



Appendix One Critical Incident Types

Critical Incidents are serious or unusual events that occur during service delivery.

Unexpected or unusual events that do not meet CLBC's criteria for critical incidents are considered non-reportable incidents. Service providers are required to record and track all non-reportable incidents internally.

The types below correspond to the "Type of Incident" check boxes on the *CLBC Critical Incident Report* and Community Care Facilities Licensing's incident forms. The critical incident types are divided into events that analysts will ALWAYS follow-up and those that MAY be followed up.

The initials "CCFL" after a type indicate that this is a reportable incident on Community Care Facilities Licensing's incidents forms used by the regional Health Authorities. The service provider forwards CLBC the "Funded Agency" copy of each Community Care Facilities Licensing incident form.

"Individual": For the purpose of these critical incident types, 'individual' refers to an individual receiving CLBC funded services.

MANDATORY FOLLOW-UP

The following critical incidents must always be reviewed and followed up by an analyst:

Abuse

The deliberate mistreatment of an individual that causes physical, mental, or emotional harm, or damage to or loss of assets by a person in a position of trust or authority.

For all categories of abuse, if a service provider becomes aware of alleged or actual abuse occurring outside of service delivery (for example, by a family member at an individual's home or in community), they will inform CLBC immediately.

The following types of abuse are critical incidents:

Emotional Abuse (CCFL)

Alleged or actual act or lack of action that diminishes an individual's sense of well-being and is perpetrated by a person in a position of trust or authority, including verbal harassment, yelling, or confinement.

NOTE: Emotional abuse may include: intimidation, humiliation, withholding needed medication, censoring mail, invasion or denial of privacy or denial of access to visitors.

Financial Abuse (CCFL)

Alleged or actual misuse or abuse of an individual's funds or assets by a person in a position of trust or authority. Obtaining property or funds without the knowledge and full consent of the individual or a formal or informal representative.

Physical Abuse (CCFL)

Alleged or actual excessive or inappropriate physical force directed at an individual by:

- A person in a position of authority or trust, including a staff member or volunteer, or
- A person who is not responsible for providing services and is not a supported individual.

*NOTE: The alleged or actual physical abuse is perpetrated against the individual. This critical incident type is never about the individual's actions towards a staff or any other persons. If an incident is about physical aggression between a person (including another supported individual) refer to **Aggressive/Unusual Behavior or Aggression Between Individuals** to determine if it would be more appropriate to report it as one of these incident types.*

Sexual Abuse (CCFL)

Alleged or actual sexual behaviour, directed at an individual, whether consensual or not, by a staff member, volunteer or any person in a position of trust or authority. Sexual behaviour may also include inappropriate, unsolicited, or forced sexual attention from a person who is not responsible for providing supports or services.

Sexual behaviour between two consenting individuals is not a critical incident.

Aggression between Individuals (CCFL)

Aggressive behaviour by an individual towards another individual that causes injury requiring first aid (e.g. bandage, ice pack), emergency care by a medical practitioner or nurse practitioner, or transfer to a hospital

Attempted Suicide (CCFL)

Attempt by an individual to intentionally self-harm for the purpose of taking his or her own life.

NOTE: While suicidal threats are not reportable as critical incidents, they should be recorded as non-reportable incidents by the service provider and reported to a healthcare professional. If there is a pattern of suicidal threats or suicidal ideation, it is important that the service provider follow-up with a healthcare professional.

Choking (CCFL)

An individual's airway is obstructed, requiring first aid, emergency care by a medical practitioner or nurse practitioner, or transfer to a hospital.

NOTE: Choking is a prevalent cause of death among individuals. All choking incidents that do not require first aid or any type of immediate medical assistance and are not reportable as critical incidents, should be recorded as non-reportable incidents by the service provider and reported to a healthcare professional.

Death (CCFL)

Death of an individual while participating in a CLBC funded service.

NOTE: Refer to the End-of-Life Policy for guidance on the reporting, documenting, and reviewing requirements following the death of an individual.

Neglect (CCFL)

Alleged or actual failure of a service provider to meet the individual's needs, including the need for food, shelter, medical attention or supervision, which endangers the individual's safety.

NOTE: Service providers must record any evidence of self-neglect such as when an individual fails to take care of himself or herself that causes, or is reasonably likely to cause within a short period of time, serious physical or mental harm or substantial damage or loss in respect of the adult's financial affairs.

If a service provider becomes aware of alleged or actual neglect occurring outside of service delivery (for example, by a family member at an individual's home), they will inform CLBC immediately.

Poisoning (CCFL)

Ingestion of a poison or toxic substance by an individual (excluding licit or illicit drugs).

Use or Possession of Illicit Drugs or Misuse of Licit Drugs

Misuse of a legal substance such as mouthwash, or ingestion of aftershave. Serious misuse of legal substances such as a prescription drug or alcohol. Any use or possession of an illicit drug.

Use of Seclusion

Involuntary separation of an individual from normal participation and inclusion. The person is restricted to a segregated area and denied the freedom to leave it and is left alone.

