

Enhanced Serious Occurrence Policy

Please see the Serious Occurrence Policy for information about Serious Occurrences.

Any Serious Occurrence may be deemed an enhanced serious occurrence if emergency services (i.e. police, fire and/or ambulance) are used and/or the serious occurrence is likely to result in significant public or media attention. For reporting procedures for serious occurrences please see the Serious Occurrence Policy. In a situation that is deemed an Enhanced Serious Occurrence, the following procedures apply (in addition to the procedures that must be followed with any Serious Occurrence).

1. Provide the child with immediate medical attention as needed. Address any continuing risks to that child's (others') safety. Contact the child's parents/guardians immediately. All individuals with knowledge of the incident should remain at Playschool until excused by the Teacher/Director.
2. Staff, volunteers and other witnesses will report the occurrence to the Teacher/Director at once.
3. The Teacher/Director will report to the board. The Teacher/Director will determine if the incident requires serious occurrence reporting or enhanced serious occurrence reporting. Enhanced Serious occurrences need to be reported within 3 hours of the occurrence by completing Part 1 and 2 of the Child Care Enhanced Serious Occurrence Report. The report must be faxed to the Ministry of Education at 647-724-0943 or by email to <Childcare_enhanced_SOR@ontario.ca>. A report must be made to the City of Toronto Serious Occurrence Line at 416-397-7359 between the hours of 8:30-4:30. To report a Serious Occurrence after hours, the phone number is 416-397-9200.
4. The Serious Occurrence Notification form (attached) must be completed and posted within 24 hours of a Serious Occurrence on the Parent Notice Board, and will be posted for a minimum of 10 days. The posting will give the parents information about the incident and outline follow-up actions taken and the outcomes, while respecting the privacy of the individuals involved. Longer-term actions taken by the Playschool will also be included to help prevent similar incidents in the future, where applicable. Updated information related to the Occurrence will be posted on the notice board and distributed to parents through our newsletter. No identifying information will be included on the Notification. The exception is in the case of allegations of abuse or mistreatment. They are not posted until the Children's Aid Society has concluded its investigation and the allegation is verified or not verified, or unverified complaints which would be investigated by the Ministry. If Playschool is uncertain about when to post the Notification form in these situations they will contact the Ministry of Education.

5. The Enhanced Serious Occurrence Report (attached) must be completed within 7 days of the occurrence and sent by fax to the Ministry of Education at 647-724-0942 or by email to the Playschool's assigned Ministry Program Advisor.
6. After the occurrence has been resolved, the facts will be recorded, signed and placed in a serious occurrence file, in the individual's file and a copy to Toronto Children's Services.

This policy will be reviewed by all staff, volunteers, student teachers, parents and members of Huron Playschool annually.

Revised: September 2013