

Appendix 1

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

Effective February 21, 2021, these requirements only apply to MCCSS-funded service providers who provide adult services. Child and young person service providers are required to report COVID-19 related serious occurrences to MCCSS using the new categories, subcategories and data fields.

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 services¹ is in quarantine (self-isolation)/isolation² 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 attention³ 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

¹ 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).

² 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>

³ "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).

(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, 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 outbreak⁴ 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.

Appendix 2

COVID-19 Reporting Enhancements in SOR-RL (February 2021)

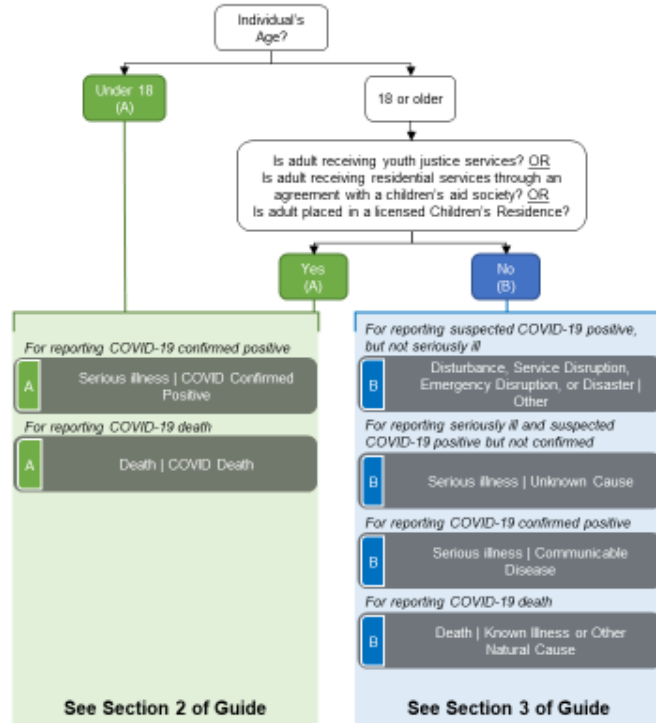
When COVID-19-related incidents need to be reported to the ministry

COVID-19-related incident	Updated reporting requirements		
	Licensed children's residential service providers	Other MCCSS-funded child and young person service providers	MCCSS-funded adult service providers
Suspected COVID-19 positive case but not confirmed (e.g., COVID-19 test result is pending) involving individual receiving services			✓
COVID-19 confirmed positive case involving individual receiving services	✓	*	✓
COVID-19 confirmed positive case involving non-client related individual (e.g., staff, foster parent and others)	✓	*	✓
COVID-19-related death of individual receiving services	✓	✓	✓
COVID-19-related death of non-client related individual (e.g., staff, foster parent and others)	✓	*	✓
Program/site closure due to COVID-19-related precautions or outbreak	✓	✓	✓
COVID-19 outbreak confirmed by local health authority	✓	✓	✓

✓ COVID-19-related incident requires a SOR to be submitted to the ministry.

* Other MCCSS-funded child and young person service providers report incident if they deem the incident to be of a serious nature as pursuant to the *2019 MCCSS SOR Guidelines*.

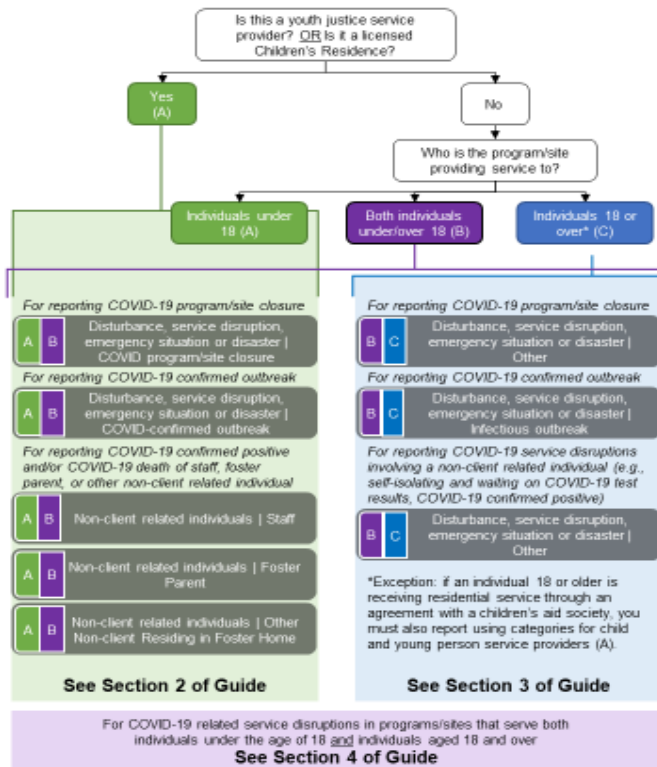
Decision Tree for COVID-19-related incident involving an individual receiving services



