

West Neighbourhood House	
Policy Title:	Serious Occurrence Policy
Approved by:	West Neighbourhood House Board of Directors
Approval date:	January 2003
Revision dates:	January 2011 / October 2014 / March 2018 / /

Policy Statement

West Neighbourhood House is committed to the provision of programs and services which promote the health, safety and welfare of the participants being served. Consistent with this is the attention to serious occurrence monitoring and reporting when an incident occurs. This enables the organization to review practices, procedures and identify training needs.

Applicability

- General public on West Neighbourhood House premises
- Program participants
- Staff
- Volunteers
- Student Placements
- Community groups who utilize West Neighbourhood House space

Definitions

Serious Occurrence:

The following is a serious occurrence if it occurs at any West Neighbourhood House location, while individuals are attending or participating in an activity or program at West Neighbourhood House, or while receiving services from West Neighbourhood House:

- Any death of an individual;
- Any serious injury to an individual;
- Any alleged or observed abuse or mistreatment of an individual;
- Any alleged or observed criminal activity;
- Any situation in which children under the age of eighteen (18) and/or vulnerable adults are exposed to risk or neglect;
- Any situation in which an individual is missing and staff have cause for concern;
- Any disaster on West Neighbourhood House premises or at a location where a West Neighbourhood House program or service is being delivered;
- Any concern about the operational, physical or safety standards of the West Neighbourhood House program or service;

- Any significant incident involving an individual or West Neighbourhood House location that may be public in nature and may involve emergency services such as police, fire or ambulance.

Procedures

Any individual who witnesses or has knowledge of a serious occurrence shall report it immediately to a staff member of West Neighbourhood House.

If there is any indication or suspicion that a child or youth under the age of eighteen (18), on or off site, is in any kind of danger or subject to abuse or neglect appropriate next steps may include calling Children's Aid Society (please see Section 12, Policy 12.5 of the Children, Youth and Family Service Policy and Procedures Manual for further information on reporting to the Children's Aid Society).

Any employee(s) witnessing or having knowledge of serious occurrence shall:

- Provide immediate medical attention and/or contact police or emergency services to address any continuing risks to health or safety.
 - Report the matter, as soon as possible, to the Unit Director, Manager or designate (Supervisor)
 - Refrain from initiating or responding to any communication from the media or making statements via social media without first obtaining permission from the Unit Director, Manager or designate (Supervisor) in order to ensure appropriate communication
- Complete the Occurrence Report Form and immediately forward it to their Supervisor.

The Supervisor shall:

- Conduct a serious occurrence investigation if further follow up is required.
- Ensure that staff debrief with each other and facilitate discussion with all relevant parties, as required.
- Review the Occurrence Report Form, revise it if and as appropriate, sign it, and immediately forward it to the Unit Director or designate.

The Unit Director shall:

- Inform the Executive Director of the occurrence.
- Review the Occurrence Report Form, revise it if and as appropriate, sign it, and immediately forward it to the Executive Director.

The Executive Director shall:

- Advise West Neighbourhood House's Board Chair.
- Determine, depending upon the gravity of the situation and the potential for liability, whether funders and/or West Neighbourhood House's insurer ought also to be advised of the occurrence and, if so, advise them.

- Review the Occurrence Report Form, sign it, and immediately forward it to the Human Resources Manager.

The Human Resources Manager shall:

- Collect all Occurrence Report Forms in a centralized file.
- Complete an Annual Summary and Analysis Report for senior management and in order to determine whether there is a need for training, support or internal policy modifications and identify steps to address any of these needs.