

Life Sharing – Handling and Reporting Emergencies and Critical Incidents

HANDLING EMERGENCIES

An emergency is a situation that places an individual or a caregiver at risk, and/or that requires the assistance of a doctor, nurse, 911, or BACI. Examples include a fire, vehicle accident or earthquake. In the event of an emergency, you should contact your Life Sharing Manager right away. The Life Sharing Managers will take your emergency calls **24 hours a day, seven days a week**. They will respond and provide support as necessary, and if they are unable to assist at that time, they will assign another manager on the Life Sharing team to follow up with you immediately.

- **Call 911 if it is a medical or safety emergency.**
- Contact the family, or designated family emergency contact if the family is not available.
- You are required to report all incidents to The Burnaby Association for Community Inclusion (BACI).

In preparation

Keep emergency phone numbers for fire, police, and ambulance, poison control and BACI, along with the person's emergency contact numbers and information, near the phone.

Make sure you have a completed Emergency profile or Fact Sheet.

Make sure you have an up-to-date Consent for Health Care Support.

CRITICAL INCIDENT REPORTING

Reporting Emergencies and Other Incidents

Reporting the incidents that arise in a person's life helps us to understand and respond more effectively to each person's needs. As a contractor, you are required to report all incidents – even those that may feel less significant to you, such as cuts and bruises.

Critical Incidents

A critical incident is any event that is detrimental to the person being cared for, or to you or other members of your household. A critical incident is also any event that constitutes an infringement of an individual's rights, and/or is unusual or extraordinary in nature.

Examples of critical incidents include:

- Injury requiring medical attention;
- Suspected or actual abuse;
- Aggressive or unusual behavior;
- Car accident;
- Poisoning;
- Medication error;
- Exposure to a communicable disease such as Hepatitis B;
- Suicide or attempted suicide;
- Use of illicit drugs;
- Unauthorized use or possession of a weapon;
- Unusual illness or unexpected death;
- Missing person;
- Damage to the contractor's home or a public facility;
- Sexual assault;
- Anything requiring emergency medical, fire or police involvement;
- "Near-misses" or "close-calls."

If you witness or are involved with a critical incident, you must:

- Contact the individual's family as outlined in consents;
- Contact your Life Sharing Manager (or delegate from the Life Sharing Team if they are away), and;
- Complete a Critical Incident Report, as outlined below.

If you suspect that an individual may have been abused or neglected, you must report it. Follow these steps:

- Ensure the immediate safety and well-being of the person;
- Notify the Life Sharing Manager immediately to get guidance on next steps;
- Notify the police if it is an emergency;
- Obtain medical attention, if needed;
- Complete a Critical Incident Report Form and return to the Life Sharing Manager immediately;
- Cooperate fully with any investigation by police and/or Community Living B.C., the Office of the Public Trustee or the Regional Health Authority.

Critical Incident Report Form

- **A CLBC Critical Incident Report Form must be submitted to your Life Sharing Manager within 24 hours.**
- Your Life Sharing Manager will follow-up with you if you were not able to report to them directly.

