

POLICY & PROCEDURE:

Serious Occurrence Reporting
Program Policy
Community and Social Services Division
Children's Services Department
-Ontario Early Years Program

LEGISLATIVE AUTHORITY:

**Serious Occurrence Reporting Procedures for
Service Providers - Ministry of Community and
Social Services, June 2000**
Day Nurseries Act, Regulation 262, Section 1

Premise:

It is a requirement under the Ministry of Community, Family and Children's Services (MCFCS) that all providers of services that are funded, licensed or operated by MCFCS, and who deliver any direct service to:

- Children under the Child and Family Services Act (CFSA).
- Children under the Day Nurseries Act (DNA).
- Adults and children with a developmental disability under the Homes of Retarded Persons Act (HRPA or the Developmental Services Act (DSA)).
- Violence against women programs under the MCSS Act

report all serious occurrences.

Responsibility

Community and Social Services/Ontario Early Years Centre (OEYC) Staff have a direct responsibility and obligation to the MCFCS as it relates to Serious Occurrences.

Note: A protocol for serious occurrence was developed in January 2000 as it relates to the Child Care Fee Subsidy Program. The protocol for the Child Care Fee Subsidy Program is distinct and separate from this policy. Child care providers have an obligation to report directly to MCFCS and copy their report to the Service Manager (United Counties of Leeds and Grenville).

Policy & Procedure
Serious Occurrence Reporting

Definitions

Service Provider: Programs and/or services that are funded, licensed or operated by MCFCS and provide services to the above mentioned groups.

Ministry Regional /Corporate Office: (MCFCS)

11 Beechgrove Lane Kingston, Ontario, K7M 9A6

Toll Free: 1-800-646-3209 Switchboard: 1-613-545-0539

Fax: 1-613-536-7272

Daytime Contact: Brenda Jackson (Municipal Programs Support Staff) 613-536-7333

Program Supervisor: Roy Beechey

2nd Contact- Program Supervisor: Marvin Valensky

After Hours Emergency Contact: 1-613-536-7313

Serious Occurrence

1. Any death of a client which occurs while participating in a service.
2. Any serious injury to a client which occurs while participating in a service.
This includes:
 - Any injury caused by the service provider.
 - A serious accidental injury received while in attendance at a service provider setting, and /or in receiving service from the service provider an injury to a client which is non-accidental, and which requires treatment by a medical practitioner (including a nurse or a dentist).
3. Any alleged abuse or mistreatment of a client which occurs while participating in a service.
4. Any situation where a client is missing.
5. Any disaster, such as fire on the premises where a service is provided.
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.

Policy & Procedure
Serious Occurrence Reporting

7. Any complaint made by or about a client, or any other serious occurrence concerning a client that is considered by the service provider to be of a serious nature.

Identification

It is the responsibility of the Manager of Children's Services (in consultation with Team Leader of the Ontario Early Years Centre, if available), within the parameters of the preceding definition, to determine whether an incident is deemed to be a serious occurrence. If an incident is deemed as a serious occurrence, action must be taken to report directly to MCFCS. The Manager of Children's Services will act as the designated staff member to conduct serious occurrence inquiries.

1. The Manager of Children's Services has the authority to delegate the Team Leader of OEYC, as the designated staff member to conduct a serious occurrence inquiry. This may only occur if the incident is within number #6 or #7 of the preceding definition of serious occurrence. In addition, this delegation of authority should only occur in scenarios that the Manager deems to be minor in relation to cause and consequence.
2. If the Manager of Children's Services is not available to conduct the serious occurrence inquiry, then the alternate designate is the Manager of Program Review/Quality Assurance.
3. In the event that the serious occurrence involves the Team Leader of the Ontario Early Years Centre, or a staff member, the Manager of Children's Services and the Manager of Program Review/Quality Assurance shall be immediately notified.

Response:

1. Client is provided with immediate medical attention as required.
2. Appropriate steps are taken to address any continuing risks to the client's health or safety, including consideration of the health and safety of other clients.

