

# Myth vs Fact – Serious Occurrences

## Allegation of Abuse/Neglect

**Myth:** If Children's Aid Society (CAS) does not follow up on an allegation of abuse/neglect, a serious occurrence does not need to be reported to the Ministry of Education.

**Fact:** Regardless of CAS's decision, the licensee must still report the serious occurrence to the ministry. The duty to report to the ministry is separate from CAS' decision.

**Myth:** A serious occurrence does not need to be reported within 24 hours if the supervisor is unavailable or CCLS cannot be accessed.

**Fact:** A serious occurrence must be reported within 24 hours of the licensee, supervisor and/or the designate becoming aware of the incident, regardless of the supervisor's availability or CCLS access. If CCLS is unavailable, the ministry must still be notified by email or phone within the 24-hour period, and the report must be completed in CCLS as soon as possible.

**Myth:** If CAS is already notifying the Ministry about an allegation of abuse/neglect, the program does not need to report a serious occurrence.

**Fact:** A serious occurrence must still be reported to the Ministry within 24 hours of becoming aware of the incident, regardless of whether another party has also reported it.

**Myth:** A serious occurrence does not need to be reported if the licensee conducted an internal review and there were no evidence that the incident occurred.

**Fact:** Any incident that meets one of the five serious occurrence categories must be reported to the ministry. This includes allegations of abuse or neglect, even if they have not been verified. Because the category includes allegations, any concern raised must be reported, regardless of whether it is confirmed. In addition, if a licensee, staff member, volunteer, or student suspects that a child may be in need of protection due to abuse or neglect, they are required to report this suspicion to the local [Children's Aid Society \(CAS\)](#).

## Life-threatening Injury or Illness

**Myth:** A serious occurrence is not required if 911 is not called during a medical incident.

**Fact:** A serious occurrence must still be reported, even if 911 is not called. Life-threatening injuries or illnesses include any incident with the potential to cause death, such as an anaphylactic reaction requiring an EpiPen.

### **Missing or unsupervised child(ren)**

**Myth:** A serious occurrence is not required if a child is left unsupervised but not injured.

**Fact:** A serious occurrence must still be reported if a child is unsupervised, even if no injury occurs. This falls under the "Missing or Temporarily Unsupervised Child(ren)" category.

#### **Resources:**

- [CCEYA licensing manual](#)
- [Child Care and Early Years Act \(CCEYA\) and its regulations](#)