



## SERIOUS OCCURRENCE POLICY AND PROCEDURES

### WEST NIPISSING CHILD CARE CORPORATION

#### POLICY

##### Purpose

The purpose of this policy and the procedures within is to provide clear instructions for staff, students and volunteers to follow in **identifying, responding to and reporting** 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 the child care centre and reported to the Ministry of Education for review.

This policy is intended to fulfill the obligations set out under the [Child Care and Early Years Act, 2014](#), and [Ontario Regulation 137/15, ss\(1\)\(a\)](#).

To ensure that the serious occurrence statements described in this document are implemented, staff, providers, students and volunteers of the *West Nipissing Child Care Corporation* receive an orientation session upon hiring or placement, prior to interacting with children. In addition, these statements are reviewed and signed once a year, and/or whenever the statement is changed.

#### ADMINISTRATIVE PROCEDURES

##### Safety Guidelines

- Staff and providers shall be aware of the actual number of children in their group at all times. Regular head-counts must occur and be recorded.
- Attendance sheets shall be accurately kept and sign in and sign out filled in immediately as children enter or exit the program. Numbers are recorded at each transition and staff change.
- Staff and providers shall be familiar with the contents and location of the room emergency file and emergency numbers.
- Staff and providers shall be familiar with all exits.
- First Aid kits shall be kept well stocked in each premises, daycare rooms, in the office and staff room.



- Staff and providers shall be aware of the plans and procedures outlined in the [WNCCC's Allergy and Anaphylaxis Policy](#) and will follow these guidelines in dealing with children with allergies and individualized anaphylaxis plans.

## 1. Identifying a Serious Occurrence

Under the [Child Care and Early Years Act, 2014](#), serious occurrences are defined as:

- **The death of a child** who received child care at a child care centre;
  - Incident may be critical if suspicious circumstances or negligence could be perceived to have contributed to the death.
- **Abuse, neglect or an allegation of abuse or neglect** of a child while receiving child care at a child care centre;
  - This includes all allegations of abuse or neglect of children against staff, foster parents, volunteers, and temporary care providers.
  - This category *does not include* reports of historical abuse divulged by the child that did not occur while the child was participating in a service.
  - The incident may be critical if the incident is an allegation of sexual or physical abuse against staff by a child where the media has become involved.
- **A life-threatening injury to or a life-threatening illness** of a child who receives child care at a child care centre;
  - An injury caused by the service provider, e.g. lack or inadequate staff supervision, neglect/unsafe equipment, improper/lack of staff training, medication error resulting in injury.
  - A serious accidental injury, e.g., sports injury, fall, burn.
  - A serious non-accidental injury, e.g., suicide attempt, self-inflicted or unexplained injury to a child which is non-accidental, including self-inflicted, or unexplained, and which requires treatment by a medical practitioner, including a nurse or dentist.



- The incident may be critical if the injury is currently life-threatening or if suspicious circumstances or negligence could be perceived to have contributed to the cause of injury.
- An incident where a child who is receiving child care at a child care centre **goes missing** or is **temporarily unsupervised**. **NOTE:** For this policy, “Unsupervised Child(ren)” are defined as being missing for more than 5 minutes.
- **An unplanned disruption of the normal operations of a child care centre** that poses a risk to the health, safety or well-being of children receiving child care at the child care centre, e.g., fire, flood, power outage, gas leak, carbon monoxide leak, infectious diseases, lockdown.
- All other accidents, no matter how minor they may appear, **including biting** incidents.

### **Concerns About the Suspected Abuse or Neglect of a Child**

- If any person, including a person who performs professional duties concerning children, has reasonable grounds to suspect that a child has suffered, or is at risk to suffer, physical or emotional harm or sexual exploitation or molestation inflicted by the person having charge of the child, the person, by section 72 of the [Child and Family Services Act](#) will report the suspicion directly to a Children’s Aid Society (CAS).
- Suspected abuse or neglect that will be reported will include physical, emotional, and sexual abuse and/or neglect.
- Where a parent expresses concerns that a child is being abused or neglected, the parent will be advised to contact their local CAS directly. The person who becomes aware of these concerns is also required to report the concerns to the local CAS.

