

S-108 REPORTING SERIOUS OCCURRENCES



In this document, the masculine gender may be used for the sake of conciseness, but it applies to everyone.

Version 5 effective February 3, 2020

(previously DG-10)

Policy

A serious occurrence involving a person receiving services from Valoris shall be handled as a priority by the employees who have been informed about it, the primary concern being the well-being and safety of the person involved in the occurrence. Occurrences related to information or structural issues will also be handled as a priority, particularly if they jeopardize the current offer of service.

As the service provider funded by the MCCSS, MOHLTC and the Ministry of the Attorney General, Valoris is required to report serious occurrences as described in the Serious Occurrence Reporting Guidelines appended to this policy.

Procedure

1. Reporting a serious occurrence

- 1.1 If an incident occurs while a client is receiving services, the person in charge (see definition below) who is present must first ensure the client's well-being and safety, and offer the necessary medical care or contact the police, as required.
- 1.2 The person in charge, other than an employee, shall report the occurrence to an employee as soon as possible. The employee shall determine, in consultation with a supervisor if necessary, whether the occurrence is serious and should be reported as a serious occurrence as defined in the guidelines. (Annex A)
- 1.3 If there is a **death**, the local coroner must immediately be informed, regardless of the location or circumstances (e.g. even if a do-not-resuscitate order is in effect or the death is not considered suspicious).

****In the case of the death of a child** receiving or having received child protection services within the past twelve (12) months, the staff involved must be sure to follow complementary policy S-109: Rules and Requirements for Reporting and Investigating the Death of a Child.

- 1.4 If there is reason to believe that the client was the victim of **mistreatment**, in the case of a child, we must contact the intake staff to arrange for an assessment. We must determine who will conduct that assessment in order to ensure that the process is carried out objectively. When the person involved is a client of adult developmental or gender-based violence services, the supervisor shall contact the police to agree on

the proper procedures. When the allegations involve an employee or a volunteer, the supervisor shall notify Human Resources, which will then follow up as necessary.

- 1.5 Depending on its severity, the occurrence will be designated as a Level 1 or Level 2 in accordance with the guidelines.
- 1.6 **Level 1** serious occurrences shall be reported within **one (1) hour** after they are assessed as a serious occurrence. Such occurrences shall be reported to the Director of Service and the Executive Director in accordance with Policy A-203 *Situations à signaler au directeur général*. The employee shall also inform Quality Assurance by email to qualite@valorispr.ca. Quality Assurance shall forward the serious occurrence report to the appropriate members of the management team for their information.
- 1.7 **Level 2** serious occurrences shall be reported within twenty-four (24) hours after they are assessed as a serious occurrence. Where a serious occurrence is reported outside of the prescribed reporting timelines, the reason for the delay must be explained.

2. Filling out a serious occurrence report

- 2.1 The responsible employee shall fill out and submit the serious occurrence report to the appropriate supervisor for approval through the MATRIX database. The section reserved for the description of the occurrence must not contain either first names, last names or initials to avoid identifying the person(s) involved. Instead, the employee must use non-specific identifiers (such as the individual, the child, parent A and parent B, etc.)
- 2.2 If the employee submits a serious occurrence report following a serious injury or death of a child, he must be sure to comply with the Ontario *Ombudsman Act*. The Ombudsman has a separate unit staffed with personnel specializing in answering questions, addressing concerns, conducting investigations and reviewing complaints. (<https://www.ombudsman.on.ca/home>).
- 2.3 If necessary, a more detailed report is submitted within seven (7) days. If the measures taken require follow-up, a follow-up report (Part 2) is prepared and submitted by Quality Assurance to the Regional Office.

3. Serious occurrences involving a child in an outside paid resource (OPR)

- 3.1 When a serious occurrence happens in an outside paid resource, the latter is responsible for submitting a serious occurrence report to the Ministry. Valoris is not required to report that occurrence to the Ministry. The OPR must inform Valoris of the occurrence through the GRIG-PE tool. The serious occurrence report will be uploaded into the client's file.
- 3.2 If the client is reported as missing, and the OPR closes his file, Valoris becomes responsible for preparing the occurrence report. A Valoris employee must then file his own occurrence report about the missing client within twenty-four (24) hours after the OPR closes the file in order to ensure follow-up on the occurrence.

4. Reporting and follow-up

- 4.1 Quality Assurance shall update employees on changes to the Guidelines. It shall follow

up with employees for information to close the serious occurrence report submitted to the Ministry.

- 4.2 An **Annual Summary and Analysis Report** must be submitted to the MCCSS. That report must be approved by the Director of Quality and Information Systems and a summary must be presented to the Board of Directors as a Quality Assurance item through the Quality Assurance Committee.

Training for employees and volunteers

New Valoris employees and volunteers (including resource families) are informed about this policy during their initial orientation and/or training. As well, once a year, the agency reviews the policy with employees and volunteers (including resource families) working with children in care and adults with developmental disabilities. Supervisors are responsible for ensuring that every year, employees, resource families, volunteers and others concerned by this policy have reviewed the policy and procedures.

Definitions

Serious occurrence: A serious occurrence is an incident that requires or may require intervention and/or investigation by Valoris, the Ministry or another applicable party (such as the police). Serious occurrences fall into one or more of the following categories, as indicated in Annex A:

- Death
- Serious injury
- Serious illness
- Serious individual action
- Restrictive intervention
- Alleged, witnessed or suspected abuse or mistreatment
- Error or omission
- Serious complaint
- Disturbance, service disruption, emergency situation or disaster

Person responsible: means an adult present during the occurrence who knows the person, and who is an employee, a foster parent, a volunteer, or a family member or friend who is responsible for the person at the time of the occurrence.

Annex

A - [Serious Occurrence Reporting Guidelines, 2019](#)

References

- *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*
- *Child, Youth and Family Services Act, 2017*
- *Ombudsman Act*
- *Serious Occurrence Reporting Guidelines, 2019 of the Ministry of Children, Community and Social Services*
- *S-109 Rules and Requirements for Reporting and Investigating the Death of a Child*
- *A-203 Situations à communiquer au directeur général*