

Accidents, Serious Occurrences & Child Protection Issues



This section contains procedure for handling the following incidents. Please familiarize yourself with all of the procedures.

Minor Accident

- What is a minor accident?
- What to do for a minor accident?

Serious Occurrences

- What is a serious occurrence?
- What to do when a serious occurrence has happened in my home?
- Enhanced Serious Occurrence
- Serious Occurrence Notification Form

Other Special Problems

- What other special problems may occur?

Reporting a Child in Need of Protection

- What is my legal responsibility if I suspect a child has been abused or is in need of protection?
- What should I do if I suspect a child has been abused or in need of protection?

Appendix A - Excerpt from Child & Family Services Act CFSA s. 72(1)

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Minor Accident

What is a minor Accident?

A minor accident is any minor incident that affects the well being of the child in your care; i.e. basic first aid treatment is needed. If you are unsure whether to treat the incident as minor or serious, call the Home Child Care Caseworker for your area.

What to do for a minor Accident?

- Use a common sense approach. Stay calm and follow the instructions below:
- Take immediate first aid action to assist the child. (See your First Aid Manual)
- Carefully watch the child for any after effects. (I.e. Drowsiness, change in skin color, eye dilation or other area of soreness)
- Notify the parent of the incident and of your actions.
- Notify the Home Child Care Caseworker or Supervisor.
- Fill out the accident report form and return it to the Home Child Care office within 24 hours. (See Record Keeping for sample form).

Serious Occurrences

What is a serious occurrence?

- Death of a child
- Serious injury caused by service provider
- Serious injury – accidental
- Serious injury – self-inflicted/unexplained
- Alleged abuse/mistreatment
- Missing child
- Disaster on the premises
- Complaint about service standard

Other – complaint made by or about a child, or any other serious occurrence

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What to do when a serious occurrences happens in your home?

- Take immediate action to assist the child. Call 911 if you need assistance from police, ambulance, fire, or other emergency services.
- Make arrangements for emergency care for other children in your care.
- Notify the parent.
- Notify Home Child Care, we will need the following information:
 - ✓ child's name
 - ✓ whether parents were contacted
 - ✓ nature of occurrence
 - ✓ time of occurrence
 - ✓ action taken
 - ✓ current status of child
 - ✓ any assistance you need
- Contact the school if an accident occurs to a child who is expected at school.

Enhanced Serious Occurrence

All serious occurrences which occur within office hours (8:30 am - 4:30 pm) must be reported to Home Child Care **immediately**. An accident report form will be required if appropriate. (see Record Keeping).

If a serious occurrence happens **after** office hours or on weekends or holidays **and** involves services like police, fire or ambulance, you must call the Emergency Social Services phone number **immediately**. If emergency services are not involved, leave a message on your caseworker's voice mail that she can retrieve when he/she returns to the office

Social Services Emergency Phone Number (519) 883-2230

If you need to report a serious occurrence after hours please say to the person who answers the phone "I am a Region of Waterloo Caregiver, and I need to report a serious occurrence." Make sure you give them your phone number where you can be reached.

The answering service will then contact either the Manager of Home Child Care, the Director of Children's Services, or one of the Home Child Care Supervisors, who will call you right back. They will need to ask you some questions about what happened and will also be able to offer you support and advice if you need it.

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Note: If there is an inquiry into the case, you will be required to give the necessary information. Home Child Care will assist you with this.

- If the serious occurrence is a fire, follow your Fire Evacuation Plan. (See Fire Safety).
- If the serious occurrence is abuse to a child while in your care, follow procedure for reporting of child abuse.

Serious Occurrence Notification Form

The safety and well being of children in Home Child Care is our highest priority. The Ministry of Education (MEDU) requires that our Home Child Care locations post information about serious occurrences that happen in homes. In order to provide transparency and access to information, a “Serious Occurrence Notification Form” must be posted at the contracted home in a visible area for 10 days. Home Child Care is already required to report serious occurrences to the Ministry of Education.

The posting will give parents information about the incident, outline follow-up actions taken, and list outcomes, while respecting the privacy of the individuals involved.

Many factors lead to a serious occurrence report. A serious occurrence does not necessarily mean that Home Child Care or the contracted home is not in compliance with licensing requirements or that children are at risk in the home.

- Within 24 hours of becoming aware of an occurrence or when Home Child Care deems the occurrence to be serious as set out under MEDU 2009 **Serious Occurrence Reporting Procedures**, the Home Child Care Caseworker will complete the Serious Notification Form to communicate information to parents about serious occurrences that have taken place in the home of the caregiver. The caseworker’s supervisor will sign the form. The caseworker will ensure that the caregiver posts the form in a conspicuous place in the home location where the serious occurrence has happened.

