

Serious Occurrence Policy

Huron Playschool Co-operative is responsible for delivering services that promote the health, safety and well-being of all children. Playschool is accountable to the public and to the Ministry of Education to demonstrate that our services are consistent with relevant legislation, policies and regulations.

Serious occurrence reporting is one of many tools that provide Playschool with an effective means of monitoring the appropriateness and quality of our service delivery.

All serious occurrences must be reported in accordance with these guidelines. All staff and volunteers must notify the Teacher/Director of any serious occurrences immediately. There are 7 categories of serious occurrences applicable to Playschool.

A serious occurrence is defined as:

- (1) the death of a child while participating in a service,
- (2) any serious injury to a child which occurs while participating in a service: (a) caused by the service provider, (b) accidental, (c) self-inflicted/unexplained – treatment required,
- (3) Any alleged abuse or mistreatment of a child which occurs while participating in a service,
- (4) Any situation where a client is missing, in accordance with the Ministry requirements; otherwise where the Playschool considers the matter to be serious;
- (5) Any disaster, such as a fire, on the premises of Playschool,
- (6) Any complaint concerning the operational, physical or safety standards of the service that is considered by Playschool to be of a serious nature, including any report of adverse water quality,
- (7) Any use of a physical restraint.

Procedures with Respect to Responding to 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 enhanced serious occurrences please see the Enhanced Serious Occurrence Policy.

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. Serious occurrences need to be reported within 24 hours of the occurrence by calling 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 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