

Madawaska Valley

Association For

Community Living

**POLICY: SERIOUS OCCURRENCE REPORTING**

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**CATEGORY: SERVICE DELIVERY**

Policy Statement:

All Serious Occurrences will be reported to the Ministry of Children, Community and Social Services, (MCCSS).

Timelines for submitting Serious Occurrence Reports

Based on the type of incident, a Serious Occurrence is designated as either a **Level 1** or a **Level 2.** The level indicates the timeframe in which the Serious Occurrence must be reported to MCCSS.

Level 1

Submit the Serious Occurrence Report **within 1 hour** of becoming aware of the Serious Occurrence or deeming the incident to be a Serious Occurrence.

Level 2

Submit the Serious Occurrence Report as soon possible but **no later than 24 hours** after becoming aware of the Serious Occurrence or deeming the incident to be a Serious Occurrence.

For Serious Occurrence Reports submitted outside of the reporting timelines specified in the Guidelines, MVACL will be required to explain within the Serious Occurrence Report why the submission was late.

Category Specific Reporting Requirements

1. Death:

**Report a death when:**

* A Person Supported has died

All deaths are **Level 1** and must be reported **within 1 hour** of MVACL becoming aware of the death.

1. Serious Injury:

**Report a serious injury when:**

* A Person Supported incurs a serious injury which requires unscheduled medical attention from a regulated health professional and/or unplanned hospitalization.

Level 1 (need to submit within 1 hour):

* A life-threatening serious injury
* A serious injury caused by MVACL
* A serious injury requiring emergency medical services
* A serious injury that has resulted in media attention or is expected to result in media attention in the future

Level 2 (within 24 hours):

* All other serious injuries

1. Serious Illness:

**Report a serious illness when:**

* A Person Supported incurs a serious illness, or has an existing serious illness, which requires unscheduled medical attention from a regulated health professional and/or unplanned hospitalization.

Level 1 (need to submit within 1 hour):

* A life-threatening serious illness
* A serious illness requiring emergency medical attention
* A serious illness that has resulted in media attention or is expected to result in media attention in the future

Level 2 (within 24 hours):

* All other serious illnesses

1. Serious Individual Action:

**Report a serious individual action when:**

* Suicidal behaviour; a Person Supported attempts suicide, utters a suicidal threat of a serious nature or placed on a suicide watch.
* Assault; a Person Supported is assaulted or is accused of assaulting someone else
* Inappropriate/unauthorized use of information technology; a Person Supported uses IT in a manner that has or could result in criminal charges or could be a threat to public safety
* Unusual, suspicious, or unauthorized absence; a Person Supported goes missing
* New charges; a Person Supported incurs criminal charges
* Relinquishment of care/threat of relinquishment of care: the family/primary caregiver of an adult with a developmental disability receiving a service relinquishes care of the individual, or threatens to relinquish care, or another individual (for example a staff, volunteer, etc.) suspects that relinquishment of care may occur
* Other: (specify)

Level 1 (need to submit within 1 hour):

* Suicidal behaviour where there is a threat to the health and safety of a Person Supported, there is an immediate risk of harm to Person Supported or it has resulted in media attention
* Assault that results in serious injury to the Person Supported, MVACL Staff or when the assault results in media attention
* Inappropriate/unauthorized use of IT when it results or could result in criminal charges, threaten public safety, is tied to human trafficking, or when the use results in media attention
* Unusual, suspicious or unauthorized absence that poses a serious concern about the Person Supported safety, public safety or when it has caused media attention
* A Person Supported incurs new serious charges that represent a significant individual or public safety concern, or when the new charges have resulted in media attention
* Relinquishment of care or threat of relinquishment of care by a family member that has been fulfilled or when it has resulted in media attention
* Other serious actions by a Person Supported that may result in a threat to the health and safety of the person or when media attention may occur.

