

Agency Service Coordination Manual

6.2a Summary of Incident Reporting Requirements Table

Summary of Incident Reporting Requirements				
<p>Incident reports are to be reported to the appropriate person, where indicated below:</p> <ul style="list-style-type: none"> ✓ verbally or by email within 24h ✓ via IR form within 5 days <p>In addition to those prescribed in the table, all incidents of alleged or suspected abuse or neglect will also be reported to the Protection Team in Winnipeg or the RNS Program Manager:</p> <ul style="list-style-type: none"> ✓ by email within 24h ✓ via IR form within 5 days 				
Description of Incident	Report to			
	Agency Designate	Service and Support Navigator	RCL Case Manager <small>(if incident occurs in residential care facility)</small>	Regional Transportation Coordinator <small>(if incident occurs while transported to or from a day service)</small>
Abuse or neglect				
<p>Alleged or suspected abuse or neglect of a resident or CLDS participant <u>in any form, including categories listed below</u></p>	✓	✓	✓	✓

Accidents				
Any accident involving injury to a CLDS participant or resident which is the result of an absence of supervision at the facility or a defective facility structure	✓	✓	✓	
Any accident or emergency situation causing a serious injury or health issue to a CLDS participant or resident	✓	✓	✓	
Any accident that involves the motor vehicle being used to transport a CLDS participant from a day service	✓			✓
Behavioural issues				
Any significant change to the pattern of predictable behaviour of or any aggressive behaviour of a CLDS participant/resident not identified and managed according to their plan.	✓		✓	✓
Financial difficulties				
Any problems, concerns, incidents or allegations or suspicions of the misuse or misappropriation of the individual's finances and valuables	✓	✓	✓	
Fire				
All fire incidents whether or not intervention from the fire department is required	✓		✓	
Any fire in a vehicle used to transport CLDS participants	✓			✓
Health Issues and Injuries				
Any incident resulting in harm to a CLDS participant or resident by another CLDS participant or resident	✓	✓	✓	
If health issue or injury occurs while transporting a CLDS participant	✓			✓

Legal				
Any situation in which a staff person, volunteer, or operator are charged under the Criminal Code of Canada	✓		✓	
Any situation in which a CLDS participant is charged under the Criminal Code of Canada	✓	✓	✓	
Any situation in which a staff person working for a transportation services provider or a contractor is charged under the Criminal Code of Canada	✓			✓
Medication				
any error or omission (missed administration of medication) that adversely impacts the CLDS participants/residents health or a pattern of errors or omissions.	✓		✓	
Property Damage				
Property damage or loss (e.g. broken glass, vehicles, etc.)	✓		✓	
Occurs to a vehicle or within the vehicle while transporting a CLDS participant(s)	✓			✓
Public health				
Any new incidents which involve public health issues or concerns (e.g. bed bugs, rodent infestation, communicable disease outbreaks)	✓		✓	
If it relates to a transportation services provider, staff person, or contractor or vehicle used to transport CLDS participants	✓			✓

Serious Change in Health Condition or Unauthorized Absence				
Serious change in condition, illness, or death of CLDS participant/resident or unauthorized absence from the facility	✓	✓	✓	
If it occurs to a CLDS participant while transported/scheduled to be transported	✓	✓		✓
Unauthorized person				
Unauthorized person attempting to enter or has entered the facility	✓		✓	
attempting to enter or has entered a vehicle while transporting a CLDS participant	✓			✓
Restraint Use				
Use of restraint on a CLDS participant or resident	✓		✓	