The exception is in the case of allegations of abuse or unverified complaints, which will be posted at the completion of follow up/ investigation.

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Allegations of Abuse

- Timing of Posting:

Serious Occurrence Notification Forms pertaining to allegations of abuse are posted when the following have been concluded:

- Family and Children's Services has concluded its investigation and the allegation is either verified or not verified: or
- Family & Children's Services has determined that an investigation will not be conducted: and
- The Ministry has investigated any associated licensing non-compliance

Information to be included:

The description section will include information about whether Family & Children's Services conducted an investigation into the report and identify that the ministry conducted an investigation into compliance with related licensing requirements, such as:

- Family & Children's Services verified the allegation;
 - Family & Children's Services has not verified the allegation;
 - Home Child Care has taken action on any other directions given by Family & Children's Services, if applicable;
 - Home Child Care has addressed any associated licensing non-compliances identified by the ministry, if applicable.
- The Serious Occurrence Notification Form is updated by the Home Child Care Caseworker as Home Child Care takes additional actions or investigations are completed.
 - The Serious Occurrence Notification Form is posted for a minimum of 10 business days. If the form is updated with additional information such as additional actions taken by Home Child Care, the form remains posted for 10 days from the date of the update.
 - Home Child Care will retain the Serious Occurrence Notification Form for at least two years from the date of the occurrence and make the forms available for current and prospective parents, licensing and municipal children's services staff upon request.

For the protection of privacy and personal information, no child or staff names, initials, or age/birth date of child are to be used on the Serious Occurrence Form.

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Other Special Problems

What other special problems may occur?

Caring for children is a challenging job. There may be occasions when a situation occurs that is out of the ordinary. In any situation where you have a concern about the safety or the welfare of the child, please call Home Child Care office for assistance. If the Caseworker for your area is not available, please ask to speak to the supervisor or another staff person. If needed, someone from the office will come out to help you.

If a situation like this arises after office hours, contact the appropriate helping agency (i.e. Police, Hospital, Family & Children's Services) and inform Home Child Care as soon as possible.

Some examples of special problems could be:

- lost child
- child who does not come from school
- child who exhibits strange behaviour
- child who is uncontrollable with you or with others in your home
- child who shows malicious behaviour toward animals
- child who is suspended from school
- child who becomes very ill while in your care
- animal bites (call the Home Child Care office for the Special Procedures for Reporting)

If any of these situations or other special problems occurs, do not hesitate to call Home Child Care for assistance.

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Reporting A Child In Need Of Protection

What is my legal responsibility if I suspect a child has been abused or is in need of protection?

As a Home Child Care Provider, it is your legal responsibility under Ontario's Child and Family Service Act (amended), 1999. Section 72 (1) to report any suspicions that you have that a child is in need of protection, to Family & Children's Services the situations that must be reported are in Appendix A of this chapter. The "duty to report" is an ongoing obligation. If you have made one report and then have additional concern you must make another report to Family & Children's Services.

What should I do if I suspect a child has been abused or is in need of protection?

- Ask the child what happened. Keep notes of the answers.
- If appropriate, ask the parent what happened.
- Decide if this is a situation that you should report to Family and Children's Services.
- Inform the Home Child Care program that you are going to make report. We can assist you with the gathering of information for your report.
- Contact Intake Services at Family & Children's Services at 519-576-0540 (Kitchener, Waterloo), 519-623-6970 (Cambridge).
- Tell the Intake worker that you want to report a concern that a child may be abused or in need of protection.
- Tell the Intake Worker that you are a Home Child Care Provider in the Region's Home Child Care Program
- Have ready:
 - ✓ child's personal information (name, birth date, address)
 - ✓ parent's information (name, address)
 - ✓ clear description of your concern
- Be prepared :
 - ✓ for the Family & Children's Services worker to come to your home to talk to the child
 - ✓ for the Family & Children's Services worker to ask you to observe the child and report back

Note: The Home Child Care program will support you through this process.

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Appendix A

Excerpt from Child and Family Services Act CFSA s. 72(1)

Despite the provisions of any other Act, if a person, including a person who performs professional or official duties with the respect to children, has reasonable grounds to suspect one of the following, the person shall forthwith report the suspicion and the information on which it is based to a society:

