



## Serious Occurrence Reporting

The Ministry of Education notifies the Regional Municipality of Durham, Children's Services Division, of all serious occurrences that are reported in the Child Care Licensing System.

Children's Services accesses all reports and a Quality Assurance Program manager or a Children's Services Division manager may follow-up, as necessary.

### Did you know?

All serious occurrences must be reported to the Ministry of Education through the Child Care Licensing System.

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, Children's Services Division.

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

### Reporting protocol

- 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

### Day time contact information

Please call 905-668-7711:

- Millie Forbes at extension 3630 or [millie.forbes@durham.ca](mailto:millie.forbes@durham.ca)
- Melissa Young at extension 2791 or [melissa.young@durham.ca](mailto:melissa.young@durham.ca)
- Lisa Bruce at extension 2631 or [lisa.bruce@durham.ca](mailto:lisa.bruce@durham.ca)
- Patti Rowland at extension 2593 or [patti.rowland@durham.ca](mailto:patti.rowland@durham.ca)
- Beth Carson at extension 3632 or [beth.carson@durham.ca](mailto:beth.carson@durham.ca)
- Julie Gaskin at extension 2830 or [julie.gaskin@durham.ca](mailto:julie.gaskin@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 Children's Services manager will return your call