



TRUST CARE
CHILDREN'S
HOMES LTD

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SERIOUS OCCURRENCE REPORTING (SOR) POLICY & PROCEDURES

Serious Occurrence Reporting (SOR) Policy and Procedures for Trust Care Children's Homes Ltd, developed in accordance with the Ministry of Children, Community and Social Services (MCCSS) requirements:

Trust Care Children's Homes Ltd
In accordance with MCCSS Guidelines

Policy Statement

Trust Care Children's Homes Ltd is committed to the safety, protection, and well-being of every child and youth in our care. As a licensed service provider (or license applicant), we are required by the Ministry of Children, Community and Social Services (MCCSS) to report and respond to all Serious Occurrences promptly, accurately, and transparently.

A Serious Occurrence (SO) is any incident that affects the health, safety, or well-being of a child/youth, staff, or visitor in our home. Our team follows strict guidelines to ensure all occurrences are properly documented and reported in accordance with MCCSS policy.

Types of Serious Occurrences (as defined by MCCSS)

A Serious Occurrence may include, but is not limited to:

1. Death of a child/youth
2. Serious injury or illness requiring medical attention
3. Allegation of abuse or mistreatment
4. Missing or AWOL youth
5. Use of a physical restraint (Note: Trust Care uses non-physical interventions)
6. Disaster (fire, flood, environmental hazard, etc.)
7. Service disruption (e.g., no electricity, lack of supervision)
8. Police involvement



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9. Attempted suicide or self-harm

10. Any other incident that may result in concern for the child's safety or affect the integrity of the program

Classification of Serious Occurrences

MCCSS categorizes SORs into Level 1 and Level 2:

Level 1 Serious Occurrence: Events that pose immediate life-threatening risk or significant harm (e.g., AWOL, death, allegations of abuse, major injury, fire, etc.)

Level 2 Serious Occurrence: Events of concern but do not pose immediate danger (e.g., minor injury requiring medical attention, police involvement, etc.)

Reporting Timelines

Level 1 SOR: Must be reported to MCCSS and the placing agency immediately (within 1 hour), followed by a written report within 24 hours using the Serious Occurrence Reporting System (SOR-RL).

Level 2 SOR: Must be reported within 12 hours of becoming aware of the incident, with full documentation submitted in the SOR-RL system and to the placing agency within 24 hours.

Procedures

1. Immediate Response

- Ensure the safety and well-being of the child/youth involved
- Administer first aid or emergency care as needed
- Notify emergency services (911) if the situation requires

2. Notify Management

- Contact the Program Manager or Executive Director immediately
- Program Manager initiates preliminary review and classification (Level 1 or 2)



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3. Notify Placing Agency

- Inform the Child Protection Worker (CPW) or relevant caseworker of the incident
- Share all essential details, including time, individuals involved, and current response

4. Complete the Report

Enter the occurrence into the SOR-RL portal

Include:

- Description of the incident
- Actions taken
- Notification log (time and person notified)
- Follow-up plans and supports
- Save a copy for agency records

5. Internal Follow-Up

- Conduct a review of contributing factors
- Identify whether a policy or supervision change is needed
- Debrief with staff and provide support to affected individuals

6. Post-Incident Review

- For serious cases, hold an incident review meeting within 5 business days
- Submit outcome reports or updates to the Ministry if requested

7. Confidentiality & Record Keeping

- All SOR documents must be stored securely and confidentially
- Maintain records in accordance with privacy regulations and MCCSS licensing standards
- Do not disclose information to unauthorized individuals

8. Training & Awareness

- All staff must complete SOR training during onboarding
- Ongoing refresher courses provided annually
- Staff must know how to identify, respond to, and report incidents promptly

At Trust Care Children's Homes Ltd, the safety of the youth in our care is non-negotiable. Serious Occurrence Reporting helps ensure transparency, accountability, and continuous improvement in the quality of our services.