

	PROGRAM POLICIES	SERIOUS OCCURRENCES	SUBJECT	2-300-302
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POLICY

Serious Occurrences must be reported to the Ministry of Education and to the Region of Durham and include:

1. Death of a child who receives child care services, whether the death occurs on or off the premises.
2. Abuse, neglect or an allegation of abuse or neglect of a child which occurs while participating in a centre program.
3. Life threatening injury to or a life-threatening illness of a child who receives care at the centre.
4. Any situation where a child is missing or temporarily unsupervised while receiving care at the centre.
5. Unplanned disruption to the normal operations of the child care centre that poses a risk to health, safety or well-being of children receiving care.
6. Confirmed COVID-19 cases for a child, staff or student.
7. Room, centre or premises closure by public health due to suspected or confirmed cases of COVID-19.

For further clarification and examples, please see Appendix C – Reportable Serious Occurrences in the *Child Care Early Years Act, 2014*.

PROCEDURES

Responding to a Serious Occurrence

Staff will respond immediately to any situation of a serious nature. This response may include but is not limited to:

- Providing medical attention
- Addressing any risks to health or safety
- Contacting appropriate services – e.g. Ambulance, Police, Children’s Aid Society (CAS)
- Informing parent/guardian

Missing Children

If it is suspected that a child is missing, time is of the essence.

Staff must review group attendance. Check with the team partner and other children in the group. Note the time.

If the team partner is not in attendance, another staff may be called for assistance. Staff must ensure that the children in the group are supervised.

The Supervisor or designate must be notified of the situation. The Supervisor or designate is responsible for beginning a search of the building and of the grounds. One person should be assigned to check indoors and another person to check the playground and surrounding area. All staff are required to check their own rooms. It is essential to ensure the safety of the children while a search is being conducted.

Once it is determined that a child is missing, the Police must be notified. Emergency numbers are posted by the telephone in each child care centre. A description of the child including age, weight, height, hair and eye colour, clothing etc. will be required.

Additional information that should be reviewed includes:

- Is the child familiar with the local area?
- Is the child new to the centre?
- Is the child able to open exit doors or gates?
- Where might the child go?
- What are the child's developmental abilities, could he or she be playing a game?
- What is the family situation, are there custody issues?

This information may assist the Police in their search.

It is not necessary to wait until the internal search has been completed prior to calling the police. The police should be called as soon as possible.

The search should be continued until the police arrive. If staffing allows, the search may continue along with the police.

The Supervisor or designate is responsible for notifying the child's parent(s) as soon as possible.

Once the situation has been resolved, the procedure for reporting a Serious Occurrence must be initiated.

Reporting a Serious Occurrence

A description of the serious occurrence must be submitted to the Ministry of Education within 24 hours of the supervisor/designate becoming aware of the incident. Some serious occurrences require an update. These include incidents requiring investigations by a third party (e.g. CAS). The Ministry may also request additional information at any time until the status of the serious occurrence is deemed "closed".

Serious Occurrence reports are completed in the Child Care Licensing System (CCLS) by the supervisor/designate. If the supervisor/designate is absent, the report can be completed by the Program Manager/Manager.

If CCLS cannot be accessed, the Ministry Program Advisor must be notified via telephone or email within 24 hrs and a serious occurrence must be completed in CCLS as soon as the system becomes available.

Once the report is submitted in CCLS, an email is generated to notify the Ministry of Education, Child Care Quality Assurance and Licensing Branch and the Region of Durham, Children's Services Division.

Additional Reporting Requirements for Confirmed COVID-19 Cases

Confirmed COVID-19 cases for a child, staff or student must be reported as a serious occurrence. In addition, the following steps must be taken:

- The confirmed case must be reported to public health. Supporting materials such as daily attendance records must be submitted to public health to support case management and contact tracing and other activities in accordance with all applicable legislation.
- Additional steps determined by public health must be followed. This may include monitoring for other possible infected staff and children as well as the declaration of an outbreak or closure of entire child care settings (Refer to the COVID-19 Outbreak Management policy for outbreak details).
- Updates to the serious occurrence or new serious occurrence form (if the first has since been closed) is required when:
 - A room or child care centre closure is ordered by public health and it is not yet reflected in the serious occurrence.
 - Additional COVID-19 cases are confirmed.

Posting Serious Occurrence Notification Forms

The CCLS will generate a Serious Occurrence Notification Form but the description must be completed by the supervisor/designate. The Notification Form is a communication to parents about the serious occurrence that happened.

- No identifying information is included in the Serious Occurrence Notification Form, e.g. child name, staff name; age or birth date of child; age group/room.
- Post the Serious Occurrence Notification Form in a conspicuous place at or near the entrance used by parents and ideally near the child care license and licensing summary chart.

The Serious Occurrence Notification Form is posted as required under the CCEYA and retained. For confirmed or suspected COVID-19 cases, the form must be posted unless the Public Health advises otherwise.

Critical Serious Occurrence Reporting

Completion of certain fields on the Serious Occurrence Report in CCLS triggers the status of "critical" and an e-mail is generated notifying the management both at the Ministry of Education, Child Care Licensing Branch and the Region of Durham, Children's Services Division.

Extra reporting procedures will be followed when emergency services (i.e. police, fire and/or ambulance) are used in response to a significant incident and/or the incident is likely to result in significant public or media attention.

Serious occurrences considered significant must be reported by phone call within one hour to the designated authority at the Region. The Ministry of Education must be notified via CCLS within 24 hours of the occurrence.

PROCEDURES

The Supervisor/designate will phone the Program Manager/manager, or other management staff in their absence and report the occurrence. The Supervisor/designate must speak directly to a manager. The message is not to be left on voicemail.

The Program Manager or other management staff will advise the Director of Children's Services Division of the occurrence.

The Director or designate will contact the Commissioner of Social Services and the Corporate Communications Officer to provide details of the occurrence. The Corporate Communications Officer will contact the Chief Administrative Officer and/or the Regional Chair as appropriate.