

<p>Rainy River District Social Services Administration Board</p>	<p>Policy Area</p> <p><b>CHILD CARE</b> Serious Occurrences</p>
<p><b>ENHANCED SERIOUS OCCURRENCE REPORTING</b></p>	<p>Policy Number</p> <p>CC-3.1</p>

## Preamble

An *enhanced serious occurrence* reporting procedure must be completed when emergency services (i.e. police, fire and/or ambulance) are used in response to a significant incident involving a client of a Best Start Hub and/or the incident is likely to result in significant public or media attention.

The Rainy River District Social Services Administration Board (RRDSSAB), as Service Manager for Child Care in the District of Rainy River, is accountable for all enhanced serious occurrences in funded Best Start Hubs. (The respective Provincial Ministry continues to be responsible for *enhanced* serious occurrences in licensed Day Nurseries and Private-Home Day Care settings.) The RRDSSAB and respective Provincial Ministry share information related to enhanced serious occurrences which is communicated to relevant stakeholders, as required.

The *Serious Occurrence Reporting Procedures for Service Providers, August 2009*, outlines the process used by the Ministry of Children and Youth Services (MCYS) to report serious occurrences and enhanced serious occurrences which is used as a guide by the RRDSSAB for Best Start Hubs.

## Policy

RRDSSAB develops procedures for the reporting and monitoring of enhanced serious occurrences within funded Best Start Hubs and provides the same, and any changes, to all Hubs for which it is responsible.

In the event of any serious occurrence, including enhanced serious occurrences, the RRDSSAB continues to report to the Provincial Ministry in accordance with the *Serious Occurrence Reporting Procedures*, per Policy CC-3.0 *Serious Occurrence Reporting*.

The RRDSSAB must ensure that a *designated authority* (i.e. the Children's Services Manager or designate) is available at all times to determine when an

incident requires enhanced serious occurrence reporting and ensure that necessary actions occur. The designated authority ensures that the Provincial Ministry's "early alert system" is notified within three (3) hours of becoming aware of the incident, per the provincial reporting procedures.

**Procedure**

1. The Children's Services Manager or designate, i.e. the designated authority, ensures that the Ministry's "early alert system" is notified within three (3) hours of becoming aware of the incident.
2. Notification is completed facsimile (fax) or telephone, if a fax is not available, at the numbers listed below:

Weekends/Evenings/Overnight	Fax Number	Phone Number
From 9:00 p.m. Sunday to 5:00 p.m. Friday	1-800-263-3347 705-564-3153	Ministry Program Supervisor or 1-800-268-6199 ext 275

Weekends/Evenings/Overnight	Fax Number	Phone Number
From 5:00 p.m. Friday to 9:00 p.m. Sunday	1-866-262-8881	1-877-444-0424

3. The designated authority reports the enhanced serious occurrence to the respective Provincial Ministry by completing the *Enhanced Serious Occurrence Initial Notification Report*, per the provincial reporting procedures.
4. When providing a report by telephone, the designated authority ensures that the headings in the *Enhanced Serious Occurrence Initial Notification Report* are completed.
5. The reporting procedure for enhanced serious occurrences must be completed on weekdays, weekends and all government holidays.
6. The designated authority must telephone the early alert system, leaving a voice mail, if necessary, stating that a *Serious Occurrence Initial Notification Report* was faxed, the time and date of the fax, and the name and telephone number of the designated authority who completed the *Enhanced Serious Occurrence Initial Notification Report*. If the early alert system cannot locate the fax, the designated authority is contacted by telephone and asked to re-send the *Report*.
7. Where the *Report* is filed by telephone, the designated authority either speaks directly to a Provincial Ministry official or ensures that the *Report*

has been left on the appropriate voice mail based upon the voice message introduction which clearly states that it is the "Message Centre for the early alert system".

8. The Best Start Hub follows normal serious occurrence reporting procedures, including the filing of a *Serious Occurrence Initial Notification Report* and a *Serious Occurrence Inquiry Report* with the RRDSSAB, per Policy CC-3.0 *Serious Occurrence Reporting*, and as outlined in the *Serious Occurrence Reporting Procedures for Service Providers, August 2009*.
9. The Provincial Ministry's Regional Office follows up with the Best Start Hubs to ensure that issues identified in the Report are being addressed.

<b>ADOPTION &amp; REVIEW GUIDELINES</b>		
<i>Original Administrative Approval: 13 Jan, 2006</i>		
<i>Administrative Approval: 30 Dec, 2010</i>	<i>Signature of D. Dittaro, CAO: _____</i>	
<i>Approximate date of next review: February, 2015</i>		
<b>REFERENCES:</b>	<b>POLICY AREA</b>	<b>POLICY NAME AND NUMBER</b>