## **2. Responding**

- **The supervisor shall be notified immediately of all injuries regarding children, providers and staff members. If the supervisor is away, the acting supervisor must be informed.**



## Steps for Staff, Students and Volunteers to Follow for All Serious Occurrences:

<b>1. Immediately:</b>	<ul style="list-style-type: none"><li>• Remain calm;</li><li>• Ask for assistance from other staff, students, or volunteers;</li><li>• Provide immediate medical assistance, if applicable, according to Standard First Aid and CPR training, where applicable;</li><li>• Call emergency services and follow direction from emergency services personnel, where applicable;</li><li>• Ensure that other children are removed from the scene and do not have access to the area, where applicable;</li><li>• Address any risks to the health or safety of the child and/or other children present to prevent the risk of further harm;</li><li>• Notify the supervisor/designate.</li></ul>
<b>2. Ongoing and after the incident:</b>	<ul style="list-style-type: none"><li>• Follow any direction provided by third-party authorities (e.g., police, CAS, Public Health, etc.)</li><li>• Ensure that children are supervised at all times.</li></ul>
<b>3. Within 24 hours of becoming aware of the incident:</b>	<ul style="list-style-type: none"><li>• Document the incident in:<ul style="list-style-type: none"><li>a. the daily written record;</li><li>b. the child's record of symptoms of illness, if applicable; and/or</li><li>c. in an accident report, if applicable.</li></ul>Where an accident report is created, provide a signed copy to a parent of the child.</li></ul>



## Steps for the Licensee/Supervisor/Designate to Follow For All Serious Occurrences:

<b>1. Immediately:</b>	<ul style="list-style-type: none"><li>• Provide assistance to children, staff, students, volunteers and families.</li><li>• Provide immediate medical assistance, if applicable, according to Standard First Aid and CPR training.</li><li>• Call emergency services and follow direction from emergency services personnel, where applicable.</li></ul>
<b>2. Within 24 hours of becoming aware of the incident:</b>	<ul style="list-style-type: none"><li>• Collect all pertinent information to report the incident to the Ministry Education as a serious occurrence, including:<ul style="list-style-type: none"><li>• A description of the incident;</li><li>• The date, time, place where it occurred, actions taken and outcome;</li><li>• The current status of the incident and child/parties involved; and</li><li>• All other parties notified (e.g., emergency services, CAS, parents).</li></ul></li><li>• Report the serious occurrence in CCLS, or notify the Ministry of Education program advisor by telephone or email where CCLS is not available. <b>Note:</b> Where CCLS is not available, a <i>Serious Occurrence Report</i> will be submitted in CCLS as soon as it becomes available.</li><li>• Post a summary of the serious occurrence and of any action taken by the child care centre in a place that is visible and accessible to parents.</li></ul>
<b>3. Ongoing and after the incident:</b>	<ul style="list-style-type: none"><li>• Follow any direction provided by third-party authorities (e.g. police, CAS, public health, etc.)</li><li>• Maintain confidentiality at all times;</li><li>• Update the serious occurrence report in CCLS, as required;</li></ul>



	<ul style="list-style-type: none"> <li>• Conduct an internal review of the serious occurrence with staff, students and volunteers to establish next steps and reduce probability of repeat occurrences.</li> <li>• Provide children, parents, staff, students and/or volunteers with support, if needed.</li> <li>• Review with staff, students and volunteers the child care centre’s Program statement policies and procedures that set out prohibited practices and expectations of promoting the health, safety, nutrition and well-being of all children.</li> </ul>
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**Steps to Follow According to Specific Serious Occurrence Categories**

