

# REPORTABLE AND NON-REPORTABLE INCIDENTS - INFORMATION FOR CAREGIVERS



COMMUNITY CARE FACILITIES LICENSING PROGRAM

## Purpose

The purpose of reportable incidents is:

- To ensure that incidents are reported and reviewed in a timely manner both by the facility and Community Care Facilities Licensing staff. This process will assist in the prevention of recurrence and in the promotion of a high standard of care, safety, health and dignity of the persons in care. This also allows for health authority-wide trending and analysis to support continuous quality improvement.
- To comply with the legal responsibility to report incidents as stated in the Residential Care Regulation and Child Care Licensing Regulation.

## General Instructions to Complete the Form

The definitions of reportable incidents are listed:

- In Schedule D in the Residential Care Regulation;
- In Schedule H in the Child Care Licensing Regulation; and
- On the back of the cover page of the Incident Report form pad for quick reference.

After a reportable incident occurs (either witnessed or following notification of a “reportable incident”), the facility staff member/care provider (this could be care staff or management) will complete an Incident Report form. All relevant information to be completed by the facility (including facility follow-up and corrective measures) is on the front of the first page of the Incident Report form.

For a “reportable incident”, the facility Licensee/Manager/Supervisor of Care shall review the information on the incident form (including facility follow-up action/corrective measures), sign it, remove and retain the yellow copy (facility) and then forward the Licensing Officer’s copy (white) to the local Health Authority Licensing office, and the Funding Agency’s copy (pink) to the Funding Agency (if applicable).

## Guidelines for Sending Incident Report Forms to Licensing

Please note that there are differences between the Child Care Licensing Regulation and the Residential Care Regulation as they pertain to the requirement for reporting incidents, as noted below:

### For Residential Care Facilities:

To avoid duplication and to streamline the reporting process, **do not fax** a copy of the Incident Report form unless the incident is of an **urgent nature**. Incidents that would be considered to be of an **urgent nature** include any allegations of abuse (sexual, physical, emotional, neglect, financial), unexpected deaths, attempted suicides and service

**OVER...**

### South

201 – 771 Vernon Avenue  
Victoria, BC V8X 5A7  
Ph: **250-475-2235**  
Fax: 250-475-5130

### Central

#29 - 1925 Bowen Road  
Nanaimo, BC V9S 1H1  
Ph: **250-739-5800**  
Fax: 250-751-1118

### North

#200 - 1100 Island Highway  
Campbell River, BC V9W 8C6  
Ph: **250-850-2110**  
Fax: 250-286-3486

disruptions. For these urgent incidents, **immediately call or fax** your Licensing Officer and then mail the white copy within 24 hours to your Licensing office. If reporting by fax or phone, the original report must also be submitted to the Licensing office as soon as possible.

For other, incidents not of an urgent nature (e.g. falls, aggressive/unusual behaviours, expected deaths, emergency restraints, unexpected illnesses, etc.) please mail the white copy promptly to your local Licensing office.

Please contact your Licensing Officer if you have any questions and if in doubt, please err on the side of over reporting.

#### For Child Care Facilities

Section 55 (2) of the Child Care Licensing Regulation requires that all reportable incidents be reported to Licensing **within 24 hours**. Reports will be accepted by fax, phone call, or hand-delivery of the original Incident Report form to the Licensing office. If reporting by fax or phone, the original report form must also be submitted to the Licensing office as soon as possible.

#### **Maintaining a Log of Non-reportable Incidents**

In all types of facilities (Child Care, Child Residential Care, and Adult Residential Care facilities), the licensee must maintain a written log of:

- Minor accidents and illnesses involving persons in care, that do not require medical attention and are not reportable incidents; and
- Unexpected events involving persons in care.

Licensing Officers will review this log of non-reportable incidents at the time of their inspection visit to your facility.

#### **Freedom of Information and Protection of Privacy**

The collection and release of personal information is related directly to and is necessary for the program operation per Section 26 of the Freedom of Information and Protection of Privacy Act. If you have any questions about the collection and use of this information, contact your local health authority, Community Care Facilities Licensing office.