



*Trinity Bellwoods Community
Children's Group/C.A.R.E.*

155 Crawford Street, Toronto, Ontario M6J 2V6 ☎ 416-537-9021

SERIOUS OCCURRENCE

POLICY AND PROCEDURES

Revised: September 1, 2020



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SERIOUS OCCURRENCE POLICY

Trinity Bellwoods Community Childrens Group / CARE is committed to delivering child care services which promote the health, safety, and welfare of the clients being served. This responsibility in turn requires us to be accountable to the Ministry of Education in demonstrating that the service delivery being provided is consistent with relevant legislation, regulations and/or ministry policies.

Serious occurrence policies and procedures provide us with an effective means of monitoring the appropriateness and quality of the service being delivered. This monitoring includes provisions for the ongoing review of child care practices, procedures and staff training needs

As such, it is a licensing requirement that all serious occurrences be reported as soon as it is safe to do so.

Cross reference	● Employment Contract ● Health & Safety Policy ● Child Abuse Policy ● COVID-19 Policy
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DEFINITION OF SERIOUS OCCURRENCE

Serious occurrences to be reported by Trinity Bellwoods Community Children's Group/CARE (service provider) to the City of Toronto are defined as followed:

1. A **death of a client** which occurs while participating in the program, on or off the premises. A coroner must also be notified.
2. Any **allegations of abuse &/or neglect** which occurs while participating in or at the centre. This includes all allegations of child abuse or mistreatment of clients against staff, volunteers, and temporary care providers (see Child Abuse Policy).
3. Any **life-threatening injury or life threatening illness of a child** which occurs while participating in the program. This includes;
 - a. any injury caused at CARE.
 - b. a serious accidental injury received while in attendance at a setting, and /or in receiving a services from CARE
 - c. 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 dentist.
 - d. All 911 calls
4. Any **incident where a child goes missing or is temporarily unsupervised at the centre or while receiving services from CARE** and the matter is considered to be serious.
 - a) Child was found
 - b) Child is still missing
5. Any **unplanned disruption of the normal operations that poses a risk to the health, safety or well-being of the children at the centre.**
 - a) Fire
 - b) Flood
 - c) Gas Leak
 - d) Detection of carbon monoxide
 - e) Outbreak of communicable diseases (*see Health and Safety Policy*)

- f) Lockdown
- g) Other Emergency Relocation or Temporary Closure

6. A Suspected/confirmed case of COVID-19 when:

Effective September 1, 2020, and in accordance with the August 2020 Operational Guidance document, child care licensees will be required to submit serious occurrences for a suspected case of COVID-19 for individuals exhibiting **1 or more symptoms**

A Serious Occurrence is required to be submitted under the category “suspected/confirmed case of COVID-19” when one of the following individuals has a confirmed case of COVID-19 OR a suspected case involving the individual exhibiting **1 or more symptoms** AND the individual has been tested, or has indicated that they will be tested for COVID-19:

- (i) a child who receives child care at a home child care premises or child care centre,
- (ii) a home child care provider,
- (iii) a person who is ordinarily a resident of a home child care premises (eg. the home provider’s child, the home provider’s spouse etc.; for complete definition please refer to the Home Child Care Licensing Manual)
- (iv) a person who is regularly at a home child care premises (eg. the home provider’s friend who visits the premises once a week etc.; for complete definition please refer to the Home Child Care Licensing Manual),
- (v) a home child care visitor,
- (vi) a parent of a child mentioned in subclause (i), or
- (vii) a staff member at a child care centre
- (viii) a student at a home child care premises or child care centre,

Additional Information/Tips:

- Where a serious occurrence has been reported for a suspected case (as defined above) and the individual’s test results are positive, licensees must update the original serious occurrence report submitted to add this information.
- Where a serious occurrence has been reported under this category and that report remains open in CCLS, should a second individual develop a suspected or confirmed case, licensees must update the existing/open serious occurrence report to add this information; i.e. new serious occurrence is NOT required to be

submitted where there is an existing report that remains open. However, where a second individual develops a suspected or confirmed case and there is not an open serious occurrence report under this category, the licensee must submit a NEW report.

