

The Creative Preschool Serious Occurrence Policies and Procedures
Serious Occurrences to be Reported to
The City of Toronto and the CPS Board of Directors

Updated March 2010

Definition:

1. Any death of a client which occurs while participating in a service.
2. A serious injury is defined as: Any serious injury to an individual which occurs while participating in a service. This includes:
 - any injury caused by the service provider;
 - a serious accidental injury received while in attendance at a service provider setting, and/or in receiving service from the service provider;
 - an injury to a client which is non-accidental, including self-inflicted, or unexplained, and which requires treatment by a medical practitioner, including a nurse or dentist.
3. Any alleged abuse or mistreatment of a client which occurs while participating in a service. This includes all allegations of abuse or mistreatment of clients against staff, parents, volunteers, and temporary care providers.
4. Any situation where a client is missing, in accordance with ministry requirements for applicable program sectors; otherwise, where the service provider considers the matter to be serious.
5. Any disaster, such as a fire, flood, Outbreak of Communicable Illness, on the premises where a service is provided.
6. Any complaint concerning the operational, physical or safety standards of the service, that is considered by the service provider to be of a serious nature.
7. Any complaint made by or about a client, or any other serious occurrence concerning a client, that is considered by the service provider to be of a serious nature.

Note: Within the parameters of the preceding 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 should be reported to/within the City of Toronto.

1) INITIAL NOTIFICATION Phone: 416-397-7359 within 24 hours

We are required to notify the City of Toronto of any serious occurrences within 24 hours following the format on the Serious Occurrence Initial Notification Report (Form 1939-01/2006) This is not the written report but the format to be followed when the report is phoned in within 24 hours. This written format must be kept on file in the centre.

Phone: 416-397-7359. The After Hours Pager is 416-540-3725. Fax number # 416-392-4227.

2) SEVEN DAY WRITTEN FOLLOW UP to: Fax # 416-327-0044, Joyce D'Souza, Ministry Serious Occurrence Specialist

We are required to submit the Serious Occurrence Inquiry Report (Form 1940-01-2006) within seven (7) working days via Fax 416-327-0044 to Joyce D'Souza, The Ministry Serious Occurrence Specialist. **The Annual Summary and Analysis Report is to be completed for the period from January 1 to December 31 and will be due at the Children's Services, Metro Hall office by January 20th, [Fax # 416-392-4227].**

Serious Occurrence Response – Immediate Actions by The Creative Preschool

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

1. The individual shall be provided with immediate medical attention when warranted, **CALL 911** as needed.
2. Appropriate steps shall be taken to address any continuing risks to the individual's health or safety. At the Creative Preschool we call the parents or the emergency person listed on registration form. If the parent cannot be reached we call an ambulance or take the child to Sick Children's Hospital with the Emergency Release Form, Registration Form and Child Medical Form.
3. In all cases involving death, the Coroner is notified immediately, regardless of location (e.g. hospital) or circumstances (e.g. 'Do Not Resuscitate' order was in effect, or death not considered questionable).
4. The staff or any other person witnessing or having knowledge of the occurrence shall report the matter to the Supervisor to conduct preliminary inquiries.
5. The Supervisor shall immediately begin a serious occurrence inquiry in accordance with the following steps. The purpose of the inquiry is to gather information regarding the actual or alleged occurrence (s). The Supervisor shall use the *Serious Occurrence Initial Notification Report (Form 1939-01/2006)*.
6. All persons having knowledge of the occurrence should remain on the premises until they have been interviewed by the Supervisor or told that there is no need for their involvement at that point..
7. The inquiry information gathered by the designated person will form the basis of the later *Serious Occurrence Inquiry Report (Form 1940-01-2006)*, and therefore should include as many of the following details as possible at this time:
 - Description of the occurrence
 - Individual's allegation
 - Date, time, place where it occurred
 - Time occurrence reported
 - Reason for the occurrence (if known)
 - People involved
 - Action taken
 - Current status
 - Parties notified:
 - Coroner in all cases of death
 - Police/CAS, as applicable
 - Parents/others, as appropriate
 - Further action recommended:
 - specific to immediate situation; and/or
 - related to potential underlying factors
 - [e.g. review of particular internal policy/procedure, review of program/treatment plan for client, staff training need, modification to physical plant, etc.]
8. If on the basis of the inquiry, there is reason to suspect that a client has been abused (and/or in need of protection, in the case of a child), the designated person shall ensure immediate contact with: the Children's Aid Society, and police as appropriate, in the case of a child [Note: 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];

If an individual staff member has concerns that a child may have been abused it is that person's responsibility to telephone CAS and ask to speak to a counselor and then follow that counselor's advice. The staff member does not need to consult with fellow staff members before taking action. It is that staff member's responsibility to write up the report regarding any suspected abuse. The staff member should inform the Supervisor of the

situation but is not to be discouraged from calling CAS to speak to a counselor, the police, as appropriate and in accordance with applicable service provider policies/practices.

Action/Recommendations from the Preliminary Inquiry

The Supervisor is responsible for determining whether an incident described in a preliminary inquiry is deemed to be a serious occurrence as defined by these procedures and whether, therefore, it should be reported to the City of Toronto and the CPS Board.

