

Manual of Administration

TOPIC: Administration	SUBJECT: Incident Reporting System	Code: AD082
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PURPOSE: To promptly alert Management and the individual's support team that an unusual event has occurred involving people we support, staff, public, or properties.

DEFINITION: An incident is defined as any unusual occurrence which has caused or potentially may cause injury or damage to the person or their property.

These occurrences include, but are not limited to, situations involving the following:

Note: Staff who are injured must complete a Employee Injury / Near Miss Report as per HS010

- Injury suffered by an individual/staff/public
- Property damages
- Medication issues (i.e. error, reaction)
- Health care issues (i.e. seizure, headache, stomach ache, bladder, or bowel accident that is out of the ordinary).
- Personal crisis or information of serious concern

DOCUMENTATION POINTS:

1. Legibly document the incident on the Incident Report, describing the who, what, where, when, and how of the event, with enough pressure to create a clearly duplicate copy.
2. Proofread for spelling and accuracy of incident.
3. Report subjective observations, using terms such as appeared, seemed, or looked like, etc., and state details that confirm your assumptions (i.e., Bill seemed upset, banging the wall and furniture with his hands and raising his voice loudly; no apparent injury seen at this time to his hands).

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1. SUPPORT STAFF RESPONSIBILITY AND ACTION:

- 1.1 Respond to the event/injury immediately, ensuring everyone is safe and free of further harm. Apply first aid or seek medical attention, if required.
- 1.2 Staff are to notify the Manager/Director/On-Call immediately that an incident has occurred which has required medical treatment for an individual or required emergency personnel, i.e. fire, police, ambulance.
- 1.3 Document description of the incident, completing Sections 1 to 7 on the Incident Report form. Each staff at the scene must complete their own Incident Report independently.
- 1.4 In Section 5, provide legible written description of related events leading up to the incident.
- 1.5 In Section 6, provide written legible objective description of related events following the incident, including any action taken. Document must be in blue or black ink, errors must be corrected with a line through it and re-write the word. White-out cannot be used.
- 1.6 In Section 7, check off whom and the time individuals were notified. In the event the Police Department is notified, obtain the badge number and Occurrence Number.
- 1.7 Staff are required to bring in the original copy of the completed Incident Report to the Avenue II office within **twenty-four (24) hours**. The second copy of the Incident Report remains in the individual's home. Depending on the seriousness of the event, the report may need to be brought to the office immediately. Failure to submit the report to the office within 24 hours will result in discipline.

2. MANAGER'S RESPONSIBILITY AND ACTION:

- 2.1 Review the Incident Report as soon as possible; investigate with appropriate personnel; and recommend corrective action. Submit the report to the Director of Support Services/General Manager in a timely manner.

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- 2.2 Return a copy of the Incident Report with recommendations and signature, to the staff member who completed it so that they may review the comments from the Management team.
- 2.3 Ensure original copy of the Incident Report is submitted to Administration to be filed in the individual's Central File.
- 2.4 Immediately reports any Serious Occurrences to the Director of Support Services/General Manager or the Executive Director.
- 2.5 Conduct or arrange debriefing session as situation warrants. Refers staff person to Internal Debriefing Team and/or EAP.

3. INTERNAL DEBRIEFING PERSON'S RESPONSIBILITY AND ACTION:

- 3.1 Keep all information regarding the incident, individual, and staff confidential.
- 3.2 When requested contact the staff member regarding the incident and to offer debriefing.
- 3.3 Where necessary assist staff to access EAP.
- 3.4 Follow up with staff as required.

4. DIRECTOR OF SUPPORT SERVICES/GENERAL MANAGER RESPONSIBILITY AND ACTION:

- 4.1 Ensure debriefing has been offered and arranged when warranted.
- 4.2 Review the report and recommend further actions for the prevention of accident/incidents prior to returning it to the Manager.
- 4.3 In the absence of the Executive Director, completes Serious Occurrence forms where required.
- 4.4 Inform the Executive Director of any serious incidents/occurrences and the follow-up recommended.

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5. EXECUTIVE DIRECTOR-RESPONSIBILITY AND ACTION:

- 5.1 Ensures compliance with Serious Occurrence protocol. All Serious Occurrences are reported and documented.
- 5.2 Verbal report within twenty-four (24) hours to the local representatives of the Ministry of Community Social Services branch.
- 5.3 Written report is submitted within five (5) working days.