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**DCSS**

**Akwesasne Child Care Program**

**(ACCP)**

ACCP

 <b>Akwesasne Child Care Program Policies and Procedures Manual</b>			
<b>Subject: Serious Occurrence Reporting</b>			
<b>Section: Safety</b>			
<b>Policy : 805</b>	<b>Effective: 9/1/10</b>	<b>Reviewed:</b>	<b>Amended:</b>

**Policy:** To support the safety and well being of children in care and in compliance with DNA Regulations, ACCP is accountable to the Ministry under which it is licensed under.

**Procedure:** Once the incident has occurred the teacher within the classroom must remain calm, immediately and quickly assess the situation, call for Supervisor, calm child(ren), administer first aid, phone ambulance, or police, contact parents.

Once situation is calmed, Supervisor must contact Program Manager, then follow the Serious Occurrence Reporting Procedures for Service Providers.

**The Serious Occurrence Form must be completed signed and submitted to the Program Advisor within 24 hours, or Enhances Serious Occurrence Form within 1 hour.**

**Definition:**

A serious occurrence is defined in the Day Nurseries Act Manual (DN-0202-06) includes:

- 1) Any death of a client, which occurs while participating in a service.
- 2) Any serious injury to a client, which occurs while participating in a service. This includes:
  - \* Any injury caused by the service provider;
  - \* A serious accidental injury received while in attendance at a service provider setting, and/or in receiving service from the service provider;
  - \* An injury to a client, which is non-accidental, including self inflicted, or unexplained and which requires treatment by a medical practitioner, including a nurse or a dentist.
- 3) Any alleged abuse or mistreatment of a client, which occurs while participating in a service. This includes all allegations of abuse or mistreatment of clients against staff, foster parents, volunteers, and temporary care providers.
- 4) Any situation where a client is missing, in accordance with ministry requirements for applicable program sectors; otherwise, where the service provider considers the matter to be serious.
- 5) Any disaster such as fire, on the premises where a service is provided that interferes with daily routines.
- 6) Any complaint concerning the operational, physical or safety standards of the service that is considered by the service provider to be of serious nature including the quality of water.

- 7) Any complaint made by or about a client or any other serious occurrence concerning a client that is considered by the service provider to be of serious nature.

**Serious Occurrence Procedure:**

- 1) Immediate medical attention will be provided as necessary. Appropriate steps will be taken to address any continuing risks to the client's health and safety.
- 2) The designated authority will:
  - \* Contact the parent or guardian should the client require immediate medical attention and/or of the serious occurrence pertaining to their child(ren).
  - \* Ensure that all persons having knowledge of the occurrence remain at the program until excused
  - \* Designated authority will complete the Serious Occurrence Initial Notification Form and ensure a faxed copy is faxed to 613-686-6317 or e-mail to [Childcare\\_Ottawa@ontario.ca](mailto:Childcare_Ottawa@ontario.ca) within 24 hour period.
  - \* Within seven business days of submitting the "Initial Notification Report", complete and submit the "Serious Occurrence Inquiry Report" (Part two on back page), even if the information and actions have yet to be completed.

**Enhanced Serious Occurrence Procedure:**

The following Enhanced Serious Occurrence Reporting procedures came into effect January 16, 2006.

All serious occurrences will continue to be reported to the Ministry in accordance with the current Serious Occurrence Reporting Policy Procedures (mentioned above).

- 1) In addition, Enhanced Serious Occurrence Reporting procedures will be followed when Emergency services (i.e. police, fire and/or ambulance) are used in response to a significant incident involving a client of the Larch Street Kids, and/or the incident is likely to result in significant public attention or media attention.
- 2) Staff is to contact the Designated Authority who will determine when and if an accident requires Enhances Serious Occurrence Reporting and will ensure that the necessary actions occur.
- 3) In these circumstances, the Designated Authority will ensure that the Ministries early alert system is notified within 1 hour of becoming aware of the incident.
- 4) Notification will be by facsimile, or telephone if facsimile is not available, at the numbers below:  
Weekdays/evenings and overnight, please fax information to 647-724-0943 or email to [childcare\\_enhanced\\_sor@ontario.ca](mailto:childcare_enhanced_sor@ontario.ca)  
Call 1-888-996-3889.
- 5) The Serious Occurrence Initial Notification Report (copy attached) will be used.
- 6) When providing a report by telephone the Designated Authority will ensure the headings in the Serious Occurrence Initial Notification Report are answered.

