

## Ingersoll Support Services Inc.

### Policy: Serious Occurrence Reporting

**Policy # S 8<sup>1</sup>**  
Section: Services

Approved by the Board of Directors: *March 19 2009*

Procedure Revision: September 26 2016

Review Date: September 26 2017

Ministry requirement - yes

---

*Ingersoll Support Services Inc., as a service provider, is responsible to the Ministry of Community and Social Services for the reporting of serious occurrences and accordingly shall comply with the "Serious Occurrences Reporting Procedures".*

#### Procedure:

For the consistent delivery of services it is important that all employees be familiar with the documentation provided by the Ministry; and that such documentation is appropriately placed and available for review/refresher purposes.

1. Anything that may be considered a Serious Occurrence is to be immediately reported to the Supervisor, On-Call or Management. Examples of incidences that constitute a Serious Occurrence as defined by the Ministry in Serious Occurrence Reporting: Procedures for Service Providers (2009, p.5,6) are:
  - 1.1 Any **death** of a client which occurs while participating in a service
  - 1.2 Any **serious injury** to a client which occurs while participating in a service
  - 1.3 Any **alleged abuse or mistreatment** of a client which occurs while participating in a service
  - 1.4 Any situation where a **client is missing** in accordance with ministry requirements for applicable program sectors
  - 1.5 Any **disaster on the premises** where a service is provided, that interferes with daily routines, e.g., fire, flood, power outage, gas leak, carbon monoxide, infectious disease (where public health officials are involved), lockdown, etc.
  - 1.6 Any complaint about the **operational, physical or safety standards** of the service that is considered serious by the service provider including reports of adverse water quality
  - 1.7 Any **complaint** made by or about a client, or any other serious occurrence involving a client that is considered by the service provider to be of a serious nature

---

<sup>1</sup> Policies S4, S5, S6, S7 and S9 have been re-located to the Quality Assurance section.

1.8 Any use of a **physical restraint** of a person supported in a residential program funded by MCSS that provides group living supports to adults with developmental disabilities

The Ministry of Community and Social Services also defines guidelines for Enhanced Serious Occurrences for incidences “that may be contentious or may get media coverage.”

“Enhanced Serious Occurrence reporting applies when:

- emergency services, e.g., police, fire and/or ambulance services are used in response to a **significant** incident involving an MCSS client, **and/or**
- the incident is likely to result in **significant** public or media attention.”  
(p.12)

2. All Serious Occurrences will be reported to the Ministry according to their procedures. Supervisors or Managers are expected to complete “Serious Occurrence Initial Notification Reports” and forward them to the Executive Director or designate and the Ministry within 24 hours.
3. For reporting purposes, the employee notifies the Supervisor, On-Call or Management, who notifies the Executive Director, and/or the Ministry and the Executive Director notifies the Ministry and Board President when appropriate.

**Part 1: Initial Notification (IN) Report (TO BE SUBMITTED WITHIN 24 HOURS OF OCCURRENCE)**

<b>MINISTRY (select one):</b> <input checked="" type="checkbox"/> Ministry of Community and Social Services <input type="checkbox"/> Ministry of Children & Youth Services		
<b>REGION (select one):</b> <input type="checkbox"/> TOR <input type="checkbox"/> CER <input type="checkbox"/> CWR <input type="checkbox"/> HAM/NIA <input checked="" type="checkbox"/> SWR <input type="checkbox"/> SER <input type="checkbox"/> EAST <input type="checkbox"/> NER <input type="checkbox"/> Northern	MCSS/MCYS Program Supervisor/Advisor: Rosanne Perron	
<b>Legal Name of Service Provider:</b> Ingersoll Support Services Inc <b>Site address (full address):</b> 189 Oxford St. Ingersoll	<b>Executive Director:</b> Max Wiltsie <b>Board President/Owner*:</b> Bev Martin * if applicable	
<b>DATE OF INCIDENT (MM/DD/YYYY):</b> <b>TIME OF INCIDENT (IF KNOWN):</b> <input type="checkbox"/> AM <input type="checkbox"/> PM	<b>DATE &amp; TIME WHEN INCIDENT IS DEEMED TO BE A SERIOUS OCCURRENCE*</b> (MM/DD/YYYY): <b>TIME:</b> <input type="checkbox"/> AM <input type="checkbox"/> PM	
* PLEASE EXPLAIN IF MORE THAN 24 HOURS HAVE PASSED SINCE DATE & TIME OF INCIDENT/OCCURRENCE:		
<b>REPORTED BY:</b>	<b>POSITION:</b>	<b>PHONE #:</b>

**SECTION A: CLIENT DATA**

Name of client(s) involved: (first name and initial of surname ONLY):	Client(s) date of birth (MM/DD/YYYY):	Age(s)
1.	1.	1.
2.	2.	2.

