

# SERIOUS OCCURRENCE POLICY

(Excerpt)

## SERIOUS OCCURRENCE NOTIFICATION FORM

The posting of the Serious Occurrence Notification Form (**SONF** henceforth) was initiated by the Ministry on November 1, 2011 to:

1. Help support the safety and well-being of children in licensed day nurseries and home child care settings monitored by a licensed agency.
2. Provide greater transparency for parents / guardians about serious occurrences that occur in the programs, if applicable.

## REQUIREMENTS

As required, Cook's School Day Care Inc. has:

1. Updated the Serious Occurrence Policy and the Enhanced Serious Occurrence Policy to include the information pertaining to serious occurrence notification obligations.
2. Informed the families about the posting requirements. The parent letter provided by the Ministry began to be distributed to families on August 22, 2011 and will continue to be available to newly enrolled families until the Parent Handbooks are revised for January 2012 and all subsequent years.
3. The new policy requirement information was reviewed with all staff and home child care providers the week of August 22-26, 2011. All have been informed that the policies have been modified to include the new posting requirements.

## POSTING PROCESS & TIMELINES

1. Following the submission of the Serious Occurrence Notification Report (INR) to the Ministry and within 24 hours of becoming aware of an occurrence or when the occurrence is deemed to be serious as set out under the MCSS/MCYS 2009 Serious Occurrence Reporting Procedures, a **SONF** is completed and posted to communicate information to the parents about the serious occurrence that has occurred in the child care centre or home child care setting.

Exception: in the case of allegations of abuse or unverified complaints – the **SONF** is posted at the completion of the follow-up/investigation.

2. The **SONF** is posted in a conspicuous place - adjacent to the centre's licence to operate or adjacent to the main entrance of the home child care settings, depending upon where the occurrence happens.

3. The **SONF** is updated as additional actions or investigations are completed.
4. The **SONF** is posted a minimum of 10 business days. If the form is updated with additional information and/or additional actions taken, the form remains posted for 10 days from the date of the update.
5. The Ministry Program Advisor or MCYS regional office will be contacted if unsure about when to post the **SONF**, particularly in situations of allegations of abuse and verified/not verified complaints.
6. A completed **SONF** is retained for at least two years from the date of the occurrence. A completed **SONF** is available, upon request, for current and prospective parents and licensing and municipal children's services staff.

#### **Protection of Personal Information and Privacy**

- Personal and private information is protected when a **SONF** is posted.
- No child or staff names, initials, ages, dates of birth are used on the posting.
- No age group identifiers are used on the posting (e.g., preschool room).

#### **Allegations of Abuse (sample provided)**

##### ***Timing of Posting***

An **SONF** pertaining to an allegation of abuse is posted when:

- The Children's Aid Society (CAS) has concluded its investigation and the allegations are either verified or not verified.
- CAS has determined that an investigation will not be conducted.
- The Ministry has investigated any associated licensing non-compliances.

##### ***Information to Include***

- Once the investigations are completed, the **SONF** will provide clear and concise information for the parents/guardians, while protecting all personal and private information.
- The description section will identify if CAS conducted an investigation into the report and if the Ministry conducted an investigation into compliance with related licensing requirements.
- The **SONF** will identify whether:
  - CAS verified the allegation.
  - CAS has not verified the allegation.

## COOK'S SCHOOL DAY CARE INC – POLICY AND PROCEDURE

- Directions given by CAS have been acted upon, if applicable.
- Any associated licensing non-compliances identified by the Ministry have been addressed.

### **Complaints (sample provided)**

#### ***Timing of Posting***

The **SONF** is posted within 24 hours of the occurrence:

- When a serious occurrence report is filed about a complaint, and
- The complaint is determined to be verified/not verified

When a complaint is verified, actions must be taken to address the issue.

