

# CRITICAL INCIDENT REPORTING PROCEDURE

When an incident occurs, the appropriate CIR form must be completed and sent in to the Life Sharing Network (LSN) Department within 24 hours.

All applicable areas of the form must be completed, including:

- Name of Residence/Service/Activity;
- Address and phone number of the home;
- Name of the individual involved (this is who the incident report is about);
- Name of others involved (this would be other individuals/family members, etc);
- Birth date of the individual involved;
- The type of incident it is (simply check the box that applies);
- The date, time and location of the incident;
- Who was notified of the incident (check the box that applies and note time and date).

When completing the details of the incident, please remember the following:

- Write clearly and neatly;
- Be concise, but include all relevant information (include what happened before, what the incident was, what happened after);
- Write objectively (only write what can be observed, do not interject what YOU think people felt or meant or thought, etc);
- If there is an injury, describe the extent of the injury to the individual (not the staff);
- Describe what actions were taken at the time;
- Include the outcome (what happened at the end, what was the resolution).

The LSN Managers are responsible for reviewing the report to be sure it is accurate, understandable and complete. Once it is reviewed, the LSN Manager will forward to the appropriate agencies.

When submitting the non-licensed CIR's to CLBC, the LSN Manager must review and ensure completion of the Action Taken area on the back of the form. If there is not enough room, it can be done on a separate sheet and copied and attached to all forms that are sent. Any sheets attached to a CIR need to have the CIR number and signature of the LSN Manager.

All CIR's must be submitted to the Manager within 24 hours of occurrence. CLBC should receive their reports within 48 hours of being completed.

If the CIR is serious or of an urgent nature, contact your LSN Manager immediately.