

SERIOUS OCCURRENCE POLICY

While striving to provide a safe environment for the children in our care, we acknowledge the possibility of a serious occurrence taking place.

Definition of Serious Occurrence

Ministry has provided below categories of serious occurrences:

- (a) **the death of a child** who received childcare at childcare centre,
- (b) **abuse, neglect or an allegation of abuse or neglect** of a child while receiving childcare at childcare centre,
- (c) **a life-threatening injury** to or **a life-threatening illness** of a child who receives childcare at childcare centre,
- (c.1) **closures** related to COVID-19 where they result in an **“Unplanned Disruption of Service”** (*confirmed cases of COVID-19 is no longer required to be reported*)

*Licensees are now required to report **both Public Health Ordered Closures and Voluntary Closures** related to COVID-19.*

*A serious occurrence is **not required** for a **parent** of a child with a confirmed case of COVID-19.*

- (d) an incident where **a child** who is receiving childcare at a home childcare premises or childcare centre **goes missing** or is **temporarily unsupervised**, or
- (e) **an unplanned disruption** of the normal operations of a childcare centre that poses **a risk** to the health, safety or well-being **of children** receiving childcare at the home childcare premises

Additional Information/Tips:

1/ No confirmed COVID-19 case

When there is **no confirmed** COVID-19 case but there is a **Public Health Ordered** Closure, we are to continue to report using the **“Unplanned Disruption of Service”** category – and select the sub-type **“Public Health Closure of entire centre or Home premises related to Covid-19”**

When there is **no confirmed** COVID-19 case but we are **voluntarily closing** the entire centre, we are to now report the closures under the **“Unplanned**

Disruption of Service” category– and select the sub-type “Voluntary Closure of entire centre or Home premises related to Covid-19”

Room closures do not need to be reported. Unplanned Disruption of Service is applicable only to the entire centre.

In the event that an **Unplanned Disruption of Service** for Public Health Ordered or Voluntary Closure have been reported and then we have been informed of a confirmed case of COVID-19, we will revise the type of serious of occurrence from ‘**Unplanned Disruption of Service**’ to ‘**Confirmed Case of COVID-19**’.

2/ Confirmed COVID-19 case

For a **Confirmed Case** of COVID-19 with **no** Related Public Health **Ordered** Closure or **Voluntary** Closure of Entire Child Care Centre related to COVID-19 submit a serious occurrence under “**Confirmed Case of COVID-19**” category.

For a **Confirmed Case** of COVID-19 **with** a Public Health **Ordered** Closure or **Voluntary** Closure of Entire Child Care Centre Related to COVID-19 we will submit a serious occurrence under ‘**Confirmed COVID-19**’ category, answer yes to question “Centre/Provider Closed?”.

A section will open up to indicate “Reason for Closure”. We will identify if it is a “Public Health Closure of entire centre or Home premise related to Covid-19” or a “Voluntary Closure of entire centre or Home premise related to Covid-19” by clicking on appropriate category. or

Where there is a **confirmed case** and a **closure is subsequently ordered** by Public Health or **decision made to voluntarily close** entire child care centre related to COVID-19 **while the serious occurrence** under “**Confirmed COVID-19**” category **is still open**, the existing serious occurrence to **be revised** to include **the closure information** in “Centre/Provider Closed” and “Reason for Closure” fields.

Where a **closure is ordered** by Public Health or **decision to voluntarily close** related to COVID-19 **is made after** a serious occurrence **has been closed**, we will submit a **new serious occurrence** for a “**disruption of service**” with the subcategory of “**Public Health Closure of Entire Centre Related to COVID-19**” or “**Voluntary Closure of Entire Centre or Home Premises related to COVID-19**”.

Examples of voluntary closures:

- *we decide to close entire childcare centre due to staff shortage.*
- *we decide to close entire childcare centre due to confirmed case(s)*
- *any time we decide to close the centre for any reason related to COVID*

*Where time-limited **mandated closure of all schools** is in effect, this is **not** a reportable serious occurrence e.g. Before and After School programs.*

Pending revisions

*Serious occurrences **cannot be revised** if they are **with** the program advisor. **In order to revise the report, the serious occurrence needs to be returned to us with a request for revision.***

Immediate action by the centre

Actions to be taken if a serious occurrence has occurred, or is suspected, include the following:

1. The staff member in charge is to be notified immediately. The Principal (if not on the premises) is to be notified as soon as possible. The Principal will notify the Board of Directors.
2. The child and/or staff will be provided with immediate medical attention/ first aid when required. If necessary 911 (ambulance) is called.
3. The centre will take appropriate steps to eliminate any continuing risks to the child's (staff) health or safety.
4. In the event of death, the coroner is notified immediately despite location of the person (e.g., hospital).
5. If there is a reason to suspect that a client has been abused and/or in need of protection, contact the Children Aid Society and/or police.
6. The parent/guardian is notified as soon as possible, if appropriate.
7. The staff or any other person witnessing or having knowledge of the occurrence will report the matter to the Principal.
8. The Principal will immediately begin a serious occurrence inquiry, in order to gather information regarding the actual or alleged occurrence.
9. Everyone who has knowledge of the occurrence must remain to be interviewed by the Principal, until excused.

