

 <b>FAMILY DAY</b>	POLICY TITLE		CATEGORY
	Serious Occurrence Reporting		Programs
	APPROVING BODY OR POSITION		APPROVAL DATE
	Director, Programs		February 2022
	PRIMARY LEGISLATION / REGULATION REFERENCE(S)		
	Child Care and Early Years Act, 2014 (CCEYA)		

## POLICY

Family Day Care Services delivers services that are funded and licensed by the Ministry of Education (Ministry) and therefore are accountable to the Ministry to demonstrate that our service delivery is consistent with relevant legislation, regulations and ministry policy. The reporting of serious occurrences as defined by the Ministry is one component of this accountability relationship.

### Purpose

Serious occurrence reporting provides the Ministry and Family Day with an effective means of monitoring the appropriateness and quality of our service delivery. Family Day is responsible for ensuring that Program Managers, Supervisors, Educators, Home Child Care Coordinators and Contracted Caregivers can identify a serious occurrence, the immediate response procedures to an incident that is a serious occurrence and the expected steps in reporting a serious occurrence including the identification and reporting of an enhanced serious occurrence.

### Scope

This policy applies to all Family Day staff, students, contracted caregivers and volunteers that work directly with children.

### Serious Occurrence Definition

- 1) Any death of a child who is enrolled at a child care centre or Home child care.
- 2) Allegations of abuse and/or neglect of a child while in attendance at a child care centre or Home child care.
- 3) A life threatening injury or illness of a child that is enrolled at a child care centre or Home care.
- 4) Missing or unsupervised child(ren) while in attendance at a child care centre or Home child care or
- 5) Any incident and/or any other unplanned disruption of service that poses a risk to the health, safety, and well-being of the children.

### Procedure

When an incident/accident has been determined to be a serious occurrence, as defined by the above definition, it must be reported to the Ministry. A Child Care Serious Occurrence Report must be submitted within 24 hours to the Ministry of Education, using the online Child Care Licensing System (CCLS). The 24 hours window to report a serious occurrence starts when the licensee or delegate or supervisor becomes aware of the incident.

When emergency services (i.e. police, fire and/or ambulance) are used in response to an incident and/or the incident is likely to result in public or media attention, a Family Day Program Manager will be informed immediately. The child shall be provided with immediate medical attention as appropriate.

Appropriate steps shall be taken to address any continuing risks to other participants' health and safety.

A Program Manager will ensure that the local coroner is notified immediately in all cases involving death regardless of location or circumstances.

The staff or any other person witnessing or having knowledge of the occurrence shall report the matter to the Program Manager, Supervisor and/or Designate, or Home Child Care Coordinator who will be responsible for conducting the serious occurrence inquiry.

The Program Manager, Supervisor or Designate or Home Child Care Coordinator shall immediately begin to draft the Serious Occurrence Report on the Child Care Licensing system, gather information regarding the actual or alleged occurrences(s).

All persons having knowledge of the occurrence should be asked to remain on the premises until the Program Manager/Supervisor or Designate has interviewed them or indicated that there is no need for their involvement at that point.

If on the basis of this draft report, there is reason to suspect that abuse is involved, refer to and follow the procedures for suspected child abuse in addition to the serious occurrence reporting procedures.

A Child Care Serious Occurrence Report must be submitted within 24 hours to the Ministry of Education, using the online Child Care Licensing System. The 24 hours window to report a serious occurrence starts when the licensee or delegate or supervisor becomes aware of the incident.

### **Situations that could escalate/involve the media, Critical Serious Occurrence**

Where a serious occurrence involves one of the following:

- 1) A child has died
- 2) A child is missing and whereabouts are unknown.
- 3) There has been media attention.
- 4) Police are conducting an investigation

The report will be forwarded from CCLS to the Program Advisor (PA), Compliance Manager, Manager of Children's Services, the City District Director and City Consultant. In the event that Family Day is not able to access the CCLS system within the required time period, Family Day shall inform their assigned Program Advisor directly by telephone and by email.

In a situation that could potentially escalate to involve the media, Family Day will ensure that the Ministry is kept updated with any changes to the situation.

### **Notification Report Posting**

Child Care Centres and Private Homes must complete and post a Serious Occurrence Notification Form using the Child Care Licensing System immediately after a Serious Occurrence.

This form must be posted within 24 hours of becoming aware of the occurrence, **including any allegation of abuse or neglect**, in an accessible location in the front area of the child care centre or private home day care setting.

This Serious Occurrence Notification Form will be posted for ten (10) business days.

Any changes to initial information posted require a revision to the Serious Occurrence Notification Form. This new information will be posted for an additional ten (10) business days.

This information will be high level, succinct and maintain the confidentiality of child(ren) and staff involved. It must not include personal information such as names, age, date of birth, room or age group of care.

### **Employee / Caregiver Review**

All Program Managers, Supervisors, Educators, Home Child Care Coordinators and contracted caregivers review the Serious Occurrence Reporting Policy at the time of hiring and annually thereafter.