

CATEGORY: Policies and Procedures

DATE: December 2022

UPDATED: March 2023

SUBJECT: Serious Occurrence Policy and Procedures

APPROVED BY: Shemina Ladak, Executive Director



POLICY STATEMENT

This policy fulfills the obligations set out under Ontario Regulation 137/15 for policies and procedures with respect to Serious Occurrences for childcare centers.

PURPOSE

The purpose of this policy is to provide clear procedures for staff, students, and volunteers to follow for how to identify, respond to and report a serious occurrence. It ensures that there is a plan to deal with any serious incidents that may affect the health, safety, and well-being of children and those working directly with children, and that these serious incidents are addressed by Centennial Infant and Child Centre (CICC) and reported to the Ministry of Education for review.

POLICY

Identifying a Serious Occurrence

Under the *Child Care and Early Years Act, 2014*, serious occurrences are defined as:

1. Death of a child
2. Abuse, neglect or an allegation of abuse or neglect of a child
3. A life-threatening injury or illness of a child
4. An incident where a child who is receiving childcare at a childcare center goes missing or is temporarily unsupervised
 - a) Child is found
 - b) Child is still missing
5. An unplanned disruption of the normal operations that poses a risk to the health, safety or well-being of children receiving childcare
 - a) Fire
 - b) Flood
 - c) Gas Leak
 - d) Detection of Carbon Monoxide
 - e) Outbreak
 - f) Lockdown
 - g) Other Emergency Relocation or Temporary Closure

PROCEDURES FOR REPORTING A SERIOUS OCCURRENCE

- 1) Staff will notify the CICC management of a serious occurrence as soon as they become aware of the incident.
- 2) All serious occurrences will be reported to the Ministry of Education in the Child Care Licensing System (CCLS) within 24 hours of the CICC management becoming aware of the occurrence.
- 3) Identifying information such as children or staff names will not be included in the serious occurrence reports.
- 4) If CCLS cannot be accessed (e.g., where CCLS or an internet connection is unavailable), the CICC management will notify the program advisor (PA) assigned to the license 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.
- 5) Where a Ministry of Education PA cannot be reached by telephone, a voicemail message will be left to notify the PA of the incident.
- 6) 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.
- 7) Where the Ministry of Education requests updates to a serious occurrence in CCLS, these will be provided as soon as possible through update reports.
- 8) Within 24 hours of becoming aware of the serious Occurrence, the Executive Director or designate will complete **Serious Occurrence Notification Form** in either CCLS or using the form attached to this policy. This form will:
 - Be posted for 10 business days in a visible and accessible location
 - Provide a brief summary of the serious occurrence and of any action taken by the childcare center.
 - not include identifying information (e.g. names and ages of children, staff, or program rooms) and will contain gender-neutral language.
- 9) Where a serious occurrence is updated or revised, the summary should also be updated to reflect this change.
- 10) All serious occurrence summaries will be retained for 3 years from the date they are created or last updated (whichever date is most recent).

Death of a Child

- a) Staff who become aware of the death of child while the child is at CICC will follow the emergency response plans and contact 911.
- b) Notify the Preschool Manager or designate.
- c) The Executive Director will notify the Board of Directors immediately.
- d) Serious occurrence forms involving licensed childcare will be forwarded to the Ministry of Education by the Preschool Manager or designate within 24 hours through the Child Care Licensing System (CCLS). Additional information and/or follow-up reports will be submitted in CCLS as requested by the Program Advisor through CCLS
- e) The **Serious Occurrence Notification form** will be posted by the Preschool Manager or designate as required within 24 hours for a minimum of 10 days.

Abuse or Neglect or Allegation of Abuse and/or Neglect

- a) Staff who become aware of the abuse or neglect or allegation of Abuse and/or Neglect of a child in the program will follow the Suspected Child Abuse Policy and contact child welfare (Toronto Children's Aid Society, Native Child and Family Services, Catholic Children's Aid Society, or Jewish Child and Family Services) depending on the religious affiliation of the caregiver if known.
- b) Notify the Preschool Manager or designate.
- c) The Executive Director will notify the Board of Directors immediately.
- d) Serious occurrence forms involving licensed childcare will be forwarded to the Ministry of Education by the Preschool Manager or designate within 24 hours through the Child Care Licensing System (CCLS). Additional information and/or follow-up reports will be submitted in CCLS as requested by the Program Advisor through CCLS
- e) **The Serious Occurrence Notification form** will be posted by the Preschool Manager or designate as required within 24 hours for a minimum of 10 days.

Life-Threatening Injury or Life-Threatening Illness

- a) Staff who become aware of that a child may have sustained a life-threatening injury or have a life-threatening illness, the staff will follow the child's Emergency Response Plan, provide first aid as required and call 911
- b) Notify the Preschool Manager or designate
- c) The Preschool Manager will notify the parent(s)
- d) The Executive Director will notify the Board of Directors immediately
- e) Serious occurrence forms involving licensed childcare will be forwarded to the Ministry of Education by the Preschool Manager or designate within 24 hours through the Child Care Licensing System (CCLS). Additional information and/or follow-up reports will be submitted in CCLS as requested by the Program Advisor through CCLS.
- f) **The Serious Occurrence Notification form** will be posted by the Preschool Manager or designate as required within 24 hours for a minimum of 10 days.

Missing or Temporarily Unsupervised Child

- a) Staff who become aware that a child may be missing or unsupervised will immediately notify the Preschool Manager or designate
- b) Search for the child on all levels of the building including outdoor areas (hallways, washrooms)
- c) Ensure the remaining children are always supervised
- d) The Executive Director will notify the Board of Directors immediately

If the child is not found:

- i) Continue to search the premises.
- ii) Keep the Preschool Manager or designate informed.

- iii) If the child is deemed to be missing, call emergency services and follow direction from emergency services personnel.
- iv) Contact the children's parents(s) or where a parent can't be reached, contact the child's emergency contact.

If the child **is found**:

- i) Update the Preschool Manager or designate.
- ii) Document this incident in the daily written record.
- iii) Update the children's parent(s) or where a parent cannot be reached the child(ren)'s emergency contact(s).

e) Serious occurrence forms involving licensed childcare will be forwarded to the Ministry of Education by the Preschool Manager or designate within 24 hours through the Child Care Licensing System (CCLS). Additional information and/or follow-up reports will be submitted in CCLS as requested by the Program Advisor through CCLS

f) **The Serious Occurrence Notification form** will be posted by the Preschool Manager or required within 24 hours for a minimum of 10 days.

Unplanned Disruption of the Normal Operations

- a) Staff who become aware of a disruption of the normal operation of the Centre will follow the Emergency Management Plan.
- b) Notify the Preschool Manager or designate.
- c) The Executive Director will notify the Board of Directors immediately.
- d) Serious occurrence forms involving licensed childcare will be forwarded to the Ministry of Education by the Preschool Manager or designate within 24 hours through the Child Care Licensing System (CCLS). Additional information and/or follow-up reports will be submitted in CCLS as requested by the Program Advisor through CCLS
- e) **The Serious Occurrence Notification form** will be posted by the Preschool Manager or designate as required within 24 hours for a minimum of 10 days.