

	<b>Serious Occurrence Policy</b>		
	Originated: N/A	Review Date: October 5, 2016	Approval Date: October 5, 2016
	Approved by: Board of Directors	Last Revision: October 2015	Application: All Employees

## **Purpose**

The purpose of the Serious Occurrence Policy is to ensure and promote the health, safety and welfare of the children at Dandy Lion Daycare Centre (the “Centre”).

## **Policy Statement**

Serious occurrence reporting procedures provide an effective means of monitoring the appropriateness, quality of service and safety practices delivered by the Centre’s employees. This monitoring includes provision for the ongoing review of practices, procedures and training needs.

## **Policy Application**

This policy applies to children enrolled in any of the Centre’s programs and is executed by Centre employees only. For the purpose of the policy, the Supervisor is responsible for specific procedural and reporting activities. In the absence of the Supervisor, the Assistant Supervisor assumes the role of responsibility in all procedural and reporting practices.

## **Definitions**

According to the Child Care and Early Years Act (CCEYA), Ontario Regulation 137/15, reportable serious occurrences are defined as:

- the death of a child who received child care at the Centre, whether it occurs on or off the premises;
- abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at the Centre;
- a life-threatening injury to or a life-threatening illness of a child who receives child care at the Centre;
- an incident where a child who is receiving child care at the Centre goes missing or is temporarily unsupervised; or
- an unplanned disruption of the normal operations of the Centre that poses a risk to the health, safety or well-being of children receiving child care at the Centre (examples include fire, flood, gas leak, carbon monoxide detection, illness outbreak, lockdown).

## **Procedures**

### **Immediate Action**

In the event of a serious occurrence, the Supervisor or Assistant Supervisor will ensure:

- Police, fire and/or ambulance services are contacted (if required)
  - If the serious occurrence involves a child needing transportation to a hospital for medical treatment, the employee having knowledge of the occurrence or the Supervisor will accompany the child (along with the child's medical consent and medical information) to the hospital by taxi or ambulance. The employee or Supervisor will remain with the child until a parent/guardian arrives at the hospital.
- The Coroner is notified immediately if the serious occurrence results in death
- Children's Aid Society ("CAS") is contacted immediately if a case of Child Abuse is suspected. It is vital that the reporter speak directly with CAS before anyone else, as they will provide direction
- Appropriate steps are taken to address any continuing risks to the child(ren)'s health and/or safety, which may include but is not limited to removing the child from the designated program
- If the serious occurrence is that of a missing child the following steps are taken:
  - All staff are alerted
  - The Centre's premises are immediately searched, including all outdoor areas
  - A staff member who is not searching the premises will immediately alert the child's parents as they may have additional information about the child's whereabouts
  - The police are alerted if required
- Contact the Chair Person of the Board of Directors of the Centre
- An investigation is conducted that will include individual verbal discussions with all staff and children involved in the incident. All discussions are to be documented by the Supervisor or Assistant Supervisor. Employees and/or other persons involved in the serious occurrence must also document the incident immediately after occurrence.
  - Documentation will include
    - A description of the occurrence
    - Child's allegation (if applicable)
    - Date, time and place it occurred
    - Reporting time
    - Reason for the occurrence (if known)
    - People involved
    - Any action taken
    - Current status
    - Parties notified (Coroner in all cases of death, police, CAS as applicable, parents/guardians, others parties as deemed appropriate)
    - Further action recommended (Specific to immediate situation and/or related to potential underlying factors {e.g. review of particular internal policy/treatment plan for child, staff training needs, modification to physical plant, etc.})

## **Reporting Process**

Within 24 hours of a serious occurrence, the Supervisor must:

- Report the serious occurrence online, on the Ministry of Education's Child Care Licensing System (CCLS). If CCLS is unavailable at the time, the Supervisor must notify the Ministry of Education Program Advisor via telephone or email and complete the report in CCLS as soon as the system is available.
- Contact the parent/guardian/advocate and where applicable, the person or agency who placed the child, unless the person to be notified is alleged to have abused the child. In situations where abuse by an employee is alleged, the Supervisor and the Personnel Committee will review the possible suspension of the employee. The Ministry of Education, Toronto Central Region and the City of Toronto Children's Services Serious Occurrence line will be notified of this review.
- Post the notification on the Annex Office door and School Building Office door that will be generated by the CCLS for parents/guardians. This notice will be posted for a minimum of 10 business days and will be updated as new information becomes available. This notice will not include any identifying information and will be kept on file for at least three years

If a Centre staff member suspects that a child is, or may be, in need of protection, they must report this to the local CAS in accordance with section 72 of the *Child and Family Services Act*. The person who has the reasonable grounds to suspect that a child is, or may be, in need of protection must make the report directly and not rely on anyone else to report on their behalf. The Supervisor is only required to notify the Ministry of Education Program Advisor if the alleged abuse or neglect occurred while the child was receiving care at the Centre.

### **Follow Up Procedures**

The Centre will conduct an annual analysis of all serious occurrences that take place in the previous year. The "*Serious Occurrence Annual Analysis*" is provided from the Ministry to be used as a way of identifying issues, trends and actions taken. The analysis must be kept on file at the Centre for the Program Advisor to review during licence renewal inspections.