

## **Guidelines for Critical Incidents**

### **1. Responsibility to Report**

Every Care-giver providing services to Children/Youth under contact with the Ministry of Children and Family Development must inform the ministry of any critical incidents that involve individuals receiving services. Critical incidents should be reported to the social worker or After Hours (1-800-663-9122) as soon as possible. Caregivers must document the incident on an incident report form. The report must be submitted to the Social Worker, and a copy kept for your records.

### **2. Reporting Procedures**

If any of these incidents take place, service providers are to telephone the social worker or after hours workers immediately and follow with a written report. If Child/Youth is in care by agreement natural parents need to be notified. Discuss with the Social Worker who will notify the parents.

### **3. Definition of Critical Incidents**

Critical incidents are serious or unusual events that involve a child/youth for whom the ministry has arranged a placement. The following types of occurrences are considered to be critical incidents and are to be reported to the ministry.

- A. A: Physical Abuse -Any excessive or inappropriate physical force directed at a Child/Youth.
- B. Sexual Abuse -Any sexual behaviour directed at a Child/Youth.
- C. Unexpected Illness -Any unexpected illness of a Child/Youth that requires the transfer of the individual to the hospital.
- D. Disease Outbreak -Any outbreak of an unusual communicable disease, or an occurrence of a reportable disease in the home. i.e. -Diphtheria
- E. Death -Any death of an individual.
- F. Fall -Any fall where the Child/Youth requires emergency care by a physician or transfer to hospital.
- G. Motor Vehicle Accident -Any motor vehicle accident where injuries occur to a Child/Youth while in care.
- H. Other Injury -Any other injury to a Child/Youth that requires emergency transfer to hospital or emergency care by physician.
- I. Poisoning -Any ingestion of poison by an individual in the home.
- J. Disruption of Service -Any service disruption that affects the delivery of services to a Child/Youth (e.g. fire, flood)
- K. Aggressive/Unusual Behaviour -Any aggressive or unusual behaviour on the part of a Child/Youth towards another person, or any unusual behaviour that has not been appropriately assessed in the individual's personal service plan.
- L. Missing (abduction) -Any unscheduled or unexplained absence of a Child/Youth from the home that differs from plan of care.
- M. Medication Error -Any medication error that requires emergency care of a Child/Youth by a physician or transfer to hospital, or where the incorrect medication is given to a Child/Youth.
- N. Suicide Ideation -Demonstrating what may be suicidal tendencies.
- O. Suicide Attempt -Any attempt by a Child/Youth to take his or her own life.
- P. Suicide (death) -Any death of a Child/Youth by suicide.
- Q. Unlawful Incident: Any dealings with RCMP/law enforcers.

#### **4. Recording Critical Incidents**

Caregivers should always keep a copy of Critical Incident reports for their records.

On any serious event, caregivers should document:

-WHO was present or could overhear

-WHAT was *said* or done and by WHOM

-WHAT *precautions did* you take

-WHEN *did it* happen

-WHAT was your follow-up ( WHAT did you do, WHO did you *notify*.)