

SOR-RL

Summary of Serious Occurrence Reporting Timelines (Level) by Category

A. Death

Level ① (submit an SOR within 1 hour of becoming aware of the SO or deeming the incident to be an SO):

- All death SOs

Serious injury

Level ① (submit an SOR within 1 hour of becoming aware of the SO or deeming the incident to be an SO):

- A life-threatening serious injury
- A serious injury caused by a service provider
- 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 (submit an SOR as soon as possible but no later than 24 hours after becoming aware of the SO or deeming the incident to be an SO):

- All other serious injury SOs

Serious illness

Level ① (submit an SOR within 1 hour of becoming aware of the SO or deeming the incident to be an SO):

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

Level ② (submit an SOR as soon as possible but no later than 24 hours after becoming aware of the SO or deeming the incident to be an SO):

- All other serious illness SOs

Serious individual action

Level ① (submit an SOR within 1 hour of becoming aware of the SO or deeming the incident to be an SO):

- Suicidal Behaviour:
 - Suicidal behaviour where there is a threat to the health and safety of the individual
 - Suicidal behaviour where there is an immediate risk of harm to the individual
 - Suicidal behaviour that has resulted in media attention or is expected to result in media attention in the future
- Assault:
 - An assault that results in serious injury to the individual
 - An assault that results in serious injury to the service provider staff
 - An assault that has resulted in media attention or is expected to result in media attention in the future
- Contraband/safety risk:
 - Found/suspected contraband that has the potential to cause injury, death, or a significant safety risk
 - Found/suspected contraband that assists with an escape, or has potential to assist with an escape, from a Youth Justice custody/detention facility or secure treatment program
 - Found/suspected contraband that is being actively investigated by the police and/or MCCSS
 - Found/suspected contraband that results in the use of lockdown/searches
 - Found/suspected contraband that has resulted in media attention or is expected to result in media attention in the future
- Inappropriate/unauthorized use of information technology:
 - Information technology/social media use that results in or could result in criminal charges
 - Information technology/social media use that threatens or could threaten public safety

- Information technology/social media use that is tied to engagement in prostitution or human trafficking
- Information technology/social media use that has resulted in media attention or is expected to result in media attention in the future
- Unusual, suspicious, or unauthorized individual absence:
 - An absence that poses a serious concern about the individual's immediate safety
 - An absence that poses a serious public safety concern
 - An absence that has resulted in media attention or is expected to result in media attention in the future
- New serious charges:
 - New serious charges that represent a significant individual or public safety concern
 - New serious charges that have resulted in media attention or is expected to result in media attention in the future
- Relinquishment of care/threat of relinquishment of care:
 - Relinquishment of care by family/primary caregiver(s) that has been fulfilled
 - Relinquishment/threat of relinquishment of care that has resulted in media attention or is expected to result in media attention in the future
- Other:
 - Other serious individual action where there is a threat to the health and safety of the individual
 - Other serious individual action where there is an immediate risk of harm to the individual
 - Other serious individual action that has resulted in media attention or is expected to result in media attention in the future

Level **2** (submit an SOR as soon as possible but no later than 24 hours after becoming aware of the SO or deeming the incident to be an SO):

- All other serious individual action SOs

Restrictive intervention

Level **1** (submit an SOR within 1 hour of becoming aware of the SO or deeming the incident to be an SO):

- A restrictive intervention that has resulted in physical impairment/injury and/or emotional harm of the individual
- A restrictive intervention that has resulted in treatment by a licensed health professional, requiring emergency medical intervention
- A restrictive intervention that has contravened MCCSS legislation, regulations and/or policy
- A restrictive intervention that was administered by an unauthorized person
- A restrictive intervention that has resulted in media attention or is expected to result in media attention in the future

Level ② (submit an SOR as soon as possible but no later than 24 hours after becoming aware of the SO or deeming the incident to be an SO):

- All other restrictive intervention SOs

Abuse or mistreatment

Level ① (submit an SOR within 1 hour of becoming aware of the SO or deeming the incident to be an SO):

- Witnessed/alleged/suspected abuse or mistreatment where there is an immediate threat to the health, safety, or well-being of the individual or others
- Witnessed/alleged/suspected abuse or mistreatment where a current service provider staff, or another person the service provider has working with the individual is implicated in the abuse or mistreatment
- Witnessed/alleged/suspected abuse or mistreatment where there have been threats or harassment from a human trafficker
- Witnessed/alleged/suspected abuse or mistreatment that has resulted in media attention or is expected to result in media attention in the future

Level ② (submit an SOR as soon as possible but no later than 24 hours after becoming aware of the SO or deeming the incident to be an SO):

- All other alleged, witnessed, or suspected abuse or mistreatment SOs

Error or omission

Level 1 (submit an SOR within 1 hour of becoming aware of the SO or deeming the incident to be an SO):

- Medication error:
 - A medication error that has or may result in physical or psychological impairment
 - A medication error that has or may threaten the individual's health or safety, requiring immediate medical attention
 - A medication error that has resulted in media attention or is expected to result in media attention in the future
- Improper detainment/commitment: all instances
- Improper release: all instances
- Breach/potential breach of privacy and/or confidentiality:
 - A breach or potential breach of privacy and/or confidentiality which causes serious harm or a risk of serious harm to the individual
 - A breach or potential breach of privacy and/or confidentiality that contravenes the YCJA
 - A breach or potential breach of privacy and/or confidentiality that has resulted in media attention or is expected to result in media attention in the future

Level 2 (submit an SOR as soon as possible but no later than 24 hours after becoming aware of the SO or deeming the incident to be an SO):

- All other error and omission SOs

Serious complaint

Level 1 (submit an SOR within 1 hour of becoming aware of the SO or deeming the incident to be an SO):

- A serious complaint where a staff member, director or owner has been charged or arrested for a crime that may affect or has affected an individual or individuals receiving a service
- A serious complaint that has resulted in media attention or is expected to result in media attention in the future

Level 2 (submit an SOR as soon as possible but no later than 24 hours after becoming aware of the SO or deeming the incident to be an SO):

- All other serious complaint SOs

Disturbance, service disruption, emergency situation or disaster

Level 1 (submit an SOR within 1 hour of becoming aware of the SO or deeming the incident to be an SO):

- A Continuity of Operations Plan (COOP) or business continuity plan was activated in response to an incident that threatened the health or safety of individuals or others
- The incident that is or was perceived to be a significant danger to or concern of the community
- There was/is a site evacuation because of the incident
- There was/is a site lockdown because of the incident
- Police intervention or assistance was/is required
- A Crisis Response Team (CRT) was activated or deployed
- The incident has resulted in media attention or is expected to result in media attention in the future

Level 2 (submit an SOR as soon as possible but no later than 24 hours after becoming aware of the SO or deeming the incident to be an SO):

- All other disturbance, service disruption, emergency situation or disaster SOs