**SECTION B: TYPE OF SERIOUS OCCURRENCE (report only one from the following)**

<input type="checkbox"/> 1. Death CORONER NOTIFIED? <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> unknown BY WHOM?	<input type="checkbox"/> 5. Disaster on premises PLEASE SPECIFY :
<input type="checkbox"/> 2. Serious injury <input type="checkbox"/> a) Caused by service provider <input type="checkbox"/> b) Accidental <input type="checkbox"/> c) Self-inflicted/unexplained	<input type="checkbox"/> 6. Complaint about service standard (including adverse water quality)
<input type="checkbox"/> 3. Alleged abuse/ Mistreatment	<input type="checkbox"/> 7. Other (Complaint made by or about a client or any other Serious Occurrences)
<input type="checkbox"/> 4. Missing Client (Note: Ministry must be notified of final outcome)	<input type="checkbox"/> 8. Use of Physical Restraint <input type="checkbox"/> a) no injury <input type="checkbox"/> b) resulting in injury <input type="checkbox"/> c) allegation of abuse <b>(Note: Physical Restraint is not permitted under the Day Nurseries Act)</b>

**SECTION C: DETAILS OF SERIOUS OCCURRENCE**

**SUMMARY OF OCCURRENCE** –  tick if other pages are attached  
What, where and when it happened, actions taken by the service provider  
For physical restraint reporting, please include: current status/condition for restraints, client's views/allegations, service provider action.

---

<b>WHO HAS BEEN NOTIFIED?</b> <input type="checkbox"/> Police <input type="checkbox"/> Parent/Guardian/Emergency Contact <input type="checkbox"/> CAS PLEASE SPECIFY: <input type="checkbox"/> Other PLEASE SPECIFY: PLEASE SPECIFY:	<b>FURTHER ACTION PROPOSED BY SERVICE PROVIDER</b> <input type="checkbox"/> tick if other pages are attached
--	---

**DIRECTION, IF ANY, PROVIDED BY MINISTRY** -  tick if other pages are attached

**Part 2: Inquiry Report (IR) (TO BE SUBMITTED WITHIN 7 DAYS OF IN REPORT)**

<b>CURRENT STATUS/CONDITION:</b>	<b>CLIENT'S ALLEGATION/CLIENT'S VIEW (IF APPLICABLE):</b>
<b>FURTHER ACTION PROPOSED BY SERVICE PROVIDER</b>	<b>IS THIS EXPECTED TO BE THE ONLY/LAST REPORT SUBMITTED FOR THIS OCCURRENCE?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No If no, explain:

**SECTION D: INQUIRY REPORT SIGN OFF**

<b>SUBMITTED BY (NAME &amp; POSITION)</b>	<b>PHONE NUMBER</b>	<b>COMPLETION DATE &amp; TIME:</b> (MM/DD/YYYY): <b>TIME:</b> <input type="checkbox"/> AM <input type="checkbox"/> PM
---	---------------------	--

Please identify the section from the previous page that is being expanded upon on this page.

# **Serious Occurrence Reporting**

## **Procedures for Service Providers**

**Ministry of Community  
and Social Services**

**Ministry of Children  
and Youth Services**

**Ministère des Services  
sociaux et communautaires**

**Ministère des Services  
à l'enfance et à la jeunesse**

**Revised – August 2009**

# TABLE OF CONTENTS

- 1.0 INTRODUCTION.....3
  
- 2.0 SERIOUS OCCURRENCE REPORTING .....4
  - 2.1 Glossary of Terms .....4
  - 2.2 Serious Occurrence Categories and Definitions.....5
  - 2.3 Reporting Requirements.....8
  - 2.4 Serious Occurrence Reporting – Summary of Responsibility .....11
  
- 3.0 ENHANCED SERIOUS OCCURRENCES.....12

## **1.0 INTRODUCTION**

All providers of services that are funded, licensed or operated by the Ministry of Community and Social Services (MCSS) and the Ministry of Children and Youth Services (MCYS), are responsible for delivering services that promote the health, safety and welfare of clients. Service providers are accountable to the ministries to demonstrate that their services are consistent with relevant legislation, regulations and/or ministry policy.

