

# Serious Occurrence Reporting

## Manual Serious Occurrence Report – Business Process

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### Purpose:

The Manual Serious Occurrence Report (Manual SOR) is to be used by Service Providers to submit a serious occurrence report (SOR) to the ministry when the Serious Occurrence Reporting-Residential Licensing (SOR-RL) online tool is temporarily offline, unavailable or inoperative. A Manual SOR must be submitted within the reporting timeframes as defined in the *Ministry of Children, Community and Social Services Serious Occurrence Guidelines (MCCSS SOR Guidelines)*. The Manual SOR can be used to report a new serious occurrence or to update an existing SOR.

Services providers must make reasonable efforts to inform their designated SOR Lead or SOR Coordinator when they become aware that the SOR-RL online tool is temporarily offline, unavailable or inoperative for use.

For more information about reporting a serious occurrence, Service Providers can refer to the *MCCSS SOR Guidelines* or contact their designated MCCSS corporate or regional office.

### Personal Information Disclaimer:

Full names or initials of individuals involved in the occurrence, including residents, clients, staff persons, guardians, or other individuals who would be identifiable through the inclusion of their personal information, should not be included in the Manual SOR Report. SOR-RL has built-in privacy and security safeguards that the Manual SOR does not. Once access to SOR-RL is restored, Service Providers will be asked to provide this information.

## Actions for Service Providers

### Reporting a New Occurrence

**Step 1:** Attend to the incident and individuals involved.

**Step 2:** Determine if the incident meets the definition of a Serious Occurrence (SO).

**Step 3:** Determine the category and sub-category for reporting, according to the *MCCSS SOR Guidelines*. A list of the Serious Occurrence categories and subcategories can also be found in Appendix A of this document.

**Step 4:** Determine the appropriate level of the SO. Refer to the *MCCSS SOR Guidelines* for guidance on determining whether the incident meets the definition of a Level 1 SOR. Every SO is designated as either a “Level 1” or a “Level 2” based on the circumstances and has an associated time frame in which the SO must be reported to MCCSS.

- **Level 1:** Immediately notify the ministry designate and submit an SOR within 1 hour of becoming aware of the SO or deeming the incident to be an SO.
- **Level 2:** Submit an SOR as soon as possible but no later than 24 hours of becoming aware of the SO or deeming the incident to be an SO.

**Step 5:** Complete the Manual SO report providing as much detail as possible in the specified data fields. For SORs submitted outside of the prescribed reporting timelines, Service Providers are required to provide a reason for the late submission within the Manual SOR.

**Please note:** Service Providers should be mindful of privacy and confidentiality when completing a Manual SOR and comply with applicable legislative and policy requirements.

**Step 6:** Provide the completed Manual SOR to the ministry SOR designate by phone, fax or by email. It is recommended that the subject line of any fax or email submission include details such as “Manual SOR” and the “Service Provider name”.

For sites providing multiple services in one location such as a YJ services and Non-YJ services, the YJ youth information will **only** be provided to the designated YJ SOR Coordinator or YJ SOR Lead. There will be two different reports to protect the identity and confidentiality of the YJ youth ensuring that only a limited number of people can access this information.

The applicable ministry SOR designate is listed below:

Region or Corporate Office: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

**Step 7:** When the ministry receives a Manual SOR, the designated SOR Coordinator will enter the SOR details into SOR-RL on behalf of the Service Provider, if it is possible to do so. The SOR Coordinator will ensure that all required party(s) such as the SOR Lead is notified.

If possible, a copy of the Manual SOR report and any updates will be uploaded by the SOR Coordinator as a supporting document under the “Further Details” section in SOR-RL.

The following files types can be uploaded as supporting documents:

- Graphics: gif, jpeg, png, pdf
- Documents: pdf, rtf, doc, docx, plain text
- Spreadsheets: xls, xlsx

If the SOR Coordinator is not able to enter the Manual SOR in SOR-RL, for example if SOR-RL is temporarily unavailable to the ministry, then the Service Provider will enter all the information into SOR-RL once it becomes available.

