

## 3.12 REPORTING INCIDENTS

### **Overview:**

The documentation and tracking of “incidents” is one method that can be used to: (1) identify patterns or trends and causes; (2) develop strategies to reduce or minimize re-occurrence; and (3) promote the delivery of quality services.

### **Policy:**

BACI will establish critical incident reporting procedures to:

- Document and report any incidents;
- Analyze incidents to identify patterns, trends and causes;
- Review incidents to see if they can be prevented in the future
- Use analysis to guide training topics.

Where programs are licensed or funded by CLBC, the reporting of “incidents” is governed by the Residential Care Regulations or the contract with CLBC or both. Thus for the purpose of reporting incidents, there are different procedures for programs that are: (1) licensed and funded by CLBC; (2) funded by CLBC; and (3) neither licensed nor funded by CLBC.

Each funder or regulatory body (MCFD, Licensing, CLBC) will have their own requirements for reporting incidents and BACI staff are expected to comply with those regulations. To ensure staff are clear on expectations, detailed procedures are in place that explain how and when to complete reports and how to report to the appropriate body.