Serious occurrence (SO) reporting is one of many tools providing the ministries and the service provider with an effective means of monitoring the appropriateness and quality of service delivery. Monitoring includes an ongoing review of service provider practices, procedures, and training needs. Information about serious occurrences is available to regional program supervisors, program advisers, licensing and compliance staff and corporate offices of MCSS and MCYS.

This document describes the process and procedures for reporting serious occurrences. It is intended for use by service providers as an orientation for new staff, a refresher for experienced staff and a 'quick reference' for everyone involved in serious occurrence reporting.

These guidelines replace the "Serious Occurrence Reporting Procedures for Service Providers" issued by the then Ministry of Community, Family and Children's Services in September 2002 and complement the "Enhanced Serious Occurrence Reporting and Monitoring" documents distributed by MCSS and MCYS in January 2006.

## **2.0 SERIOUS OCCURRENCE REPORTING**

### **2.1 Glossary of Terms**

The following terms and definitions are provided to facilitate serious occurrence reporting.

#### **24 Hours**

- clock starts when any of the service provider's staff becomes aware of an incident or when the service provider deems the incident to be serious.

#### **Children (non-child welfare)**

- ages 0-18 years.
- residential refers to a child receiving service 24/7 from the service provider, including out-of-home respite care, residential services for children with developmental disabilities, or a child residing with his mother in a Violence Against Women shelter, etc.
- non-residential refers to a child receiving community service at the time of the incident, including children attending day cares, Ontario Early Years Centres/Parent Resource Centres, and counselling services, etc.

#### **Children (child-welfare)**

- ages 0-21 years.
- child must be in CAS care (with the exception of category #1 – death) or receiving services pursuant to an ECM agreement.
- does not include children on home access visits with parents or guardians.
- includes client on Extended Care and Maintenance (ECM) or Independent Living (IL).

#### **Adults**

- ages 18 + years (with the exception of child welfare client on ECM/IL).
- residential includes client receiving service through Interpreter/Intervenor Services, Group Living Supports (a group home), Innovative Residential, Supportive Individual Living (SIL) supports, Associative Living Supports, or women living in VAW shelters, etc.
- non-residential includes client receiving community participation supports and/or vocational alternative supports such as a day program, respite, support from an Adult Protective Service Worker (APSW), and parents attending Ontario Early Years Centres/Parent Resource Centres, etc.



### **Serious**

- an occurrence is serious if it falls within the definitions in these guidelines and has important or possibly dangerous consequences.

### **Participating in a service**

- client is in direct receipt of service from a funded service provider and/or under the direct care of staff, volunteers, caregivers, etc. (**Note:** Clients receiving residential care are considered to be always participating in a service.)

### **Physical Restraint**

- using a holding technique learned from a Ministry-approved training program to restrict the resident's ability to move freely.
- does not include the restriction of movement, physical redirection or physical prompting, if the restriction of movement is brief, gentle and a part of a behaviour teaching program, or the use of helmets, protective mitts or other equipment to prevent a resident from physically injuring or further physically injuring himself or herself.
- Child care programs are not permitted to use physical restraints under this definition.
- See CFSA R.R.O. 1990, Regulation 70, Sections 109.1-3 and DSA R.R.O. 1990, Regulation 272, Sections 17-21 for further information on the use of physical restraints.

## **2.2 Serious Occurrence Categories and Definitions**

MCSS and MCYS have provided eight categories of serious occurrences to be reported by the service provider to the ministry. Please note that the examples supplied in each category are meant for illustrative purposes only and do not constitute an exhaustive list of incidents considered a serious occurrence.

1. Any **death** of a client which occurs while participating in a service, including all clients receiving community-based support services that are funded or licensed by the MCSS and/or MCYS. As well, include:
  - any child receiving service from a Children's Aid Society at the time of their death or in the 12 months immediately prior to their death<sup>1</sup>.
  - any VAW client death at a shelter, at an agency during VAW counselling, as a result of intimate femicide (at the hands of her abuser) while in receipt of service.

