

**APPENDIX A**

## Serious Occurrence to Enhanced Serious Occurrence Reporting

<b>Serious Occurrence Category</b> For a complete definition, please refer to the guidelines above	<b>The incident may be enhanced if...</b>
1. Death of a client	<ul style="list-style-type: none"> <li>• <b>Suspicious circumstances</b> or <b>negligence</b> could be perceived to have contributed to the death.</li> </ul>
2. A serious injury to a client: <b>a)</b> An injury caused by the service provider. <b>b)</b> A serious accidental injury. <b>c)</b> A serious non-accidental injury.	<ul style="list-style-type: none"> <li>• The injury is currently <b>life-threatening</b>.</li> <li>• <b>Suspicious circumstances</b> or <b>negligence</b> could be perceived to have contributed to the cause of the injury.</li> </ul>
3. Any alleged abuse of a client.	<ul style="list-style-type: none"> <li>• MCSS: In adult developmental services, any alleged, witnessed or suspected incident of abuse that may constitute a criminal offence shall be immediately reported to the police.</li> </ul>
4. Missing Client	<ul style="list-style-type: none"> <li>• The client's <b>age or mental capacity</b> makes him/her especially vulnerable.</li> <li>• A <b>crime</b> is suspected to have occurred in conjunction with the client going missing (i.e. abduction, stolen vehicle, assault on staff).</li> <li>• The service provider contacted the police and an <b>amber alert or a similar public awareness tactic</b> is planned.</li> </ul> <p>Note: Do not report incidents in this category as enhanced if the incident has already been resolved (e.g., missing client has returned).</p>
5. Disaster/Disease	<ul style="list-style-type: none"> <li>• The incident is a lockdown relating to a serious incident occurring <b>in your service provider location</b></li> <li>• The incident is an outbreak of a <b>serious contagious disease or virus</b>, such as C. Difficile or SARS.</li> <li>• The incident caused <b>major damage</b> to a service provider's location and will <b>significantly disrupt the delivery of services</b>.</li> </ul> <p>Note: Do not report incidents in this category as enhanced if the incident has already been resolved (e.g., lockdown has been lifted).</p>
6. A complaint about the service provider.	<ul style="list-style-type: none"> <li>• The individual or group who complained has <b>contacted the media</b>.</li> <li>• A <b>staff member has been arrested</b> for a serious crime that may have affected clients.</li> <li>• The complaint is about a topic that is often covered in the media.</li> </ul>
7. A complaint made by or about a client and any other serious occurrences.	<ul style="list-style-type: none"> <li>• The incident involves <b>serious criminal activity</b> on the part of the <b>client</b>.</li> </ul>
8. Restraint of a Client	<ul style="list-style-type: none"> <li>• Service provider staff applied a physical restraint that resulted in a <b>life-threatening injury</b>.</li> </ul>

## APPENDIX B

### Summary of Responsibility

Timeframe	Responsibility
Immediately	<p><b>Service Provider</b> will:</p> <ul style="list-style-type: none"> <li>• Address health &amp; safety of client(s).</li> <li>• Comply with the reporting requirements of the <i>Coroner's Act</i>, and any other legislated requirements from MCSS/MCYS, including the Child Death Reporting and Review Joint Directive</li> <li>• Notify Children's Aid Society, as appropriate.</li> <li>• Notify all other applicable parties, as required.</li> <li>• For agencies funded under the <i>Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008</i>, call police where there is agency suspects any alleged, suspected or witnessed abuse of a persons with a developmental disability may constitute a criminal offence.</li> <li>• Notify all other applicable parties, as required.</li> </ul>
Serious Occurrence Report (Within 24 hours)	<p><b>Service Provider</b> will:</p> <ul style="list-style-type: none"> <li>• Determine if the incident is a serious occurrence to be reported to the ministry.</li> <li>• Submit Serious Occurrence Initial Notification Report (INR) to the regional office or submit Inquiry Report (IR) in lieu of an INR.</li> </ul>
Enhanced Serious Occurrence Report (Within 3 hours)	<p><b>Service Provider</b> will:</p> <ul style="list-style-type: none"> <li>• Determine if the incident is an enhanced serious occurrence to be reported to the ministry.</li> <li>• Submit Enhanced Serious Occurrence Initial Notification Report (INR) to the regional office or submit Inquiry Report (IR) in lieu of an INR.</li> </ul>
Within 7 business days	<p><b>Service Provider</b> will:</p> <ul style="list-style-type: none"> <li>• Submit Inquiry Report (IR) to the regional office.</li> </ul>
Upon Receipt of IR	<p><b>Regional Office</b> will:</p> <ul style="list-style-type: none"> <li>• Acknowledge receipt of IR.</li> <li>• Review all information and action taken by the service provider.</li> <li>• Determine if further ministry follow-up is required (if so, the program supervisor/adviser will work with the service provider).</li> </ul>
Annually	<p><b>Service Provider</b> will:</p> <ul style="list-style-type: none"> <li>• Submit "Annual Summary &amp; Analysis Report" to their regional office, summarizing all serious/enhanced serious occurrence reporting activity for the previous year, noting emerging issues and/or trends and action taken to address any issues.</li> </ul>