

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 documenting minor accidents, illnesses, as well as reportable incidents to be reported to your Licensing Officer (LO). The legislative requirements are outlined in the *Child Care Licensing Regulation*.

WHAT IS A REPORTABLE INCIDENT?

You can find a list of all types of Reportable Incidents in the *Child Care Licensing Regulation* defined by Schedule H. They can also be found on the back of the Reportable Incident Form.

Some examples of reportable incidents include the following:

- ▶ A child goes missing or is unaccounted for (even for a brief time) while in the care and supervision of facility staff.
- ▶ The facility manager is informed of an allegation of abuse of potential abuse. (E.g. A child has disclosed to their parent that a staff member hit them.)
- ▶ A child's aggressive behaviour causes injury to another child
- ▶ A parent takes their child to a doctor or hospital for an injury that occurred at daycare.
- ▶ A child in care has been diagnosed with a communicable disease listed in Schedule A or B of the *Health Act Communicable Disease Regulation*.
- ▶ There is a disease outbreak at the facility. Within a three day period, three or more children in your program have contracted an illness not indicated in Schedule A or B of the *Health Act*. (E.g. three children in the preschool program have been diagnosed with hand, foot, and mouth disease.)

If a child has or "may" have been involved in a reportable incident while in the care of the licensee, Licensing must be notified **within 24 hours**. For any **high-risk incidents, Licensing must be notified immediately**. Please see High Risk notification instructions.

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

The following procedures are steps to be taken by the licensee or staff when a reportable incident is witnessed or reported to have occurred:

- ▶ Address the immediate safety of children in care. (E.g. Call 911 for a serious injury or missing child.)
- ▶ Notify the 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:
 - Forward a completed Reportable Incident Form via fax.
 - Contact your Licensing Officer or online Duty LO at 604-587-3936.
 - For any high risk reportable incidents, please refer to **High Risk Notification** instructions.
- ▶ Complete a Reportable Incident form including any follow-up actions of corrective measure you have taken to reduce the risk of the incident happening again.
- ▶ Review the Reportable Incident Form with the manager. Or have the manager delegate to ensure they are fully aware of the event and that the information is complete.
- ▶ Mail or hand deliver the yellow copy of the report directly to the Licensing Office.

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:

- ▶ Address the immediate safety of the children in care. (E.g. Call 911 for a missing child.)
- ▶ Notify the parent or guardian.
- ▶ Contact Licensing **IMMEDIATELY** after.

WHAT IS HIGH RISK?

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

- ✓ Child who is missing.
- ✓ 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 5:00pm 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.

WHAT IS A MINOR INCIDENT?

The Child Care Licensing Regulation requires the 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:

- ▶ A child trips, falls, and scrapes their knee. This would require a water flush and a band-aid.
- ▶ A two year old is teething and has a low grade fever (37.8C). Parents are updated.
- ▶ A child hits another child with a toy – the affected child was upset, however no injury was noted.

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

The following procedures are steps to be taken when a minor incident is witnessed or reported to have occurred:

- ▶ Have a designated log book available to document all minor incidents.
- ▶ Record the event or incident in an objective, professional manner. Include the time, location, and the details of the incident.
- ▶ Advise parents and/or guardians of any minor incidents involving their child
- ▶ Take proactive steps to help prevent minor incidents from reoccurring.

Licensing Officers will review this log of non-reportable incidents at the time of their inspection visits to your facility. The information contained in this bulletin can be utilized to develop your facility policies and procedures. If you have any questions, please speak to your Licensing Officer for assistance.