Use of seclusion **must** be reported as a critical incident. It may never be included in a Behaviour Supports and Safety Plan.

NOTE: Use of seclusion is identified as a prohibited practice in the Behaviour Support and Safety Planning Guide.

Weapon Use

An individual who uses or threatens to use a weapon to harm or threaten somebody. A weapon includes any object used to threaten, hurt or kill a person, or destroy property.

NOTE: Weapons may include but are not limited to loaded or unloaded firearms, knives, swords, mace, pepper spray or derivatives, and improper use of laser beams. Incidents where an individual possesses a weapon, for example, a pocket knife but does not use or threaten to use it, should be recorded by the service provider as a non-reportable incident.

DECISION TO FOLLOW-UP

The following critical incidents must be reviewed and **may require further follow-up** by analysts depending on the seriousness and impact of the event:

Aggressive/Unusual Behaviour (CCFL)

Aggressive behaviour by an individual towards a person (including another supported individual, staff, or others) or unusual behaviour that:

- Is not appropriately addressed or documented in the individual's Behaviour Support and Safety Plan, or
- Results in harm (physical, including self-harm or emotional).

If the harm is to another individual, refer to **Aggression Between Individuals** to determine if it would be more appropriate to report it as that incident type.

Unusual behaviour is behaviour that is unusual for the individual.

Disease/Parasite Outbreak (CCFL)

An outbreak or the occurrence of a communicable disease above the level which is normally expected, including a communicable disease or parasite such as scabies. If you have any questions, contact your local Health Authority.

NOTE: Transmission can be by direct or indirect contact with infected persons or with their excretions (e.g. blood, mucus) in the air, water, food, or on surfaces or equipment.

Fall (CCFL)

A fall that results in an injury requiring emergency care by a medical practitioner or nurse practitioner, or transfer to a hospital.

NOTE: Other falls that may not require emergency care by a medical practitioner or a nurse practitioner and are not reportable as critical incidents, should be recorded as non-reportable incidents by the service provider and reported to a healthcare professional. Unexplained falls may be an indicator of other underlying medical conditions.

Medication Error (CCFL)

Mistake in administering medication that:

- Adversely affects an individual, or
- Requires emergency care by a medical practitioner or nurse practitioner, or transfer to a hospital.

NOTE: Medication errors that do not result in emergency care by a medical practitioner or nurse practitioner, or transfer to a hospital should be recorded by the service provider as non-reportable incidents.

Missing/Wandering (CCFL)

Unscheduled or unexplained absence of an individual from a CLBC funded service.

NOTE: CLBC analysts must document in PARIS when the individual has been found. If the individual is not located, follow-up needs to occur.

Motor Vehicle Injury (CCFL)

Injury to an individual as a result of a motor vehicle accident while participating in a CLBC funded service.

NOTE: Car accidents that do not result in an injury should be recorded by the service provider as non-reportable incidents.

Other Injury (CCFL)

Any other injury to an individual that requires emergency care by a medical or nurse practitioner, or transfer to a hospital.

RESTRICTED PRACTICES (See *Behaviour Support and Safety Planning Policy* for further details).

The following types of restricted practices are critical incidents:

Exclusionary Time Out

Removal of an individual from a situation and environment for a period of time to prevent harm to him/her or others. It does not include positive redirection of an individual to a safe, quiet place. It differs from seclusion in that the individual is not left alone.

Must be reported as a critical incident even when it is included in an approved Behaviour Support and Safety Plan.

Restraint

Use of physical or mechanical restraints to temporarily subdue or limit the individual's freedom of movement, including containment. Containment means restricting an individual within a certain area (e.g. using a half-door or locked exits).

Must be reported as a critical incident even when it is included in an approved Behaviour Support and Safety Plan.

NOTE: PRNs are not intended to be used as a chemical restraint. They are intended to help individuals regulate their behavior and emotions. Since PRNs are not considered a restraint, they do not need to be reported as a critical incident.

Restriction of Rights

Removal of an individual's access to activities. It does not include standard safety practices or reasonable house rules.

Must be reported as a critical incident even when it is included in an approved Behaviour Support and Safety Plan.

Service Delivery Problem/ Disruption of Services (CCFL)

Condition or event that could impair a service provider and its staff to provide care or which affects the individual's health, safety, dignity, or well-being. Examples include flood and fire.

NOTE: Other events that may affect service delivery but are not critical incidents including incarceration and expected hospitalization must be recorded by the service provider. In these situations, the service provider should contact their liaison analyst to inform them that the individual is expected to be away from service. The service provider must also report the absence on an occurrence report for monitoring.

Unexpected Illness/Food Poisoning (CCFL)

Illness of an individual requiring emergency care by a medical practitioner or nurse practitioner, or transfer to a hospital, including food poisoning. Food poisoning is a food borne illness involving an individual that requires emergency care by a medical practitioner or nurse practitioner, or transfer to the hospital. Any incidents of food poisoning must be reported as "unexpected illness" on the *CLBC Critical Incident Report*.