

Ministry of Education

Early Years Division
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Ministère de l'Éducation

Division de l'apprentissage des jeunes
enfants
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900, rue Bay
Queen's Park
Toronto, Ontario M7A 1L2



2014: EYCC6

MEMORANDUM TO: **General Managers/Commissioners, CMSMs/DSSABs
Children's Service Managers, CMSMs/DSSABs**

FROM: Pam Musson
Director, Early Years Implementation Branch

DATE: **April 30, 2014**

SUBJECT: **Serious Occurrence Reporting and Ontario Early Years
Centres Website**

In follow-up to the 2014 Child Care and Family Support Programs Service Agreements package you received from the Ministry of Education (EDU) on December 20, 2013, we are writing to provide you with an update on the Serious Occurrence Reporting protocol at the Ministry related to Family Support Programs. In addition, there is information on the Ontario Early Years Centre (OEYC) website.

NEW PROCESS: Serious Occurrence Reporting

The Ministry has revised the serious occurrence protocol for family support programs in order to simplify and streamline the process for our partners. You are required to submit to the Ministry serious occurrence reports (SOR) for Family Support Programs (Child Care Resource Centres [CCRC] and Ontario Early Years Centres [OEYC]) that report serious occurrences to you **within 24 hours** related to any of the following categories.

1. Death of a child
2. Serious injury to a child that requires treatment by a regulated health professional (doctor, nurse, dentist, etc.) and/or a serious injury that involves the police, fire or ambulance/EMS/paramedics.

3. Allegation of abuse and/or neglect of a child
4. Child is Missing (if the child is still missing when the SOR is submitted)
5. High potential for public criticism of the Ministry of Education and/or if the situation may lead to questions being asked by the media

New – Email Address

Serious occurrence reports can be emailed to EYIBSOR@ontario.ca or faxed to 647-724-0943 or toll free fax to 888-996-3889. The Ministry will acknowledge receipt of SORs by email, and indicate if further direction will be provided. Serious occurrence reports should be submitted using the attached 2014 EDU Family Support Program Serious Occurrence Report template.

This new process is outlined in Section 7 of the attached Ontario Child Care Service Management and Funding Guideline 2014. **The new protocol replaces the existing Ministry of Children and Youth Services (MCYS) process and guidelines for serious occurrence reporting for family support programs.** A chart that highlights key changes is enclosed.

Ontario Early Years Centres Website

The OEYC website was integrated into the Ministry of Education's website effective April 1, 2014. MCYS continues to have responsibility for the website, including the portal to OEYC calendars and contact information. All communications, questions, and business related to the OEYC website should be directed to the MCYS contact Kathryn Brown at Kathryn.Brown@ontario.ca. Additional information on the transfer of responsibilities for the OEYC website will be provided in June 2014.

Please contact your Child Care Advisor if you have any questions about this memo.

Kind Regards,

Original signed by

Pam Musson
Director
Early Years Implementation Branch

cc: Jill Vienneau, Director, Child Care Quality Assurance and Licensing Branch

Ontario Child Care Service Management and Funding Guideline (April 2014)

Key Changes

	From	To
Guidelines	Ministry of Children and Youth Service's “Serious and Enhanced Serious Occurrence Reporting Guidelines (March 2013)” Pages 1 - 15	Ministry of Education's Ontario Child Care Service Management and Funding Guideline (April 2014), Section 7: Family Support Programs, Serious Occurrence Protocol, Pages 63 - 64
Email address	elccib@ontario.ca	eyibSOR@ontario.ca
Fax number(s)	nil	647-724-0943
	nil	888-996-3889 (toll free)
Categories of Serious Occurrences	7	5
Form	Serious Occurrence Initial Notification Report and Inquiry Report	Family Support Program Serious Occurrence Report
	Enhanced Serious Occurrence Initial Notification Report and Inquiry Report	nil