---

<sup>1</sup> Ontario. Office of the Chief Coroner for the Province of Ontario. Child Death Reporting and Review Joint Directive. March 2006

2. Any **serious injury** to a client which occurs while participating in a service. A factor to consider in deciding if an injury should be reported as a serious occurrence is whether professional medical treatment (e.g. doctor or dentist) is required, not in-house first aid. Serious injuries include:
  - a) An injury caused by the service provider, e.g., lack of or inadequate staff supervision, neglect/unsafe equipment, improper/lack of staff training, medication error resulting in injury.
  - b) A serious accidental injury, e.g., sports injury, fall, burn, etc.
  - c) A serious non-accidental injury, e.g., suicide attempt, self-inflicted or unexplained injury.
3. Any **alleged abuse or mistreatment** of a client<sup>2 3</sup> which occurs while participating in a service, e.g., allegations of abuse against staff, foster parents or other foster family members, volunteers, temporary caregivers, police/court staff while young persons are in custody, drivers providing client transportation. This category **does not** include reports of historical abuse divulged by the client that did not occur while the client was participating in a service.
4. Any situation where a **client is missing** in accordance with ministry requirements for applicable program sectors<sup>45</sup> and any

---

<sup>2</sup> With regard to **children**, see CFSA Sections 37 and 72, with respect to a child in need of protection and the duty to report.

<sup>3</sup> With regard to **adults** under DSA or MCSS Act (VAW programs), abuse includes: (a) to suffer physical harm; (b) to be sexually molested or sexually exploited; (c) to require but not be provided with medical treatment; and (d) psychological, verbal, emotional, financial abuse or mistreatment.

<sup>4</sup> With regard to a **child** who is missing from a children's residence, CFSA Regulation 70/90, Section 102(2) describes specific reporting requirements. When the whereabouts of a child/youth, who is in the care of a CAS or residential licensee is unknown, the CAS/licensee must also file a Missing Person Report (MPR) with the local police. To file an MPR follow the process outlined in the 1990 "Provincial Guidelines for the Reporting and Apprehension of Runaways from MCSS Licensed Residential Placements" and the companion 1995 "Clarification of Expectations Related to Runaway Guidelines and Serious Occurrence Reporting Procedures". When this same child/youth poses a serious risk to self and/or others, the CAS/licensee must file a SOR with the ministry.

<sup>5</sup> In accordance with the Developmental Services Bulletin 2004-01, issued in January 2005, titled, "Security for Adults who have a Developmental Disability and Live in Community Residences Funded by the Ministry of Community and Social Services", all DS service providers should have a written policy statement that clearly outlines the expectations and responsibility of staff to know the whereabouts of residents. This is especially important for those individuals who may be at significant risk if they leave the premises without staff accompaniment. And, all DS service providers should have written protocols for a missing person, including when to contact agency management staff and local authorities

applicable legislative requirements; otherwise, where the service provider considers the matter to be serious.

SORs may include clients missing for less than the prescribed ministry requirement where their absence is considered serious by the service provider. A child in the care of a CAS or a residential program who has been missing for 24 hours or more must be reported to the police, and the ministry if appropriate. In child care centres, the reporting of a missing child to the police must be immediate.

All SORs should describe whether the client poses a serious risk to themselves or others, any attempts made to locate the client, prior client history of leaving without permission, client's state of mind before leaving, precipitating events, etc.

The service provider must advise the ministry once the client has returned, regardless of the date/time, via telephone or e-mail message.

5. Any **disaster on the premises** where a service is provided, that interferes with daily routines, e.g., fire, flood, power outage, gas leak, carbon monoxide, infectious disease (where public health officials are involved), lockdown, etc.
6. Any complaint about the **operational, physical or safety standards** of the service that is considered serious by the service provider including reports of adverse water quality. Other examples include reports of lead exceedence, hazardous/dangerous substances (poisons, flammables), medication error (not resulting in medical treatment), missing or stolen files, neighbour complaint about noise or physical appearance of the property (only where municipal authorities are involved), etc.
7. Any **complaint** made by or about a client, or any other serious occurrence involving a client that is considered by the service provider to be of a serious nature, e.g.:
  - Police involvement with a client (client charged by police)
  - Serious assault by client against staff, peers or community member
  - Serious assault by non-caregiver against client, e.g., friend, another client, stranger.
  - Hospitalization (excluding regularly occurring doctor visits related to an ongoing medical problem and any medical ailment occurring as part of the aging process), e.g., pneumonia, suicidal ideation, drug or alcohol overdose,

- medical ailment.
- Inappropriate disciplinary techniques, e.g., excessive, non-sanctioned.
- Complaints arising from sexual contact between clients.