### **COMPLETING THE SONF**


Category instructions:

Program Name:	Name of centre or home child care agency
Date:	Date the <b>SONF</b> is posted on site
Date of Occurrence:	Date the serious occurrence happened
Type:	Type according to definitions set out in MCSS/MCYS 2009 Serious Occurrence Reporting Procedures: <ul style="list-style-type: none"><li>• Death of a child</li><li>• Serious injury caused by service provider</li><li>• Serious injury – accidental</li><li>• Serious injury – self-inflicted/unexplained</li><li>• Alleged abuse/mistreatment</li><li>• Missing child</li><li>• Disaster on the premises</li><li>• Complaint about service standard</li><li>• Other – complaint made by or about a child, or any other serious occurrence</li></ul>
Description:	<ul style="list-style-type: none"><li>• Provide a one sentence description of the occurrence</li><li>• Sample wording (not a comprehensive list):<ol style="list-style-type: none"><li>1. Serious injury caused by service provider: <i>A child was injured when a staff tripped on the playground and knocked over the child.</i></li><li>2. Serious injury - accidental: <i>A child was injured while running in the playground.</i></li><li>3. Serious injury – self-inflicted/unexplained: <i>A child was limping after outdoor playground play – no injury was observed.</i></li></ol></li></ul>


**COOK'S SCHOOL DAY CARE INC – POLICY AND PROCEDURE**

<p>Description: (continued)</p>	<p>4. Alleged abuse/mistreatment: <i>A staff member was alleged to have abuse a child while participating in the child care program.</i></p> <p>5. Missing child: <i>A child was left on the playground unsupervised at the end of outdoor play.</i>  <i>A child left the centre and was found later at home.</i>  <i>A child walked to a friend's home after school. The parent and the centre did not know the child's whereabouts for one hour.</i></p> <p>6. Disaster on the premises: <i>Smoke was observed coming from the furnace room.</i></p> <p>7. Complaint about service standard: <i>A parent complained that not enough food is served at lunch.</i></p> <p>8. Other – complaint made by or about a child, or any other serious occurrence: <i>A parent complained that another child bullies his/her child.</i></p> <p><b>Note: physical restraint is not permitted in child care and is not a reportable child care serious occurrence category.</b></p>
<p>Action Taken by Operator/Outcome: (add update if applicable)</p>	<p>Provide a description of the action taken by the operator. This section will include the operator's longer term plans and additional outcomes to minimize recurrence of the occurrence, e.g., behaviour management training.</p> <p>Examples:</p> <ul style="list-style-type: none"> <li>• <i>The operator sought medical attention for the child's injury.</i></li> <li>• <i>The child was transported to hospital by ambulance, treated and released that day.</i></li> <li>• <i>Behaviour management monitoring will be conducted each month.</i></li> </ul> <p>If an update is made to add additional actions taken/outcomes, the operator will indicate the date of the update.</p>
<p>Signature:</p>	<p>The operator or designate (e.g., the child care centre supervisor) signs the <b>SONF</b>.</p>

**SAMPLE: SONF – ALLEGATION OF ABUSE**

 <b>SERIOUS OCCURRENCE NOTIFICATION FORM</b>	
<b>Program Name:</b>	Victoria Park Child Care Centre
<b>Date:</b>	November 29, 2011
<b>Date of Occurrence:</b>	November 14, 2011
<b>Type:</b>	Allegation of abuse
<b>Description:</b>	<ul style="list-style-type: none"> <li>• A staff was alleged to have abused a child</li> <li>• A report was made to CAS</li> <li>• CAS conducted a investigation – the allegation was not verified</li> <li>• The Ministry determined there were no non-compliances related to behaviour management</li> </ul>
<b>Action Taken by Operator/ Outcome:</b> (add update if applicable)	<ul style="list-style-type: none"> <li>• No further action required</li> </ul>
<b>Signature:</b>	Lynn Stubbings, RECE, ECE.C, Executive Director

**SAMPLE: SONF – COMPLAINT ABOUT SERVICE STANDARD**

 <b>SERIOUS OCCURRENCE NOTIFICATION FORM</b>	
<b>Program Name:</b>	Cook's Child Care Program
<b>Date:</b>	November 25, 2011
<b>Date of Occurrence:</b>	November 9, 2011
<b>Type:</b>	Complaint about service standard
<b>Description:</b>	<ul style="list-style-type: none"> <li>• A parent complained that her child is hungry and does not get enough food at lunch</li> </ul>
<b>Action Taken by Operator/ Outcome:</b> (add update if applicable)	<ul style="list-style-type: none"> <li>• The operator checked the food quantities with the cook</li> <li>• Larger quantities of meat/protein are being purchased to meet the DNA requirements</li> <li>• Staff are monitoring food intake during lunch to help ensure that children have enough to satisfy their hunger</li> </ul>
<b>Signature:</b>	Lynn Stubbings, RECE, ECE.C, Executive Director