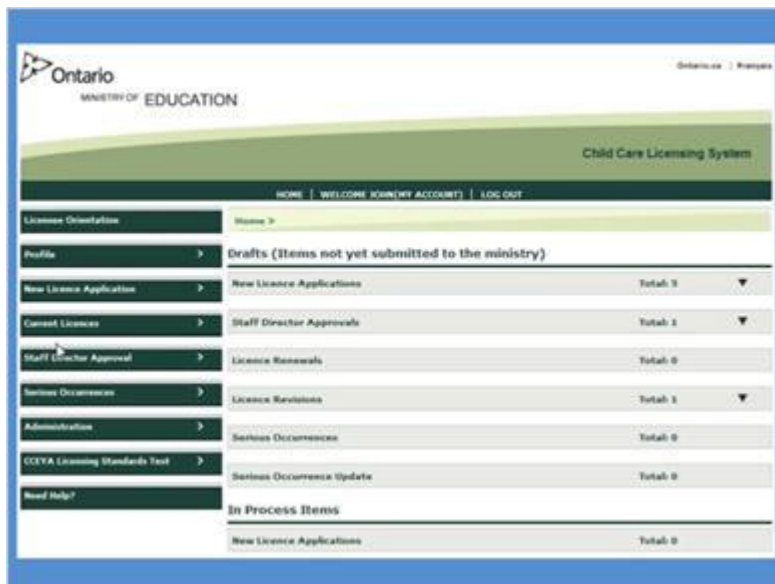


## How to Report a Serious Occurrence August 2015



### Notes:

In this video I'm going to show you how to report a serious occurrence. Serious occurrences must be reported in CCLS within 24 hours. Serious occurrence reports can be submitted and updated by site or agency delegates where the licensee has chosen to enrol them in the system. Let's get started.



### Notes:

From your home screen, Click serious occurrences. Click report a serious occurrence. A list of licensed child care centres or home child care agencies appears. Select the appropriate child care centre or home child care agency. The Serious Occurrence Details window appears.

The screenshot shows a web application interface for reporting a serious occurrence. The interface is divided into several sections:

- Navigation Menu (Left):** Includes links for License Orientation, Profile, New License Application, Renewal Licenses, Staff Director Approval, Serious Occurrences (with sub-links for Report, Details, Supporting Documents, Review & Submit, Update, and Search), Administration, CCYA Licensing Standards Text, and Need Help?
- Header:** Shows the user's profile: "Child Care Centre: Triple Bee | License #: 55853 | #A: Vijay Naray | SD ID: |".
- Notice:** A yellow banner at the top of the form area states: "Notice: Information collected about serious occurrences may be shared with municipal partners (Consolidated Municipal Service Managers and District Social Services Administration Boards). Municipalities are subject to the Municipal Freedom of Information and Protection of Privacy Act."
- Form Fields:**
  - Incident Reported By:**
    - First Name: John
    - Last Name: Green
    - Role: Licensee
  - Date of Incident:** Ex: 28/04/2012
  - Time of Incident:** Two dropdown menus for "Please select..."
  - Date you became aware of the serious occurrence:** "Same as date of incident" with radio buttons for Yes and No.
  - Time you became aware of the serious occurrence:** "Same as time of incident" with radio buttons for Yes and No.
  - Explanation:** A text area with the prompt: "Please explain if more than 24 hours have passed since the date/time you became aware of the serious occurrence:"

**Notes:**

Read the notice at the top of the window.  
Enter the incident information.

Enter the child information. If the incident does not involve all the children, a drop-down list appears.

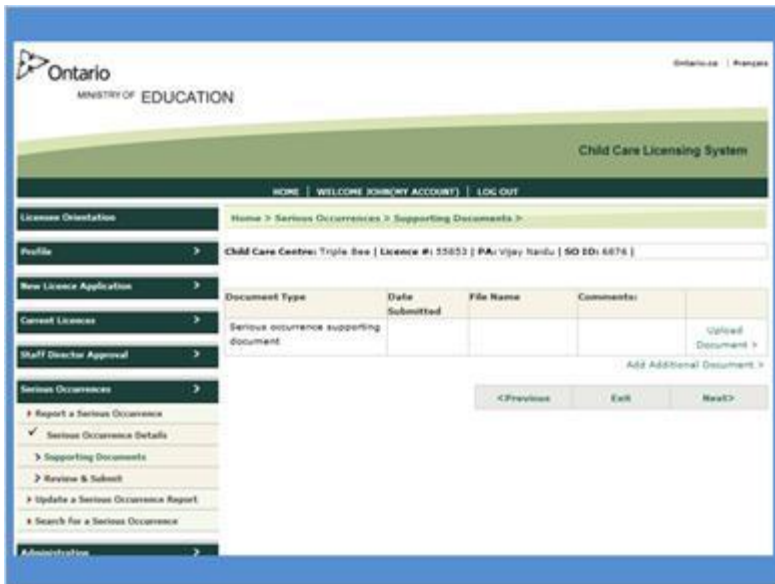
Indicate the age group.

To add another age group, click "add children". The table expands.

Repeat this step for each age group involved.

Enter the serious occurrence information. Note that you should not use names, initials, ages or dates of births in any areas on the form.

Click save and next. the supporting documents window appears.



**Notes:**

Upload any supporting documents as applicable. for example: a photo, a public health report, a water test, etcetera.

Click next. The Review and Submit window appears.