Serious Occurrence Reporting

- Staff will notify the Principal or supervisor or designate of a serious occurrence as soon as they become aware of the incident.

- **All serious occurrences** will be reported to the Ministry of Education in the **Child Care Licensing System (CCLS)** within **24 hours** of the Principal, supervisor or designate becoming aware of the occurrence.
- Identifying information such as children or staff names will not be included in the serious occurrence reports.
- If CCLS cannot be accessed (e.g. where CCLS or an internet connection is unavailable), the licensee, supervisor or designate will notify the program advisor (PA) assigned to the licence by email or by telephone within **24 hours** of becoming aware of the occurrence. A serious occurrence report will be submitted in CCLS as soon as the system can be accessed.
- Where a Ministry of Education PA cannot be reached by telephone, a voicemail message will be left to notify the PA of the incident.
- All updates to serious occurrences will be reported in CCLS through update reports until the serious occurrence has been closed by the Ministry of Education.
- Where the Ministry of Education requests updates to a serious occurrence in CCLS, these will be provided as soon as possible through update reports.
- Serious occurrences reported to the Ministry of Education will be documented in the daily written record.

Posting a Serious Occurrence Summary (Notification Form)

- Within 24 hours of becoming aware of a serious occurrence, the Principal will complete a Serious Occurrence Notification Form in either CCLS or using the form available in Appendix.
- The form will provide a summary of the serious occurrence and of any action taken by the child care centre.
- The summary will not include identifying information (e.g. names and ages of children, staff, or program rooms) and will contain gender-neutral language.
- The summary will be posted at the child care centre in a place that is visible and accessible to parents for a minimum of 10 business days, regardless of the serious occurrence type and the status of any related investigation.
- All updates to the serious occurrence will be added to the posted summary, and the summary will remain posted for an additional 10 business days each time any updates are added.

- All serious occurrence summaries will be retained for 3 years from the date they are created or last updated (whichever date is most recent).

Annual Summary and Analysis Report

The annual **summary** is to reflect the serious occurrence record from the previous one-year period. This report is to be prepared annually by the end of February. The annual report should be completed and retained on file at the centre (not be sent to City or Ministry). Licensing staff will review the annual report at the time of the licensing inspection.

We will conduct the annual **analysis report** of all serious occurrences that occurred in the previous year and keep **the records of the actions** taken in response to the analysis.

Ongoing monitoring

Generally, Casa Vera Montessori School monitors its performance in-year, on an ongoing basis, with respect to the reporting, management, and follow-up of serious occurrences.

Posting Process and Key Timeliness

After the Principal/Operator enters information about the occurrence into **CCLS** (Child Care Licensing System) **the Notification for parents** generated by the Child Care Licensing System or Serious Occurrence Notification Form in Appendix will be posted.

1. The Notification for parents will be posted in a conspicuous place in the centre at or near entrance commonly used by parents. It will be posted near the child care license and Licensing Summary Chart.
2. The Notification for parents will be updated as additional actions or investigations taken by the operator are completed.
3. The Notification for parents is posted for a minimum of 10 business days. If the form is updated with additional information such as additional action taken by the operator, the form remains posted for 10 days from the date of the update.
4. The Notification for parents will be retained for at least 3 years from the date of the occurrence and it will be made available for current and prospective parents, licensing and municipal children's services staff upon request.

Protection of personal Information and Privacy

- The information posted on The Notification for parents will protect personal information and privacy.
- No child or staff names, initial and age or birth date of child will be used on the Notification for parents
- No age group identifiers will be used, e.g. preschool room; toddler room.

Licensing implications

1. Non-compliance with the 24 hours reporting requirement for the previous licensed period will be noted during the licensing inspection on the licensing checklist under 9.1.
2. Where non-compliance with serious occurrence policy requirements is identified, the operator will be required to take action within the follow-up time provided by the PA as part of the licensing process. Follow-up may include reviewing the reporting requirements with staff and implementing a monitoring and/or training process to support compliance.
3. Where the operator is unable to complete the required follow-up and requires additional time a provisional license may be issued.
4. Where patterns of non-compliance with serious occurrence reporting requirements are identified and the operator does not require additional time to address outstanding requirements a short-term license may be issued.

Administrative Penalty - Non-Report of a Serious Occurrence

A director or inspector, under the Act, may issue a \$2000 administrative penalty when a serious occurrence is not reported as prescribed by the Regulation.

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