



## PLP 113 Serious Occurrence

Park Lawn Preschool Inc. is committed in ensuring children in our care have a healthy and safe learning environment. Despite the best precautions, accidents may occur which require reporting to Toronto Children's Services and the Ministry of Education through the online Child Care Licensing System (CCLS).

Where an accident has occurred, any and all recommendations as a result of the investigation will be put into place at all Park Lawn Preschool Inc. centres.

### Identifying a Reportable Serious Occurrence

#### **Category 1: Death of a Child**

Definition: The death of a child who received child care at a child care centre.

*Examples of what would be considered a reportable serious occurrence:*

- A child was unresponsive and not breathing while receiving child care. The child was later pronounced dead by emergency medical staff.
- A child developed a severe illness while at the child care centre and later passed away in a hospital.
- A child developed a high fever at the child care centre and was sent home. The child later passed away.
- A child incurred fatal injuries from an accident while on a field trip from the child care centre.

#### **Category 2: Abuse/Neglect or Allegation of Abuse/Neglect**

Definition: Abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at the child care centre. This includes an allegation against any person who is onsite at the child care centre and not limited to employees and child care providers.

*Examples of what would be considered a reportable serious occurrence:*

- A staff member observed another staff forcefully grabbing a child.
- A licensee received an email from a concerned parent alleging that a staff member was upset that a preschooler had a urine accident and the staff member refused to permit the child to change his/her soiled clothing.
- A staff member is observed using harsh/degrading language to a child.
- A parent noticed a bruise on their child's face; the child told the parent that the child care provider had hit him/her.
- A staff observed a parent slap a school age child while on the playground.

### ***Category 3: Life-threatening Injury or Illness***

Definition: a life-threatening injury to or a life-threatening illness of a child who received child care at the child care centre.

*Examples of life threatening injury or illness include but are not limited to:*

Injuries:

- Injuries to 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

### ***Category 4: Missing or Temporarily Unsupervised Child(ren)***

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

*Examples of Reportable Serious Occurrences:*

Missing – Child Found:

- A child was left alone on the playground at the end of outdoor play and was later located.
- A child was not met by child care staff when getting off a school bus to attend child care centre and was located before time of reporting.
- During transition time, a child was left in the room unattended as the staff and children went outside. Child was found by another staff member.
- A child left the child care premises and walked home. The child was greeted by the parents/guardian at home.

Missing – Child still missing:

- A child left the child care premises through the front door. The child care provider did not notice and the child's whereabouts are unknown.

### ***Category 5 – Unplanned Disruption of Service***

Definition: An 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 child care at the child care centre.

*Examples of Reportable Serious Occurrences:*

- Fire
- Flood
- Gas Leak
- Detection of Carbon Monoxide
- Outbreak declared by Public Health
- Lockdown
- Other Emergency Relocation or Temporary Closure

**Responding to a Serious Occurrence Incident**

***Category 1 – Death of a Child***

1. In all cases involving death, regardless of the location or circumstances, the Supervisor/Designate or the Operations Manager will notify the local coroner/police immediately.
2. The Supervisor/Designate or the Operations Manager will contact the child’s parent and applicable agencies as needed (Children’s Aid Society, Public Health, etc).
3. A written report will be made by the Supervisor or Operations Manager documenting the incident.
4. The Operations Manager will notify the President of the Board of Directors immediately.
5. The Supervisor/Designate will document the events of the evacuation and report a Serious Occurrence through CCLS.

***Category 2 - Allegations of Abuse and/or Neglect***

***Duty to Report:*** Any person in Ontario, including a person who performs professional or official duties with respect to children, is required under the *Child and Family Services Act* to report their suspicion that a child may have been abused or is at risk for abuse and is in need of protection. The suspicion and the information, upon which that suspicion is based, must be reported to a children’s aid society. Individuals cannot rely on anyone else to report on their behalf. Everyone has a duty to report any suspicions of:

- |                |              |                 |
|----------------|--------------|-----------------|
| Neglect        | Risk of Harm | Emotional Abuse |
| Physical Abuse | Sexual Abuse |                 |

**Procedure to Address Allegations of Abuse or Mistreatment by a PLP Employee**

1. Any staff member observed or reported to be contravening the Child Abuse Policy will immediately be reported to the Supervisor, Operations Manager, Board of Directors and the appropriate Children’s Aid Society.
2. After consultation with the appropriate Children’s Aid Society, the employee will be informed of the accusation and will be relieved of duty, pending investigation.
3. Where a student discloses physical or sexual mistreatment or abuse by an employee and the police and/or children’s aid society has begun an investigation, or where criminal charges have been laid, the employee will immediately begin a paid leave of absence.
4. In the event there is no Children’s Aid Society or Police investigation, an **internal** investigation will be conducted by Park Lawn Preschool Inc.
5. During the investigation process, the staff member will be put on a paid leave of absence. ALL parties (including, child, parents, and other staff) involved will be interviewed to establish the following:

- Identify and discuss the implications with respect to the child.
  - Determine type of neglect or abuse: sexual, emotional, verbal or physical.
  - If physical force was used, it will be determined whether such force was necessary to ensure the safety of students or other persons.
  - If deemed necessary, a review of the Guidelines for De-escalating Volatile Situations will be conducted to ensure steps were followed and such force was needed.
6. A written report will be made by the Supervisor or Operations Manager that will be signed by all parties.
  7. Copies of the report will be forwarded to the Board of Directors and placed in the staff member's file.
  8. The Board will determine the specified process and any probationary period for the employee during the investigation.
  9. Upon completion of an internal or Children's Aid Society investigation, the employee and the investigators will meet to discuss the outcome of the investigation, within 24 hours, when possible.
  10. Support will be provided to the victim and the employee.
  11. A Serious Occurrence Report will be filed within 24 hours.
  12. Upon completion any investigation, whether or not criminal charges were laid, the Board of Directors shall review the assignment and status of the employee and determine any further action up to and including termination.
  13. Where the employee is a member of the College of Early Childhood Educators, the Board of Directors or PLP Manager will make a report of any professional misconduct to that College.

### **Children's Aid Society Contact Numbers**

Children's Aid Society of Toronto	(416) 924-4640
Catholic Children's Aid Society of Toronto	(416) 395-1500
Jewish Family & Child – Children's Aid Society	(416) 638-7800
Native Child & Family Services of Toronto	(416) 969-8510

### ***Category 3 – Life-threatening Injury or Illness***

#### *Accidents or Medical Emergency at the Centre*

In the event of an accident or medical emergency, the following steps must be taken:

- Assess the situation and the environment
- Immediately apply first aid to the child's injury. Do not move child if unsure of injury. Clear the area around the injured child.
- Keep injured child calm; reassure and comfort. Other staff should support other children in program. Inform Supervisor and call for additional staff for help if needed.
- If required, call 9-1-1 if the injury is serious and transport the child to hospital.
- The supervisor and/or staff that witnessed the incident should go to the hospital with the injured child.
  - **The child's emergency form must be taken to the hospital**
  - **A child must never be transported in a staff vehicle, if an ambulance is not required, a taxi service must be called.**
- Contact the parent or Emergency contact and advise them of the situation. Inform the parents where the child is being taken and arrange for parents to meet at a designated location.

- Staff at the hospital are to periodically report updates on the child's status to the Supervisor or the Operations Manager.
- Staff at the hospital is required to stay until the parent or emergency contact arrives.
- Inform the President of the Board of Directors as soon as possible.

#### *Administrative Requirements*

- Complete an **Accident Report** to be signed by the staff and parent.
- Provide a copy to the parent
- File the original **Accident Report** in the child's confidential file.
- If the accident occurred on the playground, a record must be kept in the Playground Injury Log.
- Report Serious Occurrence in CCLS
- Biting incidents are not reportable to Toronto Public Health (as of December 2015). In cases where a child's skin has been broken, both children involved should be referred to their health care provider for assessment and follow-up of immunizations, as needed.

#### ***Category 4 - Missing or Unsupervised Child(ren)***

In the event a child is missing from the premises, the following steps must be taken:

- Staff will take attendance and conduct a head count that all other children are present.
- Staff will immediately inform the Supervisor/Designate.
- The Supervisor/Designate will speak to all staff, volunteers, or students to investigate where the child was last seen.
- A thorough search of the premises, entrances, gates, playgrounds, bunkers, and surrounding area will be conducted by the Supervisor and all available staff.
- Ensure all other children are supervised and kept calm.
- If the child has not been found after 10 minutes, the Supervisor will contact the parents, Operations Manager and police.
- The Operations Manager will inform the Board President.
- All available staff are expected to continue searching the area while waiting for police assistance.
- Upon arrival of police assistance, all staff will cooperate fully.
- The Serious Occurrence Reporting Procedure must be followed.

In the event of a child going missing during an outing, the following steps must be taken:

- Staff will take attendance and conduct a head count that all other children are present.
- Staff will immediately inform the Supervisor/Designate.
- Staff will separate into two groups; one group to supervise the children in a separate area, and the other group will conduct a quick check of the immediate area.
- Staff must retrace their steps back to the last meeting point.
- If available, on-site security will also be informed and a description given
- If the child has not been found after 10 minutes, the supervisor will contact the parents, Operations Manager and police.
- Staff that are not supervising children are expected to continue searching the area until police assistance arrives.

- The Supervisor/Designate and Operations Manager, if not already on site, will meet staff, parents and police at a designated point.
- The Operations Manager will inform the Board President.
- Upon arrival of police assistance, all staff will cooperate fully.
- The Serious Occurrence Reporting Procedure must be followed.

### **Category 5 – Unplanned Disruption of Normal Operations**

In the event of an emergency on site and the building is required to be evacuated, the following steps must be taken:

- Follow Fire drill procedures to evacuate the building and meet at the designated meeting place
- Bring children’s emergency files, classroom attendance, medication, and Epi-Pens
- Keep children calm
- Take attendance
- Report to Supervisor/Designate whether all present or if anyone is missing
- Notify the Operations Manager immediately
- Do Not Re-Enter the building
- If the building is unsafe to enter, proceed to designated emergency evacuation site. Contact the evacuation site before arriving.
- On arrival to the emergency evacuation site, staff must call parents or emergency contact and advise them of the situation.
- The Operations Manager will notify the President of the Board of Directors as soon as possible
- The Supervisor/Designate will document the events of the evacuation and report a Serious Occurrence through CCLS.

### **Reporting a Serious Occurrence**

#### **Designated Authority**

The Supervisor/Designate and/or the Operations Manager shall be responsible for responding to a Serious Occurrence.

#### **Serious Occurrence Reporting Procedure**

##### **A. Report to Supervisor/Designate**

All staff must report serious occurrences immediately to the Supervisor/Designate. The Supervisor/Designate will contact the Operations Manager to report the incident.

The Supervisor/Designate will conduct a preliminary investigation immediately after being informed of the serious occurrence.

All staff or witnesses involved or having knowledge of the incident are required to remain at the centre until they have provided the necessary information for the preliminary report.

##### **B. Report to Ministry of Education**

*NB. Serious Occurrences are not reportable to Toronto Children’s Services as of October 1, 2016.*

**All Serious Occurrences are reported online using the Child Care Licensing System (CCLS).**

Park Lawn Preschool Inc. must report all serious occurrences in CCLS within 24 hours of becoming aware of the serious occurrence (including Saturday/Sunday and Statutory holidays i.e. incident happens Friday 5:30pm, incident must be reported by Saturday 5:30pm). If the serious occurrence is not reported within 24 hours, a rationale for the delay in reporting must be provided.

- The Supervisor/Designate enters the information about the occurrence into CCLS; and
- The Supervisor/Designate posts the Serious Occurrence Notification form for parents generated by CCLS in a conspicuous place for at least 10 days from the date of the final update.

#### C. Report to Parents

The Supervisor/Designate will inform the child's parents immediately. If the occurrence requires medical attention, the Supervisor/Designate or a Park Lawn Preschool Inc. Manager will arrange for the child to be taken to the hospital with their emergency information.

Reporting an Accident: Staff must follow the procedures for Accidents involving a child (PLP HS 207).

#### D. Report to Park Lawn Preschool Inc. Manager

The Supervisor/Designate is required to inform a Park Lawn Preschool Inc. Manager (Operations Manger or Financial Manager) when a serious occurrence has happened.

#### E. Report to the Board President

The Operations Manager will notify the President of the Board of Directors either by phone or email within 24 hours of the serious occurrence.

#### **Serious Occurrence Notification Form**

A **Serious Occurrence Notification Form** will be generated by the Child Care Licensing System once a serious occurrence has been submitted. The notification report provides non-disclosing information about the incident and outlines follow-up actions and outcomes while respecting the privacy of the individuals involved.

The notification will be posted on the Centre's Parent Board within 24 hours of ANY incident, including allegation of abuse or neglect, for a minimum of 10 business days. If the form is updated with additional information, such as, additional actions taken by the operator, the form remains posted for 10 days from the date of the update.

#### **Follow-up for All Serious Occurrences**

- The Ministry of Education Program Advisors will follow up with Park Lawn Preschool Inc. as required and may remind the operator to add any updates in CCLS within 7 working days of the initial report and to update the posted notification as required.
- The Operations Manager will provide the Board of Directors with written reports covering the findings and recommendations regarding both the serious occurrence and the meeting with the parents. All serious occurrences will be discussed at Board Meetings following the serious occurrence.
  - Longer-term actions may be taken by the Supervisor or Operations Manager to help prevent similar incidents from happening.

## **Licensing Implications**

1. Non-compliance with the 24 hour reporting requirement for the previous licensed period will be noted during the licensing inspection on the Licensing Checklist under Health & Medical Supervision 9.3.
2. Where non-compliance with serious occurrence policy requirements is identified, the operator will be required to take action within the follow-up time provided by the Program Advisor as part of the licensing process. Follow-up may include reviewing the reporting requirements with staff and implementing a monitoring and or training process to support compliance.
3. Where the operator is unable to complete the required follow-up and requires additional time a provisional licence may be issued.
4. Where patterns of non-compliance with serious occurrence reporting requirements are identified and the operator does not require additional time to address outstanding requirements, a short-term license may be issued.

## **Serious Occurrence Annual Analysis**

Park Lawn Preschool Inc. will conduct an annual analysis of all serious occurrences as a method of identifying issues and/or trends. As part of this analysis report, the actions taken in response to the analysis must be documented.

The Management and Supervisors will conduct an analysis of any patterns which may suggest a need for training, support or internal policy modifications, and identify steps to address any of these needs. Once completed, the report is to remain on site at the centre.

The Ministry Advisor will review the annual reports during licensing inspections. Upon reviewing the report, the Ministry Advisor may identify possible issues or actions that could require additional follow-up by the centre. In the event of any follow-up action being requested, an outcome report will be submitted upon completion of the identified action.

## **Retention Period**

Serious Occurrence Reports must be retained on site for at three years (two years if the incident took place while the *Day Nurseries Act* was in force) from the date of the occurrence. Reports must be available for current and prospective parents, licensing and Toronto Children's Services staff upon request.