- 1 The child has suffered physical harm, inflicted by the person having charge of the child or caused by or resulting from that person's,
 - 1.1 failure to adequately care for, provide for, supervise or protect the child or
 - 1.2 pattern of neglect in caring for, providing for, supervising or protecting the child.
- 2 There is a risk that the child is likely to suffer physical harm inflicted by the person having charge of the child or caused by or resulting from that person's,
 - 2.1 failure to adequately care for, provide for, supervise or protect the child, or
 - 2.2 pattern of neglect in caring for, providing for, supervising or protecting the child.
- 3 The child has been sexually molested or sexually exploited, by the person having charge of the child or by another person where the person having charge of the child knows or should know of the possibility of sexual molestation or sexual exploitation and fails to protect the child.
- 4 There is a risk that the child is likely to be sexually molested or sexually exploited as described in paragraph 3.
- 5 The child requires medical treatment to cure, prevent or alleviate physical harm or suffering and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, the treatment.
- 6 The child has suffered emotional harm, demonstrated by serious,
 - 6.1 anxiety,
 - 6.2 depression,
 - 6.3 withdrawal,
 - 6.4 self-destructive or aggressive behavior, or
 - 6.5 delayed developmentand there are reasonable grounds to believe that the emotional harm suffered by the child results from the actions, failure to act or pattern of neglect on the part of the child's parent or the person having charge of the child.

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7. The child has suffered emotional harm of the kind described in subparagraph 6.1, 6.2, 6.3, 6.4, or 6.5 of paragraph 6 and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, services or treatment to remedy or alleviate the harm.
 8. There is a risk that the child is likely to suffer emotional harm of the kind described in subparagraph 6.1, 6.2, 6.3, 6.4, or 6.5 of paragraph 6 resulting from the actions, failure to act or pattern of neglect on the part of child's parent or the person having charge of the child.
 9. There is a risk that the child is likely to suffer emotional harm of the kind described in subparagraph 6.1, 6.2, 6.3, 6.4, or 6.5 of paragraph 6 and that the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, services or treatment to prevent the harm.
 10. The child suffers from a mental, emotional or developmental condition that, if not remedied, could seriously impair the child's development and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, services or treatment to remedy or alleviate the condition.
 11. The child has been abandoned, the child's parent has died or is unavailable to exercise his or her custodial rights over the child and has not made adequate provision for the child's care and custody, or the child is in a residential placement and the parent refuses or is unable or unwilling to resume the child's care and custody.
 12. The child is less than 12 years old and has killed or seriously injured another person or caused serious damage to another person's property, services or treatment are necessary to prevent a recurrence and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, those services or treatment.
 13. The child is less than 12 years old and has on more than one occasion injured another person or caused loss or damage to another person's property, with the encouragement of the person having charge of the child or because of that person's failure or inability to supervise the child adequately.
- ✓ Taken from: Reporting Child Abuse and Neglect. Ministry of Education, 2000.

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Indicators of Possible Abuse

Neglect

Physical indicators	Behavioural indicators
<ul style="list-style-type: none"> ✓ consistent hunger; malnutrition; underweight; dehydration ✓ poor hygiene; dirtiness; skin disorders associated with improper hygiene ✓ inappropriate dress; exposure symptoms, e.g. sunburn, frostbite, recurrent colds, pneumonia ✓ consistent fatigue, listlessness ✓ unattended health problems ✓ inadequate supervision; child left in the care of another child too young to protect him/her; abandonment 	<ul style="list-style-type: none"> ✓ theft in general ✓ verbal evidence that there is no caretaker, no one at home; arriving early, staying late at school ✓ falling asleep in class ✓ delinquency; drug or alcohol use

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Physical Abuse

Physical indicators	Behavioural indicators
<p>Unexplained bruises and welts, especially those:</p> <ul style="list-style-type: none"> ✓ on face, back, buttocks, thighs ✓ in stages of simultaneous healing ✓ in the shape of an instrument such as belt, hair brush, etc. ✓ appearing after the child's absence, weekend, vacation <p>Unexplained burns:</p> <ul style="list-style-type: none"> ✓ cigarette burns (hands, feet, back, buttocks) ✓ immersion burns (sock-like or glove-like in shape) ✓ burns patterned like electric burner, iron, etc. ✓ rope burns (arms, legs, torso) <p>Unexplained fractures, especially:</p> <ul style="list-style-type: none"> ✓ to skull or facial structure ✓ in stages of simultaneous healing ✓ multiple or spiral fractures <p>Inappropriate dress, especially long sleeved clothing in hot weather (guardian may be concealing marks)</p>	<ul style="list-style-type: none"> ✓ reports of injury by parents ✓ extreme wariness of parents ✓ extreme wariness of adults in general ✓ wariness of physical contact, especially when initiated by an adult ✓ resistance to being touched ✓ extreme watchfulness, sometimes described as "frozen watchfulness" ✓ apprehensiveness when other children cry ✓ fear of going home ✓ unexplained prolonged absence (guardian may keep child at home while injury heals) ✓ unlikely or inconsistent explanations for bruises, etc. <ul style="list-style-type: none"> - denial that bruises exist ✓ extremes of behaviour: <ul style="list-style-type: none"> - extreme aggressiveness - extreme withdrawal - extreme fearfulness, fearlessness (recklessness) - extreme attention seeking/attention avoidance - extreme tearfulness; tearlessness; - no expectation of comfort

