

## CHAPTER FOUR: HEALTH AND MEDICAL SUPERVISION

Health and Medical Supervision	Serious Occurrences
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### **PURPOSE**

Service Providers delivering services that are funded or licensed by the Ministry of Education are responsible for delivering services which promote the health, safety and welfare of the children being served. This responsibility in turn requires the Service Provider to be accountable to the Ministry, specific to demonstrating that their service delivery is consistent with relevant legislation, regulations and/or Ministry policy.

The *Child Care and Early Years Act* requires that:

38. Every licensee shall ensure that,
- (a) there are written policies and procedures with respect to serious occurrences in each child care centre operated by the licensee and each premises where it oversees the provision of home child care, and that those policies and procedures are followed in the centre or premises;
  - (b) a report is provided to a program adviser of any serious occurrence in any child care centre operated by the licensee or any premises where it oversees the provision of home child care within 24 hours of its happening;
  - (c) a summary of the report provided under clause (b) and of any action taken as a result is posted for at least 10 business days in a conspicuous place at the child care centre or home child care premises; and
  - (d) the report and the summary of the report are each kept in accordance with section 82.

### **DEFINITIONS**

Within the parameters of the following definitions, the service provider is responsible for determining whether an incident is deemed to be a serious occurrence as defined by these procedures and whether, therefore it must be reported to the Ministry.

**The following Serious Occurrences will be reported to the Ministry:**

- 1. Death of a Child**
- 2. Allegation of Abuse and/or Neglect**
- 3. Life-threatening Injury or Illness**
  - a. Injury**
  - b. Illness**
- 4. Missing or Unsupervised Child(ren)**
  - a. Child was found**
  - b. Child is still missing**
- 5. Unplanned Disruption of Normal Operations**
  - a. Fire**
  - b. Flood**
  - c. Gas Leak**
  - d. Detection of Carbon Monoxide**
  - e. Outbreak**
  - f. Lockdown**
  - g. Other Emergency Relocation or Temporary Closure**

\*With regard to children, see CFSA Sections 37 and 72, with respect to a child in need of protection and the duty to report.

**PROCEDURES**

**A. Serious Occurrence Response – Immediate Actions by Responsible Person or Designate on site .**

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

1. The child will be provided with immediate medical attention when warranted.
2. Appropriate steps will be taken to address any continuing risks to the child's and/or other children's health or safety.
3. As soon as possible contact the Executive Director and if unavailable, the Supervisor or designate.
4. If there is reason to suspect that a child has been abused and/or is in need of protection, the Supervisor/Director or designated person will ensure immediate contact with the Children's Aid Society, and/or police. It is the person who has reasonable grounds to suspect that a child is or may be in need of protection, who is legally obligated to make a report to the CAS.

5. In all cases involving death, regardless of the location or circumstances, the local Coroner is notified immediately.
6. The staff or any other person witnessing or having knowledge of the occurrence shall report the matter to the Supervisor/Director or the person designated by the Supervisor/Director to conduct a serious occurrence inquiry.
7. The Supervisor/Director or designated person shall immediately begin a serious occurrence inquiry, in accordance with the following steps. The most senior staff on site will be responsible for completing the process. The purpose of the inquiry is to gather information regarding actual or alleged occurrence(s).
7. The inquiry information gathered by the designated person will form the basis of the later *Serious Occurrence Initial Notification Report (IN)* and the *Inquiry Report (IR)*, and therefore should include as many of the following details as possible at this time:
  - Description of the occurrence
  - Person's allegation (if applicable )
  - Date, time, place where it occurred
  - Time occurrence was reported
  - Reason for the occurrence (if known)
  - People involved
  - Action taken
  - Current status
  - Parties notified (president, police, CAS, Coroner, Public Health, parents/others as appropriate)
  - Further action recommended
    - Specific to the immediate situation; and/or
    - Related to potential underlying factor (e.g. review of particular internal policy/procedure, review of program, staff training need, modification of physical plant etc.)

**B. Normal Serious Occurrence Reporting Process – Within 24 Hours**

When a serious occurrence is deemed to have taken place, the Executive Director will ensure:

The parent or guardian of the child is informed immediately, unless the person to be notified is alleged to have abused the child.

**Within 24 hours inform the Ministry's regional office by completing *Serious Occurrence Reporting in the Child Care Licensing System* online. This should be done by the Executive Director and if they are unavailable then the Supervisor or designate.**

## **B. Serious Occurrence Notification Form – Within 24 Hours**

### **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 incidents and any longer term actions the Service Provider has taken to minimize the reoccurrence of the incident. For each serious occurrence reported to the Ministry, a high level Serious Occurrence Notification Form will be posted at the Child Care Centre.

Notification Form –

1. Within 24 hours complete a *Serious Occurrence Notification Form* and post it near the child care license to communicate information to parents about the serious occurrence. The Form is to be posted in a conspicuous place in the centre at or near an entrance commonly used by parents.
2. Update the *Serious Occurrence Notification Form* as additional actions or investigations are completed. This form will be posted for **a minimum of 10 business days**. If the form is updated with additional information, it will remain posted for 10 days from the date of the last update.
3. Serious occurrence notification forms are kept for at least three years (or for two years if the incident took place while the Day Nurseries Act was in force).

### **ONGOING MONITORING**

As per the Policy CCEYA Compliance and Contravention Policy, Supervisors are expected to monitor performance in-year, on an ongoing basis, with respect to the reporting, management, and follow-up of serious occurrences. Serious occurrence reporting is one of many tools that provide an effective means of monitoring the appropriateness and quality of service delivery. Monitoring also includes an ongoing review of practices, procedures, and training needs.

### **TRAINING**

The Coordinator shall ensure that these policies and procedures are reviewed as follows at the child care centre:

1. With employees, before they begin their employment.
2. With volunteers or students who will be interacting with children at the child care centre, before they begin to volunteer or before they begin their educational placement.
3. With each person described in paragraph 1 or 2, at least annually after the first review and at any other time when changes are made to the policy or a procedure.