

United Counties of Leeds and Grenville
Community and Social Services Division

Ontario Early Years Centre

Serious Occurrence Reporting- Volunteer Policy

Policy No.4

LEGISLATIVE AUTHORITY:

- Serious Occurrence Reporting Procedures for Service Providers
Ministry of Community and Social Services, June 2000
- Day Nurseries Act, Regulation 262, Section 1

Policy

It is a requirement under the Ministry of Community, Family and Children's Services (MCFCS) that all providers of services that are funded, licensed or operated by MCFCS report all serious occurrences.

Responsibility

All volunteers of Community and Social Services/Ontario Early Years Centre (OEYC) have a direct responsibility to advise staff members of any situation that may involve a serious occurrence. In addition, volunteers are responsible to participate in the response to the client and participate as required by staff in the assessment of the situation.

Definitions

Serious Occurrence

1. Any death of a client which occurs while participating in a service.
2. Any serious injury to a client which occurs while participating in a service.
This includes:
 - Any injury caused by the service provider.
 - A serious accidental injury received while in attendance at a service provider setting, and /or in receiving service from the service provider an injury to a client which is non-accidental, and which requires treatment by a medical practitioner (including a nurse or a dentist).



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Serious Occurrence (continued)

3. Any alleged abuse or mistreatment of a client which occurs while participating in a service.
4. Any situation where a client is missing.
5. Any disaster, such as fire on the premises where a service is provided.
6. Any complaint concerning the operational, physical or safety standards of the service, that is considered by the service provider to be of a serious nature.
7. Any complaint made by or about a client, or any other serious occurrence concerning a client that is considered by the service provider to be of a serious nature.

Identification

It is the responsibility of the Manager of Children's Services (in consultation with Team Leader of the Ontario Early Years Centre, if available), within the parameters of the preceding definition, to determine whether an incident is deemed to be a serious occurrence. The Manager of Children's Services will act as the designated staff member to conduct serious occurrence inquiries.

1. The Manager of Children's Services has the authority to delegate the Team Leader of OEYC, as the designated staff member to conduct a serious occurrence inquiry. This may only occur if the incident is within number #6 or #7 of the preceding definition of serious occurrence.
2. If the Manager of Children's Services is not available to conduct the serious occurrence inquiry, then the alternate designate is the Manager of Program Review/Quality Assurance.
3. In the event that the serious occurrence involves the Team Leader of the Ontario Early Years Centre, a staff member or volunteer, the Manager of Children's Services and the Manager of Program Review/Quality Assurance shall be immediately notified.



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Volunteer Response

1. Volunteers must notify the closest staff member of the OEYC that an incident has occurred. Staff members will then be responsible to follow staff policy and procedure as it relates to Serious Occurrence Reporting and Protocol.
2. Volunteers are to assist staff members as requested.
 - Client is to be provided with immediate medical attention as required. This may include First Aid or a call to the Ambulance service. The provision of first aid treatment by volunteers should only occur in immediate emergency situations. The Good Samaritan Act, 2001 protects individuals from liability in the provision of emergency first aid.
 - Appropriate steps are taken to address any continuing risks to the client's health or safety, including consideration of the health and safety of other clients.
 - Ensure that the appropriate authorities (i.e. Police, Ambulance) are notified immediately in all cases involving injury or death, regardless of location or circumstances.
 - Staff, volunteers or any other person witnessing or having knowledge of the occurrence shall document and report the matter to the Team Leader of the Ontario Early Years Centre.
 - All persons having knowledge of the occurrence shall remain on the premises until the Team Leader of the Ontario Early Years Centre or Manager of Children's Services has interviewed them, or indicated that there is no need for their involvement at that point.



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Volunteer Response (continued)

- Volunteers who witnessed or were directly involved in the serious occurrence incident will be requested to provide information with respect to the following details:
 - * description of occurrence
 - * client's allegation
 - * date, time, place where it occurred
 - * time occurrence reported
 - * reason for occurrence
 - * people involved
 - * action taken
 - * current status

- All volunteers must adhere to the volunteer policy with respect to "Reporting of Suspected Child Abuse".

Deborah Gill
Manager, Program Review/Quality Assurance Department

Date

Dorothy Theobald
Director, Community and Social Services Division

Date

