

## Managing Serious Incidents

### Emergency Procedures:

1. Obtain emergency medical assistance as required (call 911 if necessary)
2. Administer First Aid
3. Immediately Notify parent, guardian, or emergency contact
4. Notify the Agency
5. Complete Incident Report **with as much detail as possible**

Dayhome Educators are responsible for reporting incidents to the child's family. If a child is injured in your dayhome and the injury does NOT require an ambulance, contact the family and they can decide if they will take their child for follow-up medical care (i.e.: stitches, x-rays, etc.). Send pictures when necessary, so that they can make an informed decision. Complete incident report and submit it to your consultant via email as soon as possible.

**Please remember the following: If a child is seen by a medical professional as a result of an incident (e.g., medical center, dentist, family doctor, hospital, etc.), it becomes a Reportable Incident to Licensing.**

### Educators must:

- **inform their consultant immediately upon learning that a child was taken for follow-up or if a family plans to take the child for medical follow-up**
- **submit the incident report**

**These Reportable Incidents must be reported immediately within 24 hours. If the incident occurs after hours, please call the Agency emergency line at 780-444-3151 for guidance**

### Standard 8: Incidents [Incidents - Family Dayhome Standards Manual](#)

Agencies must report to Children's Services the following incidents immediately upon learning of the occurrence. An incident is defined as follows:

- an emergency evacuation;
- unexpected program closure;
- an intruder in the program residence;
- a serious illness or injury to a child that requires the educator or parent to request emergency health care and/or requires the child to remain in hospital overnight;
- an error in the administration of medication by the educator or other resident;
- the death of a child;
- an unexpected absence of a child from the program (i.e., lost child);

- a child removed from the program by a non-custodial parent or guardian;
- an allegation of physical, sexual, emotional abuse and/or neglect of a child by an educator or another resident of the program home;
- the commission by a child of an offense under an Act of Canada or Alberta; and/or
- a child left unattended in the program home outside of the program operating hours.

Agencies must have policies and procedures in place for receiving, recording, and investigating complaints, reports of incidents, emergencies, or communicable diseases. This policy must state at a minimum that:

- all complaints are followed-up by the agency through a home visit or interview with the educator and, at the conclusion of the inspection, communicate the outcome to the complainant and the parent of child involved if they are not the complainant;
- all communicable diseases are reported to Alberta Health Services;
- agencies immediately notify the child's parent(s) or emergency contact of an incident; and
- if the incident involves a serious injury of a child, death of a child, or allegations of abuse or neglect of a child (including the educator's own children) by an educator or another resident of the program home, the agency must immediately contact the local police service and/or Child Intervention Services and the program home must be closed for childcare immediately until the completion of the inspection; and
- if CS requests that the agency investigates an incident, the inspection must be completed within two to five working days and the final written report must be completed and submitted to CS within 12 working days of the incident's occurrence.

Licensing staff will initiate an inspection immediately after an agency reports any of the following incidents:

- allegations of physical, sexual, emotional abuse and/or neglect of a child;
- serious injury requiring emergency response or overnight hospitalization;
- death of a child;
- missing child; or
- the commission by a child of an offence under an Act of Canada or Alberta.

An inspection report is completed within 12 working days (which may accompany enforcement action) and must be sent to the family day home agency.

The inspection report must document findings, evaluation of compliance with the standards and the enforcement actions and timelines for remediation.

Time limits for remediation must be clearly identified. CS offices must develop a process to receive incident reports from family day home agencies outside of the childcare office's regular operating hours. For all other types of incidents, CS may request that the agency lead follow-up.