Submitting and Revising a Serious Occurrence Report for Confirmed Cases of COVID-19 and Public Health Directed Closures

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Submitting a Serious Occurrence for a Confirmed Case of COVID-19

1. Click **Serious Occurrences** tab on the left side

2. Click **▶ Report a Serious Occurrence** A list of licensed child care centres / home child care agencies appear.

Licence Number	Program Type	Name of Child Care Centre / Home Child Care Agency	Address	Licence Expiry Date	
00000	Child Care Centre	123 Child Care		Jun 11, 2020	Select>

3. Select the appropriate Child Care Centre / Home Child Care Agency. (Click **Select>**.) The *Serious Occurrence Details* window appears.

Incident Information	
Incident Reported By:	
First Name:	Andrea
Last Name:	oana
Role:	Licensee
Telephone Number:	(999) 999-9999
Alternate Telephone Number:	
Date of Incident: *	30/09/2020 Ex: 28/04/2012
Time of Incident: *	9 am ⌄ 00 ⌄
Date you became aware of the serious occurrence: *	Same as date of incident: ◉ Yes ○ No
Time you became aware of the serious occurrence: *	Same as time of incident: ◉ Yes ○ No
Please explain if more than 24 hours have passed since the date/time you became aware of the serious occurrence:	

4. Read the notice at the top of the window.

To prevent loss of data, it is recommended that you save the entered information every 5-10 minutes by clicking on the 'Save' link at the bottom of this screen.

Notice: Information collected about serious occurrences may be shared with municipal partners (Consolidated Municipal Service Managers and District Social Services Administration Boards). Municipalities are subject to the Municipal Freedom of Information and Protection of Privacy Act.

Incident Information

5. Enter the **Incident Information**.

6. Enter the **Child Information**. If the incident does not involve all the children, a table appears.

      6.1. Select the **Age Group**.

      6.2. To add another child click **Add Children>**. The table expands.

      6.3. Repeat steps 6.1 and 6.2 for each child involved.

Child Information	
Were all children in the program / age group involved in or impacted by the occurrence?: *	○ Yes ◉ No

Please Identify the Child(ren) Involved/Impacted	
Age Group: *	
Please select ... ▼	Remove
	Add Children >

7. Enter the **Serious Occurrence Information** (see screenshots below)

⚠️ **Warning: Do not use names, ages or dates of birth in any areas on the form.**

⚠️ **PLEASE NOTE: 'suspected' will be visible but is no longer an option in the serious occurrence information. Please DO NOT select 'suspected'. Where 'suspected' is identified on the serious occurrence report, the report will be returned to you to you for revision. Please select 'confirmed' only.**

Serious Occurrence Information	
Type of Serious Occurrence: *	Confirmed case of COVID -19 ▾
Public Health Unit Name: *	Ottawa Public Health ▾
COVID-19 Case Status: *	◉ Confirmed ○ 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 Symptoms of COVID-19, Click here
Please indicate the primary use of the building: *	Public Building ▾
Individual(s) Impacted?: * **Total # of individuals who are impacted:** *	Please select ... ▾ [ ] Add > <table><tr><th>Individual</th><th>Total # Impacted</th><th>Action</th></tr><tr><td>Child</td><td>1</td><td>Remove ></td></tr></table>
Centre/Provider Closed?: *	○ Yes ◉ No
Program Room Closed?: *	◉ Yes ○ No
Date Child Care Centre / Provider / Program Room Expected to Re-Open: *	21/10/2020 📅 Ex: 28/04/2012
Total capacity impacted: *	11
What health and safety protocols have been taken to address a possible outbreak? * Please check all that apply	☑ Isolation at home of child or staff ☑ Ensuring adherence to health and safety guidelines/policy ☐ Child Care Centre/Home Provider Closed ☑ Program Room Closed ☑ Deep cleaning performed ☑ Public Health Unit notified ☐ Other
Please describe what happened, where the serious occurrence took place, and the actions taken by the Licensee (do not use names, ages or dates of birth): *	A parent confirmed their child tested positive for COVID-19

Who has been notified?	☑ Parent/Guardian/Emergency Contact ☐ Emergency Services ☐ College of Early Childhood Educators ☐ CMSM / DSSAB ☐ Children's Aid Society ☑ Public Health Unit ☐ Other
Are police conducting an investigation? *	○ Yes ◉ No
Is the Children's Aid Society conducting an investigation? *	○ Yes ◉ No
Has there been media attention? *	○ Yes ◉ No
Further action proposed by licensee: *	Will confirm once test results are obtained.
Is this expected to be the only/last report submitted for this occurrence?	○ Yes ◉ No
Please explain: *	Will confirm once test results are obtained.

