

# Ministry of Children, Community and Social Services COVID-19 Serious Occurrence Reporting Category and Subcategory Selections

Instructions for service providers on how to report COVID-19-related serious occurrences using the *2019 Ministry of Children, Community and Social Services Serious Occurrence Reporting Guidelines*.

## Specific to individuals receiving a service:

- 1. An individual (or individuals) receiving residential services<sup>1</sup> is in quarantine (self-isolation)/isolation<sup>2</sup> due to suspected exposure to COVID-19 and/or presentation of COVID-19-related symptoms and the individual is not seriously ill at this time (i.e. they do not require unscheduled medical attention<sup>3</sup> from a regulated health professional and/or unplanned hospitalization).**
  - Report under Category 9: Disturbance, service disruption, emergency situation or disaster category, Subcategory L: Other.
  - Add the individual or individuals to the “Individuals Involved” section.
  - In the description summary section of the SOR:
    - Input: “individual is in quarantine (self-isolation)/isolation due to suspected exposure to COVID-19 and/or presentation of COVID-19-related symptoms. The individual is not seriously ill at this time”.
    - Include how the individual is suspected to have been exposed to COVID-19 and/or what their symptoms are.
    - Include what steps the service provider is taking to manage the situation, such as: whether additional individuals receiving a service or staff are being asked to self-isolate, enhanced cleaning/screening procedures that are in place, etc.
  - If an individual becomes seriously ill requiring unscheduled medical attention from a regulated health professional and/or unplanned hospitalization, update the SOR by adding Category 3: Serious Illness to the appropriate individual

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<sup>1</sup> Includes children or young persons receiving residential care; individuals with developmental disabilities receiving residential services and supports; and individuals receiving Violence Against Women, Indigenous Healing and Wellness Strategy, Provincial Anti-Human Trafficking or Intervenor Services residential services (see pages 5 and 6 of the 2019 SOR Guidelines for more information).

<sup>2</sup> The Government of Canada’s COVID-19 quarantine (self-isolation) and isolation definitions can be found at: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks.html#self>

<sup>3</sup> “Unscheduled medical attention” means that the medical attention was not part of a routine examination and can include medical attention received over the phone (e.g. Telehealth) or virtually (e.g. video consultation).

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(Subcategory B: Communicable disease if COVID-19 is confirmed, and  
Subcategory D: Unknown cause if COVID-19 is suspected but not confirmed).

### **2. An individual receiving a service is seriously ill, requiring unscheduled medical attention from a regulated health professional and/or unplanned hospitalization, and COVID-19 is suspected (e.g. COVID-19 test results are pending) but not confirmed.**

- Report under Category 3: Serious Illness, Subcategory D: Unknown cause.
- In the description summary section of the SOR:
  - If the individual has been tested for COVID-19, input: “Individual is suspected to have COVID-19 and was tested on XX date. Test results are expected in XX days”.
  - If the individual has not been tested for COVID-19, input “Individual is suspected to have COVID-19 but has not been tested at this time”.
  - Include how the individual is suspected to have been exposed to COVID-19 and what their symptoms are.
  - Include what steps the service provider is taking to manage the situation, such as: the health status and physical location of the ill individual, whether additional individuals receiving a service or staff are being asked to self-isolate, enhanced cleaning/screening procedures that are in place, etc.
  - For individuals who have been tested for COVID-19, provide an update with the test results.
- If the test results confirm that the individual has COVID-19, change the subcategory from D: Unknown cause to B: Communicable disease.

### **3. An individual receiving a service has tested positive for COVID-19.**

- Report under Category 3: Serious Illness, Subcategory B: Communicable disease.
- In the description summary section of the SOR:
  - Input: “Individual tested positive for COVID-19”.
  - Include what steps the service provider is taking to manage the situation, such as: the health status and physical location of the individual who tested positive,

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whether additional individuals receiving the service or staff are being asked to self-isolate, enhanced cleaning/screening procedures that are in place, etc.

### Specific to service disruptions:

#### **4. A COVID-19 outbreak<sup>4</sup> at a service provider's site/foster parent's home is confirmed or suspected (e.g. multiple individuals are required to self-isolate/isolate at the service provider's site/foster parent's home).**

- Report under Category 9: Disturbance, service disruption, emergency situation or disaster category, Subcategory G: Infectious outbreak.
- In the description summary section of the SOR:
  - Input: "COVID-19 outbreak at service provider's site/foster parent's home is confirmed/suspected".
  - Outline which medical professionals are being consulted to determine whether there is an outbreak at the service provider's site/foster parent's home (i.e. Public Health, Health Unit, etc.).
  - Include what steps the service provider is taking to manage the situation, such as: the health status and physical location of the individual(s) who have tested positive for COVID-19 or are required to self-isolate/isolate, whether additional individuals receiving the service or staff are being asked to self-isolate, enhanced cleaning/screening procedures that are in place, etc.

#### **5. Any other COVID-19-related service disruption that interferes with a service provider or foster parent's ability to provide routine services (including but not limited to program closure, staff or foster parents who are self-isolating and waiting on COVID-19 test results, staff or foster parents who have tested positive for COVID-19 and required to isolate, etc.).**

- Report under Category 9: Disturbance, service disruption, emergency situation or disaster category, Subcategory L: Other.
- In the description summary section of the SOR, describe the type of COVID-19-related service disruption and include what steps the service provider is taking to manage the situation.

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<sup>4</sup> Public health officials are to confirm whether an outbreak is confirmed or suspected.