

<p>Rainy River District Social Services Administration Board</p>	<p>Policy Area</p> <p>CHILD CARE Serious Occurrences</p>
<p>SERIOUS OCCURRENCE REPORTING</p>	<p>Policy Number</p> <p>CC-3.0</p>

Preamble

The Rainy River District Social Services Administration Board (RRDSSAB), as Service Manager for Child Care Programs in the District of Rainy River, is accountable for all Serious Occurrences in funded Resource Centres and Special Needs Resource Programs. The Ministry of Community & Social Services (MCSS) continues to be responsible for all Serious Occurrences within licensed Day Nurseries and Private-Home Day Care agencies. The RRDSSAB and Ministry have developed a working protocol regarding the sharing and reporting of information related to Serious Occurrences which is communicated to relevant stakeholders.

The *Ontario Child Care Service Management Guidelines, June 30, 1999*, include the *Ministry's Serious Occurrence Reporting Procedures, 1993*, which outlines the MCSS policy on Serious Occurrence Reporting. The Ministry Procedure requires that all Serious Occurrences must be reported within 24 hours and that RRDSSAB, as delivery agent, must adopt the Ministry's policy for responding to Serious Occurrences.

In addition, the RRDSSAB will follow Enhanced Serious Occurrence Reporting procedures when Emergency Services (i.e. police, fire and/or ambulance) are used in response to a significant incident involving a client of the Ministry of Community and Social Services or the Ministry of Children and Youth Services, and/or the incident is likely to result in significant public or media attention.

Policy

RRDSSAB develops procedures for the reporting and monitoring of Serious Occurrences within funded Resource Centres and Special Needs Resource Programs, and provides the same, and any changes, to all Service Providers for which it is responsible.

Child Care Service Providers must comply with Serious Occurrence Reporting

procedures. All reported Serious Occurrences will be reviewed and acted upon.

All Serious Occurrences in funded Resource Centres and Special Needs Resource Programs must be reported to the RRDSSAB within 24 hours. All *Enhanced* Serious Occurrences in funded Resource Centres and Special Needs Resource Programs must be reported to the Ministry's Early Alert System within one (1) hour, per RRDSSAB Policy CC-3.1, *Enhanced Serious Occurrence Reporting*.

Procedure

In the event that emergency services (i.e. police, fire and/or ambulance) are used in response to a significant incident involving a client of the Ministry of Community and Social Services or the Ministry of Children and Youth Services, and/or the incident is likely to result in significant public or media attention, immediately follow the procedures outline in RRDSSAB Policy CC-3.1, *Enhanced Serious Occurrence Reporting*. Once completed, continue with the following procedures:

1. The Service Provider reports all Serious Occurrences within 24 hours to the RRDSSAB.
2. All Serious Occurrences reported to the RRDSSAB will be recorded on a database which will be maintained on a calendar year basis.
3. In March of each year, the Children's Services Manager produces an annual report from the database to reflect the total number of Serious Occurrences reported for the year and the total number of Serious Occurrences resolved.
4. **Reporting:** The Children's Services Manager or designate ensures that all incidents deemed to be Serious Occurrences, as defined in the *Serious Occurrence Reporting Procedures, 1993*, are reported by the Service Provider:
 - a) where applicable, to the Police or Children's Aid Society (CAS);
 - b) verbally, within 24 hours, to the Children's Services Manager or designate. The individual receiving the initial information, on behalf of the RRDSSAB, completes and signs the *Serious Occurrence Initial Notification Report*, upon notification of a Serious Occurrence, and

forwards a copy to the affected Service Provider immediately to be co-signed. At that time, the affected Service Provider may make any necessary revisions, in consultation with the Children's Services Manager.

- c) verbally, within 24 hours, to the parent and/or guardian of the child, unless the person to be notified is alleged to have abused the child.
 - d) in writing, using the *Serious Occurrence Inquiry Report* within five working days of the Serious Occurrence, to the Children's Services Manager or designate;
 - e) where a Service Provider Review or further action is required, the Service Provider submits a written report to the Children's Services Manager or designate, within the designated time period.
5. The Children's Services Manager or designate follows up on the *Serious Occurrence Inquiry Report* information, if not received from the Child Care Program within five working days of the initial notification.
6. The Children's Services Manager or designate receives and reviews the *Serious Occurrence Inquiry Report* information and determines if:
- a) no further action is required;
 - b) the Service Provider should conduct a further review;
 - c) the Children's Services Manager or designate will conduct a review;
 - d) the Service Provider is investigating; and/or
 - e) Police are investigating.
7. The Children's Services Manager or designate acknowledges receipt of the *Serious Occurrence Inquiry Report*, in writing to the Director /Administrator of the Reporting Service Provider.
8. Where no further action is required, the Children's Services Manager will notify the Service Provider and ensure that the *Inquiry Report* is placed in the Service Provider's file.

9. Where further action is required or a review required to be completed by the Service Provider, a written Report will be requested for the Children's Services Manager or designate, within a reasonable period of time.
10. Upon receipt of the requested Report, the Children's Services Manager or designate determines whether further action is still required or a RRDSSAB review is to be undertaken.
11. Where a review is required to be completed by the RRDSSAB, a reasonable time for completion is established by the Children's Services Manager or designate. All relevant documentation is examined and the staff and parents/guardians interviewed, if appropriate. A *Draft Report* is provided to the Service Provider and a meeting between the Children's Services Manager or designate, the Director/Administrator and relevant staff is held to review the *Draft Report*. A *Final Report* is provided to the Service Provider by the Children's Services Manager or designate.
12. The Children's Services Manager or designate inputs the data into the appropriate database and ensures the database is up to date.
13. The Children's Services Manager, or designate, sends a letter to each Service Provider by March 28th of each year requesting the Service Provider submit its *Annual Summary & Analysis Report* to the Children's Services Manager and the Board/Owner by April 9th. If a Service Provider has had no Serious Occurrences during the year, the *Annual Summary and Analysis Report* is completed by April 9th stating this information.
14. The Children's Services Manager or designate produces an *Annual Summary & Analysis Report* from information contained on the database collected from all District Service Providers, and takes any remedial action required. The completed *Report* is forwarded to MCSS, as required under the *Serious Occurrence Reporting Procedures, 1993*.
15. Copies of the *Initial, Preliminary and Final Reports* of all reported Serious Occurrences are forwarded to MCSS. MCSS will participate in the investigative process, should the Ministry so desire. All Serious Occurrences received by the Ministry for licensed Day Nurseries and Private Home Day Care agencies in the District of Rainy River, will

be forwarded to the RRDSSAB.

- 16. Children's Services Manager provides Resource Centres and Special Needs Resource Programs with the name and telephone number of the individual to be contacted after-hours or on the weekend, if necessary.

ADOPTION & REVIEW GUIDELINES		
<i>Approved by Res. #118/01 on November 15, 2001</i>		
<i>Last Administrative Approval: 08 April, 2004</i>		
<i>Last Administrative Approval: 13 Jan, 2006 Signature of D. Dittaro, CAO: _____</i>		
<i>Approximate date of next review: January, 2009</i>		
REFERENCES:	POLICY AREA	POLICY NAME AND NUMBER