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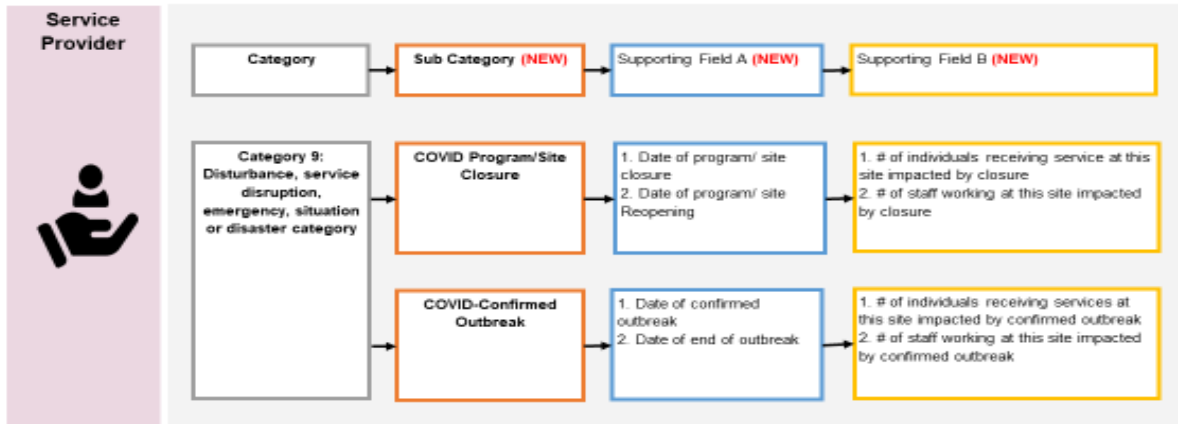
Decision Tree for COVID-19-related incident involving a service provider



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COVID-19-related Categories, Subcategories and Data Fields for Reporting SORs (cont.)



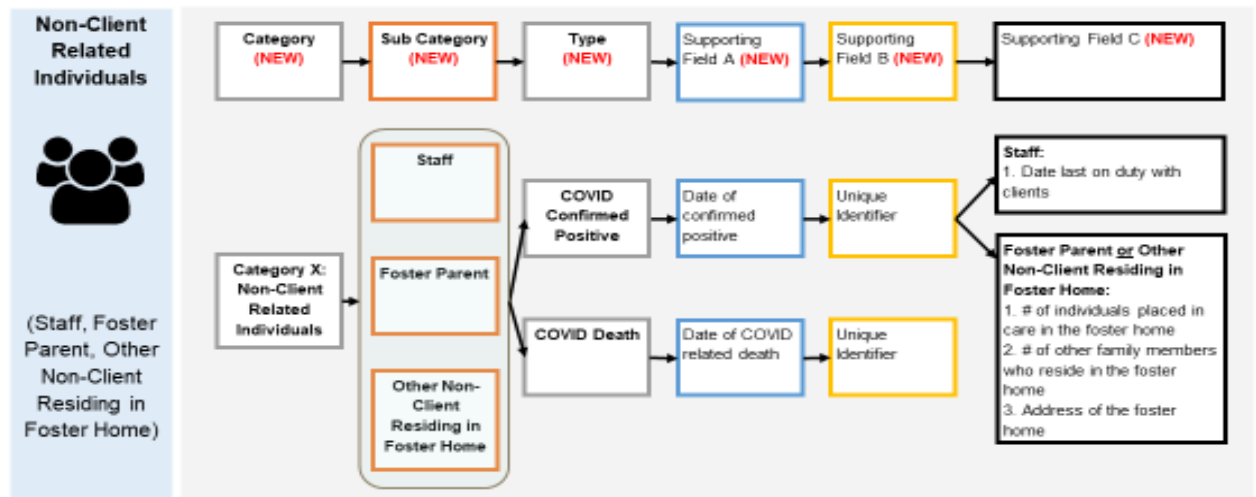
Reporting requirements using the new categories and sub-categories apply to:

- All MCCSS-funded and/or licensed children and young person service providers are required to report COVID-19 confirmed outbreaks or COVID-19 program/site closures.

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COVID-19-related Categories, Subcategories and Data Fields for Reporting SORs (cont.)



Reporting requirements using the new categories and sub-categories apply to:

- Only licensed children's residential service providers which include children's residences, foster care agencies (including kinship care and customary care homes), staff model homes, youth justice transfer payment facilities and youth justice directly operated facilities, are required to report a COVID-19 confirmed positive or COVID-19 death for staff, foster parents and/or other non-client related individuals.

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