

Incident Reporting and Follow Up for Clients

Purpose *To ensure ASC has a consistent format and procedure to document and follow up on all incidents related to clients.*

Policy Statement *A formal documentation and follow up process will be used to respond to incidents, which may include but not be limited to:*

- 1. Unanticipated Situations or Behaviours of Concern*
- 2. Medication Concerns*
- 3. Accidents/Illness/Injury*
- 4. Property Damage*
- 5. Critical Incidents*
- 6. Other*

External Critical Incident Reporting

Incidents of a critical nature will be reported as per the guidelines of the applicable contractual agreement and or authorities including but not limited to:

- a. Disability Services (Persons with Developmental Disabilities, Family Support for Children with Disability)*
- b. Protection for Persons in Care*
- c. Accommodations Standards and Licensing*
- d. Office of the Public Guardian and Trustee*
- e. Children Services*

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Examples of Incidents:

1. Unanticipated Situations or Behaviours of Concern
 - An unexpected, unpredictable or isolated situation, behaviour or event (as per ASC Responding to Behaviours of Concern Policy and Procedure)
2. Medication Concerns
 - Medication errors/incidents, pharmacy errors, adverse side effects
3. Accident/Injury/Illness
 - Falls
 - Vehicle collisions
 - Incident causing bodily harm
 - Body marks, scratches, bruises, rashes etc.
4. Property Damage
 - Damage to any property caused by the actions of a client
5. Critical Incidents may include but not be limited to:
 - Medical emergencies requiring medical interventions and/or hospitalization
 - Use of emergency preparedness plans due to electrical failure, severe weather, fire, flood, etc.
 - Events likely to engage media attention
 - Extensive property damage such that services cannot be provided from that building
 - Confirmed diagnosis of communicable illness and or diseases
 - Missing client
 - Sudden and unexpected death
6. Other
 - Alleged actions of mistreatment or abuse of a client
 - Actions that may have a detrimental effect on others that may or may not require legal involvement (assault, illegal activities, substance abuse, ethical concerns)
 - Financial concerns (missing or misuse of funds)
 - Police involvement
 - Any other areas that are relevant but not covered above that may result in health, ethical or legal consequences

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Client Incident Reporting Process:

1. The following information will be recorded on an Incident Report for Client Form:
 - a) Name of the client
 - b) Date and time of the incident
 - c) People involved in the incident
 - d) Type of incident
 - e) Details of the incident
 - f) Follow up and recommendations
 - g) Signatures as applicable
2. The Incident Report for Client Form will be completed as soon as possible after the incident and prior to leaving your shift.
3. To protect the confidentiality of all persons involved and to ensure compliance with the Freedom of Information and Protection of Privacy Act (FOIP), first names of all parties may be used.
4. The completed Incident Report for Client Form will be forwarded to the Team Manager/Area Coordinator by the next business day and a photocopy may be retained in the service area.
5. If for any reason the completed Incident Report for Client Form cannot be submitted on the next business day, verbal notification must be completed by the next business day. The Incident Report for Client Form must follow as soon as possible.
6. Situations of a serious nature must be reported to the Team Manager or Area Coordinator immediately; either by verbal notification or direct submission of a completed Incident Report for Client Form.
7. The Team Manager/designate will forward the Incident Report for Client Form within three business days of the incident, to the Area Coordinator/designate, for follow up and recommendations.
8. Depending on the circumstances of the incident, and at the direction of the Team Manager or Area Coordinator, the Guardian may be contacted regarding the incident; and this will be recorded on the Incident Report for Client Form.
9. Depending on the circumstances of the incident, the Incident Report for Client Form may be forwarded to any one or combination of the following for follow up and recommendations:
 - a) Program Director
 - b) Executive Director
 - c) Behaviour Review Committee Representative
 - d) Internal Behaviour Review Committee

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- e) ASC Board of Directors
- f) Disability Services Caseworker

Depending on the circumstances of the incident, a team may meet to determine further actions regarding the client.

The team may include but not be limited to:

- i. Any of the persons noted above
- ii. Client and or Guardian
- iii. Service Area Coordinator
- iv. Team Manager

Further actions may include but not be limited to:

- i. Establishing a tracking system
- ii. Assessing, enriching or modifying the environment or supports
- iii. Medical, neurological and or psychological assessments
- iv. Referral to external resources
- v. Developing and implementing a Behaviour Support Plan
- vi. Completing a risk assessment
- vii. Temporarily suspending services
- viii. Discontinuing services*

* Note: Discontinuing services would also require approval from the ASC Placement Committee.

- 10. The Incident Report for Client Form is returned to the Area Coordinator for distribution of copies as required.
- 11. The service area employees are responsible to implement the identified follow up and recommendations upon receipt of the returned copy. All previous copies will be shredded.
- 12. The original Incident Report for Client Form will be filed on the client’s main ASC file.

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