The Supervisor shall ensure that:

1. Where applicable, the Coroner, Police and/or CAS have been informed.
2. Within 24 hours, the Board and the City of Toronto are informed. A one-time report is to be made by calling the City of Toronto, Children's Services Division Serious Occurrence line at (416) 397-7359. For emergency after hours reports, agencies will be able to page a Children's Services Consultant by calling this pager number (416) 540-3725. A written preliminary report must be faxed to (416) 392-4227 within 5 working days.
3. Within 24 hours the parent or guardian are informed unless the person to be notified is alleged to have abused the client. All injuries involving a child will be reported to the parent or guardian immediately. The parent should receive a phone call the moment a child is injured if the injury requires immediate medical attention, otherwise the parent is to be notified as soon as possible within 3 hours or hopefully before the child returns home.
4. Where abuse by a staff member is alleged, the possible suspension of the staff is to be reviewed by the Board. The City of Toronto is to be informed of the outcome of the review.
5. The initial verbal notification to the City of Toronto is to be followed, within 7 working days, by the submission to the City of Toronto and Board of the written preliminary inquiry report signed by the Supervisor. The report shall identify all persons involved by their first name and first initial of their last name.
6. All paperwork involving serious occurrences shall be kept in a serious occurrence file along with copies of annual summary and analysis report.

Note:

The primary focus of the Serious Occurrence Inquiry Report is the record of Creative Preschool actions from an accountability perspective (i.e. were the actions taken appropriate, complete, consistent with legislation/policy, etc.). However, there is the potential for not all desired information to be obtained, or incident review/follow-up actions completed, within the required seven-day period.

As such, Creative Preschool is requested to always submit the Serious Occurrence Inquiry Report within the seven-day period, even if we have incomplete information and/or actions that have yet to be completed. In such cases as the latter two scenarios, an explanation should be included, along with a clear indication that a supplementary follow-up report to the Ministry will be forthcoming.

Upon a review of the Inquiry Report, the Ministry may request additional information or a further review, by the service provider, of the serious occurrence incident. The service provider is then expected to submit any related follow-up or outcome report (s) to the Ministry, in accordance with approved timelines. If required, the Ministry may also initiate its own review.

Annual Summary & Analysis Reports

An annual summary and analysis report of all serious occurrences is to be provided by Creative Preschool to the City of Toronto, Children’s Services, Metro Hall office. This report is to be submitted annually, reflecting the serious occurrence record from the previous one-year period. Specifically, the report is to be submitted by the end of the first month following the reported one-year period, by January 20th, using the standard MCSS Annual Summary & Analysis Report form.

Ongoing Monitoring

The school is expected to monitor their performance in-year, on an ongoing basis, with respect to the reporting, management, and follow-up of serious occurrences. The City of Toronto and the Ministry will also monitor performance, in accordance with regular contractual/licensing related business practices, and are available for support or assistance, where required.

Incident Classifications

- I1 Injury to clients/visitors which may have future legal implications
- I2 Allegations – suspected child abuse, do not involve the caregiver
- I3 Complaints that could escalate to a serious situation
- I4 Political enquiries that could come to senior staff
- I5 Media inquiries – advise senior staff
- I6 Insurance claims over \$5,000
- I9 Minor injury, no medical attention required

Serious Occurrence Classifications

- S2A Serious injury caused by service provider
- S2B Serious injury – accidental
- S2C Serious injury – self inflicted / unexplained / treatment required
- S3A Alleged abuse / mistreatment occurring while participating in child care service
- S3B Alleged abuse / mistreatment – allegation against caregiver
- S4A Missing child from center
- S4B Missing child from field trip
- S4C Missing child from school escort
- S4D Missing child from other
- S5 Disaster on premises: Fire, Flood, “Outbreak” of Communicable Illness
- S6 Complaint about service standards
- S7A Complaint made by or about client, or other serious occurrences
- S7B Racial incident / human rights violation

Serious Occurrence Steps & Responsibilities Summary
The Creative Preschool

1. Immediate Actions Health & safety of client(s) addressed;

Ensure Notification of coroner for any death, Police/CAS as applicable, and family/others as appropriate;

Serious Occurrence inquiry conducted
Fill out Serious Initial Notification Report
Use this report when phoning in the Initial Report keep report on file
2. **Within 24 hours** Initial notification to the City of Toronto 416-397-7359
After hours pager: 416-540-3725 **keep report on file**
3. **Within 7 days** Serious Occurrence Inquiry Report **send in this report**
to MCSS, Fax 416-327-0044, Joyce D'Souza, Ministry Serious Occurrence Specialist.
4. Following submission of Serious Occurrence Inquiry Report, Submit Updates as requested and Action outcome report(s) to MCSS.
5. Annually Annual Summary & Analysis Report submitted to City of Toronto, Children's Services, Metro Hall, by January 20th;

Where requested, follow-up action outcome report Submitted to City of Toronto, Children's Services, Metro Hall.
6. Ongoing In-year monitoring of S.O. related issues/trends by CPS and City contacts, conducting follow-up actions in a timely manner.

Enhanced Serious Occurrence Reporting to Ministry of Children and Youth Services

Report in a timely matter, occurrences which will attract substantial public or media attention.

In addition to existing serious occurrence reporting as above to the City of Toronto

When emergency services i.e. police, fire and/or ambulance) are used in response to a significant incident involving a client of the MCSS or the MCYS, and/or the incident is likely to result in significant public or media attention:

CPS Supervisor or Assistant Supervisor will ensure that the Ministry's early alert system is notified within **THREE HOURS** of becoming aware of the incident.

Notification will be by FAX or telephone, if FAX is not available, at the numbers below:

Mon 6:30 AM to Fri 6:00 PM FAX 1-866-312-0672 Phone 1-866-312-0673

Weekends/Govt holidays

6:00 PM Fri to 6:30 AM Mon FAX 1-866-262-8881 Phone 1-877-444-0424

Use Serious Occurrence Initial Notification Report as the format for making the report. Keep on File.