

 FAMILY DAY	POLICY TITLE	CATEGORY
	Serious Occurrence Reporting – Child Care Centres, Before & After School Programs, and EarlyON	Programs
	APPROVING BODY OR POSITION	APPROVAL DATE
	Director, Programs	August 2025
	PRIMARY LEGISLATION / REGULATION REFERENCE(S)	
	Child Care and Early Years Act, 2014 (CCEYA)	

POLICY

Family Day Care Services delivers services that are funded and licensed by the Ministry of Education (Ministry) and therefore are accountable to the Ministry to demonstrate that our service delivery is consistent with relevant legislation, regulations and ministry policy. The reporting of serious occurrences as defined by the Ministry is one component of this accountability relationship.

Purpose

Serious occurrence reporting provides the Ministry and Family Day with an effective means of monitoring the appropriateness and quality of our service delivery. Family Day is responsible for ensuring that Program Managers, Supervisors, Designate/Back Up Supervisors Educators, Home Child Care Coordinators and Contracted Caregivers can identify a serious occurrence, the immediate response procedures to an incident that is a serious occurrence and the expected steps in reporting a serious occurrence including the identification and reporting of an enhanced serious occurrence.

Scope

This policy applies to all Family Day staff, contracted caregivers, students, and volunteers that work directly with children.

Serious Occurrence Definition

- 1) Any death of a child who is enrolled at a child care centre or Home child care.
- 2) Allegations of abuse and/or neglect of a child while in attendance at a child care centre or Home child care.
- 3) A life-threatening injury or illness of a child that is enrolled at a child care centre or home care.
- 4) Missing or unsupervised child(ren) while in attendance at a child care centre or home child care or
- 5) Any incident and/or any other unplanned disruption of service that poses a risk to the health, safety, and well-being of the children.

Child Care and Home Care Reporting Procedure

When an incident has been determined to be a serious occurrence, as defined by the above definition, it must be reported to the Ministry. A Serious Occurrence Report must be submitted within 24 hours to the Ministry of Education, using the online Child Care Licensing System (CCLS). The 24-hour window to report a serious occurrence starts when the Licensee, Supervisor, Designate/Back Up Supervisor or Home Child Care Coordinator becomes aware of the incident.

When the Licensee, Supervisor, Designate/Back Up Supervisor, Home Child Care Co-Ordinator becomes aware of the incident they must notify the Program Manager or Back Up Program Manager

The Program Manager will then notify the Director of Programs or Designate, who will then inform the CEO.

When emergency services (i.e. police, fire and/or ambulance) are used in response to an incident and/or the incident is likely to result in public or media attention, a Family Day Program Manager will be informed immediately. The child shall be provided with immediate medical attention as appropriate.

Appropriate steps shall be taken to address any continuing risks to other participants' health and safety.

The Program Manager will ensure that the local coroner is notified immediately in all cases involving death regardless of location or circumstances.

The staff or any other person witnessing or having knowledge of the occurrence shall report the matter to the Program Manager, Back Up Program Manager, Supervisor and/or Designate, or Home Child Care Coordinator who will be responsible for conducting the serious occurrence inquiry.

The Program Manager, Supervisor, Back-Up Supervisor or Home Child Care Coordinator shall immediately begin to draft the Serious Occurrence Report on the Child Care Licensing system, gather information regarding the actual or alleged occurrences(s).

All persons having knowledge of the occurrence should be asked to remain on the premises until the Program Manager, Supervisor and/or Designate Supervisor Home Child Care Coordinator has interviewed them or indicated that there is no need for their involvement at that point.

If based on this draft report, there is reason to suspect that abuse / neglect is involved, you are legally obligated to report this incident to a Children's Aid Society (CAS) and follow the policy & procedures for Reporting Suspected Abuse / Neglect in addition to the serious occurrence reporting procedures.

A Serious Occurrence Report must be submitted within 24 hours to the Ministry of Education, using the online Child Care Licensing System. The 24-hour window to report a serious occurrence starts when the licensee or delegate, or supervisor becomes aware of the incident.

The serious occurrence will be documented in the child care centre's or home child care's daily logbook. This information will be high level, succinct and maintain the confidentiality of child(ren) and staff involved. It must not include personal information such as names, age, date of birth, room, or age group of care.

Situations that could escalate/involve the media, Critical Serious Occurrence

Where a serious occurrence involves one of the following:

- 1) A child has died
- 2) A child is missing and the whereabouts are unknown.
- 3) There has been media attention.
- 4) Police are conducting an investigation

The report will be forwarded from CCLS to the Program Advisor (PA), Compliance Manager, Manager of Children's Services, the City District Director and City Consultant. In the event that Family Day cannot access the CCLS system within the required time period, Family Day shall inform their assigned Program Advisor directly by telephone or by email.

In a situation that could potentially escalate to involve the media, Family Day will ensure that the Ministry is kept updated with any changes to the situation.

Notification Report Posting

Child Care Centres and Private Homes must complete and post a Serious Occurrence Notification Form using the Child Care Licensing System immediately after a Serious Occurrence.

This form must be posted within 24 hours of becoming aware of the occurrence, in a visible/accessible location in the front area of the child care centre or private home day care setting.

This Serious Occurrence Notification Form will be posted for ten (10) business days.

Any changes to initial information posted require a revision to the Serious Occurrence Notification Form. This new information will be posted for an additional ten (10) business days.

This information will be high level, succinct and maintain the confidentiality of child(ren) and staff involved.

It must not include personal information such as names, age, date of birth, room, or age group of care.

EarlyON Reporting Procedures

EarlyON Centres are unique in nature and have reporting variations in all regions. To ensure the safety and well-being of all participants, staff and Educators, any serious occurrence—defined as an incident that affects the health, safety, or well-being of an individual in an EarlyON program—must be managed and reported promptly. All Educators, students, and volunteers are required to follow the specific policies and procedures for handling such events. For detailed definitions, reporting protocols, and timelines, refer to and comply with the EarlyON Serious Occurrence/Incident guidelines issued by the region of Peel, Toronto, or York.

Peel Whole Document:

<https://peelregion.ca/sites/default/files/2024-04/serious-occurrence-requirements-earlyon-providers.pdf>

Toronto Page 16 and 17 - Serious Occurrence Reporting:

<https://www.toronto.ca/wp-content/uploads/2024/09/8f1a-2025earlyonoperatingandbusinessguidelines.pdf>

York 2025 EarlyON Funding Guidelines, page 35 - 36 Serious Incidents:

<https://www.york.ca/support/childrens-services/earlyon-child-and-family-centres>

Policy Review

All Family Day staff, contracted Caregivers, students, and volunteers, review the Serious Occurrence Reporting Policy at the time of hiring and annually thereafter.