



# ORDE DAY CARE'S STAFF POLICY AND PROCEDURE BINDER

## **Serious Occurrence Policy and Procedure**

Date approved by Board of Directors:

Reference: Child Care and Early Years Act 2014 (CCEYA), Ministry of Education Operational Guidance Document, Version 2, July 22, 2020, Memo Feb 14, 2022 Child Care and Quality Assurance Branch

Revised: September 2, 2016, October 30, 2017, July 30, 2020, February 15, 2022, February 6, 2023, April 11, 2023, September 26, 2023

Approved by Board of Directors: November 23, 2016, February 28, 2023

### **Policy:**

In accordance with the Ministry of Education (MEDU) guidelines for dealing with serious occurrences, Orde Day Care is responsible for ensuring that there are written policies and procedures with respect to serious occurrences in each child care center operated by Orde Day Care. Orde Day Care must address how to identify, respond and report a serious occurrence, as well as track and follow up on all occurrences

Serious Occurrence Reporting Procedures are outlined below and **must be kept** in each room (posted or in emergency binder). The Serious Occurrence Policy is posted on each parent board in the centre.

### **Centre Responsibilities:**

The Supervisor and/or Director are responsible for determining if an incident is a Serious Occurrence based on the categories and definitions set out below.

If the Supervisor or Director are **not** on site at the time of the incident they must be contacted **immediately**. In the most extreme circumstances, should **neither the Supervisor or Director** be available, the most senior RECE on site will act as the **Designated Authority**.

The **Designated Authority** must then follow the **Serious Occurrence Reporting** Policy and Procedure and ensure the Ministry of Education is informed of the incident within 24 hours of the occurrence.

### **Serious Occurrence Categories and Definitions (5 categories)**

The following is effective July 22, 2019

1. Death of a child who received child care at a child care center, whether it occurs on or off the premise.
2. Abuse, neglect or an allegation of abuse of a child while receiving care at a child care center
3. A life-threatening injury or life-threatening illness of a child who receives child care at a child care center
4. An incident where a child who is receiving care at a child care center goes missing or is temporarily unsupervised while receiving care at the child care center or while being supervised off premise by the child care staff
5. An unplanned disruption of the normal operations of a child care center that poses a risk to the health, safety or wellbeing of children receiving care at the child care center, which include the following
  - Fire



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- Flood
- Gas Leak
- Detection of Carbon Monoxide
- Outbreak of an Illness if there is a disruption of service to the room or program
- Lockdown
- Other Emergency Relocation or Temporary Closure
- Closures related to COVID-19 where they result in an "Unplanned Disruption of Service" to the normal operations of the child care centre that impacts the entire centre and is ordered by the local public health department

Serious Occurrences reporting is not required if a child care center closes a program room.

### Definitions:

**Temporarily Unsupervised:** When a child is left unsupervised in a classroom, playground or area in the daycare building or at any time during a field trip

i.e., Children and staff leave the playground and a child is left behind on the playground. Staff do not notice the missing child until the group arrives in the room and the child is not in attendance.

### Considerations:

Children in School Age programs attend to the washroom in pairs ( 10 plus) or in groups of three. These children are not considered temporarily unsupervised by an adult. If the children do not return within a couple of minutes, a staff will check on them or call down to the office/kitchen for the staff to check. If one or both of the children are no longer in the bathroom or bathroom area and the staff is unsure where they have gone, the children are temporarily unsupervised and a Serious Occurrence will be filed.

To ensure the safety of the kindergarten children at afternoon dismissal, the kindergarten staff will arrive at the kindergarten drop off area at least 5 (five) minutes before they are dismissed from the school to ensure a smooth and safe transition into the FDK program.

### Protocol for Missing Child on premise:

Orde Day recognizes the need for prompt action when a child is deemed to be missing, or his/her absence has not been accounted for. Staff who become aware of the situation will take the following steps