8. Any use of a **physical restraint** of a client in a residence licensed as a children's residence under the *Child and Family Services Act* or in a residential program funded under the *Developmental Services Act* that provides group living supports to adults with developmental disabilities, that results in a) no injury, b) injury, c) allegation of abuse. **The use of physical restraints is not permitted in programs covered by the Day Nurseries Act.**

The SOR must describe the type of physical restraint used, use of less intrusive interventions before physical restraint, client and staff debriefing, legal status of the client, duration of the physical restraint, names of all parties notified, if the use of physical restraint resulted in a) no injury, b) injury, c) allegation of abuse. (**see also:** CFSA Regulation 70, 1990 and DSA Regulation 272, 1990).

When more than one physical restraint is used with a client in a 24-hour period, one SOR may be submitted, describing the physical restraints used in the 24-hour period. Likewise, when physical restraint is used on more than one day in a 7-day period, one Inquiry Report (IR) may be submitted, describing all incidents.

### 2.3 Reporting Requirements

Service providers who deliver any direct service to:

- **children and youth** under the *Child and Family Services Act* (CFSA);
- **children** under the *Day Nurseries Act* (DNA);
- **adults** with a developmental disability under the *Developmental Services Act* (DSA);
- **clients** of violence against women programs under the *Ministry of Community and Social Services Act* (MCSS).

are required to report all serious occurrences to the ministry within 24 hours. Twenty-four hours starts at the time when any of the service provider's staff members first becomes aware of an incident and/or deems the incident to be a serious occurrence.

Service providers must have in place written internal SO policies and procedures for staff. Service providers must certify their compliance to this requirement by completing the related section within the Annual Summary & Analysis Report. At a minimum, the SO policies must address:

- how to **identify** a serious occurrence (i.e., which of the eight SO categories applies);
- how to **respond** to a serious occurrence; and
- how to **report** a serious occurrence.

Ultimately, the service provider is responsible for determining whether an incident is a serious occurrence by determining if the occurrence falls within the eight categories of serious occurrences as defined in section 2.2 and has important or possibly dangerous consequences.

When a serious occurrence has occurred or is suspected, the service provider responds and reports as follows:

#### Responding to a Serious Occurrence

- 1) Provide the client with immediate medical attention, as needed. As well, address any continuing risks to the health or safety of the client, other clients and/or others present.
- 2) Ensure that the local Coroner is notified immediately in all cases involving death, regardless of location (e.g., hospital) or circumstances (e.g., 'Do Not Resuscitate' order was in effect, or death not considered questionable).
- 3) If there is reason to suspect that a client has been abused (and/or in need of protection, in the case of a child):
  - contact the Children's Aid Society and/or police, as per the duty to report requirements under the CFSA (the person who has reasonable grounds to suspect that a child is or may be in need of protection is legally obligated to report it to the CAS)
  - for adults in developmental service programs follow the service provider internal protocol; if sexual abuse is suspected, contact police immediately.
- 4) Report the incident to the person designated by the service provider, explaining who was affected, what, when and where it happened.

#### Reporting a Serious Occurrence

- 1) Inform the regional office within **24 hours** by completing and submitting the **Serious Occurrence Initial Notification Report (INR)**. Identify clients only by their first name and the first initial of their last name. Refer

to others involved in non-identifying terms, e.g., first and last initials only, staff 'A'/staff 'B', etc. (Do not include internal agency incident reports.) The name of the organization should be consistent with the license issued or the legal name of the service provider.

- 2) Inform the parent/guardian, and if applicable, the person or agency who placed the client, the emergency contact person for an adult with a developmental disability, unless notification is contraindicated, e.g., the person is alleged to have abused the client or the DS adult requests that family not be notified.
- 3) Within **seven business days** of submitting the Initial Notification Report, complete and submit the **Serious Occurrence Inquiry Report (IR)**. Submit the IR within 7 business days, even if information and/or actions have yet to be completed. Include an explanation that a further follow-up report will be provided.
- 4) The ministry may request additional information from the service provider. The ministry may also initiate its own review, depending on the circumstances.

Service providers may submit a completed IR, in lieu of an INR, if they do so within 24 hours of the occurrence **and** all necessary action has been taken and documented.

Service providers may 'phone in' a serious occurrence, in lieu of an INR, if circumstances dictate, e.g., no fax available.

### Annual Summary and Analysis Report

Service providers are required to submit an "Annual Summary and Analysis Report" to their regional office. The reporting period varies from region to region.

The "Annual Summary and Analysis Report" summarizes the service provider's serious occurrence reporting over the year and their identified issues, trends, patterns and action taken.

