

SERIOUS OCCURENCES POLICY AND PROCEDURES

In the event of a serious occurrence on the premises of the school which could include any of the following:

1. The death of a child while in attendance at the school
2. Serious injury of a child while at the school
3. Any situation where a client is missing
4. A disaster on the premises where a service is provided, that interferes with the daily routine (eg. Fire, flood, power outage, gas leak, carbon monoxide, infectious disease (where public health officials re involved), lockdown, etc.
5. Any complaint concerning operational, physical or safety standards.
6. Any alleged abuse or mistreatment of a child within the meaning of the Child Welfare Act by any staff member or other person at the school
7. Any complaint about the operational, physical or safety standards of the service that is considered serious by the service provider (eg. Adverse water quality, reports of lead exceedance, hazardous/dangerous substances (poisons, flammables, medication error (not resulting in medical treatment), missing or stolen files, neighbour complaint about noise or physical appearance of the property (only where municipal authorities are involved) etc.

One or more of these procedures would be followed (see page 11):

1. Prompt medical attention would be administered
2. Boiled and or bottled water would be used for drinking and washing if necessary
3. The parents would be contacted
4. All persons having knowledge of the occurrence would remain at the site until excused
5. The school operator would be contacted if not present
6. Ensure that the local Coroner is notified immediately in all cases involving death, regardless of location (hospital) or circumstances
7. The incident would be reported to MCSS program advisor within 24 hours (which starts at the time when any of the service provider's staff members first become aware of an incident and/or deem the incident to be a serious occurrence.) by submitting the Serious Occurrence Initial Notification Report (INR.)
8. Within 7 business days of submitting the INR complete and submit the Serious Occurrence Inquiry Report (IR). Submit the IR even if information and/or actions have yet to be completed. Include and explanation that a further follow-up report will be provided.

Enhanced Serious Occurrence Reporting Applies When:

- Emergency services are used in response to a significant incident and/or
- The incident is likely to result in significant public or media attention

Once the program supervisor determines if an incident requires Enhanced Serious Occurrence reporting the following procedure will be followed:

Within one hour of deeming the incident enhanced, notify the Ministry's early alert system via fax (or phone if fax not available) using INR

Contact Numbers:

Weekdays, Evenings/Overnight (From Mon. 6:30am to Fri. 6:00pm)

Fax to: 1-866-312-0672 or call **1-866-312-0673**

When providing a telephone report, the service provider must ensure that the following information is given:

1. Caller's name and contact number
2. Service providers name and site location
3. Client's first name and last initial
4. Date of birth and age
5. Date and time of the incident
6. And briefly what happened

The service provider must also call the early alert system to leave a voice message with ted sate and time the INR was faxed, and the name and contact number for the service provider designated authority. Service providers must then follow regular SO reporting procedures by supplying INR and IR to their regional office.

SERIOUS OCCURENCES NOTIFICATION FORM POLICY

As of **November 1, 2011**, a new policy has gone into effect regarding the posting of a Serious Occurrence Notification Form. The new policy promotes greater transparency for parents while protecting the personal information of those involved. The following steps must be completed after a Serious Occurrence

- A Serious Occurrence Notification Form must be posted in a visible place within 24 hours of confirming a Serious Occurrence. The **only exception** to the 24 hour rule is allegations of abuse/mistreatment which will **not be posted** until the investigation is complete.
- The form will be updated by the operator as additional actions or investigations are completed.
- The form **MUST** be posted for a minimum of 10 days.
- Forms will be kept for at least 2 years and will be made available for current and prospective parents, licensing, and municipal children's services staff upon request.
- The Form **MUST PROTECT** personal information and privacy and **MUST NOT INCLUDE:**
 - Any identifying information such as child or staff's name, initials, ages, or birth dates.
 - Age group Identifiers (eg. Preschool Room, Toddler Room)
- Allegations of abuse/mistreatment are **not posted until:**

- Children’s Aid Society (CAS) has concluded its investigation and the allegation is verified or not verified.
 - CAS has determined an investigation will not be conducted.
 - Ministry investigates any licensing non-compliances.
- The form will identify whether:
 - CAS verified or has not verified the allegation
 - Operator has taken action on any other directions given by CAS, if applicable.
 - Operator has addressed any licensing non-compliances identified by the ministry, if applicable.