

**POLICY TYPE: HEALTH AND SAFETY STANDARDS
(HSS) POLICY TITLE: CRITICAL AND NON-CRITICAL INCIDENT REPORTING**

APPENDIX 11: CRITICAL INCIDENT REPORT FORM



CRITICAL INCIDENT REPORT

GENERAL INFORMATION

FOR ALL UNLICENSED PROGRAMS **and** INCIDENTS IN LICENSED FACILITIES THAT ARE NOT REPORTABLE TO LICENSING

Name of Program / Place of Service _____ Phone Number (10 digits) _____

Address _____ City / Town _____ Postal Code _____

Name of Service Provider _____

Service Category (reference CLBC contract) _____ licensed not licensed

PERSON(S) INVOLVED

Individual Visitor Other (please specify) _____

Name of Individual _____ Birthdate (DD/MM/YYYY) _____ Gender F M List All Persons Adversely Affected (attach list if necessary) _____

TYPE OF INCIDENT – REPORTABLE TO CLBC

ABUSE		OTHER INCIDENT TYPES	
Emotional Abuse		Aggression Between Individuals	Motor Vehicle Injury
Financial Abuse		Aggressive / Unusual Behaviour	Neglect
Physical Abuse		Attempted Suicide	Other Injury
Sexual Abuse		Choking	Poisoning
RESTRICTED PRACTICES		Death	Service Delivery Problem / Disruption of Services
Exclusionary Time Out *		Disease / Parasite Outbreak	Unexpected Illness / Food Poisoning
Restraint *		Fall	Use of Seclusion *
Restriction of Rights *		Medication Error	Use or Possession of Illicit Drugs or Misuse of Licit Drugs *
		Missing / Wandering	Weapon Use *

* Incidents that are reportable to CLBC only. Community Care Facilities Licensing (CCFL) does not require reports for these 6 incident types.

DETAILS OF INCIDENT

Date of Incident (DD/MM/YYYY) _____ Time of Incident (24 hh:mm) _____ Location of Incident _____

What Occurred? (attach additional page if required)

Actions Taken (attach additional page if required)

NOTIFICATION

PARTIES NOTIFIED	Y/ N	NAME OF PERSON CONTACTED	RELATIONSHIP TO INDIVIDUAL OR POSITION TITLE	DATE (DD/MM/YYYY)	TIME (24 hh:mm)	CONTACT PHONE NUMBER
Family Member / Representative						
Program Supervisor / Manager						
Health Care Provider						
Public Guardian Trustee						
Licensing						
Fire Department						
Police						
Ambulance						
Coroner						
Other (specify):						
CLBC Staff						

SIGNATURES

Name of Person Reporting Incident Position Signature Date (DD/MM/YYYY) Time (24 hh:mm)

Name of Program Supervisor or Manager Position Signature Date (DD/MM/YYYY) Time (24 hh:mm)

Name(s) of Witness(es) Relationship to Individual Phone No. (10 digits) Email

(Rev March 2016, V. 4)

CRITICAL INCIDENT TYPES

Based on Appendix One of the Critical Incidents Policy

“**CCFL**” indicates this incident is reportable to Community Care Facilities Licensing. “**CLBC**” indicates this incident is reportable to

“**Individual**”: For the purpose of these definitions, “individual” refers to an individual accessing CLBC funded services.