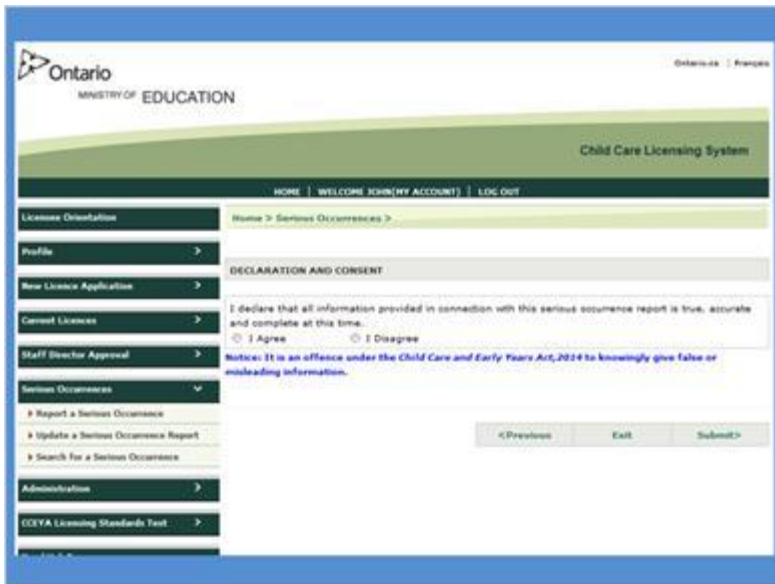
**Notes:**

Review the information.

If changes are required, click revise.

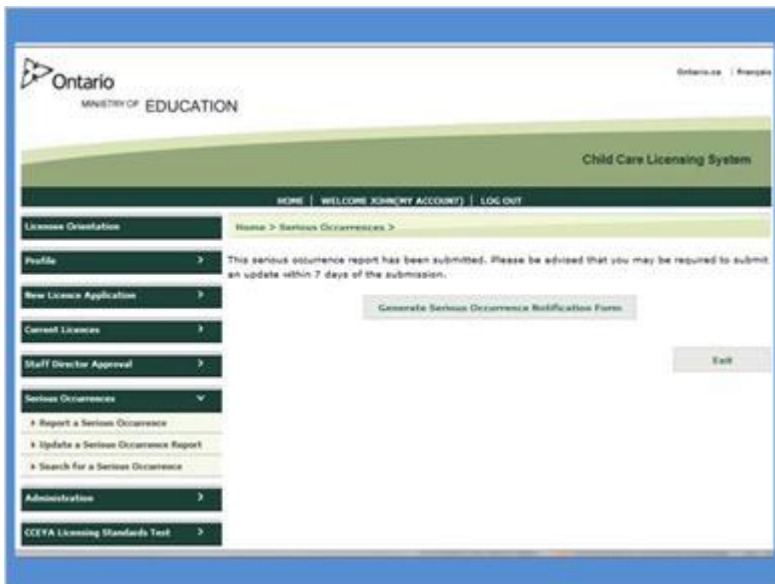
The Serious Occurrence section will open at the first page. Make the changes. And then Click next.

Otherwise Click submit. The Declaration and Consent window appears.



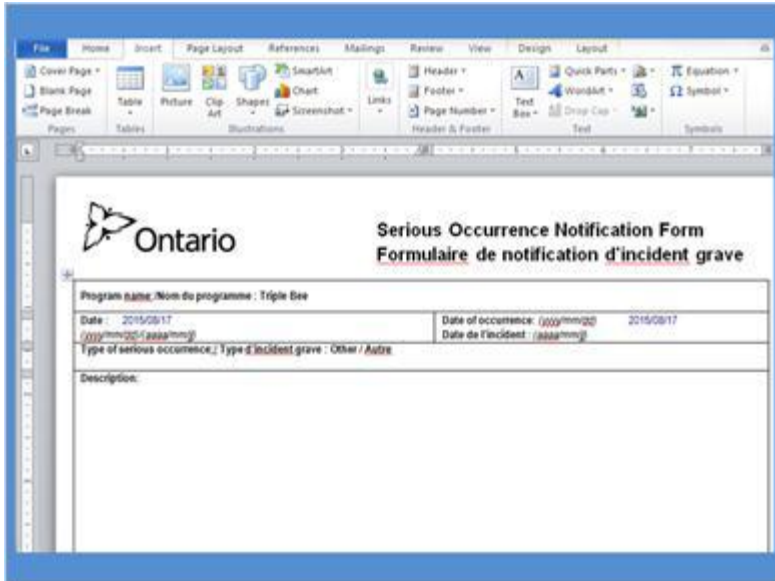
**Notes:**

If you agree with the declaration select, I agree.  
Click submit. A message appears.



**Notes:**

Open the Serious Occurrence Notification form.  
Click generate serious occurrence notification form. The File Download window appears.  
Click open.



**Notes:**

Select the document.

Click ok.

The Serious Occurrence Notification Form opens in MS Word. Some information will be populated on the form based on the submitted report including:

- the name of the program.
- the current date.
- the date of the occurrence.
- the serious occurrence type.

Enter a one sentence description of the serious occurrence .

Enter a description of the action taken by the licensee.

Print the form.

Sign and date the form.

Close Word and Post the form.



**Notes:**

In the case of allegations of abuse or unverified complaints, the form is posted at the completion of follow-up or investigation. For more information about the requirements for posting serious occurrence notification forms, please refer to the ministry's Serious Occurrence Notification Form Posting Policy.

You will receive a confirmation email and your program advisor will review the report. You will be contacted if revisions or additional information or a serious occurrence update report is required.

That's it! Your serious occurrence report is now submitted. You're done!