

Manitoulin-Sudbury District Services Board POLICY & PROCEDURES MANUAL	
Section: F. Children’s Services	Effective Date: April 1, 2021
Topic: 7. Operator Requirements	Replaces: January 1, 2010
Subject: 7.2. Serious Occurrence	
Policy No. F.7.2.	Page 1 of 2

POLICY

Licensed Service Providers are responsible for ensuring that the services are provided in ways which promote the health, safety, and welfare of the clients being served. **In the event that a serious occurrence takes place, the licenced service provider will follow all procedures required by the Ministry of Education.**

It is expected that in the vast majority of occurrences, the information submitted by the Service Provider will result in the decision that no further action is required **by the Manitoulin-Sudbury DSB**. Where it is decided that a Manitoulin-Sudbury DSB review is to be conducted, it will be undertaken with a view of supporting the Service Provider in meeting the legislation and established expectations.

PROCEDURE

Reporting Procedure:

When a serious occurrence is reported in the Child Care Licensing System (CCLS) by a licenced service provider, the Manitoulin-Sudbury DSB will be automatically copied on the serious occurrence and will receive a notification from CCLS.

The Children’s Program Supervisor will review the serious occurrence and provide an update to the Director of Integrated Social Services.

Should follow be required, the Children’s Program Supervisor will contact the licenced service provider and the appropriate action will be determined in alignment with MEDU expectations.

Where recommendations for further action have been agreed to the Service Provider will submit an implementation plan to the Manitoulin-Sudbury DSB. The Board/Owner and the Manitoulin-Sudbury DSB will sign off on the plan once the follow-up issues have been resolved.

Co-ordination with MEDU

The lead responsibility for investigation rests with MEDU for licensed sites and with the Manitoulin-Sudbury DSB for **EarlyON Child and Family** Centres.

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Annual Summary

An annual Summary and Analysis of all serious occurrences is **available in CCLS and should be reviewed by the Manitoulin-Sudbury DSB to determine if any trends exist that may require further training, support or policy modifications.**