



Serious Occurrence Policy

A serious occurrence is when any of the following incidents occur as set out and defined in the Child Care and Early Years Act:

- (a) the **death of a child** who received childcare at a home child care premises or child care centre, whether it occurs on or off the premises,
- (b) **abuse, neglect or an allegation of abuse or neglect** of a child while receiving child care at a home child care premises or child care centre,
- (c) a **life-threatening injury to or a life-threatening illness** of a child who receives child care at a home child care premises or child care centre,
- (d) an incident where a child who is receiving child care at a home child care premises or child care centre goes **missing or is temporarily unsupervised**, (Child was found or child is still missing) or
- (e) an **unplanned disruption of the normal operations** of a home child care premises or child care centre that poses a risk to the health, safety or well-being of children receiving child care at the home child care premises or child care centre.

In the event of a serious occurrence at the centre the following procedures shall be followed:

1. The staff present sees to the immediate needs of the child (e.g. calling of ambulance, first aid, etc.)
2. The staff or another witness shall report the occurrence to the Coordinator.
3. The Coordinator will contact the parents (parents may be called after other authorities; this is the decision of the Director or designate and depends on the type of occurrence).
4. The Coordinator contacts the people involved to ensure all persons having knowledge of the occurrence shall remain at the site until excused.
5. The Director or Coordinator contacts the Executive Director or designate.
6. The Director or Coordinator or Executive Director contacts the Ministry.
7. The Coordinator determines if other authorities should be notified - Children's Aid, Police, etc.
8. The Coordinator and witnessing staff file the necessary information through the Child Care Licensing System (CCLS). (Note: If a serious occurrence report is completed as a result of physical restraint the parent's views must be contained in the report).
9. The Coordinator makes sure that copies of all reports concerning the occurrence (ambulance, police, etc.) are gathered and filed.
10. The Serious Occurrence Notification Form will be posted in a conspicuous place when a serious occurrence occurs. Details of this posting below.

The following is a list of people and authorities to be called in order:

1. Emergency Service - "911" (Fire, Ambulance, Police)
2. Parents (If appropriate, i.e. if the serious occurrence is the reporting of suspected abuse by a parent, then parents should not be notified at this time. Take advice from CAS).
3. Children's Aid Society.
4. The Ministry within 24 hrs. of occurrence.

Serious Occurrence Notification Form

GNAG will complete and post a summary of each serious occurrence in a place that is visible and accessible to parents within 24 hours of becoming aware of the occurrence for a minimum of 10 business days, **including any allegation of abuse or neglect.**

The summary will not include any identifying information and will be updated as new information is obtained.

Serious Occurrence Annual Analysis:

In future, GNAG will conduct an annual analysis of all serious occurrences that occurred in the previous year. The annual analysis is to be used as a method of identifying issues, trends and actions taken. The analysis and record of actions taken in response to the analysis will be kept on file at the centre. In addition to ongoing reviews and follow-up to serious occurrences, licensing ministry staff will review the serious occurrence annual analysis during license renewal inspections.

Compliance Indicators

1. A review of CCLS confirms that all serious occurrences are reported within 24 hours of the licensee or supervisor becoming aware of the incident.
2. There is an annual analysis and record of actions taken in response to the analysis on file.
3. Serious occurrence notification forms are kept for at least three years
4. If a serious occurrence was reported and/or updated within the last ten business days, a notification form is posted in a conspicuous place at the childcare centre (including any allegation of abuse or neglect).

The following are guidelines for staff to respond to a situation where a child has gone missing while in our care:

- Alert all staff
- Immediately search the child care premises, including outdoor areas (e.g. playground)
- Have a staff member who is not searching the premises immediately alert the child's parents (in case parents have additional information about child's whereabouts)
- Advise the police by telephone