**A. Death of a Child**

<b>Staff, Students and Volunteers:</b>	<p><b>Death occurs while a child is receiving child care:</b> See ‘Steps for Staff, Students and Volunteers to Follow for <u>All</u> Serious Occurrences’.</p>
<b>Licensee/Supervisor/Designate:</b>	<p><b>Death occurs while a child is receiving child care:</b> See ‘Steps for the Licensee/Supervisor/Designate to Follow For <u>All</u> Serious Occurrences’, and: <b>Immediately, upon becoming aware of the incident:</b></p> <ul style="list-style-type: none"> <li>• Contact a parent of the child, or where a parent cannot be reached, contact the child’s emergency contact.</li> </ul> <p><b>Death occurs while a child is not receiving child care:</b> <b>Within 24 hours of becoming aware of the incident:</b></p> <ul style="list-style-type: none"> <li>• Contact local Children’s Aid Society (CAS) or police services to find out if there is an investigation. If an investigation is ongoing, conduct an internal investigation after CAS or police services have completed their investigation, if applicable.</li> </ul>



## B. Allegation of Abuse and/or Neglect

<b>Staff, Students and Volunteers</b>	<p>See ‘Steps to Follow for All Serious Occurrences’ for staff, students and volunteers, and;</p> <p><b>Where there is a concern about the abuse or neglect of a child by any person:</b></p> <p><b>Immediately:</b></p> <ul style="list-style-type: none"><li>• Report concerns to the local Children’s Aid Society (CAS) as per the duty to report obligations under the <i>Child, Youth and Family Services Act, 2017 (CYFSA)</i>.</li><li>• Document the conversation with CAS and follow their recommendations.</li><li>• Notify the supervisor/designate of the incident and the report made to CAS, where appropriate.</li><li>• Refrain from discussing the allegation with others.</li><li>• Maintain confidentiality at all times.</li></ul>
<b>Licensee/Supervisor/Designate</b>	<p>See “Steps to Follow for All Serious Occurrences” for the Licensee/Supervisor/Designate, and:</p> <p><b>Where there is a concern about the abuse or neglect of a child by a staff, student or volunteer, or where a person has otherwise reported alleged abuse/neglect concerns to the supervisor/designate:</b></p> <p><b>Immediately:</b></p> <ul style="list-style-type: none"><li>• Notify the person who reported concerns about their duty to report obligations under the <i>Child, Youth and Family Services Act, 2017 (CYFSA)</i>.</li><li>• Report the concerns to the local Children’s Aid Society (CAS) as per the duty to report obligations under the CYFSA, unless it is confirmed that a report has already been made to CAS.</li></ul>



	<ul style="list-style-type: none"> <li>• Document the concerns.</li> <li>• Contact and notify a parent of the child, where appropriate.</li> <li>• Based on the nature of the allegation and/or the direction of CAS and/or internal policies, determine next steps such as disciplinary measures and additional actions, such as an internal investigation to protect children in care.</li> <li>• Determine whether the individual alleged to have abused/neglected a child is registered with a professional regulatory body (e.g., College of Early Childhood Educators, Ontario College of Teachers, etc.). If so:             <ul style="list-style-type: none"> <li>• Report the allegation of abuse to the appropriate regulatory body;</li> <li>• Report to the College of Early Childhood Educators when the employment of a registered early childhood educator (RECE) is suspended or terminated or if the RECE resigns.</li> <li>• Refrain from discussing the allegation with others.</li> <li>• Maintain confidentiality at all times.</li> </ul> </li> </ul> <p><b>Once all external investigations are complete (e.g., by police and/or CAS), if applicable:</b></p> <ul style="list-style-type: none"> <li>• Update the serious occurrence report in CCLS, as required.</li> <li>• Update all other authorities to whom the allegation was reported (e.g., College of Early Childhood Educators, Ontario College of Teachers, CAS, etc.)</li> </ul>
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**C. Life-threatening Injury or Illness**

<b>Staff, Students and Volunteers</b>	See <i>“Steps to Follow for All Serious Occurrences for staff, students and volunteers”</i> .
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<p><b>Licensee/Supervisor/Designate</b></p>	<p>See “Steps to Follow for All Serious Occurrences for Licensee/Supervisor/Designate”.</p>
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**D. Missing or Temporarily Unsupervised Child(ren)**

