

## Applicable to: EarlyON Child and Family Centres

### Title: Serious Occurrence Requirements of EarlyON Providers

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#### Purpose

The purpose of this document is to:

- Establish requirements of an EarlyON provider when an incident takes place at an EarlyON site or program that is considered to be a serious occurrence.
- Enable Peel Region (Peel) to provide communications and any necessary supports to an EarlyON provider following a serious occurrence.

#### Background

The Ministry of Education requires Peel, as Consolidated Municipal Service Manager, to ensure EarlyON providers have appropriate policies and procedures in place, which ensure the promotion of children’s and families’ health, safety, and well-being.

## Serious occurrence criteria

Serious occurrences include the following situations:

1. [Death](#) - Death of a child or adult.
2. [Life-threatening injury or illness](#) - Life threatening injury or illness that may involve the police, fire or ambulance, EMS, or paramedics.
3. Report of an [allegation or suspicion of abuse and/or neglect of a child](#).
4. [Child is missing](#) - As reported by the child's parent(s) or caregiver(s).
5. [Unplanned disruption](#) - An unplanned disruption of the normal programming or services offered by the EarlyON provider that poses a risk to the health, safety or well-being of children and parents accessing programs or services.
6. [Potential for public criticism](#) - Any situation that has a high potential for public criticism of Peel, the Ministry of Education or may lead to the media asking questions.

## Duty to report

All staff and volunteers at an EarlyON centre must report to the Children's Aid Society in accordance with section 72, Duty to Report of the *Child and Family Services Act* and their professional Code of Ethics and Standards of Practice.

## Required protocol

When a serious occurrence takes place, the EarlyON provider must follow the below protocol provided by Peel:

- Report the serious occurrence to Peel at [EarlyON@peelregion.ca](mailto:EarlyON@peelregion.ca) within **24 hours** using Part 1 of Peel's **EarlyON Centre's Serious Occurrence Report** (SOR) form. The EarlyON provider must complete Section 1A, Section 1B and Section 1C of the form. Peel Region staff will complete Section 1D and return the SOR to the EarlyON provider.
- Submit follow-up (Part 2 of the original SOR form submitted) within **seven days** of submitting Part 1. The provider must complete Section 2A and 2B of the form which includes the following:
  - additional information if requested by Peel and/or an update on action they took since the serious occurrence, or
  - sign-off by the EarlyON provider acknowledging no further action is required.
- Peel Region staff will complete Section 2C of the form and return the SOR to the EarlyON provider. If the incident has been fully resolved, no further action is required.
- If the serious occurrence incident is not resolved, requires follow up and further action, when the incident has been resolved, the EarlyON provider must complete Part 3A of the original SOR form they submitted. Peel Region staff will complete Section 3B and return the SOR to the EarlyON provider. The SOR is then resolved and considered complete.

The EarlyON provider must contact the Peel EarlyON team directly if the EarlyON provider:

- needs to report a serious occurrence immediately, or
- is unclear whether an incident meets the serious occurrence criteria.

You must contact either Laura Sparling, Manager at 647-632-6207 or Denise Plinton, Advisor at 416-450-5093.

## Exemptions to serious occurrence reporting

The following closures due to inclement weather do not need to be reported to Peel as they are not considered to be a serious occurrence:

- If schools are closed, then EarlyON indoor and outdoor programs are closed.
- Caledon only: If school buses are cancelled, then all mobile EarlyON centres and outdoor programs are closed.
- If the [Government of Canada Weather Information \(www.weather.gc.ca\)](http://www.weather.gc.ca) issues one or more of the following weather alert(s)/warning(s) for the area of the EarlyON outdoor program:
  - heat
  - high ultra violet (UV) index
  - air quality health index
  - lightening, thunder
  - heavy rainfall and long duration rainfall
  - tornado
  - tropical storm and hurricane
  - wind
  - weather
  - extreme cold
  - blizzard
  - blowing snow
  - flash freeze
  - freezing rain and drizzle
  - snowfall, snowsquall
  - winter storm

## Review of policy and protocol with staff

The policy must be reviewed with any new EarlyON staff at their time of hire and with ongoing EarlyON staff annually. All EarlyON staff should always be familiar with and have access to the protocol and the SOR form.

## Failure to report a Serious Occurrence

If an EarlyON provider does not report a serious occurrence, it may result in Peel withholding funds to that provider as outlined in the EarlyON Child and Family Centres Service Agreement.

## Annual review

Peel will review all serious occurrences annually and determine if follow up with service providers is required. The EarlyON provider is expected to act on any requirements identified in the follow up discussion.

## Additional documents

In addition to the policy, EarlyON providers need the following documents:

1. Serious Occurrence Protocol for EarlyON Providers
2. EarlyON Centre's Serious Occurrence Report

## Appendix I: Definitions

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This Appendix supplements the Serious Occurrence Requirements of EarlyON Providers policy.

It provides further definitions or clarification of the Serious Occurrence categories as well as the definition or clarification of an unplanned disruption of normal programming or services.

### **Category 1 - Death of a Child or Adult**

Definition: The death of a child or adult, which takes place while in attendance at an EarlyON program.

### **Category 2 - Life-threatening Injury or Illness**

Definition: The injury or illness of a child or adult that can cause death, which takes place while child or adult attends an EarlyON program.

### **Category 3 - Report of an allegation or suspicion of abuse and/or neglect of a child**

Definition: Any report by a staff, volunteer or Children's Aid Society of an allegation or suspicion of abuse and/or neglect of a child while attending an EarlyON program. This includes an allegation against or suspicion of any person who is on-site at the EarlyON provider or attending an off-site EarlyON program. It is not limited to employees of the EarlyON provider.

### **Category 4 - Missing Child (reported by the child's parent(s) or caregiver(s))**

Definition: An incident where a child who is attending an EarlyON program with a parent or caregiver goes missing and is not located by the parent or caregiver during the program.

**Category 5 - Unplanned Disruption of Normal Programming or Services**

Definition: An unplanned disruption to the normal operations/programs of an EarlyON provider that poses a risk to the health, safety or well-being of children and adults attending the EarlyON for programs/services. Examples include fire, flood, gas leak, lockdown, or evacuation.

**Category 6 - Potential for Public Criticism**

Definition: Any situation that has high potential for the public to criticize Peel, the Ministry of Education or may lead to the media asking questions.

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