<Previous	Exit	Save	Save & Next>

8. Click **Save & Next**. The **_Supporting Documents_** window appears.

⚠ **Reminder:** Supporting documents containing confidential information **must not** be uploaded unless they are redacted to remove all information which may be considered confidential. **Please do not upload COVID-19 test results.**

Document Type	Date Submitted	File Name	Comments:	
Serious occurrence supporting document				Upload Document >
				Add Additional Document >

	<Previous	Exit	Next>

10. Click. **Next** The *Review and Submit* window appears.

11. Verify that the information provided in the report is correct.

12. Click. **Next**

13. To print the Serious Occurrence:

13.1. Click **Print** A Print window appears.

13.2. Select the print settings.

13.3. Click **Print**

14. Click **Submit** The *Declaration and Consent* window appears.

DECLARATION AND CONSENT

I declare that all information provided in connection with this serious occurrence report is true, accurate and complete at this time.

○ I Agree   ○ I Disagree

Notice: It is an offence under the *Child Care and Early Years Act,2014* to knowingly give false or misleading information.

15. If you agree with the declaration select the **I Agree** radio button.

16. Click **Submit**

Submitting a Serious Occurrence for an Unplanned Disruption to Service for Public Health Ordered Closures related to COVID-19

Follow steps 1 – 6 (above)

Step 7

Enter the **Serious Occurrence Information** (see below for screenshots)

Serious Occurrence Information	
Type of Serious Occurrence: *	Unplanned disruption of service ▾
Sub-Type: *	Public Health Ordered Closure related to COVID-19 ▾
Please describe what happened, where the serious occurrence took place, and the actions taken by the Licensee (do not use names, ages or dates of birth): *	

Please Note: The fields "Individuals Impacted", "Total # of Individuals Who Are Impacted", "Centre/Provider Closed" and "Room Closed" will not populate when submitting a serious occurrence for an unplanned disruption.

Please ensure to include this important information in the description box as shown below.

Please describe what happened, where the serious occurrence took place, and the actions taken by the Licensee (do not use names, ages or dates of birth): *	

Revising a Serious Occurrence Report for a Confirmed Case of COVID-19

Once a serious occurrence is submitted, it will be returned to you for revision when updates and/or changes are required. Please revise the report as new information becomes available (i.e. additional individuals with confirmed cases of COVID-19 and/or closure ordered by public health.)

You will be notified by an email notification when a report is returned to you for revision. The serious occurrence status on your dashboard will change to "Pending Revision".

In order to revise the serious occurrence please follow these steps:

1. Access your dashboard.

In Process Items
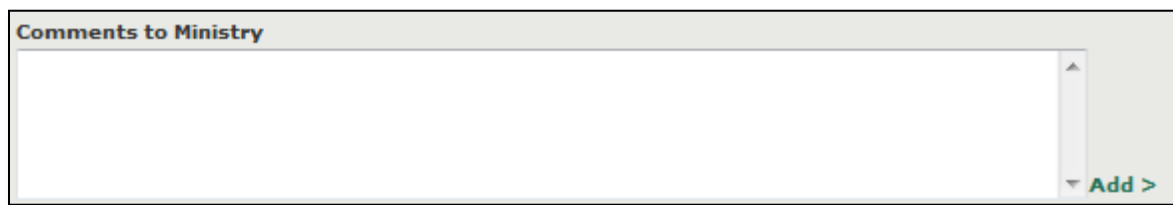
Serious Occurrences	Total: 7	▼

2. Open the serious occurrence report with the status "Pending Revision".

Serious Occurrences					Total: 1	▲
Serious Occurrence ID	Name of Child Care Centre / Home Child Care Agency	Site Address	Type of Serious Occurrences	Status	Report Submitted Date	
00000	123 Child Care		Confirmed case of COVID-19	Pending Revision	30/09/2020	Select >

3. Scroll down to the **History of PA/Licensee Comments** and review the comment from the Program Advisor.

History of PA/Licensee Comments: ▼		
Comment	Submitted Date	Submitted By
update test	10/06/2020 02:12 PM	Marlene Da Silva

