



SERIOUS OCCURRENCE REPORTING POLICY

All Child Care Centres funded or licensed by the Ministry of Education are responsible for delivering services which promote the health, safety and well-being of the children being cared for. The purpose of the Serious Occurrence Reporting Policy is to ensure the proper response and reporting of minor incidents, accidents and serious occurrences. All incidents or accidents involving children, no matter how minor they appear, must be reported immediately to the first person available on the following list:

1. Classroom / Playground Supervisor
2. Program Supervisor
3. Director/ Owner

Essential first aid supplies will be available in each classroom, the office and in the kitchen at all times and must also be carried by the staff person in charge whenever the children are outside on the playground or on a field trip off TBEA premises.

IDENTIFYING AN INCIDENT:

Within the parameters of the following definitions, staff members are responsible for determining whether an incident is deemed to be a serious occurrence and therefore must be reported to the Ministry of Education.

Minor Incident: An accident which requires attention and yet does not require professional medical attention.

Serious Occurrence:

1. Death of a child who receives care at TBEA, whether it occurs on or off the premises
2. Abuse, neglect or an allegation of abuse or neglect of a child receiving care while at the Centre.
3. A life-threatening injury to or a life-threatening illness of a child who receives care at the school.
4. An incident where a child who is receiving care goes missing or is temporarily unsupervised.
5. An unplanned disruption of the normal operations of the school that poses a risk to the health, safety or well-being of children receiving child care while at the school, also considered to be a grave incident (e.g. Fire, flood, power outage, gas leak, closure due to weather, infectious disease where the public health unit is involved, lockdown, etc.)



PROCEDURES:

Actions to be taken if a serious occurrence is suspected or has occurred:

1. Provide the child with immediate attention, as needed.
2. Appropriate steps will be taken to address any continuing risks to the health or safety of the child, other children and/or others present.
3. The parents/guardians must be contacted immediately (if they cannot be reached, their emergency contacts are to be notified) and requested to come and take the child for medical attention. If time is of importance, send the child directly to the hospital with a staff member until the parents/guardians meets the child there. If a staff member accompanies the child to the hospital, the staff member must take
 - a. *parents/guardians' contact information,*
 - b. *the enrollment and medical information form and*
 - c. *allergy information and/or medication.*
4. **In case of emergency, call 9-1-1 to request an Emergency Service Ambulance.** If an Emergency Service Ambulance is not immediately available, contact the nearest Police Station or Fire Department via 9-1-1, if their service is considered advisable. **If an ambulance or police is used, advise that the call is from a child care provider.** For less serious accidents, contact the closest taxi service for transportation.
5. In all cases involving death, regardless of location or circumstances, ensure that **the local Coroner is notified immediately.**
6. If there is reason to suspect that a child has been abused and/or in need of protection, the Program Supervisor/Director will ensure immediate contact is made with Toronto Children's Aid Society and/or the 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.
7. The staff member or any other person witnessing or having knowledge of the occurrence shall report the incident to the first available person in the order listed below and explain who was affected, what, when and where it happened:
 - a. *Classroom Supervisor*
 - b. *Program Supervisor*
 - c. *Director/Owner*
8. The Program supervisor/Director shall immediately begin a serious occurrence inquiry. The purpose of the inquiry is to gather information regarding actual or alleged occurrences. The inquiry information gathered will form the basis of the *Child Care Serious Occurrence Report*, and therefore should include as many of the following details as possible:
 - Description of the occurrence
 - Person's allegation (if applicable)
 - Date, time, place where incident occurred
 - The time that the occurrence was reported
 - Reason for the occurrence (if known)



- People involved (first and last initial only)
- Action taken
- Parties Notified (parents / guardians, director, police, CAS, coroner, others as appropriate)
- Current status
- Any further action recommended
 - Specific to the immediate situation and/ or
 - Related to potential underlying factor (review of internal policy / procedure, review of program, staff training need or modification of physical premises)

Serious Occurrence Reporting Process:

1. Within 24 hours of becoming aware of serious occurrence or when the Program Supervisor/Operator has deemed the occurrence to be serious, complete an online report on The Ministry of Education's Child Care Licensing System (CCLS). All Serious Occurrence reports will automatically be forwarded to Children's Services staff when entered into CCLS where a District Consultant will follow up with operators as necessary.
2. The Serious Occurrence Notification Form will be prepared and posted in a conspicuous place in the School near the Child Care and Early Years License. (The exception is in the case of allegations of abuse or unverified complaints, which will be posted at the completion of follow-up/investigation). The Serious Occurrence Notification will be posted for a minimum of 10 business days.
3. The Serious Occurrence is updated as the designated Supervisor is required to provide additional information and/or takes additional actions and/or investigations are completed.
4. The Program Supervisor will make record of the serious occurrence in the Serious Occurrences Report Log.
5. The school will retain the Serious Occurrence Notification Form for at least two years from the date of the occurrence and make the forms available for current and prospective parent/guardians, licensing and municipal children's services staff upon request (consistent with the current requirements for the availability of licensing documentation).

ANNUAL SUMMARY AND ANALYSIS REPORTING:

Teddy Bear Educare Advance is required to complete and file an Annual Summary and Analysis Report with the Ministry of Education which summarizes TBEA's serious occurrence reporting over the year and their identified issues, trends, patterns and actions taken. **This report must be completed even if there have been no serious occurrences during the year.**

The Annual Summary and Analysis Report is reviewed by The Regional Office of the Ministry of Education noting patterns that suggest a need for training or support and steps to address those needs. The Ministry of Education may also identify possible issues or actions that could require follow up by TBEA. In the event of any follow-up action being requested, an outcome report must be submitted upon completion of the identified action within the timelines provided.

Reports using the forms *Serious Occurrence Reporting Procedures* and *Annual Summary and Analysis Report* for the period January 1st to December 31st of the previous year will be kept in the daycare for the review by the PA at the Licensing Procedure.



SERIOUS OCCURRENCE NOTIFICATION FORM GUIDELINES

Parents benefit from information about the incidents that occur in licensed child care programs, the immediate actions taken to respond to the incidents and any long term actions the child care institution has taken to minimize the recurrence of the incident. For each serious occurrence reported to the Ministry of Education, a high level *Serious Occurrence Notification Form* will be posted at the Centre.

Posting Process and Timelines

1. The *Serious Occurrence Notification Form* is to be posted in a conspicuous location at or near an entrance commonly used by parents. The form will be posted near the Child Care License and Licensing Summary Chart.
2. The *Serious Occurrence Notification Form* is to be updated as additional actions or investigations are completed.
3. The *Serious Occurrence Notification Form* is to be posted **for a minimum of 10 business days**. If the form is updated with additional information (such as actions taken or investigations completed), **the form is to remain posted for a minimum 10 business days from the date it was updated.**
4. *Serious Occurrence Notification Forms* must be retained for at least 2 years from the date of the occurrence. The forms will be available for current and prospective parents, licensing and municipal children's services staff upon request.

It is important to 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 involved are to be used on the form. Furthermore, no age group identifiers are to be used (e.g. preschool room, toddler room).

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

Once investigations are concluded, the form should provide clear, concise information for the parents. The description should include information about whether CAS conducted an investigation into the report, and identify that the ministry conducted an investigation into compliance with related licensing requirements. The form will verify:

- Whether or not the allegation has been verified by CAS
- Whether any action has been taken by the Centre or any other direction given by CAS, if applicable
- Whether any associated licensing non-compliance identified by the Ministry has been addressed.