The annual report is reviewed by the regional office, noting any patterns that suggest a need for training or support and steps to address these needs. The regional office may also identify possible issues or action that could require follow-up by the service provider. If follow-up action is requested, the service provider is required to submit an outcome report to the regional office, once the necessary action has been taken.

The "Annual Summary and Analysis Report" is also a means of identifying more general information that could affect ongoing ministry policy work.

## 2.4 Serious Occurrence Reporting – Summary of Responsibility

Timeframe	Responsibility
Immediately	<p><b>Service Provider</b> will:</p> <ul style="list-style-type: none"> <li>• Address health &amp; safety of client(s)</li> <li>• Notify coroner of any death.</li> <li>• Notify Children’s Aid Society, as appropriate.</li> <li>• Notify all other applicable parties, as required.</li> </ul>
Within 24 hours	<p><b>Service Provider</b> will:</p> <ul style="list-style-type: none"> <li>• Determine if the incident is a serious occurrence to be reported to the ministry</li> <li>• Submit SO Initial Notification Report (INR) to the regional office or submit SO Inquiry Report (IR) in lieu of an INR</li> </ul>
Within 7 business days	<p><b>Service Provider</b> will:</p> <ul style="list-style-type: none"> <li>• Submit SO Inquiry Report (IR) to the regional office.</li> </ul>
Upon Receipt of IR	<p><b>Regional Office</b> will:</p> <ul style="list-style-type: none"> <li>• Review all information and action taken by the service provider.</li> <li>• Determine if further ministry follow-up is required (if so, the program supervisor/adviser will work with the service provider).</li> <li>• Acknowledge receipt of IR.</li> </ul>
Annually	<p><b>Service Provider</b> will:</p> <ul style="list-style-type: none"> <li>• Submit “Annual Summary &amp; Analysis Report” to their regional office, summarizing all SO reporting activity for the previous year, noting emerging issues and/or trends and action taken to address any issues</li> </ul>

### 3.0 ENHANCED SERIOUS OCCURRENCES

The following Enhanced Serious Occurrence Reporting Procedures for Service Providers comes into effect on August 10, 2009, and replaces the Service Provider Procedures for Implementing Enhanced Serious Occurrence Reporting, 2006.

#### Service Provider Responsibilities

- 1) Agencies will be expected to have procedures in place to ensure there is a Designated Authority available at all times to determine when an incident may require Enhanced Serious Occurrence Reporting.
- 2) Enhanced Serious Occurrence Reporting procedures should be followed when emergency services (i.e. police, fire and/or ambulance) are used in response to a significant incident involving a client of a program funded by the Ministry of Community and Social Services or the Ministry of Children and Youth Services, and/or the incident is likely to result in significant public or media attention. **The Ministry has developed an Enhanced Serious Occurrence Identification Tool to help the Designated Authority determine when an incident may be considered enhanced.**
- 3) **Within three hours** of becoming aware that an Enhanced Serious Occurrence has occurred, the service provider's Designated Authority will report the incident.

<b>Weekdays/Evenings/Overnight</b>	<b>Fax</b>	<b>Phone</b>
From Sunday 9:00 PM To Friday 5:00 PM	(Insert RO SOR Fax #)	(Insert RO Phone #)
<p>The Designated Authority will report the occurrence to their regional office's SOR fax line using the Enhanced Serious Occurrence Reporting (ESOR) Form. The Designated Authority should contact their program supervisor/advisor by phone should they be unable to fax the form.</p> <p>Regional office staff will review the ESOR Form, and will contact the service provider within the same business day, where possible, to confirm that the occurrence requires enhanced reporting. If the occurrence does not meet the enhanced reporting requirements, regional office staff will contact the service provider to explain the decision and will treat the incident as a serious occurrence.</p>		



<b>Weekends and Government Holidays</b>	<b>Fax</b>	<b>Phone</b>
From Friday 5:00 PM To Sunday 9:00 PM	1-866-262-8881	1-877-444-0424
<p>The Designated Authority will report the incident to the weekend early alert system by fax using the Enhanced Serious Occurrence Reporting (ESOR) form. The Designated Authority should contact the weekend early alert system by phone should they be unable to fax the form.</p> <p>Weekend early alert staff will review the ESOR form, and will contact the service provider within the same day, where possible, to confirm that the occurrence requires enhanced reporting. If the occurrence does not meet the enhanced reporting requirements, staff will contact the service provider to explain the decision and will treat the incident as a serious occurrence.</p>		

- 4) Service providers will then follow normal Serious Occurrence Reporting procedures.