When the ministry and the Service Provider are unable to access SOR-RL, the Manual SOR is the only accessible source of information should be treated as an official SO Report. The ministry will manually record all recommendations and actions taken to address the serious occurrence and keep a record of the date and time of each interaction. The SOR Coordinator will upload the Manual SO report, any updates and all received documentation when SOR-RL becomes operative.

**Step 8:** Once the Service Provider can access SOR-RL, they will notify the SOR Coordinator and/or SOR Lead.

If the SOR Coordinator was able to enter the Manual SOR report details and upload a copy of the report to SOR-RL, a request to the SOR-RL User Support Centre will be made by the SOR Coordinator to re-assign the SOR back to the Service Provider so they can assume the role of SOR Initiator. The SOR Coordinator will ensure that the SOR Lead is also made aware of this change.

Upon receiving notification from the SOR Coordinator that the Manual SOR has been transferred back to the Service Provider, the Service Provider will verify that the information in SOR-RL is correct and that the Manual SOR report(s) has been uploaded into SOR-RL.

The Service Provider will be able to make corrections, add new information and upload the Manual SOR report and/or any other update(s) if needed. Further updates will continue in SOR-RL until the ministry determines that no further action is needed. In addition, the ministry may request updates at any time.

## Updating a Manual SOR Report (when applicable)

**Step 1:** If SOR-RL is offline, unavailable or inoperative when a SO update is required, or when new information becomes available, Service Providers must complete the Manual SOR to provide update(s) and submit the report to the appropriate ministry designate (see Step 6 above). The Service Provider must include as much detail as possible when providing an update using a Manual SOR. It is important to mark the checkbox indicating that the report is an update and include the SOR-RL Identification number if it is known.

**Please note:** Service Providers should be mindful of privacy and confidentiality when providing a Manual SOR update and comply with applicable legislative and policy requirements.

For agencies providing multiple services in one location such as a YJ services and non YJ services, the YJ youth information will only be provided to the designated YJ SOR Coordinator or YJ SOR lead. There will be two different reports generated to protect the identity and confidentiality of YJ youth ensuring that only a limited number of people can access this information.

When the ministry receives an update to a serious occurrence using a Manual SOR, the SOR Coordinator will make a request to the SOR-RL User Support Centre to re-assign the SOR so that the SOR Coordinator can assume the role of SOR Initiator. The SOR Coordinator will ensure that the SOR Ministry Lead is also made aware of this change.

When possible, a copy of the Manual SOR update(s) will be uploaded by the SOR Coordinator as a supporting document under the “Further Details” section in SOR-RL.

The following file types can be uploaded as supporting documents:

- Graphics: gif, jpeg, png, pdf
- Documents: pdf, rtf, doc, docx, plain text
- Spreadsheets: xls, xlsx

If the SOR Coordinator is not able to enter the Manual SO updates to SOR-RL, then the Service Provider will enter all the information into SOR-RL once it becomes available.

When the ministry and the Service Provider are unable to access SOR-RL, the update provided using a Manual SOR becomes the only source of accessible information and is the official SO Report. The ministry will manually record all recommendations and actions taken to address the serious occurrence including any updates and will record the date and time of each interaction. The SOR Coordinator will upload all Manual SO reports, updates and all received documentation when SOR-RL becomes operative.

**Step 2:** The Service Provider will inform the SOR Coordinator and/or SOR Lead when they have access to SOR-RL.

- a) If an update to a Manual SOR was uploaded and entered to SOR-RL by the SOR Coordinator, then a request to the SOR-RL User Support Centre will be made to re-assign the SOR back to the Service Provider so they can resume the role of SOR Initiator.

