



Manual of Administration

TOPIC: Administration	SUBJECT: Incident Reporting System	Code: AD082
		Date of Issue: November 2005
		Revised: November 2019
		Page 1 of 3

PURPOSE: To promptly alert Management and the clients support team that an unusual event has occurred involving people we support (client), staff, public, or properties.

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

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

Note: Staff who are injured must complete an Employee Incident Report as per HS010

- Injury suffered by client.
- Medication – refused, omission, other.
- Physical Actions – Hurting self or others, extensive property damages
- Medical issues that are uncommon for the client or that the team has agreed needs to be documented.
- Personal crisis or information of serious concern.
- Documentation error.

DOCUMENTATION POINTS:

1. Legibly document details of the incident on the Incident Report, in blue or black ink. Do not use white out.
2. Proofread for spelling and accuracy of incident. Sign and date bottom.
3. If reporting subjective observations, using terms such as appeared, seemed, or looked like, etc., 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).

Manual of Administration

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		Date of Issue: November 2005
		Revised: November 2019
		Page 2 of 3

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 that an incident has occurred. Immediately report required medical treatment for a client 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 the event the Police Department is notified, obtain the badge number and Occurrence Number.
- 1.5. Staff will fax in a copy of the completed Incident Report where faxes are available immediately following the incident, or to return the original report to the office within 24 hours where faxing is not possible. In the event that an Incident Report is faxed, staff must call either on-call or a manager to inform them and confirm that an Incident Report has been faxed. If faxed, originals do not need to be submitted to the office unless requested.
- 1.6. The second copy of the Incident Report remains in the clients home where applicable. 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 the required timelines 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.
- 2.2. Ensure a copy of the Incident Report is submitted to Administration to be filed in the clients Central File.
- 2.3. Immediately report any possible Serious Occurrences to the Director of Support Services/General Manager or the Executive Director.
- 2.4. Conduct or arrange debriefing session as situation warrants for client and staff. 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, client, 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.

Manual of Administration

TOPIC: Administration	SUBJECT: Incident Reporting System	Code: AD082
		Date of Issue: November 2005
		Revised: November 2019
		Page 3 of 3

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.

5. EXECUTIVE DIRECTOR-RESPONSIBILITY AND ACTION:

- 5.1. Ensures compliance with Serious Occurrence protocol. All Serious Occurrences are reported and documented.