



**Umbrella Family and
Child Centres of Hamilton**

6.3 SERIOUS OCCURRENCE POLICY

MANUAL	Child Care Centre Program Policy Manual
SECTION	6- Emergencies
POLICY	6.3 Serious Occurrence Policy
LAST REVISED	June 19, 2024

RATIONALE

Timely and accurate reporting of serious occurrences (see definitions below) demonstrates accountability and promotes safety. Serious Occurrence reporting is a requirement of the Child Care and Early Years Act, 2014.

RESPONSIBILITY

All staff.

POLICY

Definition

A serious occurrence is defined as any one or more of the following (Regulation 137/15 S 1(1):

- Death of a child who received child care at a child care centre. This definition includes both currently enrolled and recently withdrawn children.
- Abuse, neglect or an allegation of abuse or neglect of a child while receiving child care at a child care centre. This definition refers only to incidents occurring while children are in attendance at a UFCC program.
- A life-threatening injury to or a life-threatening illness of a child who receives care at a child care centre. Examples include severe allergic reaction or illness/injury requiring ambulance or immediate medical care.
- An incident where a child who is receiving care at a child care centre goes missing or is temporarily unsupervised.
- 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 include a fire, flood, extreme weather resulting in late opening or closure, evacuation of program, disruption to hydro or water services, lock down or natural disaster.

PROCEDURE

Should a situation arise that constitutes a Serious Occurrence based on the definitions listed above, the following actions are to be taken:

All policies and procedures are reviewed regularly to reflect Umbrella's most current practice.



1. Child/client will be provided with immediate medical attention when required.
2. Appropriate steps will be taken to address any continuing risks to the health, safety and well-being of children and staff and that these serious incidents are reported, tracked, and followed up on with a focus on managing immediate and potential future risk.
3. In cases involving death, the Coroner is notified immediately.
4. The staff or any other person witnessing or having knowledge of the occurrence shall report the matter to the Supervisor or designate.
5. The Supervisor or designate shall conduct a preliminary inquiry immediately. The purpose of the inquiry is to gather information regarding actual or alleged occurrences. Detailed and dated notes are important to the inquiry.
6. All persons having knowledge of the occurrence should remain on the premises until supervisor or designate has interviewed them.
7. Supervisor or designate is required to notify their Program Advisor through the CCLS within 24 hours. If the Supervisor or designate cannot access the CCLS, they must notify their program advisor via telephone or email within 24 hours of the incident and complete the Serious Occurrence report in the CCLS as soon as the system becomes available.
8. A Serious Occurrence Notification Form (generated through CCLS) will be completed within 24 hours of becoming aware of the occurrence and posted beside the door or parent board, for a minimum of 10 business days. In the case of an allegation of child maltreatment occurring at the child care centre, only non-identifying information will be posted.
Should additional information become available regarding a Serious Occurrence, information will be updated, forwarded to CCLS and posted for an additional 10 days.
9. Upon review of the report, the Ministry regional/corporate office may request additional information or a further review within certain timelines. The review will be completed and/or additional information requested will be submitted through CCLS.
10. All staff members will review this procedure and sign that they have read and understood the policy upon hire and annually thereafter.
11. UFCC is required to keep a record, report or other documents, in a secure location, for at least three years from the date it is made.

Duty to Report Serious Occurrences

Licensees are only required to notify the program advisor of a serious occurrence if the alleged abuse or neglect occurred while the child was receiving care at the child care centre.

If a staff member suspects that a child is, or may be, in need of protection, they must report this to the local Children's Aid Society in accordance with section 72 of the Child and Family Services Act.

The person who has the reasonable grounds to suspect that a child is, or may be, in need of protection, that person must make the report directly to the Children's Aid Society regardless of where the abuse or neglect may have taken place. That person must not rely on anyone else to report on his or her behalf.



All Staff, volunteers and students, will read and sign the Duty to Report policy and procedures.

Policy Attachments: N/A