

**PURPOSE**

Incident reporting refers to the development of a formalized mechanism to facilitate the recording, investigating and reporting of unusual events occurring to Day Services participants. Use of a standardized reporting process also aids in identifying actions which may prevent or minimize the possibility of recurrence. The incident reporting guidelines outlined in the Residential Care Licensing Manual should continue to be referenced when reporting occurrences of incidents or accidents in Residential Care Facilities (refer to Appendix B, Residential Care Licensing Manual).

**DEFINITION**

For the purpose of reporting, an incident is:

1. Any significant change in the behaviour of a day service participant or in his/her physical well-being.
2. Any accident or emergency situation which compromises the health/safety of any day service participant(s).

**PROCESS**

1. All incidents, as defined above, are recorded on the Day Services Incident Report form.
2. The agency employee who observes the incident begins the incident reporting process. As soon as is practicable following the incident, the employee makes a verbal report of the events to the agency manager/designate (the Agency). Then, within 24 hours of the incident, the employee submits a completed Incident Report form to the Agency.
3. Within 24 hours the Agency makes a verbal report of the incident to the Community Service Worker. If, in consultation with the Community Service Worker, it is deemed appropriate, the Agency also reports the incident to the residential care provider/parents/caregivers. Then, within 72 hours of the incident, the Agency submits the Incident Reporting form to the Community Service Worker.
4. The Community Service Worker:
  - evaluates the details of the incident and the actions taken;
  - decides on any further action required; and
  - notifies others, as deemed necessary.
5. The Incident Reporting form is retained by the Community Service Worker and kept on file.

Date Issued:	January 1, 2019
Replacing:	November 1, 1997

**MANITOBA**  
**FAMILIES**

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