Policy & Procedure
Serious Occurrence Reporting

3. Ensure that the appropriate authorities (i.e. Police, Ambulance) are notified immediately in all cases involving death, regardless of location or circumstances.
4. Staff or any other person witnessing or having knowledge of the occurrence shall document and report the matter to the Team Leader of the Ontario Early Years Centre.
5. The Team Leader shall immediately begin a serious occurrence inquiry. The purpose of the inquiry is to gather information regarding the actual or alleged occurrence(s).
6. All persons having knowledge of the occurrence shall remain on the premises until the Team Leader of the Ontario Early Years Centre or Manager of Children's Services has interviewed them, or indicated that there is no need for their involvement at that point.
7. The inquiry information gathered by the Team Leader of the Ontario Early Years Centre will form the basis of the "Serious Occurrence Inquiry Report", and therefore should include the following details:
 - ▶ description of occurrence
 - ▶ client's allegation
 - ▶ date, time, place where it occurred
 - ▶ time occurrence reported
 - ▶ reason for occurrence
 - ▶ people involved
 - ▶ action taken
 - ▶ current status
 - ▶ Parties notified (i.e. Coroner, Police, Family and Children's Services, Parents, etc.)
 - ▶ Further action recommended
8. If on the basis of the inquiry, there is reason to suspect that a client has been abused, or is in need of protection, the designated person shall ensure immediate contact with Family and Children's Services and/or Police.

Policy & Procedure
Serious Occurrence Reporting

9. All staff of the United Counties of Leeds and Grenville, Community and Social Services Division must adhere to the internal policy of “Reporting of Suspected Child Abuse” (issued December 2002).

Reporting Process:

When a serious occurrence is deemed to have taken place, Ontario Early Years Centre shall ensure that:

1. The Ministry Regional/Corporate office is informed as soon as possible and within 24 hours.
2. Manager of Children’s Services is informed as soon as possible and within 24 hours.
3. The Manager of Children’s Services will be responsible to inform the Director of Community and Social Services as soon as possible and within 24 hours of the occurrence.
4. The parent/guardian/advocate and where applicable, the person or agency who placed the client, are informed as soon as possible and within 24 hours, unless immediate notification is contra-indicated.
5. After the initial notification to MCFCS, the written “Serious Occurrence Inquiry Report” (Attachment A), signed by the Team Leader of the Ontario Early Years Centre, must be submitted to the Ministry Regional/Corporate office within seven (7) working days.
6. The report shall identify any clients involved by their first name and the first initial of their last name. Any other party should be referenced in non-identifying terms (i.e. Staff A, Staff B, etc).
7. A copy of the “Serious Inquiry Report” must be provided to the Director of Community and Social Services and the Manager of Children’s Services.

Policy & Procedure
Serious Occurrence Reporting

8. In the event that not all information has been collected for the report within 7 days, it is essential to forward the “Serious Occurrence Inquiry Report” within the 7 days and provide an explanation along with the indication that a supplementary report will follow.
9. The Ministry Regional/Corporate office may request additional information from the service provider and this information must be provided.
10. The Ministry Regional/Corporate Office may initiate its own or other Ministry review.

Annual Summary & Analysis Reports:

1. An annual summary and analysis report of all serious occurrences is to be provided by the Division of Community and Social Services / Ontario Early Years Centre to the Ministry Regional / Corporate office. The report form is found in Appendix A.
2. It is the responsibility of the Team Leader of the Ontario Early Years Centre to complete and submit the annual summary and analysis report.
3. A copy of the Annual Summary and Analysis Report is to be given to the Manager of Children’s Services and the Director of Community and Social Services.
4. The report is to be submitted annually. Specifically, it is to be submitted by January 31 for the preceding one year period of January 1 to December 31.
5. The Ontario Early Years Centre must adhere to the “Serious Occurrence Reporting Procedures: Guidelines for the Annual Summary and Analysis Report” (Attachment B) in completing the necessary reports.

**Policy & Procedure
Serious Occurrence Reporting**

6. In the event that the Ministry requests follow-up action, the Ontario Early Years Centre must submit an outcome report upon completion of the identified action. Completion of this report, if required, is the responsibility of the Team Leader of the Ontario Early Years Centre. A copy of the outcome report must be provided to the Manger of Children's Services and to the Director of Community and Social Services.

Follow Up Action:

1. It will be necessary for the Ontario Early Years Centre Team Leader, to ensure that emergency contact numbers are posted and readily available for all Ontario Early Years Staff in each of the Ontario Early Years sites. These telephone numbers shall include emergency numbers for internal staff members, as well as essential MCFCS numbers.

Reviewed and Approved By:

**Deborah Gill
Department Head
Program Review/Quality Assurance**

Date

**Dorothy Theobald
Director of Community & Social Services**

Date