



Serious Occurrence Reporting

The Ministry of Education notifies the Regional Municipality of Durham, Child Care and Early Years Division (CCEYD), of all serious occurrences that are reported in the Child Care Licensing System (CCLS).

CCEYD accesses all reports and a Quality Assurance Program manager or a CCEYD manager may follow-up, as necessary.

Did you know?

All serious occurrences must be reported to the Ministry of Education through the CCLS.

In addition to the reporting requirements set out by the Ministry of Education, all critical serious occurrences or incidents, that may result in media attention or require emergency services response, must be reported directly to the Regional Municipality of Durham, CCEYD.

Incidents that may result in media attention or require emergency services response must be reported to CCEYD even if the Ministry of Education does not consider the incident a serious occurrence.

Report by email or phone within three hours, or as soon as it is safe to report

- Do not leave a voice mail if reporting by phone but speak to live person
- Contact the after-hours line if the incident occurred after 5 p.m., or on a weekend or holiday.

Please call:

- Melissa Young at (289) 404-2892 or melissa.young@durham.ca
- Katie Large at (289) 927-4712 or katie.large@durham.ca
- Charmaine Calim at (289) 404-3877 or Charmaine.calim@durham.ca
- Courtney Blanchard at (289) 928-3567 or Courtney.blanchard@durham.ca
- Tracy Barclay at (289) 404-2187 or tracy.barclay@durham.ca
- Balyn Albrecht at (289) 404-4915 or balyn.albrecht@durham.ca
- Beth Carson at (905) 431-3191 or beth.carson@durham.ca
- Lisa Bruce at (289) 830-6897 or lisa.bruce@durham.ca

After Hours Contact Information

- Call toll free at 1-866-795-7689
- Leave a detailed message reporting the incident, your program name and contact information
- A CCEYD manager will return your call

If this information is required in an accessible format please contact 1-800-387-0642
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