<p><b>Staff, Students and Volunteers</b></p>	<p>See “Steps to Follow for All Serious Occurrences for staff, students and volunteers”, and</p> <ol style="list-style-type: none"> <li>1. <b>Immediately, upon becoming aware that a child or children are missing:</b> <ul style="list-style-type: none"> <li>● Alert the supervisor/designate, and all staff, students and volunteers.</li> <li>● Search the child care premises, including outdoor areas (e.g. hallways, washrooms, playground, outdoor classrooms, etc.).</li> <li>● Ensure that remaining children are supervised at all times.</li> </ul> <ol style="list-style-type: none"> <li>a. <b>Where the child or children are <u>not found</u> after being deemed missing.</b> <ul style="list-style-type: none"> <li>● Continue to search the premises.</li> <li>● Update the supervisor/designate.</li> </ul> </li> <li>b. <b>Where the child or children <u>are found</u> after being deemed missing.</b> <ul style="list-style-type: none"> <li>● Update the supervisor/designate.</li> </ul> </li> </ol> </li> <li>2. <b>After the child or children have been found, after being deemed missing:</b> <ul style="list-style-type: none"> <li>● Document the incident in the <b>Daily Written Record</b>.</li> </ul> </li> </ol>
<p><b>Licensee/Supervisor/Designate</b></p>	<p>See ‘Steps to Follow for All Serious Occurrences’ for Licensee/Supervisor/Designate, and</p> <ol style="list-style-type: none"> <li>1. <b>Immediately, upon becoming aware that a child is missing:</b> <ul style="list-style-type: none"> <li>● Assist with searching for the missing child(ren).</li> </ul> <ol style="list-style-type: none"> <li>a. <b>Where the child or children are <u>not found</u> after being deemed missing:</b></li> </ol> </li> </ol>



	<ul style="list-style-type: none"> <li>• Call emergency services and follow directions from emergency services personnel.</li> <li>• Contact the child(ren)'s parent(s), or where a parent cannot be reached, contact the child's emergency contact.</li> <li>b. <b>Where the child or children <u>are found</u> after being deemed missing:</b> <ul style="list-style-type: none"> <li>• Update the child(ren)'s parent(s), or where a parent cannot be reached by the child(ren)'s emergency contact(s).</li> </ul> </li> </ul>
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**E. Unplanned Disruption of Normal Operations: e.g. Fire, Flood, Gas Leak, Detection of Carbon Monoxide, Outbreak, Lockdown and Other Emergency Relocation or Temporary Closure**

