

## PATHWAYS ABILITIES SOCIETY

### **PROCEDURE: INCIDENT REPORTING**

**Applies to:** All Personnel

#### **Effective/Revision Date:**

1993  
April 28, 2003  
September 4, 2003  
November 22, 2004  
June 27, 2005  
September 6, 2006  
December 4, 2006  
May 28, 2007  
October 2, 2008  
December 17, 2008  
April 19, 2010  
September 12, 2011  
December 7, 2011  
November 2, 2012  
April 10, 2014  
July 29, 2014  
January 26, 2015  
May 25, 2015  
June 9, 2015  
June 16, 2015  
October 26, 2015  
January 25, 2016  
March 29, 2016  
January 26, 2017  
March 26, 2018

There are three types of incident report forms. Frontline staff is responsible for completing one of the three. The second and third forms are completed by a supervisor or manager or their designate. \*Refer to the policy to ensure the correct form is completed. All forms must be completed and submitted prior to staff leaving their shift.

1. A ShareVision “Critical Incident Report” (electronic).
2. An Interior Health “Community Care Licensing Residential Care Incident Report” which is completed by the supervisor or designate (electronic).

**When a serious incident occurs, staff notifies the supervisor, manager or executive director immediately** and completes the specified form in ShareVision and/or as outlined below. **Serious incidents are any allegations of abuse, neglect and unexpected death and suicide.**

#### **ShareVision “Critical Incident Report”**

1. Staff:

- Determines if it is a serious incident and notifies the supervisor, manager or executive director immediately.
- Inputs the information in the Incident Report form ensuring all appropriate fields are completed including proper grammar, spelling and punctuation.
- Completes a separate incident report for all parties involved.
- Notifies the supervisor or manager that the form has been completed prior to leaving their shift.

- Residential staff is required to email the executive director and supervisor or designate notifying him/ her that a report has been completed.
- Reviews previous reports to remain informed.

2. The supervisor or manager:

- Determines if it is a serious incident and notifies the executive director immediately.
- Reviews the form(s) and ensures all areas of the form are accurately and correctly completed including proper grammar, spelling and punctuation.
- Emails the executive director or designate to notify him/her that an Incident Report has been completed prior to leaving their shift.
- Contacts the caregiver or family of a person if the individual has had a fall or they were the recipient of physical aggression and are unable to effectively communicate they were harmed or felt threatened.
- Completes all follow up required.
- Ensures staff knows who to notify in their absence.

3. The executive director or designate:

- Reviews the report.
- Determines if the person is a CLBC client and if the incident is reportable to CLBC.
- Determines if it is a serious incident and if it is calls the CLBC liaison analyst at 250-712-3610 or if it is after hours the MCFD After Hours Office at 310-1234 (no area code needed).
- If the report is a serious, prints a copy of the report, signs the report in the appropriate area and faxes the report to the local office at 250-712-5426 within 24 hours of the incident occurring.
- If it is a non-critical report, prints a copy of the report, signs the report in the appropriate area, emails the CLBC liaison briefly summarizing what occurred, stating a report is coming and mails a copy to the local CLBC office.
- Brings a copy of reports sent to CLBC to the monthly leadership meeting at which time all reports are reviewed for further analysis, strategy development, follow up and a potential referral to the Occupational Health and Safety (OH &S) committee in order to prevent reoccurrence.
- Inputs the results of the leadership meeting on the Incident Report.
- Provides the board of directors with a copy of the quantitative summary of the incident reports for the year in June.

4. The leadership team members complete the follow up requirements identified at the leadership team review.

5. The Activity Quality Assurance Manager (AQAM):

- If required, provides the OH&S committee with a copy for analysis, strategy development and follow-up to prevent reoccurrence and ensures the recommendations are implemented and the results documented.
- In the month of April provides the executive director and leadership team with a quantitative summary of the incident reports for the year.

## **Interior Health “Community Care Licensing Residential Care Incident Report”**

### 1. The supervisor:

- Reviews the ShareVision Critical Incident Report form and determines if the incident is reportable to Interior Health.
- If the incident is reportable he/she completes the Community Care Licensing Residential Care Incident Report on-line, prints a copy and gives it to the executive director or designate and notifies him/her that an additional report has been completed in ShareVision prior to leaving their shift.
- Completes all follow up required.
- Attaches the Community Care Licensing Residential Care Incident Report to the ShareVision Critical Incident Report.
- Ensures staff knows who to notify in their absence.

### 2. The executive director or designate:

- Reviews the report and if it is aggression between two individuals sends an email to the CLBC liaison briefly summarizing what occurred.
- Brings a copy of the report to the monthly leadership meeting for further analysis, strategy development, follow up and a potential referral to the Occupational Health and Safety (OH &S) committee in order to prevent reoccurrence.
- Inputs the results of the leadership meeting on the Incident Report.

Refers to the **ShareVision “Critical Incident Report”** section and complete steps 4 and 5 accordingly.

## **Home Share and Respite Incident Reporting**

### 1. Home Share Provider (HSP) or Respite Provider (RP):

- Determines if it is a serious incident and notifies the home share manager (HSM) or executive director immediately.
- Completes a paper version of CLBC Critical Incident form and submits to HSM for review and signature

### 2. The HSM:

- Inputs the information in the ShareVision Critical Incident Report form ensuring all appropriate fields are completed, corrects any spelling and punctuation errors from the original paper form.
- Completes a separate incident report for all parties involved.
- Notifies the executive director or designate that the form has been completed prior to leaving their shift.
- Reviews previous reports and makes recommendations as required.
- Files the original form signed by both HSP or RP and HSM in individual’s binder.
- Ensures the HSP or RP know who to notify in their absence.

Refers to the **ShareVision “Critical Incident Report”** section and complete steps 3 through 5 accordingly.