

Child Care

INCIDENT REPORTING IN CHILD CARE FACILITIES

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All licensed child care facilities are required to have policies and procedures in place for reporting reportable incidents to Licensing and documenting minor accidents and illnesses in a minor incident log. The legislative requirements are outlined in the *Child Care Licensing Regulation*.

WHAT IS A REPORTABLE INCIDENT?

You can find a list of Reportable Incidents in the *Child Care Licensing Regulation* defined in Schedule H.

Some examples of reportable incidents include the following:

- ▶ A child goes missing while in the care and supervision of facility staff.
- ▶ The facility manager is informed of an allegation of abuse while a child was in care.
- ▶ Child's aggressive behaviour causes injury to another child.
- ▶ A parent takes their child to a doctor or hospital for an injury that occurred while the child was in care.

WHAT STEPS DO I NEED TO FOLLOW WHEN A REPORTABLE INCIDENT OCCURS?

If a reportable incident occurs the Licensee or staff need to take the following steps:

- ▶ Address the immediate safety of children in care. (e.g., call 911 for a serious injury or a missing child.)
- ▶ Notify child's parent or guardian immediately if their child becomes ill, is injured, or may have been involved in a reportable incident while under the care of facility staff.
- ▶ Notify licensing within 24 hours by one of the following:
 - Complete the online reportable incident form on the online Portal at <http://www.healthspace.ca/fha/ccflincident> (refer to Online Reportable Incident Bulletin).
 - If you cannot complete the Reportable Incident online, contact your Licensing Officer.
 - For any high risk reportable incidents that occur after hours refer to High Risk Notification instructions (page 2).

WHAT IS A MINOR INCIDENT?

The *Child Care Licensing Regulation* requires that licensee keeps a written log of any minor accidents, illnesses, and unexpected events involving a child that did not require medical attention. Some examples of minor accidents, illness, or events could include the following:

- ▶ child trips, falls, and scrapes their knee.
- ▶ A two year old is teething and has a low grade fever (37.8C). Parents are notified.

WHAT STEPS DO I NEED TO FOLLOW WHEN A MINOR INCIDENT OCCURS?

If a minor incident occurs, the Licensee or staff need to take the following steps:

- ▶ Have a designated log book available to document all minor incidents.
- ▶ Record the event or incident in an objective, professional manner. This includes time, location, and the details of the incident.
- ▶ Advise parents and/or guardians of any minor incidents involving their child.

HIGH RISK NOTIFICATIONS INSTRUCTIONS

In the event that a **High Risk Reportable Incident** occurs or is alleged to have occurred, you must complete the following steps:

1. Address the immediate safety of the children in care. (E.g., call 911 for a missing child.)
2. Notify the parent or guardian.
3. Contact Licensing **IMMEDIATELY** after. Contact information below.

WHAT IS HIGH RISK?

High Risk events include any incidents or allegations of the following:

- ✓ Child who is missing and cannot be located.
- ✓ Child who has sustained a serious injury.
- ✓ Accidental death of a child while in care.
- ✓ Allegation of abuse by staff to a child in care.
- ✓ Facility evacuation due to fire, flood, etc.

TO CONTACT LICENSING DURING OFFICE HOURS (Monday to Friday – 8:30am to 4:30pm)

- ▶ To contact Licensing, call the Fraser Health Population and Public Health Call Centre at **604-587-3936**, then select **#1 for Health Protection** and follow the prompts to speak to the Licensing Officer on duty.
- ▶ The on-duty Licensing Officer will take all the details of the incident and advise your Licensing Officer.

TO CONTACT LICENSING AFTER HOURS (after 4:30 pm or on weekends)

- ▶ To report a high risk incident after hours, dial **604-527-4806** and leave a message on the answering service that you will be connected to.
- ▶ The On-Call Health Protection Manager will contact you directly to obtain full details and ensure a Health and Safety Plan is put in place to protect children in care.