



AVENUE II COMMUNITY PROGRAM SERVICES

(THUNDER BAY) INCORPORATED

MANUAL OF ADMINISTRATION

TOPIC: Administration	SUBJECT: Protocol for a Serious Occurrence	Code: AD155 Date of Issue: November 1994 Revised: July 2025 Page 1 of 4
-------------------------------------	--	--

PURPOSE:

To outline the protocol for reporting and dealing with a serious occurrence. A Serious Occurrence (SO) will be reported by Avenue II using a Serious Occurrence Report (SOR) to the Ministry of Children, Community and Social Services (MCCSS) when a Serious Occurrence occurs during the provision of residential services and supports, or community participation supports through Avenue II.

REVIEW OF POLICY:

The Executive Director shall review annually and when necessary, update the Protocol for a Serious Occurrence.

DEFINITION OF A SERIOUS OCCURRENCE:

A Serious Occurrence is an incident that requires or may require intervention and/or investigation by a service provider, MCCSS, and/or other applicable parties (i.e. Police, Fire) and falls into one or more of the Serious Occurrence Categories.

SERIOUS OCCURRENCE LEVELS and TIMELINES FOR SUBMITTING:

Level 1

Immediately notify MCCSS and submit a SOR with as much information as possible within 1 hour of becoming aware of the SO or deeming the incident to be a SO.

Level 2

Submit a SOR as soon as possible but no later than 24 hours of becoming aware of the SO or deeming the incident to be an SO.

CONFIDENTIALITY (PRIVACY) BREACHES: as per agency policy HR023.



AVENUE II COMMUNITY PROGRAM SERVICES
(THUNDER BAY) INCORPORATED

MANUAL OF ADMINISTRATION

TOPIC: Administration	SUBJECT: Protocol for a Serious Occurrence	Code: AD155 Date of Issue: November 1994 Revised: July 2025 Page 2 of 4
-------------------------------------	--	--

ROLES AND RESPONSIBILITIES:

AVENUE II (THE SERVICE PROVIDER):

- Managing any incident that occurs;
- Determining whether an incident is a SO in accordance with MCCSS legislation, policy, Ministry Guidelines and Avenue II policy.
- Comply with existing MCCSS SOR legislation and policy;
- Notifying MCCSS and other parties as required, about SOs within the time frames outlined within the Guidelines.
- Ensuring that the SOR includes accurate information about the SO and individuals (client) involved in the SO,
- Demonstrating to MCCSS, and other parties as appropriate, that SOs have been managed in accordance with any requirements, or demonstrating that work is underway to meet requirements;
- Monitoring SO Reporting trends and utilizing SO data to assess compliance with requirements, develop strategies to reduce or prevent SOs, identify staff training needs, and/or evaluate program/service effectiveness; and
- Maintaining an internal SO Reporting policy that includes the minimum requirements [*noted in the Guidelines*]



AVENUE II COMMUNITY PROGRAM SERVICES
(THUNDER BAY) INCORPORATED

MANUAL OF ADMINISTRATION

TOPIC:	SUBJECT:	Code: AD155
Administration	Protocol for a Serious Occurrence	Date of Issue: November 1994
		Revised: July 2025
		Page 3 of 4

STAFF:

1. The individual (client) will be provided with immediate medical attention. First aid applied or 911 called when necessary for appropriate generic service (police, fire, ambulance). The individual (client) should be accompanied for medical attention when required.
2. On-Call Supervisor or Manager contacted immediately to investigate abuse or mistreatment or accusation of. (Staff may have to be removed from shift; family or advocate contacted).
3. Appropriate steps will be taken to address/eliminate any continuing risks to the individual (client)'s health or safety.
4. Complete appropriate agency paperwork, i.e. Incident Report, Daily Notes, Employee Injury / Near Miss Report.

MANAGER (DURING OFFICE HOURS):
ON-CALL SUPERVISOR (AFTER HOURS):

1. Attend to the incident and the individual (client)s involved in the incident ensuring any immediate health or safety needs of clients and staff involved in the incident. Utilize generic emergency services where required as well as internal resources. If On-Call is responding, notify the Back-up On-Call Manager.
2. Identify yourself to medical, police and/or fire personnel if they are already on the scene.
3. Assess the situation and begin to make notes regarding the situation. Be mindful of information available such as emergency face sheet information on the individual (client) we support.
4. If necessary, relieve staff that were supporting on scene. Debriefing for all clients and staff will be arranged as required.
5. Document the situation, including names, badge number(s), police occurrence number, and contact phone numbers. Complete an agency Incident Report.
6. Notify the Director of Support Services or Executive Director of the situation.
7. In the event of the absence of the Director of Support Services, the Back Up Manager will act in their capacity.



AVENUE II COMMUNITY PROGRAM SERVICES
(THUNDER BAY) INCORPORATED

MANUAL OF ADMINISTRATION

TOPIC:	SUBJECT:	Code: AD155
Administration	Protocol for a Serious Occurrence	Date of Issue: November 1994
		Revised: July 2025
		Page 4 of 4

DIRECTOR OF SUPPORT SERVICES:

1. Determine if the incident meets the definition of a SO by evaluating the incident against the criteria with the Guidelines, applicable MCCSS legislation/policy and Avenue II policy. If yes, notify the Executive Director of the Serious Occurrence and follow the SOR Guidelines to report.
2. Respond to the situation if required to act on behalf of the agency.
3. Review the On-Call/Manager's report for completeness and determine if the issue is a **Serious Occurrence** Level 1 or 2.
4. Brief the Executive Director on the issues.
5. In conjunction with the Executive Director, decide the next course of action and who is filing the SO.
6. In the absence of the Executive Director, act in that capacity if required.

EXECUTIVE DIRECTOR:

1. Respond to scene if required.
2. In the event of a Director of Support Services not being available, act in their capacity.
3. In conjunction with the Director of Support Services, decide the next course of action.
4. If required, initiate serious occurrence reporting process as per SO Guidelines and provide updates as required.
5. Determine if further Agency investigation is required.
6. If further investigation is required, compose an investigative team.
The composition will be dependent on the situation, but efforts will be made to include the following people: a Director of Support Services and an independent member of the community (could be a member of another agency). The Investigative Team will compile and present a report to the Executive Director. The Executive Director will report the findings as required and make recommendations on further actions.
7. Follow up with any Ministry or Board direction resulting from the incident.