- b) The SOR Coordinator will notify the Service Provider and the SOR Lead that the SOR has been transferred back to the Service Provider.
- c) The Service Provider will verify that the information in SOR-RL is correct and that the Manual SOR update report(s) has been uploaded into SOR-RL.
- d) The Service Provider will enter any additions, corrections, and updates in SOR-RL and upload the Manual SOR report if needed.

**Step 3:** Until the SOR Lead deems that no further action is required from the Service Provider, Service Providers are required to provide updates in SOR-RL as new information becomes available and no later than 7 business days after submitting the initial SOR. In addition, the ministry may request updates at any time.

## Actions for MCCSS Regional/Corporate Staff

### Receiving a New Manual SOR

**Step 1:** Receive a Manual SOR from the Service Provider. The SOR Coordinator may need to take steps to receive and record the information by phone.

**Step 2:** Review the Manual SOR.

**Step 3:** Triage the Manual SOR information, as needed.

**Step 4:** Contact the Service Provider to seek clarity regarding any information submitted.

**Step 5:** When possible, the SOR Coordinator will create a new SOR in SOR-RL on behalf of the Service Provider and enter all information provided on the Manual SOR.

To create a new SOR in SOR-RL on behalf of the Service Provider, the SOR Coordinator will log in as an SOR Initiator, select the Service Provider site, create a new SOR, and enter the detailed information provided by the Service Provider.

- a) The SOR Coordinator can reach out to the Service Provider (in a secure manner) to obtain more information such as the name of individual(s) and enter it in SOR-RL if it is needed. If it is not needed or it can not be obtained, the SOR Coordinator will put a placeholder such as “XX XX” instead of the first and last name and continue to enter the rest of the information. If the age of the individual(s) has not been provided, enter the approximate age. This information can be updated to reflect the correct information later.
- b) Information will be updated in SOR-RL by the SOR Coordinator when additional information from the Service Provider is received, such as an updated Manual SOR.
- c) As the Manual SOR information is entered and saved in SOR-RL the system, automatic notifications will be sent to the required party(s) as identified by the Service Provider and to the SOR Lead.
- d) The Manual SOR and any updates received by the SOR Coordinator will be uploaded as a supporting document under the “Further Details” section in SOR-RL. The following file types can be uploaded as supporting documents:
  - Graphics: gif, jpeg, png, pdf
  - Documents: pdf, rtf, doc, docx, plain text
  - Spreadsheets: xls, xlsx

If the SOR Coordinator is not able to enter the Manual SOR to SOR-RL, then the Service Provider will enter all the information into SOR-RL once it becomes available.

In addition, while SOR-RL is unavailable to the ministry and to the Service Provider, the Manual SOR becomes the official SO Report and the only accessible source of information. The ministry will manually record all recommendations and actions taken to address the serious occurrence including any updates keeping a record of the date and time of each interaction. The SOR

Coordinator will upload all Manual SO reports, updates and all received documentation when SOR-RL becomes operative.

**Step 6:** The Service Provider will inform the SOR Coordinator or the SOR Lead when they have access to SOR-RL. The SOR Lead will inform the SOR Coordinator upon learning that SOR-RL access has been restored.

- a) If the Manual SOR report(s) was entered to SOR-RL, then a JIRA ticket request to the SOR-RL User Support Centre will be made to assign the SOR to the Service Provider so they can assume the role of SOR Initiator.
- b) The SOR Coordinator will notify the Service Provider and the SOR Lead that the Manual SOR has been transferred back to the Service Provider and provide the SOR Identification Number.
- c) The Service Provider will verify that the information in SOR-RL is correct and confirm that the Manual SOR Update report(s) has been uploaded into SOR-RL.
- d) The Service Provider will enter any additions, corrections, and updates in SOR-RL including uploading the Manual SOR report if needed.

Until the SOR Lead deems that no further action is required, Service Providers are required to provide updates in SOR-RL as new information becomes available and no later than 7 business days after submitting the initial SOR. In addition, the ministry may request updates at any time.

**Step 7:** Determine when no further action is required. The SOR Lead will review each SOR to determine when no further action is required from the Service Provider. This includes checking that the Service Provider:

- filled out all required fields;
- made all required notifications;
- has undertaken all requests for further action or follow-up; and
- met all SO requirements.

In some instances, this task may be completed by the SOR Coordinator as processes may vary by region or corporate office.

**Step 8:** The SOR Lead and/or SOR Coordinator monitors to ensure the Manual SOR is entered to SOR-RL once available, and that all information provided is complete. The SOR Lead and/or SOR Coordinator verifies that the Manual SOR document(s) (including updates) have been uploaded as a supporting document in SOR-RL.

In SOR-RL, the SOR Lead and/or SOR Coordinator selects when the SOR no longer requires any further information, according to local business processes.

## **Receiving Updates on a Manual SOR**

**Step 1:** Receive the Manual SO update(s) from the Service Provider. The SOR Coordinator may need to take steps to receive and record the information by phone.

**Step 2:** Review the Manual SO update(s).

**Step 3:** Triage the Manual SO update information, as needed.

**Step 4:** Contact the Service Provider to seek clarity regarding any information submitted including the SOR Identification Number if it was not provided and is available.

**Step 5:** When the ministry receives a Manual SOR update, the SOR Coordinator will make a JIRA ticket request to the SOR-RL User Support Centre to assign the SOR to the ministry, so the SOR Coordinator can assume the role of SOR Initiator.

If possible, the SOR Coordinator will update the SOR in SOR-RL on behalf of the Service Provider and enter all new information provided.

- a) The SOR Coordinator will log in as the SOR Initiator and select the Service Provider site and select the corresponding SOR provided by the Service Provider.
- b) The SOR Coordinator can reach out to the Service Provider to get more information (in a secure manner) if needed and use placeholders such as “XX XX” if information is not known.
- c) Information will continue to be updated in SOR-RL by the SOR Coordinator as it is received.
- d) As the Manual SOR information is entered and saved in SOR-RL the system, automatic notifications will be sent to the required party(s) as identified by the Service Provider.
- e) The Manual SO update(s) received by the SOR Coordinator will be uploaded as a supporting document under the “Further Details” section in SOR-RL. The following files types can be uploaded as supporting documents:
  - Graphics: gif, jpeg, png, pdf
  - Documents: pdf, rtf, doc, docx, plain text
  - Spreadsheets: xls, xlsx

When the SOR Coordinator is unable to enter the Manual SOR update to SOR-RL, the Service Provider will enter all the information into SOR-RL once SOR-RL becomes available.

While SOR-RL is unavailable to the ministry, the SOR Coordinator will take necessary steps to share Manual SO information with all required party(s), such as the SOR Lead, in an alternative manner such as by phone or in person.

In addition, while SOR-RL is unavailable to the ministry and to the Service Provider, the Manual SOR update is the only accessible source of information and becomes the official SO Report. The ministry will manually record all recommendations and actions taken to address the serious occurrence including updates and keep a record of the date and time of each interaction. The SOR Coordinator will upload all Manual SO reports, updates, and all documentation when SOR-RL becomes operative.

**Step 6:** The Service Provider will inform the SOR Coordinator or the SOR Lead when they have access to SOR-RL. The SOR Lead will inform the SOR Coordinator upon learning that SOR-RL access has been restored.

If the Manual SO update(s) was uploaded and entered by the SOR Coordinator to SOR-RL, a JIRA ticket request to the SOR-RL User Support Centre will be made to re-assign the SOR back to the Service Provider so they can assume the role of SOR Initiator.

- a) The SOR Coordinator will notify the Service Provider and the SOR Lead that the serious occurrence has been transferred back to the Service Provider and provide the SOR Identification Number.
- b) The Service Provider will verify that the information entered in SOR-RL is correct and that the Manual SOR update(s) and all received documentation has been uploaded into SOR-RL as a supporting document.
- c) The Service Provider will enter any additions, corrections, and updates in SOR-RL and upload the Manual SOR update if needed.

Until the SOR Lead deems that no further action is required, Service Providers are required to provide updates in SOR-RL as new information becomes available and no later than 7 business days after submitting the initial SOR. In addition, the ministry may request updates at any time.

**Step 7:** Determine when no further action is required. The SOR Lead will review each SOR to determine when no further action is required from the Service Provider. This includes checking that the Service Provider:

- Filled out all required fields;
- Made all required notifications;
- Has undertaken all requests for further action or follow-up; and
- Met all SO requirements.

In some instances, this may be completed by the SOR Coordinator as processes may vary by region or corporate office.

**Step 8:** SOR Lead and/or SOR Coordinator monitors to ensure the Manual SOR is entered to SOR-RL once available, all information provided is complete and that the Manual SOR document(s) (including updates) have been uploaded as a supporting document in SOR-RL.

In SOR-RL, the SOR Lead and/or SOR Coordinator selects when the SOR no longer requires any further information according to local business processes.

## Glossary of Terms

These common terms are used within the Manual SOR template.

### **Legal Guardian Status:**

- Child in extended society care
- Interim society care
- Temporary Care Agreement
- Continued Care and Support for Youth
- Customary Care
- In Parental/Guardian(s) Care
- Legally independent adult
- Office of the Public Guardian and Trustee
- Other (Please specify)

**Ministry Contact or Designate:** Depending on the program or service type, a designated ministry contact will be assigned by region, corporate office and/or by program service.

**Supporting Documents-** Any supporting documentation that the Service Provider or the ministry deems necessary to support the review of the SOR. Examples of a supporting document (but not limited to) are the Manual Serious Occurrence report, media or news report or a corresponding incident report.

**SOR Coordinator-** The ministry staff who has system administrative tasks of maintaining SOR Lead portfolios. Other roles include:

- Monitor SOR submissions for backlog of ministry review / actions
- Assigns submitted SORs
- Manual entry of faxed SORs (non-YJSD) into SOR-RL on behalf of service provider
- For YJ Services-YJSD Centralized Coordinator or the YJSD Centralized Support has the same role

**SOR Initiator-** The ministry staff or the service provider responsible to enter the serious occurrence in SOR-RL.

**SOR Lead-** The ministry person who is assigned and is the responsible staff for reviewing and performing follow-up with service providers on SORs. Other roles include:

- Upload contentious issue reports, any documentation to SOR-RL
- Redaction of information
- For YJ Services-YJSD Centralized Coordinator or the YJSD Centralized Support has this role.

### **Youth Justice YP Identifying Factors:**

- Open Custody
- Open Detention
- Secure Custody
- Secure Detention
- Probation
- Probation Detention
- Extrajudicial Sanctions
- Extrajudicial Measures
- Community Programs



## Appendix A: Serious Occurrence Categories and Subcategories

Categories	Subcategories
Death	<ul style="list-style-type: none"> <li>• Suicide</li> <li>• Violence/homicide</li> <li>• Accidental                             <ul style="list-style-type: none"> <li>○ Choking, fall, falling object, fire, motor vehicle accident, poisoning (i.e. alcohol, etc.), or other (specify)</li> </ul> </li> <li>• Known illness or other natural cause</li> <li>• Unknown cause</li> </ul>
Serious injury	<ul style="list-style-type: none"> <li>• Accidental                             <ul style="list-style-type: none"> <li>○ Choking, fall, falling object, fire, motor vehicle accident, poisoning (i.e. alcohol, etc.), or other (specify)</li> </ul> </li> <li>• Aggressive behaviour</li> <li>• Self-harm</li> <li>• Unknown cause</li> <li>• During a physical restraint, mechanical restraint, or placement in a secure de-escalation room</li> <li>• Other (specify)</li> </ul>
Serious illness	<ul style="list-style-type: none"> <li>• Mental health</li> <li>• Communicable disease</li> <li>• Other disease, illness or infection</li> <li>• Unknown cause</li> </ul>
Serious individual action	<ul style="list-style-type: none"> <li>• Suicidal behaviour</li> <li>• Assaults</li> <li>• Contraband/safety risk</li> <li>• Inappropriate/unauthorized use of information technology (IT)</li> <li>• Unauthorized individual absence</li> <li>• New serious charges</li> <li>• Relinquishment of care/threat of relinquishment of care</li> <li>• Other (specify)</li> </ul>
Restrictive intervention	<ul style="list-style-type: none"> <li>• Physical restraint</li> <li>• Mechanical restraint</li> <li>• Secure de-escalation</li> </ul>
Abuse or mistreatment	<ul style="list-style-type: none"> <li>• Physical abuse</li> <li>• Emotional harm</li> <li>• Neglect</li> <li>• Exploitation</li> <li>• Sexual abuse</li> </ul>
Error or omission	<ul style="list-style-type: none"> <li>• Medication error</li> <li>• Improper detainment/commitment</li> <li>• Improper release</li> <li>• Breach or potential breach of privacy/confidentiality</li> </ul>
Serious complaint	<ul style="list-style-type: none"> <li>• Rights-based</li> <li>• Service-related</li> </ul>

Categories	Subcategories
	<ul style="list-style-type: none"> <li>• About an individual receiving a service</li> <li>• Other (specify)</li> </ul>
Disturbance, service disruption, emergency situation or disaster	<ul style="list-style-type: none"> <li>• Adverse water quality</li> <li>• Fire</li> <li>• Flood</li> <li>• Natural disaster</li> <li>• Power outage</li> <li>• Gas leak</li> <li>• Carbon monoxide</li> <li>• Abduction</li> <li>• Infectious outbreak (where public health officials are involved) including parasitic insect bites (lice, bed bugs, influenza, etc.)</li> <li>• Riot</li> <li>• Stand-off</li> <li>• Hostage taking</li> <li>• External threat</li> <li>• Other (specify)</li> </ul>

## Manual Serious Occurrence Report (Manual SOR)

### Section 1: Context

Please indicate the reason for submitting the Manual SOR to the ministry rather than reporting the Serious Occurrence through the SOR-RL online tool, including any actions taken.

- New SOR
- Update to existing Manual SOR
- Update to existing SOR submitted through SOR-RL (SO ID #, if known:            )

If submitted outside of the required reporting timelines, please indicate the reasons why:

#### 1a. Site Information

<b>Region:</b> <input type="checkbox"/> Central <input type="checkbox"/> East <input type="checkbox"/> North <input type="checkbox"/> Toronto <input type="checkbox"/> West <input type="checkbox"/> Youth Justice Directly Operated Facility <input type="checkbox"/> Probation Office
<b>Legal Name of Service Agency:</b>
<b>Program Site Name of the Service Agency:</b>
<b>Program Site Address Line 1:</b>
<b>Program Site Address Line 2:</b>
<b>TPR#</b> (Transfer Payment Recipient number from the service contract):
<b>Licence ID</b> (for licensed children’s residences and foster care programs):

#### 1b. Serious Occurrence Details

##### Level of SOR:

To determine SOR levels, refer to the *MCCSS Serious Occurrence Reporting Guidelines* for definitions and reporting requirements.

- Level 1 (report to Ministry within 1 hour)
- Level 2 (report to Ministry within 24 hours)

**Date and Time of Serious Occurrence:**

<b>Date</b> (yyyy/mm/dd):	
<b>Time</b> (hh:mm xm):	

**Date and Time of becoming aware of the SO/incident being deemed an SO:**

<b>Date</b> (yyyy/mm/dd):	
<b>Time</b> (hh:mm xm):	

**Date and Time of Notification (by phone or email) to Ministry (if applicable):**

<b>Date</b> (yyyy/mm/dd):	
<b>Time</b> (hh:mm xm):	
<b>Ministry contact:</b>	

## Section 2: Individuals Involved

Provide a numeric value for each involved individual and all related details. Attach additional pages as needed. Please refer to the *Manual SOR Business Process Glossary of Terms*.

Additional pages for Section 2 attached

Number of individuals involved in the occurrence

SO does not involve individuals (e.g. an SO relating to a site only)

<b>Individual(s)</b> (if applicable)  Provide each individual with a number (i.e. Individual #1, etc.). Do not include names or initials.	<b>Age</b> (do not include date of birth)	<b>Program at time of serious occurrence</b>	<b>Identifier</b> (if applicable) (ex. CPIN #, DSCIS #, YOTIS #)	<b>Legal Guardian Status</b> (include all that apply)	<b>Youth Justice YP Identifying Factors</b> (if applicable)	<b>Placing Agency</b> (if applicable)
Individual # (e.g. Individual #1)						
Individual #						
Individual #						

### Section 3: Serious Occurrence Categories

List each individual involved in the SO and identify all SO categories and subcategories applicable for each. Refer to the *MCCSS Serious Occurrence Reporting Guidelines*. Attach additional pages as needed.

Additional pages for Section 3 attached

SO does not involve individuals (e.g. an SO relating to a site only)

<b>Individual(s)</b> (if applicable)  Please include all individuals (with their corresponding number) from section 2	<b>SO Category(s) and Subcategory(ies)</b>  Please list all categories and subcategories applicable to the individual(s), according to the <i>MCCSS Serious Occurrence Reporting Guidelines, 2019</i> or <i>Manual SOR Business Process Appendix A</i> .
Individual #	
Individual #	
Individual #	

## Section 4: Current Condition and Notifications

Please indicate the current condition with respect to circumstances of each individual involved in the SO and all notifications made related to the individual. Attach additional pages as needed.

Additional pages for Section 4 attached

SO does not involve individuals (e.g. an SO relating to a site only)

<b>Individual(s)</b> (if applicable)  Please include all individuals (with their corresponding number) from section 2	<b>Current Condition of Individual</b>	<b>Notifications</b>  Please indicate all notifications made as a result of the serious occurrence.  Reporting requirements and notifications vary by SOR category. Please refer to the <i>MCCSS Serious Occurrence Reporting Guidelines</i> .
Individual #		
Individual #		
Individual #		

## **Section 5: Description, Updates, Further Details and Sign-Off**

### **Serious Occurrence Description and Further Details**

Refer to the *MCCSS SOR Guidelines* to determine the specific information required, including SOR Categories and subcategories, and the description for each type of SO, as these requirements vary depending on the SO category/subcategory.

Do not include full names or initials of individuals involved in the occurrence, including staff persons, guardians, or other individuals who would be identifiable through the inclusion of their personal information in this document. Please refer to individuals with non-identifying terms, such as parent, sibling, staff A, staff B, YSO #1, YSM, etc.

Minimum required information to include:

- What happened and where in chronological order
- Precipitating factors
- If incident involved an alleged criminal offence
- Current condition of the individual(s)
- Service Provider action; if applicable
- Any media attention

Additional pages for Section 5 attached (attach additional pages as needed)

SO has received, or is expected to receive, media attention (specify in the description below)

**5a. Description of serious occurrence** (see minimum requirements above)



**5b. Further action proposed by Service Provider:** (Include what steps you plan to take to respond to the serious occurrence and any follow up)

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**5c. Direction, if any, provided by Ministry:** Include any direction provided by the ministry including the ministry staff name and method of contact

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**5d. Supporting Documents, if any (Please list):**

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**Section 6: Sign-Off**

**Reported by:**

<b>Name:</b>
<b>Position:</b>
<b>Phone:</b>
<b>Email:</b>

**Approved by:**

<b>Name:</b>
<b>Position:</b>
<b>Phone:</b>
<b>Email:</b>