

## Applicable to: EarlyON Child and Family Centres

### Title: Serious Occurrence Requirements of EarlyON Providers Protocol

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#### Protocol for serious occurrences

##### Immediately following the serious occurrence

###### Action Required by EarlyON provider:

1. Address health and safety of client(s).
2. Follow agency protocol, such as duty to notify all parties.
3. Report to Children's Aid Society, as required by section 72, Duty to Report, of the Child and Family Services Act, as appropriate.
4. Notify all other applicable parties, as required, including Peel Region.

**Peel Region's (Peel) response:** (Not applicable)

##### Within 24 hours of the serious occurrence

###### Action required by EarlyON provider:

Contact Peel directly at (905) 791-1585, ext. 3038 or 7236\* **only if** the EarlyON Centre needs to report an emergency serious occurrence immediately, or is unclear whether an incident meets the serious occurrence criteria.

1. Complete Part 1 (Section 1A, Section 1B and Section 1C) of Peel Region's **EarlyON Centre's Serious Occurrence Report (SOR) form**.
2. Submit completed SOR form via email at: [EarlyON@peelregion.ca](mailto:EarlyON@peelregion.ca).

\* Extensions may be used during and outside of regular business hours (Mon to Fri, 8:30 am - 4:30 pm)

###### Peel Response:

Peel Region staff:

1. Reports the serious occurrence to the Ministry of Education within 24 hours of receiving the SOR form from the EarlyON provider if there is a high potential for public criticism of the Ministry of Education and/or the event may lead to the media asking questions.

2. Acknowledges receipt of SOR to the EarlyON provider within 48 hours.
3. Identifies any follow up or additional action required from EarlyON provider in Part 1 – completes Section 1D of SOR form and returns SOR form to EarlyON provider.
4. If the EarlyON provider makes telephone contact, provide direction or action as required based on the occurrence and the completion of the form.

## **Within seven days of the Serious Occurrence**

### **Action Required by EarlyON Provider:**

1. Complete Part 2 (Section 2A and Section 2B) of the original SOR form previously submitted.
2. Submit the SOR form to Peel via email at: [EarlyON@peelregion.ca](mailto:EarlyON@peelregion.ca).
3. If the serious occurrence incident has been fully resolved, no further action is required and the SOR is closed.

NOTE: If the serious occurrence incident has not been resolved and requires further follow up or action, proceed to the “when serious occurrence is resolved” section below.

### **Peel Response:**

1. Ensure SOR is complete and has and has been signed by the EarlyON provider.
2. Complete Section 2C of the original SOR form and return the SOR to the EarlyON provider.
3. Review actions taken, if applicable, and work with EarlyON provider to make changes to ensure ongoing health, safety, well-being is addressed.

## **When Serious Occurrence is resolved (for those not resolved within seven days)**

### **Action Required by EarlyON Provider:**

1. Complete Part 3 (Section 3A) of the original SOR form previously submitted once the serious occurrence incident has been resolved.
2. Once the SOR form has been returned by Peel, the SOR is resolved and considered complete.

### **Peel Response:**

1. Ensure SOR is complete and has been signed by the EarlyON provider.
2. Complete Section 3B of the original SOR form and return the SOR to the EarlyON

- provider.
3. Review actions taken, if applicable, and work with EarlyON provider to make changes to address ongoing health, safety, well-being.
  4. SOR is resolved and considered complete.

## Annually

### Action Required by EarlyON Provider:

If EarlyON provider receives an Annual Serious Occurrence Summary Report from Peel, the EarlyON provider must review the report and act on the requirements identified.

### Peel Response:

At their discretion, Peel will create an Annual Serious Occurrence Summary Report for internal use and contact EarlyON providers when further action is required.