

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)

The Serious Occurrence report must be forwarded 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, any situation that poses an immediate risk to health, well-being, safety or security of the person (suicidal behavior, aggression, prohibited object, use of information technology that may lead to criminal charges, unusual absence, serious charges, abandonment of care, means of restraint, mistreatment, misconduct), medication error, breach of privacy and/or confidentiality, situation in institutions that may be a significant danger or that leads to confinement, evacuation or police intervention.

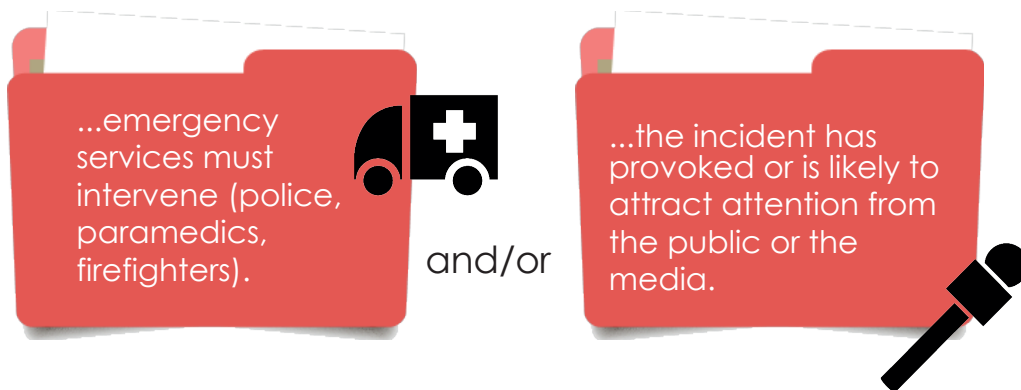


Level 2

The Serious Occurrence report must be forwarded 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.

We must communicate a situation when...



In the Event of a Serious Occurrence

Communicate swiftly with your community worker to inform them of the situation. If your community worker is away, you must inform someone else. Call 1 800 675.6168 and dial 0.

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

Do not hesitate to contact us.