital. Client's must never be transported in a staff's vehicle. A taxi must be called if an ambulance is not needed.
- Contact parent and advise of situation. Notify parent as to where client is being taken, and arrange for parent to meet at this location.
- Staff at the hospital will call the Centre periodically to give updates on the status of the client.
- Staff will stay at hospital until the contact person or parent arrives, and may need to stay longer if this person needs support.
- Inform President of Board of Directors as soon as possible.
- Report as a Serious Occurrence only if injury is life threatening or if the child has a concussion.

All other accidents

All accidents to clients, no matter how minor they may appear, must be reported immediately to the Supervisor or her designate. An Accident Form must be filled in and signed by a parent and the Supervisor. The completed form is kept in the client's file and a copy given to the parent(s). If the accident occurred in the playground, a copy of the accident report is kept in the Playground Log. The accident is recorded in the daily log.

Safety Guidelines

- Staff must be aware of the actual number of children in their group at all times. Regular head-counts must occur and be recorded.
- Attendance sheets must be accurately kept, and sign in and sign out filled in immediately as children enter or exit the program. Numbers are recorded at each transition and staff change.

- Staff must be familiar with the contents and location of the classroom emergency files and emergency numbers.
- Staff must be familiar with all exits from the Centre and Public School.
- First aid kits must be kept well stocked in each classroom, and in the office and staff room.
- All staff must be familiar with the coordinates of the emergency evacuation location.