APPENDIX I

CRITICAL INCIDENT REPORT FORM

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CRITICAL INCIDENT REPORTING PROCEDURES

Family Violence Prevention Program
Department of Family Services and Housing

Critical Incident Report

Family Violence Prevention Program

Agency	Address
Director/ Senior staff	Telephone Number

Board Chair	Date & Time of Occurrence	Date & time information received by person completing report

Name of person(s) involved (First name & initial of surname)	Age	**Type of serious occurrence**
Staff member in-charge at the time of the incident		[ ] death [ ] serious injury [ ] alleged abuse/maltreatment [ ] missing person [ ] disaster on premises [ ] Other _____

Who was notified?	Verbal Rpt	Written Rpt	Date
Chair/designated member	[ ]	[ ]	_____
FVPP	[ ]	[ ]	_____
Other: _____	[ ]	[ ]	_____

Description of the Critical Incident (attach details)

Please print legibly, using black ink

What happened? (*Who, what, where, when, why, & how. Include names of staff who were involved or who witnessed the incident.*)

When was the incident reported? To whom? By whom? Time of call? Response time? *(i.e. Police, emergency services, doctor, etc.)*

Action taken:

Current status/Condition:

Further immediate, or future action proposed (include measures taken or planned to prevent similar incidents in the future):

Is this expected to be the only/last report submitted for this occurrence? [ ] Yes [ ] No

Report completed by: (Printed name)	(Signature)	Date report completed	Time

To be completed by the Family Violence Prevention Program

Date FVPP notified:	Time	Written report received:

Assigned to:

Further service provider action required [ ] Yes [ ] No
Further FVPP action required [ ] Yes [ ] No
Briefing/Advisory Note written [ ] Yes [ ] No

Explain current status and additional action to be taken:

FVPP Signature Date

Family Violence Prevention Program (FVPP)

CRITICAL INCIDENT REPORTING PROCEDURES
FOR SERVICE PROVIDERS

INTRODUCTION

Agencies delivering services that are funded by the Family Violence Prevention Program (Department of Family Services & Housing) are responsible for providing services which promote the health, safety and welfare of the clients being served. This responsibility requires service providers to demonstrate that their service delivery is consistent with relevant legislation, regulations, standards and policy.

Along with other reporting requirements between agencies and the Family Violence Prevention Program (FVPP), Critical Incident reporting provides both parties with an effective means of monitoring the appropriateness and quality of their service delivery. It also allows for the ongoing review of service provider practices, procedures, and training needs.

As such, the FVPP requires that agencies funded to provide services to abused women and their families report all critical incidents within 24 hours. In addition, service providers are required to submit a Critical Incident Report. The following procedures include descriptions of roles and responsibilities, reporting templates, and the steps required to promote a consistent approach to Critical Incident reporting and related follow-up actions.

DEFINITION

Critical incidents to be reported by the service provider to the FVPP are defined as follows:

1. Any death of a client which occurs while participating in a service1

2. Any serious injury to a client which occurs while participating in a service, including:
   - Any injury caused by the service provider;
   - A serious accidental injury received while in attendance at a service provider setting, and/or in receiving service from the service provider;
   - An injury to a client which is non-accidental, including self-inflicted, or unexplained, and which requires treatment by a medical practitioner, including a nurse or dentist.

3. Any alleged abuse2 or mistreatment of a client which occurs while participating in a service. This includes all allegations of abuse or mistreatment of clients against staff or volunteers.

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1 In the event of death, a medical examiner must also be notified.
2 Abuse includes physical harm, sexual molestation or exploitation, not providing medical treatment when required, and psychological, verbal, emotional, financial abuse or mistreatment.

4. Any situation where a client is missing and the service provider considers the matter to be serious

5. Any disaster, such as a fire, on the premises where a service is provided

6. Any complaint made by or about a client, or any other Critical Incident concerning a client that is considered by the service provider to be of a serious nature

Note: Within the parameters of the preceding definitions, the service provider is responsible for determining whether an incident is a Critical Incident as defined by these procedures and whether, therefore, it should be reported to the FVPP.

REQUIREMENTS

Instruction of Staff

Service providers are expected to develop internal policies for instructing staff regarding critical incidents. At a minimum, these policies must address:

- The identification of critical incidents;
- The immediate response procedures to a critical incident; and
- The expected steps in reporting a critical incident.

