

# Incident Reporting – Guidelines & Reminders

## Incident Reports: Staff who witness, discover or are notified of an unusual event will:

- Immediately take action to protect, comfort and assure treatment of the recipient.
- Notify designated supervisor ASAP for any injury
- In case of injury, death, suspected Abuse/Neglect, report **immediately to ORR (This can be done via email or telephone call.)**
- Report as required to APS/CPS, Licensing and/or police
- Write an incident report within the shift the incident occurred.
- Verbally report to oncoming staff.
- Answer questions from Supervisor, ORR, DHHS, APS/CPS, and police who may be doing an investigation.

## Here are some helpful guidelines to effectively and efficiently report IRs:

- If 2 or more staff observes an incident they may both sign one IR, if they both agree. If documentation is not agreed upon, both must fill out a separate IRs.
- Staff should always write a separate IR for each recipient involved. Never use a recipient's full name on IRs of another recipient, rather use **first and last initials**.
- IRs must provide all pertinent information necessary so that a person not present can understand what happened. They must be **clear, complete and concise**.
- Staff should include all pertinent information, including what led up to the incident, whether or not an injury occurred, what interventions were tried by staff and the results before, during and after the incident.
- Staff should write in factual terms, avoid using judgments about what occurred.
- Use only common and accepted abbreviations.
- Supervisors should review the incident report and enter any other information needed, such as additional actions taken, appropriateness of actions taken by staff, or any remedial action that has been taken.
- Write legibly.
- Email the incident report to [Rights@riverwoodcenter.org](mailto:Rights@riverwoodcenter.org) ORR and Licensing (if applicable). (WITHIN 24 HOURS)

## Examples of Unusual Events:

- Death of a recipient
- Suspected Abuse or neglect
- Any Explained or Unexplained Injury of a Recipient
- Accidents that could have caused Injury including vehicle accidents
- Unusual or first time medically related occurrence (like seizures)
- Environmental Emergencies: Breaking things, Fires, attacking People
- Any use of Physical management
- Problem Behaviors not addressed in a behavior tracking form
- Inappropriate Sexual Acts
- Medication errors
- Suspected criminal offenses
- Involvement of other agencies: (Police, Licensing, APS/CPS, Probation)

**EMAIL INCIDENT REPORTS TO: [Rights@riverwoodcenter.org](mailto:Rights@riverwoodcenter.org)**

**IR's CAN BE FAXED TO THE RIGHTS OFFICE IF EMAIL IS NOT AVAILABLE: (Fax) 269-934-3440**