

# Serious Occurrences

Significant changes, effective July 15, 2019

A serious incident is an incident that requires or may require intervention and/or investigation by Valoris, the Ministry of Children, Community and Social Services and/or other relevant parties (such as the police). There are 9 types of serious incidents.



## 9 Types of Serious Occurrences

### 1. Death

The death of a child, a young person or an adult must always be handled as a serious occurrence.

### 2. Serious injury

A serious injury that requires the unexpected attention of a health care professional and/or unplanned hospitalization.

### 3. Serious illness

An individual receiving a service incurs a serious illness or has an existing serious illness which requires unscheduled medical attention from a regulated health professional and/or unplanned hospitalization.

### 4. Serious individual action

Suicidal behavior, alleged, suspected or observed abuse, prohibited items or security risk, inappropriate or unauthorized use of information technology, unusual, suspicious or unauthorized individual absence, serious charges, relinquishment of care or threat of relinquishment of care.

### 5. Restrictive intervention

A physical restraint is used on a child, on a young person or on an adult.

### 6. Abuse or mistreatment

Any allegations of abuse or mistreatment, abuse or mistreatment (witnessed or otherwise), or suspected abuse or mistreatment of an individual that can which may constitute a criminal offense.

### 7. Error or omission

Error involving the prescribing, transcribing, dispensing, administration and/or distribution of medication(s) or services; breach or a potential breach of privacy and/or confidentiality. A child who is receiving a service is improperly committed or released from a secure treatment program. A young person who is receiving a service is improperly detained in or released from a youth justice custody/detention facility.

### 8. Serious complaint

Complaint regarding an alleged violation of a person's rights, physical environment or service security standards received. Media involvement (e.g. accusations against an employee).

### 9. Disturbance, service disruption, emergency situation or disaster

The disturbance, service disruption, emergency situation, or disaster occurs on the location where the child, youth or adult resides or within close proximity of where the service is provided, and it interferes with the service provider or foster parent's ability to provide routine services.

# 2 Levels of Serious Occurrences



## Level 1

(Replaces Enhanced Serious Incident Report, which no longer exists)

**A Serious Occurrence must be reported within 1 hour** to the Ministry of Children's Services and Community and Social Services once you know the event is a serious occurrence.

### Examples of Level 1 type Serious Occurrence:

- Death.
- Injury or illness requiring emergency medical services.
- Unplanned hospitalization.
- A fire.
- An aggression against the person who has attracted media attention.



## Level 2

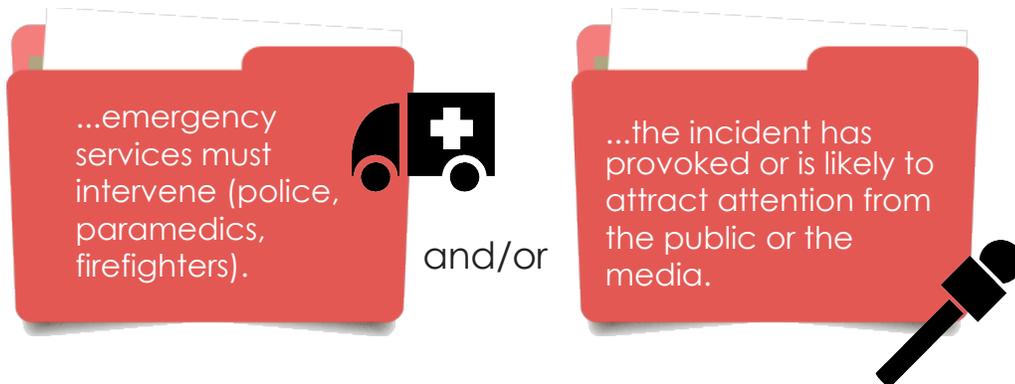
**A Serious Occurrence must be reported within 24 hours** to the Ministry of Children's Services and Community and Social Services once you know the event is a serious occurrence.

All other situations worth reporting a serious occurrence fit in this serious occurrence level.

### Examples of Level 2 type Serious Occurrence:

- Unusual or unauthorized absence.
- Suicidal/self-injurious behavior(s).
- A client who is accused/charged for a crime.
- An alleged, suspected or observed assault.

## We must communicate a situation when...



## In the Event of a Serious Occurrence



Contact your advisor promptly to inform them of the situation. If your advisor is not available, call 1 800 675.6168 and dial 0. After hours or on weekends, call the 24/7 service at 1 800 675.6168.

### Not sure if a situation is a serious occurrence or not?

Do not hesitate to contact your advisor or the 24/7 service at 1 800 675.6168.