

3.3 REPORTING CRITICAL INCIDENTS

POLICY

We believe that every individual is entitled to live life in ways that promote a sense of personal safety, security, fulfillment and growth. This entitlement includes the right to appropriate health care intervention and access to medical emergency response teams.

We are committed to providing service to people in ways that are personally respectful, safe and empowering. The documentation and tracking of “Incidents” is one monitoring initiative the association uses to develop strategies to reduce or minimize reoccurrence and to promote the delivery of quality services.

“Incidents”, for the purpose of reporting procedures are defined in two ways. Definitions and corresponding reporting procedures are outlined in the following two sections.

PROCEDURES

Reportable Incidents

A reportable incident is an event where a person in care has been injured or has been seriously or adversely affected or has gone missing while under the care or supervision of the Care Provider. As well, any event or occurrence that jeopardizes the health, safety care and/or dignity of those in care, those providing care, or those in contact with persons in care. Examples of “Incidents” that need to be reported to the Life Sharing Network Manager or Assistant Manager:

- > Aggressive/unusual behavior by or towards the person in care.
- > Emotional Abuse
- > Financial Abuse - misuse of funds of a person in care.
- > Medication error requiring emergency care or transfer to hospital
- > Missing/wandering person(s) who require ongoing supervision
- > Motor vehicle accidents involving person in care.
- > Injury requiring medical attention.
- > Outbreak of communicable disease affecting person in care, Life Sharing Network provider and/or family members living in the home.
- > Physical abuse, either alleged or observed.
- > Sexual abuse.
- > Attempted suicide.
- > Unexpected death.
- > Unexpected illness resulting in hospitalization.
- > Hospitalization

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Reporting Procedures

If a person receiving services becomes involved in an “Incident” as defined above, the following reporting procedures must be followed:

1. Complete an incident report form as soon as the incident has occurred, after all immediate health and safety issues have been addressed. It is important that the form is fully completed. Immediately contact the Life Sharing Network Manager or Assistant Manager and designated family members of the individual.
2. Submit (via fax or e-mail) the completed Incident Report form to the Life Sharing Network Manager or Assistant Manager immediately upon completion (within 24 hours of the occurrence). It is the responsibility of the Care Provider to ensure that the Incident Report has been completed in its entirety by the appropriate persons, and sign the report.
3. A copy of the completed Incident Report form must be retained on file within the Life Sharing Network home.

INTERNAL MONITORING INCIDENTS

Some events or incidences occur that do not require reporting to either the Life Sharing Network Manager or the designated family member, but which require internal monitoring or agency follow up. Such incidents should be reported on an Incident Report and distributed accordingly. Examples of “Internally Reported Incidents” include but are not limited to the following:

- > Missing or damaged property.
- > Disputes between two people receiving support (i.e. roommates) not resulting in abuse or injury.
- > Behaviors or medical issues being tracked or recorded by formal charts or logs
- > Damage to or loss of personal property of Care Provider or person receiving support.
- > Reported significant incident alleged to have happened when a person in care was outside of the care or supervision of the Care Provider, (i.e. during independent outings, visiting family or friends, etc).

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Name: _____

Steps to Follow	Date and Time	Initial
1. Ensure individual is safe and out of danger		
2. Unusual Occurrence/Incident Report completed (within 24 hours)		
3. File Incident Report: See steps (a - l) below: REMEMBER THESE GUIDELINES: <ul style="list-style-type: none"> • IF CRITICAL - You must phone appropriate people, fax and then mail the report. • IF SERIOUS OR UNUSUAL, BUT NOT CRITICAL - You phone the appropriate people, and mail the report; no need to fax it. • IF IMPORTANT, BUT AN INTERNAL ISSUE ONLY - Give all copies of incident report only to Life Sharing Network manager or assistant manager. <p><i>*Please do no just fax reports to anyone without a phone call to them first.*</i></p> <p><i>IF YOU ARE IN DOUBT ABOUT WHOM TO CONTACT, PLEASE ASK THE LIFE SHARING NETWORK MANGER OR ASSISTANT MANAGER BEFORE YOU BEGIN, AS CONFIDENTIALITY IS VERY IMPORTANT, WE WANT INFORMATION FROM INCIDENT REPORTS TO GO ONLY WHERE IT IS SUPPOSED TO.</i></p>		
a) CALL the person's Family Member to explain incident. b) CALL CLBC or After Hours to report 604-660-8180 c) CALL MCFD Social Worker or After Hours if supporting an individual under 19 – 604-660-8180		
c) CALL the Life Sharing Network Manger or Assistant Manager		
c) FAX to MCFD, CLBC, BACI (if critical)		
d) GIVE the copy of report to Life Sharing Network Manager or Assistant Manager		
6. Incident Report (Please specify)	Internal <input type="checkbox"/>	External <input type="checkbox"/>
7. Photocopy of report forwarded to Life Sharing Manager or Assistant Manager with this completed checklist attached.		

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8. Copy of report into person's file at Life Sharing Network home.		
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