<p><b>Staff, Students and Volunteers</b></p>	<p>“Steps to Follow for All Serious Occurrences” for staff, students and volunteers, and</p> <p><b>a. Where the incident is suspected to be an <u>outbreak</u>:</b></p> <p><b>1. Immediately:</b></p> <ul style="list-style-type: none"> <li>• Notify the supervisor/designate on site of concerns.</li> <li>• Separate children who are showing symptoms of illness from other children.</li> <li>• Follow the child care centre's sanitary practices policy and procedures.</li> </ul> <p><b>2. Within 24 hours:</b></p> <ul style="list-style-type: none"> <li>• Record symptoms of ill health in the affected child(ren)'s records,</li> <li>• Document the incident in the daily written record.</li> </ul> <p><b>b. Where the incident is not an outbreak (<u>all other disruptions of normal operations</u>):</b></p>
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	<ol style="list-style-type: none"> <li>1. <b>Immediately:</b> <ul style="list-style-type: none"> <li>• Follow the WNCCC’s <a href="#">Emergency Procedures and Management Policy</a> as applicable.</li> </ul> </li> <li>2. <b>Within 24 hours</b> <ul style="list-style-type: none"> <li>• Document the incident in the daily written record.</li> </ul> </li> </ol>
<p><b>Licensee/Supervisor/Designate</b></p>	<p>See ‘Steps to Follow for All Serious Occurrences’ for Licensee/Supervisor/Designate, and</p> <ol style="list-style-type: none"> <li><b>a. Where the incident is suspected to be an <u>outbreak</u>:</b> <p><b>Immediately:</b></p> <ul style="list-style-type: none"> <li>• Contact the local public health department at 705-563-2802 or 705-474-1400.</li> </ul> </li> <li><b>b. Where the incident is deemed an outbreak by public health:</b> <p><b>Immediately:</b></p> <ul style="list-style-type: none"> <li>• Follow instructions from the local public health department.</li> <li>• Contact the parent(s) of the affected child(ren) and ensure the affected child(ren) are picked up by their parent(s) and/or taken to hospital.</li> <li>• Obtain an outbreak posting from the local Medical Officer of Health and post in an area easily accessible for parents.</li> </ul> <p><b>Note:</b> Outbreaks must be reported as a serious occurrence only if deemed an outbreak by public health. (e.g., COVID-19).</p> <p><b>Within 24 hours:</b></p> <ul style="list-style-type: none"> <li>• Notify all parents of children enrolled at the child care centre of the outbreak.</li> </ul> <p><b>Where the incident is <u>not deemed an outbreak</u>:</b></p> <ul style="list-style-type: none"> <li>• Follow sanitary practices.</li> </ul> <p><b><u>For all other disruptions of normal operations:</u></b></p> <ol style="list-style-type: none"> <li>1. <b>Immediately:</b> <ul style="list-style-type: none"> <li>• Follow the WNCCC’s <a href="#">Emergency Procedures and Management Policy</a> as applicable.</li> </ul> </li> </ol> </li> </ol>



**Note:** a hold and secure (an external threat in the area) is not a reportable serious occurrence.

### **3- Reporting a Serious Occurrence**

- Staff will notify the licensee, supervisor or designate of a serious occurrence as soon as they become aware of the incident.
- All serious occurrences will be reported to the Ministry of Education in the Child Care Licensing System (CCLS) within 24 hours of the licensee, supervisor or designate becoming aware of the occurrence.
- Identifying information such as children or staff names will not be included in the serious occurrence reports.
- If CCLS cannot be accessed (e.g., where CCLS or an Internet connection is unavailable), the licensee, supervisor or designate will notify the program advisor (PA) assigned to the licensee 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.
- Where a Ministry of Education Program Advisor (PA) cannot be reached by telephone, a voicemail message will be left to notify the PA of the incident.
- 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.
- Where the Ministry of Education requests updates to a serious occurrence in CCLS, these will be provided as soon as possible through update reports.
- Serious occurrences reported to the Ministry of Education will be documented in the daily written record.

### **4- Posting a Serious Occurrence Summary (Notification Form)**

- Within 24 hours of becoming aware of a serious occurrence, the supervisor or licensee shall complete the Serious Occurrence Report CCLS located on the OneKey website.



- Following submission of the Serious Occurrence Report to the Ministry and within 24 hours of becoming aware of an occurrence, the Serious Occurrence Report will be posted on the parent board.
- The report will be updated as additional actions are taken or investigations are completed. The report will be posted for a minimum of ten (10) business days. If the report is updated, it will remain posted for ten (10) days from the date of update.
- The report will provide a summary of the serious occurrence and any action taken by the child care centre. Supervisors will ensure that the report contains as many details as possible.
- To ensure protection of information and privacy, the summary will not include identifying information (e.g., names and ages of children, staff, or program rooms) and will contain gender-neutral language. Operators are required to provide only the first and last initials of the child(ren) involved. Full first names and surnames are not to be used.
- No age group identifiers are to be used, e.g., toddlers, preschool.
- The summary will be posted at the child care centre in a place that is visible and accessible to parents for a minimum of ten (10) business days, regardless of the serious occurrence type and the status of any related investigation.
- The report will be retained for at least three (3) years from the date of the occurrence and made available for current and prospective parents and licensing staff upon request.

I \_\_\_\_\_, (employee, provider, student, volunteer) understand and support the West Nipissing Child Care Corporation's *Serious Occurrence Policy*.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_