Critical Incident Response – Immediate Actions by Service Provider

Actions to be taken if a critical incident has occurred, or is suspected, include the following:

1. The client shall be provided with immediate medical attention when warranted.

2. Appropriate steps shall be taken to address any continuing risks to the client's health or safety. (The need for the same or similar steps to address the health and safety of other clients should also be considered, as appropriate.)

3. Ensure that the local medical examiner is notified immediately in all cases involving death, regardless of location (e.g. hospital) or circumstances (e.g. "Do Not Resuscitate" order was in effect, or death not considered questionable).

4. The staff or any other person witnessing or having knowledge of the occurrence shall report the matter to the person designated by the service provider to conduct Critical Incident inquiries.

5. The designated person shall immediately begin a Critical Incident inquiry in accordance with the following steps. The purpose of the inquiry is to gather information regarding the actual or alleged occurrence(s).

6. All persons having knowledge of the occurrence should be asked to remain on the premises until the designated person has interviewed them, or indicated that there is no need for their involvement at that point.

7. The inquiry information gathered by the designated person will form the basis of the Critical Incident Report (attached), and therefore should include as many of the following details as possible at this time:

   - Description of the incident
   - Client's allegation (if applicable)
   - Date, time, place where it occurred
   - Time incident reported
   - Reason for the incident (if known)
   - People involved
   - Action taken
   - Current status
   - Parties notified - medical examiner in all cases of death; police/Child & Family Services (as applicable); parents and others, as appropriate
   - Further action recommended - specific to immediate situation, or related to potential underlying factors (e.g. review of particular internal policy/procedure, review of program/treatment plan for client, staff training need, modification to physical plant, etc.)

8. If on the basis of the inquiry there is reason to suspect that a client has been abused (and/or in need of protection, in the case of a child), the designated person shall ensure immediate contact with
   - Police, and/or Child & Family Services as appropriate in the case of a child. (Note: It is the person who has reasonable grounds to suspect that a child is or may be in need of protection who is legally obligated to make a report to the CFS.)
   - The police, as appropriate and in accordance with applicable service provider policies/practices

Reporting Process – Within 24 Hours

The service provider will inform the Family Violence Prevention Program and the Chair or designated board member within 24 hours when a Critical Incident is deemed to have taken place.

Reporting Process – Within Seven (7) Days

After the initial notification to the Family Violence Prevention Program, the written Critical Incident Report, signed by a designated service provider representative, must be submitted to the FVPP within seven (7) working days. The report shall identify any clients involved by their first name and the first initial of their last name. Any other party should be referenced in as non-identifying terms as possible (e.g. first and last initials only, staff 'A'/staff 'B', etc.)

Note: The primary focus of the Critical Incident Report is the record of service provider actions from an accountability perspective (i.e. were the actions taken appropriate, complete, consistent with legislation/policy, etc.). However, it is possible that not all desired information can be obtained, or incident review/follow-up actions completed, within the required seven-day period.

As such, service providers are requested to always submit the Critical Incident Report within the seven-day period, even if they have incomplete information and/or actions that have yet to be completed. In such cases, an explanation should be included, along with a clear indication that a supplementary follow-up report to the FVPP will be forthcoming.

Upon reviewing the Critical Incident Report, the FVPP may request additional information or a further review by the service provider of the incident. The service provider is then expected to submit any related follow-up or outcome report(s) to the FVPP in accordance with approved timelines. If required, the FVPP may also initiate its own, or other departmental reviews.

Ongoing Monitoring

The service provider is expected to monitor the agency's performance on an ongoing basis with respect to the reporting, management, and follow-up of critical incidents.

CRITICAL INCIDENT STEPS & RESPONSIBILITIES SUMMARY	
1. Immediate actions	• Address health & safety of client(s) • Notify medical examiner for any death; police or CFS as applicable; family and/or others as appropriate • Conduct Critical Incident inquiry
2. Within 24 hours	Notify the FVPP
3. Within 7 days	Submit Critical Incident Report to FVPP
4. Following submission of Critical Incident Report	Provide follow-up review(s) and information updates to the FVPP as requested
5. Ongoing	Monitor Critical Incident related issues/trends and conduct follow-up actions in a timely manner