- Please note: should the entire child care, part of the child care (i.e. a program room) or a home child care provider's home close due to a "confirmed or suspected case" (as defined above), a separate serious occurrence for an unplanned disruption of service is NOT required to be submitted. Licensees must include this information in the Serious Occurrence report and/or update the serious occurrence report when the closure occurs.
- With the change in definition to reporting Suspected COVID-19 Cases for individuals exhibiting 1 or more symptoms, the requirement for Serious Occurrences to be submitted under the category "Unplanned Disruption of Service", with the sub-type of "Other emergency relocation or temporary closure" is no longer required.

A Serious Occurrence is required to be submitted under the category "Unplanned Disruption of Service", with the sub-type of "Other emergency relocation or temporary closure" when:

The entire child care, part of the child care (i.e. one or some of the program rooms) or a home child care provider's home closes for reasons that may be related to COVID-19 that do NOT include a confirmed or suspected case (as defined above). For example, where a program room closes due to an individual who is exhibiting only 1 symptom is being tested for COVID-19, a serious occurrence for an "unplanned disruption" would be reported.

Please note: A second serious occurrence under the category "suspected/confirmed case" is required to be reported should the incident develop into a "confirmed case" of COVID-19. The "unplanned disruption of service" serious occurrence will then be closed by the Program Advisor.

SERIOUS OCCURRENCE PROCEDURES

The following steps are to be taken if a serious occurrence has occurred or is suspected.

1. Verbally inform the supervisor or designated supervisor immediately.
2. Immediate medical attention shall be given/ provided.
3. Call for emergency assistance. If children need to be transported by ambulance for emergency treatment, a staff person will be assigned to accompany them. Emergency numbers are posted near all phones.
4. When notifying emergency services provide the following information
 - Location
 - type of emergency

- your name/phone number
 - have someone wait at the emergency scene
5. Stabilize the crisis. Appropriate steps shall be taken to address any continuing risk to the client's health and/or safety as well as the rest of the clients until emergency medical services arrive.
 6. Evacuate if remaining at the centre threatens the safety of the clients. Evacuate premises immediately to emergency shelter (Cathedral of the Nativity of the Mother of God- 257 Shaw Street).
 7. Ensure that the local coroner is notified immediately in all cases involving death, regardless of location or circumstance.
 8. Once there is no further risk to participants or staff, preliminary information on the crisis must be distributed to all the appropriate people.
 - a. Parents of injured children must be contacted and provided with confirmed information about their own children and the incident.
 - b. **Report matter online to Child Care Licensing System (CCLS www.one-key.gov.on.ca within 24 hours.**
 - c. **Report to Children's Services by calling 416-397-7359 or after hours at 416-397-9200.**
 - d. Board of Directors (Chair)
 9. The supervisor is to commence a serious occurrence inquiry to gather information regarding the actual or alleged occurrence(s) in the hours (or days that follow). **Report matter online to Child Care Licensing System www.one-key.gov.on.ca and continue to update file until matter is closed by CCLS**
 10. All persons having knowledge of the occurrence should be asked to remain on the premises until the supervisor has interviewed them or indicated that there's no need for their involvement.
 11. The inquiry information gathered by the supervisor will form the basis of the later Serious Occurrence Report and therefore should include as many of the following details as possible:
 - Description of the occurrence
 - client=s allegations (if applicable)
 - Date, time, place where it occurred
 - Reason for the occurrence if known
 - People involved
 - Action taken

- Current status
- Parties notified
- Coroner in all cases of death
- Police/Catholic Children's Aid
- Parents/others as appropriate (and with direction from the police and CAS)
- Further action recommended:
- Specific to the immediate situation and/or
- related to potential underlying factors such as review of a particular internal program policy/ procedure, review of treatment plan for client(s), staff training needed, to modification physical plant, etc.

