

# Department of Early Learning

## 10.6.2

### Licensing Critical Incident Reporting Procedure

1. Licensing staff that become aware of a serious incident that has occurred in a licensed child care facility through reports, observation, or documentation, must immediately begin the process of completing a licensing critical incident report (LCIR). If licensors are unsure if a LCIR is required they should check with the supervisor.
  - a. Examples to complete an LCIR include:
    - i. Child fatality
    - ii. Summary suspension of a child care facility
    - iii. Serious child injuries requiring medical attention
    - iv. Outbreak of communicable disease
    - v. Suspected or confirmed child neglect or abuse – including sexual abuse – in child care facilities
    - vi. Child left facility alone or was lost. Found outside facility
    - vii. Actual or potential litigation against DEL
  - b. If the incident involves a child fatality or other incident likely to receive media or legislative attention, the DEL licensing staff will notify the Regional Administrator (RA) who will immediately contact by telephone both the Deputy Director and the communications team. Notification must occur within the same day the incident becomes known to the agency.
2. The LCIR must clearly and accurately document the actual incident, the licensee's complaint history, incident type, the subject of the report an indication of potential media coverage, law enforcement involvement and DEL's response.
3. All narrative sections of the LCIR must contain reported allegations and/or known facts of the incident
4. Licensing staff must submit the LCIR to the supervisor for review. The licensing supervisor will ensure that the LCIR is completed correctly within one business day of receiving information about the incident. When the supervisor approves the LCIR, it will be forwarded to the RA for review.
5. The RA will forward LCIRs within one business day, to the Child Care Statewide Licensing Administrator (CCSLA) for review.
6. The CCSLA will review the LCIR to determine further distribution. If determined appropriate, the CCSLA will send the LCIR to the appropriate state office staff, which may include:
  - a. Deputy Director or designee
  - b. Communications
  - c. Chief Financial Officer (CFO)
  - d. The applicable RA, Licensing Analysts (LA), supervisor and licensor.

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7. The Deputy Director or communications team will determine if the LCIR should be reported to:
  - a. Office of Financial Management (OFM)
  - b. The Governor's Office
  - c. Other agencies, as appropriate
8. If an update is requested by the Governor's Office or OFM, the communications team will request updated information from the CCSLA or RA.
9. The licensor will file the LCIR in the licensing hard copy file in section five.
10. The LA is responsible for saving all LCIRs in the DEL share drive.
11. The Licensing Analysts will produce a quarterly report on all LCIRs.