

Madawaska Valley

Association For

Community Living

**POLICY: SERIOUS & ENHANCED SERIOUS OCCURRENCE REPORTING**

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**CATEGORY: SERVICE DELIVERY**

Policy Statement:

All serious and enhanced serious occurrences will be reported to the Ministry of Community and Social Services.

Serious and Enhanced Serious Occurrence Categories as follow all require reporting as per the Serious and Enhanced Serious Occurrence Reporting Guidelines 2013.

1. Death of a Supported Person:

All deaths of supported persons which occur while participating in service.

1. Serious Injuries:

All serious injuries to supported persons while participating in service.

Serious injuries may include:

* Medication errors that result in illness or injury.
* Accidental injuries that require medical attention; sports injuries, falls, burns.
* Non accidental injuries such as self-inflicted injuries that require medical attention.

1. Alleged, Witnessed or Suspected Abuse:
2. Missing Persons:

A supported person participating in service, who cannot be located within a reasonable time and search.

1. Disaster on the Premises:

Disaster which occurs where service is provided and it interferes with daily routines (fire, flood, power outage, infectious diseases, etc.).

1. Complaints of Safety:

Complaint about operational, physical or safety standards of the service.

1. Complaints of Clients:

Complaint made by or about a client.

Enhanced Serious Occurrence:

An incident is to be reported as an Enhanced Serious Occurrence when emergency services, i.e., Police, Fire and/or ambulance are used in response to a significant incident involving a supported person in a program funded by Ministry of Community and Social Services and the incident is likely to result in significant public or media attention.

The reporting procedure is as follows:

1. Observe and identify serious incident (staff)
2. Report incident as soon as possible to the most senior staff member on duty.
3. Notify a Manager. Manager will notify the Executive Director.
4. Manager will conduct a preliminary inquiry. Note: In some cases, particularly those involving alleged abuse of a resident and other criminal offense, police will be notified. All persons having knowledge of the incident should remain at the worksite, until a Manager excuses them.
5. All parties involved will complete an Incident Report prior to leaving the shift on which the incident occurred.
6. The Manager will decide whether staff involved should be suspended pending an investigation.
7. Give the report to the Executive Director as soon as possible. (Manager)
8. Review report and notify the Board of Directors (Executive Director)
9. Manager will file Serious Occurrence Reports to MCSS as per the guidelines.
10. The Manager, with the individuals consent, will notify the individual’s parent/guardian or a significant other. If person is unable to provide consent, contact the parent/guardian.