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| Manual: BV Operational Policies | Section: Programs |
| Approver: Arthur Mathews | Original Date: January 16, 2006 |
| Date Last Approved: January 3, 2018 | Next Review Date: January 3, 2019 |

# POLICY STATEMENT

Broadview Village is committed to responding to all incidents serious in nature by ensuring the health and well-being of residents/participants, investigating the circumstances of the incident, and ensuring prompt follow up. All serious occurrences are reported within set timeframes to the Ministry of Community and Social Services (MCSS), Divisional Headquarters of The Salvation Army, parent/caregiver and other individuals as appropriate.

# PROCEDURE

The Program Directors or designate are responsible to submit all written Serious Occurrence reports, following MCSS procedures.

All Serious Occurrences\*(3) are to be reported to MCSS within 24 hours via telephone or email via initial serious occurrence report.

All Enhanced Serious Occurrences\* are to be reported to MCSS within 3 hours via telephone and/or an Enhanced Serious Occurrence Initial Report.

In order to adhere to the time frames, staff must report all serious occurrences to management immediately via the most expedient route (i.e. incident report delivered to main house or verbal report made by telephone, fax or in person to On Call, Executive Director, or Residential/Day Program Director), depending on the time of day it occurred.

There will be a Designated Authority available at all times who is responsible for reporting all Serious Occurrences, including Enhanced Serious Occurrences, within the timelines set by MCSS as outlined:

Designated Authority

Monday - Friday 8:30 a.m. – 4:30 p.m.  Residential or Day Program Director (depends on

location of incident) Executive Director

All other times  On Call Manager

The Designated Authority is responsible to report all Enhanced Serious Occurrences using procedures outlined by MCSS, found in the On Call binder.

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The Residential Program Director will ensure that any revisions to MCSS Serious Occurrence procedures are placed in the On Call binder.

\*(3) List of Reportable Serious Occurrences may be obtained from the Program/Day Program Director and is included in the On-Call manual.