### Purpose

The Salvation Army London Village Day Nursery delivers services that are licensed by the Ministry of Education. Therefore, we are responsible for delivering services, which promote the health, safety, and well-being of the children and families being served. This responsibility in turn requires us or The Salvation Army London Village to be accountable to/within the Ministry, demonstrating that our service delivery is consistent with relevant legislation, regulations and/or Ministry policy.

Serious Occurrence reporting is one of the many tools that provides licensed child care programs with an effective means of monitoring the appropriateness and quality of service delivery. Monitoring includes an ongoing review of practices, procedures and training needs.

Parents also benefit from information about the incidents that occur in licensed child care programs, the immediate actions taken to respond to incidents and any longer term actions we have taken to minimize the recurrence of the incident.

### Policy

As per the Child Care and Early Years Act Ontario Regulation 137/15 “serious occurrence” means,

(a) the death of a child who received child care at a home child care premises

or child care centre, whether it occurs on or off the premises,

(b) abuse, neglect or an allegation of abuse or neglect of a child while

receiving child care at a home child care premises or child care centre,

(c) a life-threatening injury to or a life-threatening illness of a child who

receives child care at a home child care premises or child care centre,

(d) an incident where a child who is receiving child care at a home child care

premises or child care centre goes missing or is temporarily unsupervised,

or

(e) an unplanned disruption of the normal operations of a home child care

premises or child care centre that poses a risk to the health, safety or well-being of children receiving child care at the home child care premises or child care centre

Serious Occurrence reporting will be done through the Ministry of Education, London Region electronically through the Child Care Licensing System (CCLS). All Serious Occurrences will be reported to the Ministry within **24 hours\*** by completing and submitting the *Serious Occurrence Report* through the Child Care Licensing System. If the Program Director or designate cannot access the Child Care Licensing System the Program Advisor must still be notified by telephone or email within 24 hours of becoming aware of the occurrence.

**\*24 hours includes weekends and holidays**

Following the submission of the *Serious Occurrence Report*  to the ministry and within 24 hours of becoming aware of an occurrence or when the Program Director or designate deems the occurrence to be serious, a *Serious Occurrence Notification Form* will be completed to communicate information to parents about the serious occurrence.

The *Serious Occurrence Notification Form* will be posted on our Parent Information bulletin board. This will remain on the bulletin board for 10 business days.

If the *Serious Occurrence Notification Form* is updated with additional actions or at the end of an investigation, it will remain up for 10 business days after the change.

The parent handbook/program statement will include information on the Serious Occurrence Notification Form posting.

An *Annual Summary and Analysis Report* will be completed by the Program Director.

The Serious Occurrence Notification Forms will be kept for at least three years from the date of the occurrence and will be made available to current and prospective parents, licensing and municipal children’s services staff upon request.

All staff, students and volunteers will receive training on the Serious Occurrence policy by the Program Director or designate and each will sign off on the training prior to their first shift. Policies will be reviewed annually thereafter by staff, students and volunteers.

### Procedure

1. Actions to be taken if a Serious Occurrence has occurred or is suspected include the following:

* The child shall be provided with immediate medical attention when warranted.
* Appropriate steps shall be taken to address any continuing risks to the child’s health or safety. (Note: the need for the same or similar steps to address the health and safety of other children and/or others present should also be considered.)
* Ensure that the local coroner is notified immediately in **all** cases involving death, regardless of location (e.g. hospital) or circumstances.
* If there is a reason to suspect that a child has been abused (and/or in need of protection):
* Contact the Children’s Aid Society and/or police, as per the duty to report requirements under the CFSA (the person who has reasonable grounds to suspect that a child is or may be in need of protection is legally obligated to report it to the CAS)
* The staff or any other person witnessing or having knowledge of the occurrence shall report the matter to the Program Director, Assistant Program Director or Team Leaders explaining who was affected, what, when and where it happened. All persons having knowledge of the occurrence should be asked to remain on the premises until the Program Director has interviewed them, or indicated that there is no need for their involvement at that point.
* The Program Director or designate will determine whether an incident is a serious occurrence if the occurrence falls within the categories of Serious Occurrences.