- 7) This procedure will be followed around the clock on weekdays, weekends and government holidays. (New Years Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Remembrance Day, Christmas, and Boxing Day)
- 8) The Designated Authority will also telephone the early alert system and leave a voice mail stating that a Serious Occurrence Initial Notification Report was faxed, the time and date of the fax, the name and telephone number of the Designated Authority who completes the Serious Occurrence Initial Notification Report.
- 9) Where the report is filed by telephone, the Designated Authority will either speak to the Ministry official or will know that the report has been left on the appropriate voice mail based on the voice message introduction which clearly states that it is the message center for the early alert system.

#### **Serious Occurrence Notification Form Posting Process:**

When a Serious Occurrence happens a notification form will be completed and posted.

- 1) Following the submission of the Serious Occurrence Report to the ministry. The operator will complete a Serious Occurrence notification Form to communicate information to parents about the serious occurrence that has occurred in the center. The Exception is in the case of allegations of abuse or unverified complaints, which will be posted at the completion of an investigation.
- 2) In child care centers, the Serious Occurrence Notification Form will be posted in a conspicuous place in the center at or near the entrance commonly used by parents. The form will be posted near the child care licence and Licensing Summary chart.
- 3) The Serious Occurrence Notification Form is updated as the operator takes additional actions or investigations are completed.
- 4) The Serious Occurrence Notification Form is posted for a minimum of 10 business days. If the form is updated with additional information such as additional actions taken by the operator, the form remains posted for an additional 10 business days from the time of the update.
- 5) Child care center operators retain the Serious Occurrence Notification Form for at least two (2) years from the date of the occurrence and make the forms available for the current and prospective parents, licensing and municipal children's services staff upon request (consistent with current requirements for the availability of licensing documentation).

#### **Protection of Personal Information**

- Operators must ensure the information posted in the Serious Occurrence Notification form protects personal information and privacy.
- To help support the protection of privacy and personal information, no child or staff names, initials, and age or birth date of child are to be used on the Serious Occurrence Notification Form.
- No age group identifiers are to be used, e.g. Preschool room; toddler room.

## Allegations of Abuse

### Timing of posting:

Serious Occurrence Notification Forms pertaining to allegations of abuse are posted when the following have been concluded:

- The Children's Aid Society (CAS) has concluded its investigation and the allegation is either verified or not verified; or
- CAS has determined that an investigation will not be conducted; and
- The Ministry has investigated any associated licensing non-compliances.

### Information to be included:

- Once investigations are completed, the form should provide clear, concise information for the parent.
- The Description section will include information about whether CAS conducted an investigation into the report, and identify the ministry conducted an investigation into compliance with related licensing requirements.
- The form will identify whether:
  - \* CAS verified allegation;
  - \* CAS has not verified the allegation;
  - \* The operator has taken action on any other directions given by CAS, if applicable;
  - \* The operator has addressed any associated licensing non-compliances identified by the ministry, if applicable

If operators are unsure about when to post the Serious Occurrence Notification form in situations of allegations of abuse, they are encouraged to contact their local Child Care Quality Assurance Licensing Office.

## COMPLAINTS

### Timing of posting:

- When the operator has filed a serious occurrence report about a complaint, verified the complaint and has taken actions to address the issue, the Serious Occurrence Notification Form is posted within 24 hours of the occurrence.
- When an operator has filed a serious occurrence report to the ministry about a complaint, but has not taken action because the complaint has not yet been verified, the serious occurrence will not be processed within 24 hours
- Once the complaint has been verified, the Serious Occurrence Notification Form is posted

**Serious Occurrence Notification Form**



<b>Program Name:</b>	
<b>Date:</b>	
<b>Date of Occurrence:</b>	
<b>Type:</b>	
<b>Description:</b>	
<b>Action Taken by Operator / Outcome: (add update if applicable)</b>	
<b>Signature:</b>	