12. If on the basis of the inquiry, there is reason to suspect that a client has been abused (and /or in need of protection in the case of a child) the supervisor shall immediately contact the appropriate Children's Aid Society 416- 924 -4646 (see emergency numbers posted)
13. Senior staff to contact parents of all the children registered at the centre. Informed them of the incident ensuring that they receive correct and consistent information. Again, only confirmed information must be given with no speculation as to the cause.
14. Centre/program staff do not have the authority to contact the media with regard to a crisis. This is the responsibility of the Board of Directors.
15. Board of Directors to update parents, media and staff members about the ongoing status of a crisis in the form of a letter.
16. Complete and post a summary of each serious occurrence report in a place that is visible and accessible to parents within 24 hours of becoming aware of the occurrence for a minimum of 10 days. Report must be kept on file for 3 years.
17. The summary must not include any identifying information and must be updated as new information is obtained.
18. An annual analysis of all serious occurrences that occurred in the previous year must be conducted annually and kept on file for 3 years.
19. As part of the hiring and training process for Trinity Bellwoods Community Children's Group/CARE staff, the Serious Occurrence Policy is reviewed

annually in June with all staff, students and volunteers (see employment contract).



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SERIOUS OCCURRENCE STEPS & RESPONSIBILITIES

☐ Report ALL SERIOUS OCCURRENCES AS SOON AT IT IS SAFE TO DOSO or withing 24 hours of Supervisor, Board Member or Assistant Supervisor being informed of the situation.	 1. Ensure health & safety of client(s) is addressed. 2. Notify coroner for any death, police/ CAS as applicable, and family members/others as appropriate. 3. Contact parents of injured children as directed by police/CAS/ Ministry. 4. Report online to Child Care Licensing System (CCLS) www.one-key.gov.on.ca if unable to report online contact Marlene Da Silva at marlene.dasilva@ontario.ca 5. Report to Children Services by calling 416-397-7359 or after hours at 416-397-9200
☐ Follow-Up Serious Occurrence Reports	✓ Initial Notification Report to be Completed ✓ If directed to do so by licensing specialist, complete, Serious Occurrence Follow up Report at www.one-key.gov.on.ca \ ✓ Annual Summary Report to be completed.



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SERIOUS OCCURRENCE ANNUAL SUMMARY REPORT

This annual analysis is to be used as a method of identifying issues, trends and actions taken in response to serious occurrences at Trinity Bellwoods Community Children's Group/CARE and completed online at www.one-key.gov.on.ca

Period of report: January 1 st , _____ to December 31 st , _____
Ministry of Education Program Advisor: Marlene Da Silva
Did any serious occurrences take place during the reporting period: YES [] NO [] If no , please sign the report and retain on file for 3 years. If yes , please complete the information below

Type of Serious Occurrence	Total # Reported
1. Death of a child while participating at the program.	
2. Allegations of abuse and or neglect which occurs while participating in a service.	
3. Life threatening injury or illness	
4. Missing or Unsupervised Child (ren)	
5. Unplanned disruption of normal operations/services at the centre	

Total Serious Occurrences	TOTAL # REPORTED	TYPE ACTION TAKEN/ REQUIRED FOLLOW-UP
Serious Occurrences initially reported within 24 hours to CCLS		
<i>Serious Occurrence Inquiry Reports</i> submitted		
Number of serious occurrences requiring additional action or information, at the request of the ministry, after reports filed.		

Based on this analysis of all serious occurrences during the reporting period, describe any issues, trends or patterns relating to staff, clients, equipment and physical plant/site that

contributed to or caused the serious occurrence(s):

Describe any issues and actions taken with regards to the timely reporting of the serious occurrence(s):

Outline the action taken (or action in progress) by CARE in response to these occurrences

Staff Name filing report: _____ Signature: _____

Today's Date: _____