



GINGERBREAD HOUSE CO-OPERATIVE PRESCHOOL CORP.

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Serious Occurrence Policy

The purpose of this policy and the procedures within is to provide clear instructions for staff, students and volunteers to follow, identify, respond to and report a serious occurrence. It ensures that there is a plan in place to deal with any serious occurrence that may affect the health and safety of any individuals using our services or on our premises and that they are being reported and followed up on.

Under the Child Care and Early Years Act, 2014, Serious Occurrences are defined as any of the following situations:

1. The **death of a child** who received child care at a child care centre.

(A death of a child must be reported as a serious occurrence if there may be a relationship between the child's death and the child's care in the licensed program.)

2. **Abuse, neglect or an allegation of abuse or neglect** of a child who receives care at a child care centre.
3. A **life-threatening injury or illness** of a child who receives care at a child care centre.

Injuries:

- Injuries to the head, back or neck resulting in unconsciousness or physical paralysis
- Severe eye injury (impalement)
- Injuries to the chest resulting in laboured breathing (collapsed lung), cardiac arrest, internal bleeding or vomiting blood
- Anaphylactic reactions
- Near drowning
- Substantial blood loss
- Drug overdose
- First time seizure, multiple seizures or seizures lasting more than 5 minutes
- Fracture with bone deformity and/or bone exposure

Illness:

- E. Coli
- Flesh Eating Disease

4. An incident where a child who is receiving care at a child care centre goes **missing or is temporarily unsupervised**.

(An incident where a child who is receiving child care at a centre and goes missing or is temporarily unsupervised. CCLS has two sub categories: child found; and child still missing.)

5. **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 care.

(Unplanned disruption of service may involve program closure, relocation (not including a planned temporary relocation), immediate evacuation, restrictions placed on a child care program (i.e. lockdown, outbreak). CCLS has these sub categories: fire, flood, gas leak, detection of carbon monoxide, outbreak, lockdown, other emergency relocation or temporary closure.)

Serious Occurrence Procedure

1. Provide the child or adult with immediate medical attention, if needed.
2. The staff or any other witnesses having knowledge of the occurrence shall orally report the occurrence immediately to the Supervisor or designate.
3. The Supervisor or designate, once notified, will conduct a preliminary inquiry immediately.
4. All persons having knowledge of the occurrence will remain at the program location until they are excused by the Supervisor or designate conducting the preliminary inquiry.
5. The preliminary report shall be written and signed by the Supervisor or designate before staff involved goes off duty.
6. The Supervisor or designate notifies the Chair of the Executive Board of the incident immediately.
7. The Supervisor or designate must complete the **Serious Occurrence Initial Notification Report (INR) online through the Child Care Learning System WITHIN 24 HOURS**.
8. The Supervisor will gather the following information to be included in the "Serious Occurrence Notification Form".
[Description of the occurrence, Client's allegation (if applicable), Date, Time and place where it occurred, Time occurrence reported, Reason for the occurrence, People involved, Action taken, Current status, Parties notified (coroner, police, Family and Children's Services, parents or Guardian), Further action recommended (specific to immediate situation

or related to underlying factors like staff training, modification of environment, review of policies)].

OFF-SITE PROCEDURES

For any accident which occurs on a field trip an accident form must be completed by the staff member who witnessed the accident. See field trip policy.

The staff member who witnessed the accident is responsible for making the parent(s) aware if the child had been accompanied by another guardian (grandparent). The form will be signed by the parent/guardian and then offered a copy.

In the event of a major accident and a trip to the hospital is required, the following procedure will apply:

- a) The Staff will call the parents to inform them of the accident (if the child was accompanied with another guardian)
- b) Have the guardian/parent take the child to the nearest hospital or take to hospital by ambulance, whichever is needed.
- c) Supervisor or designate will accompany guardian to hospital with child, until parent arrives.

Staff will not leave the centre without "Emergency File Cards" for each child.