<p>ABUSE</p> <ul style="list-style-type: none"> ▪ Emotional Abuse (CLBC/CCFL) *: Alleged or actual act or lack of action that diminishes an individual's sense of well-being and is perpetrated by a person in a position of trust or authority, including verbal harassment, yelling, or confinement. ▪ Financial Abuse (CLBC/CCFL): Alleged or actual misuse or abuse of an individual's funds or assets by a person in a position of trust or authority. Obtaining property or funds without the knowledge and full consent of the individual or a formal or informal representative. ▪ Physical Abuse (CLBC/CCFL) *: Alleged or actual excessive or inappropriate physical force directed at an individual by: <ul style="list-style-type: none"> • a person in a position of authority or trust, including a staff member or volunteer, or • a person who is not responsible for providing services and is not a supported individual. ▪ Sexual Abuse (CLBC/CCFL): Alleged or actual sexual behaviour, directed at an individual, whether consensual or not, by a staff member, volunteer or any person in a position of trust or authority. Sexual behaviour includes inappropriate, unsolicited, or forced sexual attention from a person who is not responsible for providing supports or services. Sexual behaviour between two consenting individuals is not a critical incident. <p>AGGRESSION BETWEEN INDIVIDUALS (CLBC/CCFL) Aggressive behaviour by an individual towards another individual that causes injury requiring first aid (e.g. bandage, ice pack), emergency care by a medical practitioner or nurse practitioner, or transfer to a hospital.</p> <p>AGGRESSIVE / UNUSUAL BEHAVIOUR (CLBC/CCFL) Aggressive behaviour by an individual towards a person (including another supported individual, staff, or others) or unusual behaviour that:</p> <ul style="list-style-type: none"> ▪ is not appropriately addressed or documented in the individual's Behaviour Support and Safety Plan, or ▪ results in harm (physical or emotional) <p>If the harm is to another individual, refer to Aggression Between Individuals to determine if it would be more appropriate to report it as that incident type.</p> <p>Unusual behaviour is behaviour that is unusual for the individual.</p> <p>ATTEMPTED SUICIDE (CLBC/CCFL) * Attempt by an individual to intentionally self-harm for the purpose of taking his or her own life.</p> <p>CHOKING (CLBC/CCFL) * An individual's airway is obstructed, requiring first aid, emergency care by a medical practitioner or nurse practitioner, or transfer to a hospital.</p> <p>DEATH (CLBC/CCFL) * Death of an individual while participating in a CLBC funded service.</p> <p>DISEASE/PARASITE OUTBREAK (CLBC/CCL) * Outbreak or occurrence of a communicable disease above the normally expected level, including a communicable disease or parasite such as scabies. Contact your local Health Authority if you have questions.</p> <p>FALL (CLBC/CCL) * A fall that results in an injury requiring emergency care by a medical practitioner or nurse practitioner, or transfer to a hospital.</p> <p>MEDICATION ERROR (CLBC/CCL) * Mistake in administering medication that:</p> <ul style="list-style-type: none"> ▪ adversely affects an individual, or requires emergency care by a medical practitioner or nurse practitioner, or transfer to a hospital. 	<p>MISSING/WANDERING (CLBC/CCFL) * Unscheduled or unexplained absence of an individual from a CLBC funded service.</p> <p>MOTOR VEHICLE INJURY (CLBC/CCFL) * Injury to an individual as a result of a motor vehicle accident while accessing a CLBC funded service.</p> <p>OTHER INJURY (CLBC/CCFL) Any other injury to an individual that requires emergency care by a medical or nurse practitioner, or transfer to a hospital.</p> <p>NEGLECT (CLBC/CCFL) * Alleged or actual failure of a provider (e.g. contracted service provider, home share provider) to meet the individual's needs, including the need for food, shelter, medical attention or supervision which endangers the individual's safety.</p> <p>POISONING (CLBC/CCFL) Ingestion of a poison or toxic substance by an individual (excluding licit or illicit drugs)</p> <p>RESTRICTED PRACTICES</p> <ul style="list-style-type: none"> ▪ Exclusionary Time Out (CLBC only) Removal of an individual from a situation and environment for a period of time to prevent harm to him/her or others. It does not include positive redirection of an individual to a safe, quiet place. It differs from seclusion in that the individual is not left alone. Must be reported as a critical incident even when it is included in an approved Behaviour Support and Safety Plan. ▪ Restraint (CLBC only) * Use of physical or mechanical restraints to temporarily subdue or limit the individual's freedom of movement, including containment. Containment means restricting an individual within a certain area (e.g. using a half-door or locked exits). Must be reported as a critical incident even when it is included in an approved Behaviour Support and Safety Plan. ▪ Restriction of Rights (CLBC only) Removal of an individual's access to activities. It does not include standard safety practices or reasonable house rules. Must be reported as a critical incident even when it is included in an approved Behaviour Support and Safety Plan. <p>SERVICE DELIVERY PROBLEM/ DISRUPTION OF SERVICES (CLBC/CCFL) * Condition or event that could impair a service provider and its staff to provide service or which affects the individual's health, safety, dignity, or well-being. Examples include flood and fire.</p> <p>UNEXPECTED ILLNESS/FOOD POISONING (CLBC/CCFL) Illness of an individual requiring emergency care by a medical practitioner or nurse practitioner, or transfer to a hospital, including food poisoning.</p> <p>USE OF SECLUSION (CLBC only) * Involuntary separation of an individual from normal participation and inclusion. The person is restricted to a segregated area and denied the freedom to leave it and is left alone. Use of seclusion must be reported as a critical incident. It may never be included in a Behaviour Supports and Safety Plan.</p> <p>USE OR POSSESSION OF ILLICIT DRUGS OR MISUSE OF LICIT DRUGS (CLBC Only) Misuse of a legal substance such as mouthwash, or ingestion of aftershave. Serious misuse of legal substances such as a prescription drug or alcohol. Any use or possession of an illicit drug.</p> <p>WEAPON USE (CLBC Only) * An individual uses or threatens to use a weapon to harm or threaten somebody. Use of a weapon by a person to harm or threaten an individual. A weapon includes any object used to threaten, hurt or kill a person, or destroy property.</p>
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* See Appendix One for additional information

In addition to critical incidents, service providers are advised to maintain a record of all unexpected or unusual incidents that are not critical.