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1. Staff will inform Supervisor or Director of missing child.
2. Supervisor or Director will alert all staff of the child who is missing. Staff on premise not covering ratios will be asked to assist in search.
3. All available staff will Immediately search the childcare premise, including all outdoor areas.
4. Supervisor or Director will request the school staff make an announcement to alert all staff of the missing child through the school pa system or walkie talkies
5. The staff member will contact the Daycare supervisor/ school administration staff or teachers when children enrolled in the school do not arrive for the fdk or school age programs on instructional days, and the child's absence has not been accounted for **immediately** after attendance is taken upon arrival into pm program.
6. If a school age or fdk child doesn't arrive to daycare but is expected, the staff will call the parent to inquire if the child was picked up from school **immediately** after attendance is taken upon arrival into the pm program. Staff will remind parent to inform the daycare if their child does not attend. Staff can check with the other children to see if they are aware of the whereabouts of the child, but the information they supply must be verified by an adult in authority, classroom teacher, office staff, parent etc.
7. If a child goes missing while under the daycare supervision, the Supervisor or Director will call the parent and inform them of the situation. If the parent cannot be reached by phone at all of the numbers listed on the child's emergency contact sheet, the Supervisor/Designate will email the parent requesting that they contact the center immediately.
8. If the parents cannot be contacted, then the emergency backup person will be called to see if they are aware of the parents' contact information for that particular day.
9. The Supervisor or Director will contact the police immediately by telephone if child cannot be found after the initial search.
10. The Supervisor or Director will contact the child's parents if and when the child is found.
11. The Supervisor/Director will set up a time with the parents to discuss the incident and possible changes to protocol resulting from the occurrence.

### **b) Protocol for Missing Child off premise:**

1. Alert all staff on trip if possible, of missing child.
2. Have one staff go and look for the missing child.
3. Supervise the remaining children in a safe space.
4. Contact the Supervisor or Director at the center, immediately thereafter.



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5. If the child cannot be found within the initial search, staff will contact police and inform them of the missing child, their last known whereabouts and description of child and clothing.
6. Staff will ensure that the picture of the children is taken prior to departing for the trip and available to police if required.
7. Inform a representative of the venue of the missing child, if possible.
8. The Supervisor or Director will call the parent and advise them that their child is missing and the police and venue contact have been informed, and that staff are looking for their child. The Supervisor or Director will try all the phone numbers listed on the child's emergency contact sheet. If the parent still cannot be contacted by phone, an email will be sent to the parents' email address asking them to contact the center immediately.
9. If the parents cannot be contacted, then the emergency back will be called to see if they are aware of the parents' contact information for that particular day.
10. If child is found, the staff on the trip will call the parent directly.
11. Staff will also call the centre and provide an update on the whereabouts of the child when possible.
12. If the child cannot be found after the initial search, the staff who remained with the children will contact the centre for further direction from the Supervisor or Director. The Supervisor/Director will then decide what the next steps are based on the following criteria
  - child to staff ratio on trip
  - the location of the children
  - their proximity to daycare
  - the mode of transportation needed to return back to the daycare.

### **Serious Occurrence Reporting – Summary of Responsibility**

#### **Immediate Actions:**

Actions to be taken if a serious occurrence has occurred, or is suspected, include the following:

#### **Conducted by the first person on the scene**

The child/children shall be provided with immediate medical attention when warranted, e.g., administer first aid measures, calling Emergency Services and/or Police as required.

Ensure the safety and wellbeing of children who may be present



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### **Conducted by the Supervisor/Director/ Designated Authority**

1. Informing the staff member or any other person witnessing or having knowledge of the occurrence to report the matter to the Supervisor or Director.

The Supervisor or Director will contact any other authorities as required

- Police
- Children's Aid
- Toronto Public Health
- Fire and Emergency Services
- Orde Day Care Board Chair
- Orde Day Care Insurance
- WSIB (as applicable)
- Ministry of Labour (as applicable)
- Joint Health and Safety Members (as applicable)

The Supervisor or Director must ensure that their actions are in coherence with the instruction(s) of the Police or Medical authorities involved in the occurrence.

### **When the center is directed by authorities to undertake the investigation, or when a child is temporarily missing but found the Supervisor/Director will ensure the following**

1. All persons having knowledge of the occurrence should be asked to remain on the premises until the Supervisor/Director has interviewed them, or indicated that there is no need for their involvement at that point.
2. All Serious Occurrences or incidents of a serious nature must be documented the program rooms daily log where the serious occurrence took place, on the day the event occurred.
3. The Serious Occurrence will also be documented in the Supervisor's daily log book.