4. Go to the area requiring changes.

5. Click **Revise>**. The section opens for editing.

6. Make the changes.

7. Click   Save & Next

8. Add a supporting document if required, otherwise click   Next

9. Add comments to the ministry.

Comments to Ministry

[text area]   Add >

9.1. Type the comment in the **Comments to Ministry** area.

9.2. Click **Add>**. The comment appears in the comment table.

10. Click   Submit>   . The *Declaration and Consent* window appears.

11. Agree to the declaration then click   Submit>   .

Important Tips

Confirmed COVID-19 Cases

For a Confirmed Case of COVID-19 with **no** Related Public Health Ordered Closure

> ➢ Submit a serious occurrence in CCLS under "Confirmed COVID-19" category

For a Confirmed Case of COVID-19 **with** a Public Health Ordered Closure

> ➢ Submit a serious occurrence in CCLS under 'Confirmed COVID-19' category, including information about the closure in the fields provided; or

> ➢ Where there is a confirmed case and a closure is subsequently ordered by Public Health while the serious occurrence under "Confirmed COVID-19" category is still open, please revise the existing serious occurrence to include the closure information in the fields provided; or

> ➢ Where a closure is ordered by public health <u>after</u> a serious occurrence has been closed, submit a <u>new</u> serious occurrence for a "disruption of service" with the subcategory of "Public Health Ordered Closure" (as per information below).

**PLEASE NOTE: Where there is an open serious occurrence for a confirmed case of COVID-19, should additional persons test positive (confirmed case/s), please <u>do not</u> submit a new serious occurrence for the new confirmed case/s.
<u>Revise</u> the existing/open serious occurrence report to add the information related to the new confirmed case/s.**

Closures ordered by your local Public Health Unit

For public health ordered closures with <u>no</u> confirmed COVID-19 cases

> ➢ Where public health orders a closure with <u>no</u> confirmed COVID-19 case, submit a serious occurrence in CCLS under 'Unplanned Disruption of Service' with the subcategory of 'Public Health Ordered Closure'

> ➢ Where there is an existing/open serious occurrence in CCLS under 'Unplanned Disruption of Service with the subcategory of 'Public Health Ordered Closure' and an individual develops a confirmed case of COVID-19, submit a new serious occurrence in CCLS under the 'Confirmed COVID-19' category.

Who to report a confirmed COVID-19 case for

Please note that there has been a change to the list of individuals for whom a serious occurrence for confirmed cases of COVID-19 is required to be reported.

> ➢ Moving forward, a Serious Occurrence is **not** required for the **parent of a child.**

> ➢ The option to choose "parent" will be visible in the "Individuals Impacted" drop down menu, however is no longer an option.

If you are not able to submit a serious occurrence within the required time frame of 24 hours, please inform your program advisor by email and/or telephone.

Pending revisions

After your program advisor has reviewed the serious occurrence, the report will be returned to you in CCLS for revision. The serious occurrence will remain with you until you have new information resulting in a revision. 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 you with a request for revision.

Total Capacity Impacted and Total # of Individuals Impacted

> ➢ The **Total Capacity Impacted** field refers to the number of children that are affected by the closure of a centre, program room or home premise. This field should **NOT** have a number listed unless there is a closure.

> ➢ Where a confirmed case results in a health directed closure, the number entered must reflect the number of children enrolled that are impacted by the closure (i.e. toddler room closed with 6 children enrolled – number to enter is **6**) – see illustration below.

Centre/Provider Closed?: *	⦿ Yes ○ No
Date Child Care Centre / Provider / Program Room Expected to Re-Open: *	05/10/2020 ▢Ex: 28/04/2012
Total capacity impacted: *	6

> ➢ The **Total # Number of Individuals who are impacted** field refers to the number **confirmed** COVID-19 cases.

> ➢ These fields would only be revised to reflect new confirmed cases not previously reported.

- The example illustrated below shows 6 children with confirmed cases of COVID-19 and 2 staff with confirmed cases of COVID-19.

- Revision would be required if a 7th child or 3rd staff tested positive. The numbers below would need to be revised to reflect Child – 7 and Staff – 3.

- These numbers should only <u>increase</u> or <u>stay the same</u> and not decrease unless an individual was retested, and the test result is negative.

Individual(s) Impacted?: *	Please select ... ⌄		
Total # of individuals who are impacted: *	[ ] Add >		

Individual	Total # Impacted	Action
Child	6	Remove >
Staff member at a child care centre	2	Remove >

<u>Contacting the Helpdesk</u>

- Please note that the HELP desk is currently available by e-mail and not by telephone.

- Should you required support or have technical difficulties, please send an email to childcare.helpdesk@ontario.ca.