

Ministry of Children, Community and Social Services (MCCSS)

2019 Serious Occurrence Reporting (SOR) Guidelines

Summary of Level 1 and Level 2 Timeline Prompts by Category

2.3.1 Death

Level 1 - Immediately notify MCCSS and submit a SOR within 1 hour of becoming aware of the SO or deeming the incident to be a SO:

All death SOs.

2.3.2 Serious injury

Level 1 - Immediately notify MCCSS and submit a SOR within 1 hour of becoming aware of the SO or deeming the incident to be a SO:

- A life-threatening injury;
- An injury caused by a service provider; or
- An injury requiring emergency medical services.

Level 2 - Submit a SOR as soon as possible but no later than 24 hours of becoming aware of the SO or deeming the incident to be a SO:

All other serious injury SOs.

2.3.3 Serious illness

Level 1 - Immediately notify MCCSS and submit a SOR within 1 hour of becoming aware of the SO or deeming the incident to be a SO:

- A life-threatening illness; or
- An illness requiring emergency medical services.

Level 2 - Submit a SOR as soon as possible but no later than 24 hours of becoming aware of the SO or deeming the incident to be a SO:

All other serious illness SOs.

2.3.4 Serious individual action

Level 1 - Immediately notify MCCSS and submit a SOR within 1 hour of becoming aware of the SO or deeming the incident to be a SO:

Suicidal Behaviour: Threat to the health and safety of the individual or immediate risk of harm to the individual.

Alleged, witnessed or suspected assault: Any assault that results in serious injury to the individual or service provider staff.

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Contraband/safety risk: The contraband/safety risk:

- Has the potential to cause injury or death;
- Assists with an escape, or has potential to assist with an escape, from a youth justice custody/detention facility or secure treatment program;
- Is being actively investigated by the police and/or MCCSS; or
- Resulted in the use of lockdown/searches.

Inappropriate/unauthorized use of information technology: The information technology usage results in or could result in criminal charges, the usage is tied to engagement in prostitution or human trafficking, or the usage is a threat to public safety.

Unusual, suspicious or unauthorized individual absence: The absence poses a serious concern about the individual's immediate safety or poses a serious public safety concern.

Serious charges: New charges that represent a significant individual or public safety concern.

Relinquishment of care/threat of relinquishment of care: Relinquishment of care by family/primary caregiver(s) has been fulfilled.

Level 2 - Submit a SOR as soon as possible but no later than 24 hours of becoming aware of the SO or deeming the incident to be a SO:

All other serious individual action SOs.

2.3.5 Restrictive intervention

Level 1 - Immediately notify MCCSS and submit a SOR within 1 hour of becoming aware of the SO or deeming the incident to be a SO:

Any restrictive intervention that:

- Contravenes MCCSS legislation, regulations and/or policy;
- Resulted in physical impairment/injury and/or emotional harm of the individual;
- Resulted in treatment by a regulated health professional, requiring emergency medical services; or
- Was administered by an unauthorized person.

Level 2 - Submit a SOR as soon as possible but no later than 24 hours of becoming aware of the SO or deeming the incident to be a SO:

All other restrictive intervention SOs.

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2.3.6 Abuse or mistreatment

Level 1 - Immediately notify MCCSS and submit a SOR within 1 hour of becoming aware of the SO or deeming the incident to be a SO:

Any allegations of, witnessed or suspected abuse or mistreatment where:

- There is an immediate threat to the health, safety or well-being of the individual or others;
- A current service provider staff, volunteer, etc. is implicated in the alleged, witnessed or suspected abuse or mistreatment of an individual; or
- The individual is receiving threats or harassment from a human trafficker.

Level 2 - Submit a SOR as soon as possible but no later than 24 hours of becoming aware of the SO or deeming the incident to be a SO:

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

2.3.7 Error or omission

Level 1 - Immediately notify MCCSS and submit a SOR within 1 hour of becoming aware of the SO or deeming the incident to be a SO:

Medication error: Any error that resulted or may result in physical or psychological impairment of the individual or has or may threaten the individual's health or safety, requiring immediate medical attention.

Improper detainment/commitment/release: All instances.

Breach/potential breach of privacy and/or confidentiality: The individual has been seriously harmed or is at risk of serious harm as a result of a breach of personal information or the breach contravenes the YCJA.

Level 2 - Submit a SOR as soon as possible but no later than 24 hours of becoming aware of the SO or deeming the incident to be a SO:

All other error and omission SOs.

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2.3.8 Serious complaint

Level 1 - Immediately notify MCCSS and submit a SOR within 1 hour of becoming aware of the SO or deeming the incident to be a SO:

The complaint is about a service provider staff, director or owner being charged or arrested for a crime that may affect or has affected an individual or individuals receiving a service.

Level 2 - Submit a SOR as soon as possible but no later than 24 hours of becoming aware of the SO or deeming the incident to be a SO:

All other serious complaint SOs.

2.3.9 Disturbance, service disruption, emergency situation or disaster

Level 1 - Immediately notify MCCSS and submit a SOR within 1 hour of becoming aware of the SO or deeming the incident to be a SO:

- The 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 is or was perceived to be a significant danger to or concern of the community;
- There was/is a site evacuation because of this incident;
- There was/is a site lockdown because of this incident; or
- Police intervention or assistance was/is required.

Level 2 - Submit a SOR as soon as possible but no later than 24 hours of becoming aware of the SO or deeming the incident to be a SO:

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