Reporting a Serious Occurrence

- Staff will notify the 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 supervisor or designate becoming aware of the occurrence.
- If CCLS cannot be accessed (e.g. where CCLS or an internet connection is unavailable), the supervisor or designate will notify the program advisor (PA) assigned to the licence 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 PA cannot be reached by telephone, a voicemail message will be left to notify the PA of the incident.
- Identifying information such as children or staff names will **not** be included in the serious occurrence reports.
- 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.

Posting a Serious Occurrence Summary (Notification Form)

- Within 24 hours of becoming aware of a serious occurrence, Gingerbread House Co-operative Preschool will complete a Serious Occurrence Notification Form in either CCLS or using the form available in Appendix B (if the CCLS or internet is not available).
- The form will provide a summary of the serious occurrence and of any action taken by the Preschool.
- The summary will not include identifying information (e.g. names and ages of children, staff, or program rooms) and will contain gender-neutral language.
- The summary will be posted at the Preschool, in our cubby room, where it is visible and accessible to parents for a minimum of **10 business days**, regardless of the serious occurrence type and the status of any related investigation.
- Any and all updates will be added to the posted notification (summary) and the summary will remain posted for an **additional 10 business days**, from the date of the update.

All serious occurrence summaries will be retained for 3 years from the date they are created or last updated (whichever date is most recent).

Protection of Personal Information and Privacy

- The supervisor must ensure the information posted in the Serious Occurrence Notification Form protects personal information and privacy
- To help support the protection of privacy and personal information,
- **no child or staff names, initials, and age or birth date of child are to be used on the Serious Occurrence Notification Form**
- **No age group** identifiers are to be used (ie: preschool class, toddler class)

Allegations of Abuse

Timing of posting:

Serious Occurrence Notification Forms pertaining to allegations of abuse are posted when the following have been concluded:

- The Family and Children's Services (FCS) has concluded its investigation and the allegation is either verified or not verified; or
- FCS has determined that an investigation will not be conducted; and
- The Ministry has investigated any associated licensing non-compliances

Concerns about the Suspected Abuse or Neglect of a Child

- If any person has reasonable grounds to suspect that a child has/might suffer physical or emotional harm, sexual exploitation or molestation inflicted by a person having charge of the child, the person will report the suspicion directly to Family and Children's Services (FACS).
- 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 Family and Children's Services directly. The person who becomes aware of these concerns is also required to report the concerns to Family and Children's Services (FACS).

Annual Analysis of Serious Occurrences

- An annual analysis of all serious occurrences that occurred in the previous calendar year will be completed by Gingerbread House Co-operative Preschool (the form available in Appendix C may be used for this purpose).
- The annual analysis will be used to identify issues, trends and actions taken.
- The analysis and record of actions will be kept on file for Ministry of Education review and retained for 3 years.

The Supervisor (or Designate) will call and notify our Ministry Program Advisor of the Serious Occurrence and the steps we have already taken.

Sherry Standish

Program Advisor, Toronto West Region
Child Care Quality Assurance and Licensing
Early Learning Division, Ministry of Education
Telephone: (416) 303-8889
Toll Free: 1-877-510-5333
Email: sherry.standish@ontario.ca

PLEASE NOTE:

- Send the serious occurrence to the attention of the Program Advisor (Sherry Standish)
- It is appropriate to leave a voicemail for your Program Advisor to inform them, indicating that a serious occurrence report has been filed, outlining the nature of the occurrence and the action taken and current status
- Please do not follow up (confirm receipt) of the serious occurrence

COUNTY OF WELLINGTON

In the event of a serious occurrence it is necessary to also fax or email a copy of the report to our County of Wellington Program Advisor and notify them of the steps we have taken.

Margaret Wrobel
Program Advisor, County of Wellington
Telephone: (519) 837-3620 ext. 3000
Fax: (519) 837-1213
Email: margaretw@wellington.ca