


SECTION:	EMERGENCY RESPONSE & REPORTING	EFFECTIVE DATE:	April 1992
POLICY:	Reporting of Serious Occurrences	REVISED DATE:	November 2015
APPROVED:	 <hr/> Executive Director	Page 1 of 4	POLICY ER-3

POLICY STATEMENT

Community Living Campbellford/Brighton (hereafter referred to as CLC/B or the Organization) shall adhere to Ministry of Community & Social Services requirements, that all providers of services funded, licensed or operated by the Ministry of Community and Social Services and who deliver any direct service to adults and children with an intellectual disability under the Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008 report all serious occurrences within twenty-four (24) hours.

PROCEDURES


A. REPORTING OF AN ENHANCED SERIOUS OCCURRENCE

Enhanced Serious Occurrence Procedures will be followed when emergency services (i.e. Police, Fire and/or Ambulance) are used, in response to a significant incident involving a Person Receiving Support and Services, through the Ministry of Community & Social Services or the Ministry of Children and Youth Services and/or the incident is likely to result in significant public or media attention. In these circumstances, the designated Supervisory/Management Employee (Executive Director or On-Call Supervisor/Director/Coordinator) will ensure that the Ministry's early alert system is notified within one (1) hour of becoming aware of the incident by facsimile or telephone if facsimile is not available.

B. REPORTING OF A SERIOUS OCCURRENCE

The Organization shall initially notify the Ministry of Community & Social Services by telephone, within twenty-four (24) hours of a serious occurrence.

The designated On-Call Supervisor/Director/Coordinator Employee must submit a Serious Occurrence Inquiry Report in writing to the regional Ministry of Community & Social Services office within seven (7) working days after the initial verbal notification.

SECTION:	EMERGENCY RESPONSE & REPORTING	EFFECTIVE DATE:	April 1992
POLICY:	Reporting of Serious Occurrences	REVISED DATE:	November 2015
APPROVED:	 _____ Executive Director	Page 2 of 4	POLICY ER-3

SERIOUS OCCURRENCES REPORTED TO THE MINISTRY ARE DEFINED AS FOLLOWS:

1. The death of a Person Receiving Services, which occurred while participating in CLC/B services.
2. Any serious injury to a person, which occurs while participating in CLC/B service. A factor to consider in deciding if an injury should be reported as a serious occurrence is whether professional medical treatment, such as a doctor or dentist, is required, not in-house first aid.


Serious injuries may include:

- i) an injury caused by the service provider, e.g. lack of or inadequate staff supervision, neglect/unsafe equipment, improper/lack of staff training, medication error resulting in injury.

Medication errors that resulted in an injury/illness should be reported as a serious/enhanced serious occurrence and may include:

- a person receives the wrong medication;
- the wrong person receives the medication;
- a person receives the medication at the wrong time;
- a person receives the wrong dosage of medication;
- failure to document the administration of medication;
- no documentation; and,
- the wrong route of administered medication.


- (i) a serious accidental injury received while in attendance at a service provider setting, and/or in receiving service from the service provider, e.g. sports injury, fall, burn, etc., and
 - (ii) a serious non-accidental injury, e.g. suicide attempt, self-inflicted or unexplained injury and which requires treatment by a medical practitioner including a nurse or dentist.
3. Any alleged abuse or mistreatment of a person, which occurs while participating in a service. This includes all allegations of abuse or mistreatment of people against Employee's, family home providers, foster parents, parents, volunteers, and temporary care providers.

SECTION:	EMERGENCY RESPONSE & REPORTING	EFFECTIVE DATE:	April 1992
POLICY:	Reporting of Serious Occurrences	REVISED DATE:	November 2015
APPROVED:	 <hr/> Executive Director	Page 3 of 4	POLICY ER-3

4. Any situation where a person is missing and the service provider considers the matter to be serious.
5. Any disaster such as fire, flood, gas leak, on the premises where a service is provided.
6. Any complaint concerning operational, physical or safety standards of the service that is considered by the service provider to be serious in nature, including any report of adverse water quality.
7. Any complaint made by or about a person, or any other serious occurrence concerning a person, that is considered by the service provider to be of a serious nature.
8. Any use of physical restraint of a person that result in: a) no injury; b) injury; or c) allegation of abuse.

Notes:

- (i) Within the parameters of the preceding definitions, the Organization's On-Call Employee is responsible for determining whether an incident is deemed to be a serious occurrence/enhanced serious occurrence as defined by Ministry of Community and Social Services.
- (ii) The On-call Employee is responsible to report the serious occurrence to the Executive Director or designate.
- (iii) It is the responsibility of the On-Call Employee to report the serious occurrence in accordance with the [Ministry of Community and Social Services Serious Occurrence Reporting Procedure \(revised March 2013\)](#) and the [Enhanced Serious Occurrence Reporting Procedures \(revised March 2013\)](#).

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POLICY:	Reporting of Serious Occurrences	REVISED DATE:	November 2015
APPROVED:	 <hr/> Executive Director	Page 4 of 4	POLICY ER-3

RELATED DOCUMENTATION

[Policy HR-16](#) Notification of All Policies and Procedures

[Form F-HR-16A](#) Acknowledgement of All Policies and Procedures

[Ministry of Community and Social Services Serious Occurrence Reporting Procedure \(revised March 2013\) and the Enhanced Serious Occurrence Reporting Procedures \(revised March 2013\).](#)