In all instances the following information is required for the online reporting to the Ministry of Education

- Date and time of incident
- Date and time reporter became aware of incident
- Explanation if 24 hrs. have passed since date/time of awareness
- Who was involved and age group
- Type of Serious Occurrence
- Who has been notified, police, Children's Aid, media involvement
- Further action proposed by the center
  - specific to immediate situation; related to potential underlying facto e.g. review of particular internal policy/procedure,
  - review of program/treatment plan for child, staff training need, modification to physical plant



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4. If on the basis of the information collected, there is reason to suspect that a child has been abused by **a staff member, student or volunteer** (and/or in need of protection, in the case of a child), the Supervisor or Director shall ensure immediate contact with:
  - the Children's Aid Society, and police as appropriate, in the case of a child, **(it is the person who has reasonable grounds to suspect that a child is or may be in need of protection, who is legally obligated to make a report to the CAS);**
5. Once the preliminary inquiry has been conducted by the Supervisor and Director, the Board Chair must be notified immediately if not already involved.
6. If, on the basis of the inquiry, there is reason to investigate further (e.g. underlying factors, pattern of behaviour, etc.) the Director will set up a team consisting of; the Director, Supervisor, Designated Authority (if they have completed the initial inquiry), and a member of Orde Day Care's Board of Directors to further the investigation. Outside resources shall be called in if deemed necessary.

### **Within 24 Hours:**

When a serious occurrence is deemed to have taken place, the **Supervisor/Director** shall:

- Complete an online Serious Occurrence Report through the Child Care Licensing System.

**If the Supervisor/Director is unable to access the Child Care Licensing System within the 24-hour period, they shall inform the Ministry of Education Program Advisor. Contact numbers and emails are noted on the Serious Occurrence Reporting Procedure.**

- Inform the parent/guardian immediately.
- Notify the Chair of Orde Day Care Board of Directors.
- In the event an allegation of abuse or neglect is made against a staff member, student or volunteer contact Children's Aid Society and Police immediately.
- Contact the center's insurance company when there is an allegation of abuse or neglect made against a staff, student or volunteer.

As a measure to increase awareness and transparency the Ministry of Education require childcare centers to **post all *Serious Occurrences*** that involve children, staff or the center, **including any allegation of abuse or neglect by a staff member, student or volunteer.**

- The ***Serious Occurrence*** posting will be generated by the Child Care Licensing System. This form must be completed by the Supervisor or Director and posted on the parent board located -on the center's Family boards
- The information shared will state the type of incident which has occurred according to standard definitions set out above.



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- There will be NO identifying information of children, program or staff. (i.e. names, initials, gender, age, group, ability, etc.)
- This form will be updated as new information is obtained
- **This posting will be made available within 24 hours of the occurrence and remain posted for 10 business days. An update or summary will be added to this form within 10 days**
- **Serious Occurrence Notification forms are kept on file for three years, (or for two years if the incident took place while the Day Nursery Act was in force)**

### **Follow Up for all Serious Occurrences**

1. The Program Advisor will follow up with the Supervisor/Director as required once the online report has been reviewed.
2. During the follow up the Program Advisor will remind the Supervisor/Director to add updates to the Child Care Licensing System as required, until all sufficient information is received by the Ministry of Education Program Advisor.

**Note:** The primary focus of the *Serious Occurrence Online Report* is the record of the centre's actions from an accountability perspective (i.e. were the actions taken appropriate, complete, consistent with legislation/policy, etc.). However, there is the potential that not all desired information will have been obtained or reviewed and follow-up actions completed, as required by the Program Advisor

### **Ongoing Monitoring:**

The centre will monitor its performance every year, on an ongoing basis, with respect to the reporting, management, and the follow-up of serious occurrences. Staff and Supervisors will be monitored for adherence to the Serious Occurrence Policy and Procedures.

Established ministry contacts will also monitor the center's performance, in accordance with regular contractual/licensing related businesses practices, and are available for support or assistance, where required.

Noncompliance with the 24-hour reporting requirement or the insufficient reporting of a serious occurrence may result in an administrative penalty of \$2000.

### **Policy Review:**

This policy and procedure will be reviewed and signed off by all employees before commencing employment, annually, and at any time changes are made.

I acknowledge receipt of Orde Day Care's **Serious Occurrence Policy and Procedure**



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I understand it is my responsibility to read, understand, and comply with the **Serious Occurrence Policy and Procedure**. I understand that if I have questions, at any time, regarding the policy and procedure, I will consult with my immediate supervisor.

Please read the **Serious Occurrence Policy and Procedure** carefully to ensure that you understand the policy before signing this document

Staff Name:	Supervisor Name:
Staff Signature:	Supervisor Signature:
Date:	Date: