



## **Serious Occurrence Policy and Procedure**

Date approved by Board of Directors: September 2017, July 30, 2020

Reference: Child Care and Early Years Act 2014 (CCEYA), Ministry of Education Operational Guidance Document, Version 3, August 2020, Version 4, November 2020

Revised: September 2, 2016, October 30, 2017, July 30, 2020, August 7, 2020, August 12, 2020, September 29, 2020, November 7, 2020, December 15, 2020

Approved by Board of Directors: November 23, 2016

### **Policy:**

In accordance with the Ministry of Education (MEDU) guidelines for dealing with serious occurrences, Orde Day Care is responsible for ensuring that there are written policies and procedures with respect to serious occurrences in each child care center operated by Orde Day Care. Orde Day Care must address how to identify, respond and report a serious occurrence, as well as track and follow up on all occurrences

Serious Occurrence Reporting Procedures are outlined below and **must be kept** in each room (posted or in emergency binder). The Serious Occurrence Policy is posted on each parent board in the centre.

### **Centre Responsibilities:**

The Supervisor and/or Director are responsible for determining if an incident is a Serious Occurrence based on the categories and definitions set out below.

If the Supervisor or Director are **not** on site at the time of the incident they must be contacted **immediately**. In the most extreme circumstances, should **neither the Supervisor or Director** be available, the most senior RECE on site will act as the **Designated Authority**.

The **Designated Authority** must then follow the **Serious Occurrence Reporting** Policy and Procedure and ensure the Ministry of Education is informed of the incident within 24 hours of the occurrence.

### **Serious Occurrence Categories and Definitions (5 categories)**

1. Death of a child who received child care at a child care center, whether it occurs on or off the premise.
2. Abuse, neglect or an allegation of abuse of a child while receiving care at a child care center
3. A life-threatening injury or life-threatening illness of a child who receives child care at a child care center
4. An incident where a child who is receiving care at a child care center goes missing or is temporarily unsupervised while receiving care at the child care center or while being supervised off premise by the child care staff
5. An unplanned disruption of the normal operations of a child care center that poses a risk to the health, safety or wellbeing of children receiving care at the child care center, which include the following
  - Fire
  - Flood
  - Gas Leak
  - Detection of Carbon Monoxide
  - Outbreak of an illness if there is a disruption of service to the room or program

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- Lockdown
- Other Emergency Relocation or Temporary Closure

**Effective November 9, 2020, Orde Day Care will only be required to report a serious occurrence for COVID-19 related matters for:**

1. Confirmed COVID-19 cases; or
2. Closures ordered by Toronto Public Health Unit (i.e., where a closure is ordered for a centre, program room/ to a confirmed or a suspected COVID-19 case(s) of a child in our program.

### **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

Report to Toronto Public Health and provide any materials ( daily attendance records) to support case management and contact tracing and other activities in accordance with all applicable legislation, including the Municipal Freedom of Information and Protection of Privacy Act

#### **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 Toronto Public Health while the serious occurrence under “Confirmed COVID-19” category is still open, revise the existing serious occurrence to include the closure information in the fields provided; or
- \* Where a closure is ordered by Toronto Public Health after the serious occurrence has been closed, submit a new serious occurrence for an “Unplanned 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 a second individual develop a confirmed case, do not submit a new/additional serious occurrence for the new confirmed case.

Instead, Orde Day Care must revise the existing/open serious occurrence report to add the information related to the new confirmed case.

#### **Closures Ordered by Toronto Public Health Unit**

- \* Where Toronto Public health orders a closure with no 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



## **Existing Serious Occurrences reported for COVID-19 Matters Prior to November 9, 2020**

### **1. Existing Serious Occurrences for Confirmed Cases**

Where there is an open serious occurrence for a previously reported confirmed case of COVID-19, this serious occurrence will remain open until it is resolved.

### **2. Existing Serious Occurrences for Suspected Cases**

Where there is an open serious occurrence for a previously reported suspected case:

If this suspected case did not result in a Toronto Public Health ordered closure, this serious occurrence will be closed in CCLS by the ministry.

If this suspected case resulted in voluntary closure by the licensee, this serious occurrence will be closed in CCLS by the ministry.

If this suspected case resulted in a Toronto Public Health ordered closure, this serious occurrence will remain open until it is resolved.

### **Changes to individuals to be reported for confirmed COVID-19 cases**

Effective November 9, 2020 there has been a change to the list of individuals that a serious occurrence must be reported for with respect to confirmed cases of COVID-19.

**Moving forward, a serious occurrence is not required for a parent of a child with a confirmed case of COVID-19.**

Below is the current list of individuals with a confirmed case of COVID-19 for whom a serious occurrence report is required:

1. a child who receives child care at Orde Day Care
2. a staff member at a Orde Day Care
3. a placement student of Orde Day Care

### **Existing Serious Occurrences for Parents with Confirmed or Suspected Cases of COVID-19:**

Where there is an open serious occurrence for a previously reported confirmed or suspected case of COVID-19 for a parent of a child:

\* If this case did not result in a Toronto Public health ordered closure, this serious will be closed in CCLS by the ministry.

\* If this case resulted in voluntary closure by the licensee, this serious occurrence will be closed in CCLS by the ministry.

\* If this case has resulted in a Toronto Public health ordered closure, this serious occurrence will remain open until it is resolved.

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Program advisors will be using the "Request for Revision" process for all COVID-19 related serious occurrences. This process will give licensees the opportunity to revise an open serious occurrence. i.e. change suspected to confirmed or add/remove individuals impacted.

### **a) Protocol for Missing Child on premise:**

Orde Day recognizes the need for prompt action when a child is deemed to be missing, or his/her absence has not been accounted for. Staff who become aware of the situation will take the following steps

1. Staff will inform Supervisor or Director of missing child.
2. Supervisor or Director will alert all staff of the child who is missing. Staff on premise not covering ratios will be asked to assist in search.
3. All available staff will immediately search the childcare premise, including all outdoor areas.
4. Supervisor or Director will request the school staff make an announcement to alert all staff of the missing child through the school pa system or walkie talkies
5. The staff member will contact the school administration staff or teachers when children enrolled in the school do not arrive for the fdk or school age programs on instructional days, and the child's absence has not been accounted for.
6. If a school age or kindergarten child doesn't arrive to daycare but is expected, the staff will call the parent to inquire if the child was picked up from school. Staff will remind parent to inform the daycare if their child does not attend. Staff can check with the other children to see if they are aware of the whereabouts of the child, but the information they supply must be verified by an adult in authority, classroom teacher, office staff, parent etc.
7. If a child goes missing while under the daycare supervision, the Supervisor or Director will call the parent and inform them of the situation. If the parent cannot be reached by phone at all of the numbers listed on the child's emergency contact sheet, the



Supervisor/Designate will email the parent requesting that they contact the center immediately.

8. If the parents cannot be contacted, then the emergency backup person will be called to see if they are aware of the parents contact information for that particular day.
9. The Supervisor or Director will contact the police immediately by telephone if child cannot be found after the initial search.
10. The Supervisor or Director will contact the child's parents if and when the child is found.
11. The Supervisor/Director will set up a time with the parents to discuss the incident and possible changes to protocol resulting from the occurrence.

**b) Protocol for Missing Child off premise:**

1. Alert all staff on trip if possible, of missing child.
2. Have one staff go and look for the missing child.
3. Supervise the remaining children in a safe space.
4. Contact the Supervisor or Director at the center, immediately thereafter.
5. If the child cannot be found within the initial search, staff will contact police and inform them of the missing child, their last know whereabouts and description of child and clothing.
6. Staff will ensure that the picture of the children is taken prior to departing for the trip and available to police if required.
7. Inform a representative of the venue of the missing child, if possible.
8. The Supervisor or Director will call the parent and advise them that their child is missing and the police and venue contact have been informed, and that staff are looking for their child. The Supervisor or Director will try all the phone numbers listed on the child's emergency contact sheet. If the parent still cannot be contacted by phone, an email will be sent to the parents' email address asking them to contact the center immediately.
9. If the parents cannot be contacted, then the emergency back will be called to see if they are aware of the parents contact information for that particular day.
10. If child is found, the staff on the trip will call the parent directly.
11. Staff will also call the centre and provide an update on the whereabouts of the child when possible.



12. If the child cannot be found after the initial search, the staff who remained with the children will contact the centre for further direction from the Supervisor or Director. The Supervisor/Director will then decide what the next steps are based on the following criteria

- child to staff ratio on trip
- the location of the children
- their proximity to daycare
- the mode of transportation needed to return back to the daycare.

### **Serious Occurrence Reporting – Summary of Responsibility**

#### **Immediate Actions:**

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

#### **Conducted by the first person on the scene**

The child/children shall be provided with immediate medical attention when warranted, e.g., administer first aid measures, calling Emergency Services and/or Police as required.

Ensure the safety and wellbeing of children who may be present

#### **Conducted by the Supervisor/Director/ Designated Authority**

1. Informing the staff member or any other person witnessing or having knowledge of the occurrence to report the matter to the Supervisor or Director.

The Supervisor or Director will contact any other authorities as required

- Police
- Children's Aid
- Toronto Public Health
- Fire and Emergency Services
- Orde Day Care Board Chair
- Orde Day Care Insurance
- WSIB (COVID-19 staff contracted at work)
- Ministry of Labour (COVID-19 staff contracted at work)
- Joint Health and Safety Members (COVID-19 staff contracted at work)

The Supervisor or Director must ensure that their actions are in coherence with the instruction(s) of the Police or Medical authorities involved in the occurrence.

**When the center is directed by authorities to undertake the investigation, or when a child is temporarily missing but found the Supervisor/Director will ensure the following**

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

In all instances the following information is required for the online reporting to the Ministry of Education

- Date and time of incident
  - Date and time reporter became aware of incident
  - Explanation if 24 hrs. have passed since date/time of awareness
  - Who was involved and age group
  - Type of Serious Occurrence
  - Who has been notified, police, Children's Aid, media involvement
  - Further action proposed by the center
    - specific to immediate situation; related to potential underlying facto e.g. review of particular internal policy/procedure,
    - review of program/treatment plan for child, staff training need, modification to physical plant
2. If on the basis of the information collected, there is reason to suspect that a child has been abused by **a staff member, student or volunteer** (and/or in need of protection, in the case of a child), the Supervisor or Director shall ensure immediate contact with:
    - the Children's Aid Society, and police as appropriate, in the case of a child, **(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);**
  3. Once the preliminary inquiry has been conducted by the Supervisor and Director, the Board Chair must be notified immediately if not already involved.
  4. If, on the basis of the inquiry, there is reason to investigate further (e.g. underlying factors, pattern of behaviour, etc.) the Director will set up a team consisting of; the Director, Supervisor, Designated Authority (if they have completed the initial inquiry), and a member of Orde Day Care's Board of Directors to further the investigation. Outside resources shall be called in if deemed necessary.

### **Within 24 Hours:**

When a serious occurrence is deemed to have taken place, the **Supervisor/Director** shall:

- Complete an online Serious Occurrence Report through the Child Care Licensing System.

**If the Supervisor/Director is unable to access the Child Care Licensing System within the 24-hour period, they shall inform the Ministry of Education Program Advisor. Contact numbers and emails are noted on the Serious Occurrence Reporting Procedure.**

- Inform the parent/guardian immediately.
- Notify the Chair of Orde Day Care Board of Directors.



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- In the event an allegation of abuse or neglect is made against a staff member, student or volunteer contact Children's Aid Society and Police immediately.
- Contact the center's insurance company when there is an allegation of abuse or neglect made against a staff, student or volunteer.

As a measure to increase awareness and transparency the Ministry of Education require childcare centers to **post** all ***Serious Occurrences*** that involve children, staff or the center, **including any allegation of abuse or neglect by a staff member, student or volunteer.**

- The ***Serious Occurrence*** posting will be generated by the Child Care Licensing System. This form must be completed by the Supervisor or Director and posted on the parent board located -on the center's Family boards
- The information shared will state the type of incident which has occurred according to standard definitions set out above.
- There will be NO identifying information of children, program or staff. (i.e. names, initials, gender, age, group, ability, etc.)
- This form will be updated as new information is obtained
- **This posting will be made available within 24 hours of the occurrence and remain posted for 10 business days. An update or summary will be added to this form within 10 days**
- **Serious Occurrence Notification forms are kept on file for three years, (or for two years if the incident took place while the Day Nursery Act was in force)**

### **Follow Up for all Serious Occurrences**

1. The Program Advisor will follow up with the Supervisor/Director as required once the online report has been reviewed.
2. During the follow up the Program Advisor will remind the Supervisor/Director to add updates to the Child Care Licensing System as required, until all sufficient information is received by the Ministry of Education Program Advisor.

**Note:** The primary focus of the ***Serious Occurrence Online Report*** is the record of the centre's actions from an accountability perspective (i.e. were the actions taken appropriate, complete, consistent with legislation/policy, etc.). However, there is the potential that not all desired information will have been obtained or reviewed and follow-up actions completed, as required by the Program Advisor

### **Annual Summary & Analysis Reports:**

An annual summary and analysis report of all serious occurrences is to be conducted by the **centre.**





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This report is to be completed annually by the Director in conjunction with the Supervisors, reflecting the serious occurrence record from the previous one-year period. Specifically, the report is to be completed by the end of the first month following the reported one-year period, using the standard **MEDU Annual Summary & Analysis Report** form.

The annual report will be reviewed by the center's management team and discussed with the Board of Directors upon completion of the review, at the first Board meeting of the new year. The review of serious occurrences, will include the center's analysis of any patterns which suggest a need for training, support or internal policy modifications, and the identified steps to address any of these needs.

Any actions plan as result of this analysis will be kept for a period of three years.

### **Ongoing Monitoring:**

The centre will monitor its performance every year, on an ongoing basis, with respect to the reporting, management, and the follow-up of serious occurrences. Staff and Supervisors will be monitored for adherence to the Serious Occurrence Policy and Procedures.

Established ministry contacts will also monitor the center's performance, in accordance with regular contractual/licensing related businesses practices, and are available for support or assistance, where required.

Noncompliance with the 24-hour reporting requirement or the insufficient reporting of a serious occurrence may result in an administrative penalty of \$2000.

### **Policy Review:**

This policy and procedure will be reviewed and signed off by all employees before commencing employment, annually, and at any time changes are made.

I acknowledge receipt of Orde Day Care's **Serious Occurrence Policy and Procedure**

I understand it is my responsibility to read, understand, and comply with the **Serious Occurrence Policy and Procedure**. I understand that if I have questions, at any time, regarding the policy and procedure, I will consult with my immediate supervisor.

Please read the **Serious Occurrence Policy and Procedure** carefully to ensure that you understand the policy before signing this document

Staff Name:	Supervisor Name:
Staff Signature:	Supervisor Signature:
Date:	Date: