

<b>West Neighbourhood House</b>	
Policy Title:	<b>Serious Occurrence Policy</b>
Approved by:	West Neighbourhood House Board of Directors
Approval date:	January 2003
Revision dates:	January 2011 / October 2014 / March 2018 / March 2022 /

## **Policy Statement**

West Neighbourhood House is committed to the provision of programs and services which promote the health, safety and welfare of everyone at West Neighbourhood House. All serious occurrences are reported when they occur. This allows the organization to review and monitor these occurrences and 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 (consistent within a harm reduction framework);
- 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;
- Any disaster on West Neighbourhood House premises or at a location where a West Neighbourhood House program or service is being delivered (e.g., private home);
- 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 is 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 Appendix A - 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).

In order to protect the privacy of those involved in a serious occurrence only the Executive Director (or designate) is authorized to communicate with the media including social media.

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 Director, Manager or designate (Supervisor)
- Complete the Occurrence Report Form and immediately forward it to their Supervisor.
- For injuries involving employees, email the Occurrence Report Form to Human Resources within one (1) working day.

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 with the individuals involved, and immediately forward it to the Director or designate.

The Director shall:

- Inform the Executive Director of the occurrence.
- Review the Occurrence Report Form, 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 and immediately forward it to the Human Resources Director.

The Human Resources Director 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.

## **Appendix A**

<b>Section 12:</b>	<b>Crisis Intervention</b>
<b>Policy 12.5:</b>	<b>Reporting to the Children's Aid Society</b>

### **Policy**

The primary purpose of the Child and Family Services Act is to promote the best interests and wellbeing of children and protect them from maltreatment, by parents or other caregivers.

Employees of Children Youth and Family Services (CYFS) Program are expected to be familiar with, understand and apply the definitions of maltreatment, child in need of protection and duty to report, as required in the Section 37 (2) of the Child and Family Services Act

According to the Act, professionals working with family members are legally bound to report suspicions that children under age 16 are being or have been maltreated by a parent or caregiver.

While it is preferable that an employee who suspects maltreatment is able to consult a supervisor around reporting, the onus is nevertheless on them to ensure that the Children's Aid Society is consulted, or a report made if the suspicions seem warranted.

Some CYFS programs aim to improve parenting and, by extension, family life. While a program may focus on building a rapport with parents, the safety of children is always paramount.

Employees are oriented to and apply the requirements of Section 37 (2) of the Child and Family Services Act and are updated as practices are modified.

### **Procedures**

If an employee suspects, due to a disclosure or other evidence, that a child under the age of 16 is being or has been maltreated by a parent or caregiver, they should immediately contact the appropriate child protection agency and further to that inform their supervisor of the situation followed by completing an Occurrence Report.

Catholic Children's Aid of Toronto 416-395-1500

Children's Aid Society of Toronto 416-924-4640

Native Child and Family Services of Toronto 416-969-8510

Jewish Family and Child 416-638-7800