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Sexual Molestation

Physical indicators	Behavioural indicators
<ul style="list-style-type: none"> ✓ difficulty in walking or sitting ✓ torn, stained or bloody underwear ✓ pain or itching in genital area ✓ bruises or bleeding genital, vaginal or anal areas ✓ venereal diseases, especially in pre-teens ✓ pregnancy 	<ul style="list-style-type: none"> ✓ fear of male parent or guardian; fear of all males ✓ wariness of physical contact, especially when initiated by an adult ✓ fear of the night, the dark ✓ sophisticated or bizarre sexual behaviour or knowledge ✓ seductive behaviour for approval ✓ unwillingness to change for physical education, or to participate in active sports or games ✓ speech disorders (may relate to forced oral sex) ✓ reports sexual contact with parent or guardian

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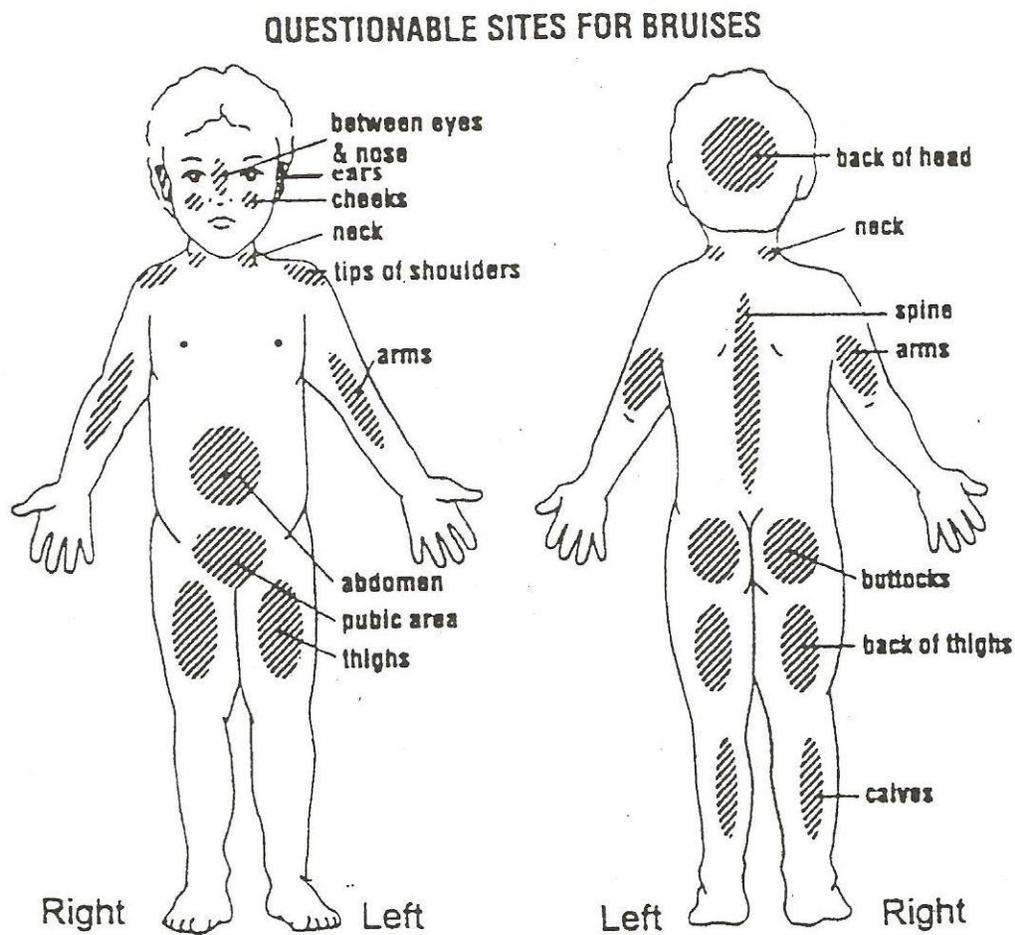
Emotional Abuse

Physical indicators	Behavioural indicators (all behavioural)
N/A	<ul style="list-style-type: none"> ✓ developmental lags: physical, mental or emotional ✓ habit disorders: sucking, biting, rocking, etc. ✓ conduct disorders; antisocial and destructive behaviour ✓ speech disorders; sleep disorders; inhibition of play ✓ extreme passivity; extreme aggressiveness ✓ extreme infantile behaviour ✓ extreme adult behaviour; appearing to "take over" and care for parents ✓ hysteria; obsession; phobias; hypochondria ✓ extreme depression; attempted suicide

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Areas of Bruising That Could Cause Concern



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Areas of Bruising That Are Usually Considered to be the Result of Normal Activity

