

Incident Report Overview

When to write:

Incident Report	Serious Occurrence
<ol style="list-style-type: none"> 1. Challenging behaviour new or more intense than displayed in past & lacks behaviour protocol 2. Injury/potential injury to client (include all head hits and seizures) 3. Restraint/hold of child 4. Property damage (damage which may pose a safety risk or significant damage to resources or property) 5. Injury to staff 	<ol style="list-style-type: none"> 1. Death of a Client 2. Serious Injury to a Client 3. Alleged, Witness or Suspected Abuse 4. Client missing 5. Disaster on the premises 6. Complaint about the operational, physical or safety standards 7. Complaint made by or about a client 8. Restraint of client that results in injury or abuse allegation <p>(Serious and Enhanced Serious Occurrence Reporting Guidelines- March 2013. Ministry of Community and Social Services, Ministry of Children and Youth Services)</p>

How to Write:

- Location of the incident
- Clear Antecedents must be indicated – what happened immediately prior to the incident
- If a client has an injury, indicate on the body chart where the injury was incurred
- Identify and describe First aid applied (if applicable)
- Client and staff initials
- This writer for referring to yourself
- Approximation for times- for ex. At approximately 1pm
- Specific description of behaviour- ex. BB kicked this writer’s left leg with her right leg, BB attempted to bite this writer’s right arm
- Any less intrusive interventions used before the restraint/hold- ex. BB did not utilize her self-regulation coping strategies when requested by this writer or BB was prompted to sit and put her hands down and complete a puzzle etc.
- Type, duration and level of hold used if applicable- ex. Children’s control, medium-level hold for a total of 4 minutes from approximately 1:05-1:09pm
- Always use past tense

Who to Notify:

Names of all parties notified

For incident report - ST and Program Manager to be notified. Parent to be notified.

For serious occurrences - the AlphaBee on-call will be notified. Ensure you speak to a live person. The on-call will notify the CEO, Program Manager, parent and Senior Therapist.

Incident reports must be written within **12 hours** of the incident.

Serious Occurrence reports should be written immediately (within 3 hours of incident).

Note the reporting system locks down after 24 hours.

Debriefing - Involves a structured review of the experience. It provides the opportunity to learn:

- What factors may have contributed to the crisis?
- What was done well
- What could have been done better?
- What changes should be considered to help prevent future crisis events or to improve a future response?

The debriefing process can be strengthened if necessary, by identifying follow-up resources, i.e. additional assistance for employees through the Employee Assistance Plan (EAP) or re-establishing communication and rapport with the individual(s) who were involved in the crisis.

Note: CPI's debriefing is not a replacement for other debriefing services, counseling or medical intervention by qualified professionals. (www.crisisprevention.com)

The ST will complete debriefing notes and note who was contacted (e.g. parent, instructor, etc.)

- Incident reports are completed in Oasiis.
- If the person writing the incident report is the person who was scheduled to work with that client, they will complete the incident report in Oasiis, under the shift when the incident occurred.
- If the person writing the incident report is not the person scheduled to work with the client at the time of the incident, then the word document version is completed and given to the client's ST and the ST will upload the IR in the client's documents in Oasiis

Approval

The ST then reviews and approves or denies. If denied the ST will provide feedback to the person who filled it out.

The required edits will be completed and resubmitted by the person who filled out the original report.

The ST then again reviews and approves or denies. The process continues until the ST approves the IR.