Level 2 (within 24 hours):

* All other serious individual actions

1. Restrictive Intervention:

**Report a restrictive intervention when:**

* A physical restraint is used on a Person Supported

Level 1 (need to submit within 1 hour):

* A restrictive intervention that has resulted in physical impairment/injury and or emotional harm to the Person Supported
* When medical attention is required as a result of the restrictive intervention
* When the restrictive intervention has contravened MCCSS legislation, performed by an authorized person or when it has resulted in media attention

Level 2 (within 24 hours):

* All other restrictive interventions

1. Abuse or Mistreatment:

**Report abuse or mistreatment when:**

* The abuse or mistreatment of a Person Supported is witnessed, alleged, or suspected and has occurred or is alleged or suspected to have occurred
* There are new allegations of historical abuse of a Person Supported
* The abuse or mistreatment is perpetrated by a Person Supported is witnessed, alleged or suspected and has occurred or is alleged or suspected to have occurred

Level 1 (need to submit within 1 hour):

* Witnessed, alleged, suspected abuse or mistreatment where there an immediate threat to the health, safety and well-being of a Person Supported
* Witnessed, alleged, suspected abuse or mistreatment where a current MVACL staff is implicated in the abuse or mistreatment
* Witnessed, alleged, suspected abuse or mistreatment where there have been threats of human trafficking
* Witnessed, alleged, suspected abuse or mistreatment that has resulted or is suspected to result in media attention

Level 2 (within 24 hours):

* All other alleged, witnessed or suspected abuse or mistreatments

1. Error or Omission:

**Report error or omission when:**

* A medication error may result in risk of harm to Person Supported
* Breach or potential breach of privacy and/or confidentiality: the personal information of a Person Supported, or a Person Supported in the past, has been collected, retained, used, disclosed, stolen, lost or disposed of in ways that do not comply with Ontario’s Privacy laws or MCCSS/MVACL policy, AND which results in serious harm or has the risk of resulting in serious harm to the Person Supported

Both above will qualify as **Level 1.** These will have to be reported **within 1 hour** of becoming aware of the incident.

1. Serious Complaint:

**Report a serious complaint when:**

* A complaint is made by or on behalf of a Person Supported, regarding the alleged violation of their rights, including their privacy rights
* A complaint is made about the operational, physical or safety standards of MVACL by a Person Supported, Person Supported’s parents, neighbours, community members, volunteers
* A complaint is made by or about a Person Supported that MVACL considers to be of a serious nature

Level 1 (need to submit within 1 hour):

* A serious complaint where a Staff Member or Director has been charged or arrested for a crime that may affect or has affected a Person Supported
* A serious complaint that has resulted in or is expected to result in media attention

Level 2 (within 24 hours):

* All other serious complaints

**The reporting procedure is as follows:**

1. MVACL Staff Member observes or becomes aware of and identifies a serious incident. Staff Member will ensure that there is no immediate risk to Persons Supported. Attend to First Aid and or calling 911 to ensure the safety of all involved.
2. MVACL Staff Member reports the incident as soon as possible to a Manager.
3. Manager will notify the Executive Director.
4. Manager will conduct a preliminary inquiry. Note: In some cases, particularly those involving alleged abuse of a Person Supported and other criminal offenses, police will be notified. All people who have knowledge of the incident should remain at the worksite until a Manager excuses them.
5. All Staff Members involved will complete an Incident Report prior to leaving the shift on which the incident occurred.
6. The Manager will decide whether staff involved should be suspended pending an investigation.
7. Give the report to the Executive Director as soon as possible. (Manager)
8. Review report and notify the Board of Directors (Executive Director)
9. Manager will file Serious Occurrence Reports to MCCSS as per the guidelines. The most current copy of the guidelines can be found on File Share – Forms – Serious Occurrence Forms – Serious Occurrence Reporting – MCCSS SO Reporting Guidelines.
10. The Manager, with the Person Supported’s consent, will notify the individual’s parent/guardian or a significant other. If the Person Supported is unable to provide consent, the Manager will contact the parent/guardian.