1. The following are the categories of Serious Occurrences defined by the Ministry and require a full report to be written and submitted:

1. Death of a Child

2. Allegation of Abuse and/or Neglect

3. Life-threatening Injury or Illness

a. Injury

b. Illness

4. Missing or Unsupervised Child(ren)

a. Child was found

b. Child is still missing

5. Unplanned Disruption of Normal Operations

a. Fire

b. Flood

c. Gas Leak

d. Detection of Carbon Monoxide

e. Outbreak

f. Lockdown

g. Other Emergency Relocation or Temporary

1. ***Reporting Process – Within 24 Hours:***

When a Serious Occurrence is deemed to have taken place, the Program Director or designate shall ensure that:

* Within 24 hours (including weekends and holidays), the Ministry regional office, as applicable, is informed by completing and submitting the *Serious Occurrence Report*.
* There should be no identifying information in the report
* Agency incident reports should not be included.
* Inform the parent/guardian/advocate unless immediate notification is contra-indicated (e.g. the person to be notified is alleged to have abused the child).
* The Executive Director of The Salvation Army London Village will be notified.
* The staff involved shall write an incident report before they go off duty. It will contain:
* Description of the occurrence
* Individual’s allegation (if applicable)
* Date, time, place where incident occurred
* Reporting time
* Reasons for the occurrence (if known)
* People involved
* Action taken
* Current status
* Parties notified (Police, CAS, Coroner, Parent, etc.)
* Further action recommended

4.0 ***Competing the Serious Occurrence Notification Form – Within 24 hours***

**Category Instructions:**

|  |  |
| --- | --- |
| **Program Name:** | Provide the name of the child care centre |
| **Date:** | Provide the date that the Serious Occurrence Notification Form is posted on site. |
| **Date of Occurrence:** | Provide the date that the serious occurrence happened. |
| **Type:** | Provide the type of serious occurrence, according to the definitions set out in the Serious Occurrence Reporting Procedures (Ontario Reg. 137/15)   * Death of a child * Allegation of Abuse/Neglect * Life-threatening Injury or Illness * Missing or Unsupervised child(ren) * Unplanned Disruption of Normal Operations |
| **Description** | * Provide a one sentence description of the occurrence.   Alleged abuse mistreatment:  *A staff member was alleged to have abused a child while participating in the child care program.*  Missing child:  *A child was left on the playground unsupervised at the end of outdoor play.*  *A child left the centre and was found later at home.*  Disaster on premises:  *Smoke was observed coming from the furnace room.*  **Note: physical restraint is not permitted in child care and is not a reportable child care serious occurrence category.** |
| **Action Taken by Operator/Outcome: (add update if applicable)** | Provide a description of the action taken by the operator. This section will include the operator’s longer term plans and additional outcomes to minimize recurrence of the occurrence, e.g. behavior management training.  Example:   * *The child was transported to hospital by ambulance, treated and released that day.*   If an update is made to add additional actions taken/outcomes, the operator will indicate the date of the update. |
| **Signature:** | The Program Director or designate signs the posted Serious Occurrence Notification Form. |

**\* If there has been media attention attached to the Serious Occurrence, please select the appropriate option. If yes is checked, please follow the prompts and drop down menus.**

5.0 To ensure the protection of personal information and privacy no child or staff names, initials, age, birth dates or age group identifiers are to be used when completing the Serious Occurrence Notification Form.

6.0 For allegations, the form should provide clear, concise information. The Description section will include information about whether The Children’s Aid Society is conducting an investigation into the report, and identify if the Ministry is conducting an investigation. The form will be updated at the conclusion of the investigation where: The Children’s Aid verified the allegation, has not verified the allegation, the program director has taken action on any other directions given by The Children’s Aid Society and /or the Program Director has addressed any associated licensing non-compliances identified by the ministry.

7.0 New updates to the report or additional information can be added to the report at any time. Additionally the Program Advisor may request additional information. The Ministry of Education will notify the centre by email when the Serious Occurrence is “closed”.

1. ***Annual Summary and Analysis Reports***

An annual summary and analysis report of all serious occurrences is to be completed annually and kept on file. It will be completed using the Ministry’s Annual Summary and Analysis Report Form.

The report summarizes the serious occurrence reporting over the year and their identified issues, trends and action taken.

In the event of any follow-up action being requested after review of the annual report by the Ministry, the service provider must submit an outcome report upon completion of the identified action.