



Circumstances Requiring Incident Reports

All employees, volunteers and students who witness, discover, or are notified of unusual incidents must report such in a timely manner using an incident and accident reporting form.

Unusual Incidents are defined as **occurrences that disrupt or adversely affect the course of treatment or care of an individual, or the agency/ program management or administration.** They will include, but not be limited to the following:

- ✓ Any explained or unexplained injury of a recipient, or any incident which could have caused injury
- ✓ Any unauthorized leave of absence of a recipient
- ✓ Medication errors or refusals; any medication variances
- ✓ Any emergency medical treatment or procedure (including Emergency Room & Urgent Care visits)
- ✓ An unusual or first-time medically related occurrence, such as seizures
- ✓ Problem behaviors not addressed in the treatment plan such as verbal or physical aggression
- ✓ Use of physical intervention or management
- ✓ Inappropriate sexual acts (excessive masturbation, inappropriate touching of others) not covered in a behavior plan
- ✓ Environmental emergencies or incidents that could have caused injury (fires, vehicle accidents, etc...)
- ✓ Involvement of other agencies (Police, Licensing, APS, etc.)
- ✓ Suspected criminal offenses involving recipients
- ✓ Suspected abuse or neglect of an individual served
 - *Also requires immediate phone notification to Recipient Rights*
- ✓ The death of a recipient
 - *Also requires immediate phone notification to Recipient Rights*

Staff who witness, discover, or are notified of unusual incidents will:

1. Immediately take action to protect, comfort and assure treatment of the recipient
2. Notify designated supervisor ASAP of serious injury
3. If serious injury or death, or in the case of suspected abuse or neglect, report *immediately* to ORR (leave a message for ORR to receive the next business hours available)
4. Report as required to APS, CPS, police as appropriate
5. Write an incident report within the shift this occurred
6. Verbally report to oncoming staff
7. Supervisors should review the incident report. Enter any other information needed, such as additional actions taken, appropriateness of actions taken by staff, or any remedial action that has been taken.
8. Send a copy of the incident report - within two business days - to ACCMHS (via Fax **269-686-5267**), and Licensing (if applicable), making sure a copy is retained in the agency.
9. Answer questions from supervisor, ORR, DHS, and the police who may be doing an investigation.

Incident Reporting Tips & Reminders

- ❖ If 2 or more staff observe an incident they may both sign one staff's version as documented on the incident report if they both agree. If they do not agree on the documentation of the events, both should fill one out.
- ❖ Staff should always write a separate incident report for each recipient involved. Never use a recipient's full name on the incident report for another recipient, rather use case number or first and last initials.
- ❖ Staff should provide all pertinent information necessary so that a person not present could understand what happened. Incident reports should be clear, complete and concise.
- ❖ Staff should include all pertinent information, including what led up to the incident, whether or not an injury occurred, what interventions were tried by staff and the results—before, during and after the incident.
- ❖ Staff should write in factual terms, and avoid using judgments about what occurred in the incident.
- ❖ Use only common and accepted abbreviations.
- ❖ Write legibly.