



Summary of Serious Occurrence Reporting Requirements by Category

Report a Serious Occurrence Report when:

A. Death:

- The death of an individual occurs while receiving a service
- A child dies, and the child, or their family, received services from a society at any time in the 12 months prior to the child's death

B. Serious injury:

- An individual receiving a service incurs a serious injury which requires unscheduled medical attention from a regulated health professional and/or unplanned hospitalization

C. Serious illness:

- An individual receiving a service incurs a serious illness, or has an existing serious illness, which requires unscheduled medical attention from a regulated health professional and/or unplanned hospitalization

D. Serious individual action:

- Suicidal behaviour: an individual receiving a service attempts suicide, utters a suicidal threat of a serious nature or utters a suicidal threat that results in the individual being placed on suicide watch
- Assault: an individual receiving a service is assaulted or is accused of assaulting someone (witnessed, alleged, or suspected)
- Contraband/safety risk: an individual receiving a service is suspected to be, or is discovered to be, in possession of a substance or object that: a) is prohibited by legislation or policies and procedures, b) has the potential to cause injury or death, and/or c) is deemed by the service provider to be a significant danger or concern

- Inappropriate/unauthorized use of information technology (IT): an individual receiving a service uses IT in an inappropriate and/or unauthorized way that: a) has or could result in criminal charges, and/or b) is or could be a threat to the health, safety or well-being of the individual, other individuals or the public
- Unusual, suspicious, or unauthorized individual absence: an individual receiving a service is discovered to be absent, and their absence is unauthorized, or the individual is missing/absent without permission
- New serious charges: an individual receiving a service incurs serious 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)

E. Restrictive intervention:

- Physical restraint:
 - A physical restraint is used on a child or young person who is receiving a service
 - A physical restraint is used on an adult with a developmental disability who is receiving a service to address a crisis situation, when positive interventions and attempts to de-escalate the situation have proven to be ineffective, where:
 - The adult is displaying challenging behaviour that places the person at immediate risk of harming themselves or others or causing property damage
 - The adult is displaying challenging behaviour that is new or more intense than behaviour that has been displayed in the past, and the person lacks a behaviour support plan that would address the behaviour, or the behaviour intervention strategies that are outlined in the person's behaviour support plan do not effectively address the challenging behaviour
 - The physical restraint results in injury to the adult who was restrained, and/or the staff person(s) who employed the use of the physical restraint, and/or anyone else in the vicinity where the physical restraint took place

- The physical restraint results in an allegation of abuse
- Mechanical restraint:
 - A mechanical restraint is used on a child or young person who is receiving a service, with the exception of a mechanical restraint used according to a plan of treatment or a plan for the use of a Personal Assistance Service Device (PASD).
 - A mechanical restraint is used on an adult with a developmental disability contrary to the individual's behaviour support plan, the provisions of Ontario Regulation 299 under the SIPDDA and/or the policy directives (2.0 – Supporting People with Challenging Behaviour) under the SIPDDA
- Secure de-escalation (or secure isolation/confinement time-out): an individual receiving a service is placed in a secure de-escalation (or secure isolation/confinement time-out) room

F. Abuse or mistreatment:

- Abuse or mistreatment of an individual receiving a service is witnessed, alleged, or suspected, and has occurred, or is alleged or suspected to have occurred, while the individual was receiving a service
- There are new allegations of historical abuse or mistreatment of a child, young person, or adult with developmental disabilities receiving a service
- Abuse or mistreatment perpetrated by an individual receiving a service is witnessed, alleged, or suspected, and has occurred, or is alleged or suspected to have occurred, while the individual was receiving a service

G. Error or omission:

- Medication error: there is a medication error involving the prescribing, transcribing, dispensing, administration and/or distribution of medication(s) to an individual receiving a service
- Improper detention or commitment:
 - A young person who is receiving a service is improperly detained in a Youth Justice custody/detention facility (i.e., contrary to a court order or contrary to the proper administration of applicable legislation)
 - A child who is receiving a service is improperly committed to a secure treatment program
- Improper release:

- A young person who is receiving a service is improperly released from a Youth Justice custody/detention facility (i.e., contrary to a court order or contrary to the proper administration of applicable legislation)
- A child who is receiving a service is improperly released from a secure treatment program
- Breach or potential breach of privacy and/or confidentiality: there is a breach, suspected breach or a potential breach of privacy and/or confidentiality, where the personal information of an individual who is receiving a service, or who has received a service 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/service provider policy, AND which results in serious harm or has the risk of resulting in serious harm to the individual and/or others, or is in contravention of the YCJA

H. Serious complaint:

- A complaint is made by or on behalf of an individual who is receiving a service regarding the alleged violation of their rights, including their privacy rights
- A complaint is made about the operational, physical or safety standards of the services received by an individual
- A complaint is made by or about an individual who is receiving a service that the service provider considers to be of a serious nature

I. Disturbance, service disruption, emergency situation or disaster:

- A disturbance, service disruption, emergency situation or disaster occurs on the service provider premises or, in the case of funded or licensed out of home/residential care, at the location where care is provided, or within close proximity of where the service is provided, and it interferes with the service provider or foster parent's ability to provide routine services