

## PATHWAYS ABILITIES SOCIETY

### **PROCEDURE: INCIDENT AND CRITICAL INCIDENT REPORTING**

**Applies to:** All Personnel and Contractors

Original Effective Date: 1993

Effective Date: July 29, 2024

Replaces Procedure Dated: April 4, 2022

There are two types of incident report forms. Frontline staff is responsible for completing one of the two. A supervisor or manager or their designate completes the second.

\*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 "Incident Report" (electronic).
2. An Interior Health "Community Care Licensing Residential Care Incident Report" which is completed by the supervisor or designate (electronic). See the Incident and Critical Incident Reporting policy to determine if this form needs to be completed.

As per Pathways' Incident and Critical Incident Report policy, abuse or allegations of abuse, neglect, injuries resulting in the person requiring medical attention, unexpected death and attempts of suicide are Critical Incidents and staff must notify the supervisor, manager, executive director or designate immediately, on weekends they notify the on-call person. The staff complete the specified form in ShareVision as outlined below.

"Critical Incidents" are reported verbally immediately. "Incidents" are reported via email as outlined below.

#### **ShareVision "Incident Report"**

##### 1. Staff:

- Determine if it is a Critical Incident or Incident. There is a different reporting process for each.
- If it is a "Critical Incident" staff notify the supervisor, manager, executive director or designate immediately. From Friday at 4:30 pm to Monday at 8:00 am (holidays within a long weekend are included), they notify the on-call person.
- If it is an "Incident", (not a Critical Incident) staff notify (Home's staff email) the supervisor, manager, executive director or designate prior to completing their shift.
- Staff inputs the information in the ShareVision Incident Report form ensuring all appropriate fields are completed including proper grammar, spelling and punctuation.
- Completes a separate incident report for all parties involved.
- Reviews previous reports to remain informed.

##### 2. The supervisor, manager or on-call person:

- Determines if it is a Critical Incident that requires notifying 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 them that an Incident Report has been completed prior to leaving their shift.
- Contacts the caregiver or family if the individual had a fall, injury or if they were the recipient of physical aggression and are unable to effectively communicate they were harmed or felt threatened. If the primary contact does not answer the phone and there is a relevant secondary contact listed, then the secondary contact is notified.
- Completes all follow up required.
- Ensures staff knows whom to notify in their absence.

3. The executive director or designate:

- Reviews the report and completes their portion.
- Determines if the person is a CLBC client and if the incident is reportable to CLBC.
- Determines if it is a Critical Incident and calls CLBC at 250-712-3610 or, if it is after hours, the Provincial Centralized Screening team at 1-800-663-9122.
- If the report, as outlined in the policy, is reportable to CLBC (some incidents though reportable via fax, do not require a telephone call as outlined above), prints and faxes (250-712-5426) or emails the report to the local office (clbckelowna@gov.bc.ca and Pathway's current analyst) within 24 hours of the incident occurring.

4. Incident report are reviewed by at least 2 leadership team members to determine if they require further review by the entire team. If not, they conclude the report.

5. The executive director or designate:

- Brings a copy of reports sent to CLBC and have not been concluded to the monthly leadership meeting at which time 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 review on or in the Incident Report.
- Provides the board of directors with a copy of the quantitative summary of the incident reports for the year in June.

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

7. 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. Staff:

- Determine if it is a Critical Incident or Incident. There is a different reporting process for each.
- If it is a “Critical Incident” staff notify the supervisor, manager, executive director or designate immediately. From Friday at 4:30 pm to Monday at 8:00 am, they notify the on-call person.

- If it is an “Incident”, (not a Critical Incident) staff notify the supervisor, manager, senior homes support worker, executive director or designate via email prior to completing their shift.
- Inputs the information in the ShareVision 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 senior homes support worker or manager that the form has been completed prior to leaving their shift. If the incident occurs on a Friday, Saturday, Sunday or holiday and the person cannot get a hold of the supervisor or a senior homes support worker, the staff is to call the on-call telephone.
- Reviews previous reports to remain informed.

2. The supervisor or senior homes support worker or the person on-call:

- Reviews the ShareVision Incident Report form and determines if the incident is a Critical Incident reportable to Interior Health.
- If it is a Critical Incident, they complete the Community Care Licensing Residential Care Incident Report on-line at: <https://www.interiorhealth.ca/information-for/businesses/community-and-child-care-providers/resources-for-community-care-providers/community-care-reportable-incident-form>
- When completing this form:
  - The facility name is the name on the license (647 New Meadows, 1250 Guisachan Road, or Bouvette Street).
  - The field, “The person(s) in care are in,” is checked off as other.
  - The field, “Care plan reviewed/revised,” is always checked off.
  - The form must be printed before clicking the submit button and the printed copy is given to the executive director or designate.
  - The staff notify the executive director or designate that this additional report has been completed.

3. If the critical incident occurs outside of business hours (Monday – Friday 8:00 am – 4:00 pm), you must also call the Environmental Public Health and Licensing Manager on call phone at 1-250-851-4184.

4. The supervisor or senior homes support worker:

- Completes all follow up required.
- Ensures staff knows whom to notify in their absence.

5. The executive director or designate:

- Reviews the report.
- Brings a copy of reports sent that have not been concluded to the monthly leadership meeting at which time reports are reviewed for further analysis, strategy development, follow up and a potential referral to the Joint Occupational Health and Safety (JOSH) committee in order to prevent reoccurrence.
- Inputs the results of the leadership meeting on the Incident Report.

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

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

- Determines if it is an Incident or Critical Incident (refer to the Incident Report Policy) and notifies the home share manager or home share coordinator manager (HSM)

immediately. If they are unreachable, notify the executive director. If the event occurs on a weekend (holidays within the long weekend are included), the home share provider (HSP) notifies the on-call person at 250-763-4837, extension 4. Be sure to leave a detailed message if there is no response.

- Completes either a paper version of the CLBC Critical Incident form and submits the form to the HSM or on-call person for review or provides the HSM or on-call person verbally with the information and they input the information in the ShareVision Incident Report.

2. The HSM or person on call:

- Inputs the information in the ShareVision 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 if required.
- 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.
- Ensures the HSP or RP knows who to notify in their absence.
- Process the reports as outlined above in the ShareVision "Incident Report" section.