



GENERAL MANUAL POLICY

APPROVED BY:



Executive Director

CATEGORY: Supports & Services

TOPIC: Incident/Occurrence Reporting

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POLICY

It is the policy of Community Living Thunder Bay that all incidents will be reported and documented.

INCIDENT / OCCURRENCE DEFINED

An incident report is completed if the nature of the occurrence is deemed out of the ordinary during the day to day delivery of the service or in the event that a behaviour or action of an individual could cause or does cause injury to themselves, others or damage to the environment.

EXAMPLES (including, but not limited to):

- missed medication
- use of PRN
- anything requiring 1st Aid
- any minor accident (including, but not limited to minor cuts, bumps or abrasions)
- serious injury or illness (including, but not limited to hard blows to the head or body, cuts that require stitches, sudden high fever, a question of broken bones)
- individual to individual altercations

Incidents Deemed as Serious Occurrence (including, but not limited to):

- incident that places the client's life in jeopardy
- produces unconsciousness, including unconsciousness which is allegedly the result of seizure caused by an ongoing medical condition such as epilepsy
- results in a substantial loss of blood
- involves the fracture of a bone
- involves the amputation or loss of an extremity
- consists of serious burns to a portion of the body

Initial: *NR*

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- causes the loss of sight, hearing or ability to ambulate
- requires hospitalization
- is an injury of unknown origin
- treatment by medical professional (excluding ongoing medical treatment for a pre-existing medical condition)
- other incidents which the Association has deemed as serious such as:
 - alleged criminal conduct, including, but not limited to abuse
 - police involvement

Incidents deemed as Serious Occurrences, must be reported to the Team Leader immediately. When in doubt, contact the Team Leader who will make the decision and instruct the staff person.

If there seems to be some confusion over what is an “incident” and what is a “serious occurrence”, the Team Leader or On Call Supervisor should be contacted immediately.

The written Serious Occurrence Report can be done within 24 hours, but verbal notification to an on duty supervisor (Team Leader, or On Call Supervisor) must be done immediately. Leaving a voicemail is insufficient. You must speak directly to an on duty supervisor.

Initial:

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PROCEDURE:

1. Complete incident report in A.I.M.S.
 - Describe precisely, clearly and detailed. Answer who, what, where, when, why, how.
 - State the facts only.
 - If 1st Aid is required, detail treatment provided.
2. The Team Leader will review incident reports daily and provide direction to staff. The Team Leader is to document any direction in the Incident Section of AIMS. The Director of Day Services will review the day services Incident / Occurrence Reports daily.
3. In the event 1st Aid is required, contact the Team Leader and follow the Medical Treatment Policy and Procedure.

Failure to comply with this procedure may result in disciplinary action.

