



## Policy #1: Incidents/ Accidents/Injury: Reporting & Addressing

**Governed by:** Chief Compliance & QA Officer

**Approval Date:** October 16, 2013

**Last Updated:** June 2, 2016

**Purpose:** To ensure:


- Risk Management & Continuous Quality Improvement
- Streamlined and timely reporting & intervention
- All necessary parties are kept informed
- Ongoing administrative monitoring and assessment
- Minimization of future unfavorable legal matters
- Supporting documentation for potential future billing or legal matter

### **Policy:**

#### ***Reporting & Addressing***

- All agency incidents, accidents, or injuries must be recorded on the Incident/Accident Report Form located on the intranet under the resources/ agency resource tab.
- Incident/Accident report form should be completed and submitted according to the instructions provided on the form.
- See Incident/Accident/Injury: Reporting & Addressing Procedure for further guidance
- Incident or Accident reports that signal a “Red Flag”, in accordance with quality assurance measures, will be further assessed by the Chief Compliance Officer who will convene and facilitate an Incident Review Committee (IRC) meeting when applicable, within fifteen working days of red flag identification.

#### **“Red Flag” Quality Assurance Measures:**

-  An incident requiring police intervention or an accident requiring medical attention.



- An incident that causes non-compliance with a CEO or regulatory policy.
  - An incident or accident takes place in the same exact location more than two times.
  - Any incident, accident or complaint that rises to a higher level to include; CPS, Police, OCFS, President or Chief Officer, funder or any regulating agencies.
  - A program, staff or customer is involved in more than one incident, accident or complaint within a thirty day period.
  - Incidents, accidents or complaints that happen in a recurring pattern or nature
  - Any incident, accident or complaint the Chief Compliance & QA Officer, Chief Administrative Officer or President decides should be further assessed.
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- See Incident/Accident/Injury Reporting & Addressing Procedure for further guidance



## Procedure # 1: Incident/Accident/Injury Reporting & Addressing

**Governed by:** Administration

**Refer to Policy: #1**

Incidents/Accidents/Injury; Reporting & Addressing

**Approval Date:** October 16, 2013

**Last Updated:** June 2, 2016

**Purpose: To ensure effective and consistent incident/accident/injury reporting and follow up across the agency.**

### Procedure:

- When a staff, customer, volunteer/intern or visitor incident, accident or injury occurs the CEO Incident/Accident Report Form must be completed
  - Download form from the CEO Intranet under Resources/Human Resources tab
  - Impacted party should be individual completing form when possible, with staff support
  - If a staff injury requires medical attention Addendum: Employee Accident Report, page 3 of the form must also be completed
- Any incident requiring police or Child Protective Services (CPS) intervention will be verbally reported to Department Director or designee immediately upon de-escalation.
- Any incident causing noncompliance with a CEO or regulatory policy will be verbally reported to Department Director or designee immediately upon de-escalation.
- Any situation that is associated with staff performance will be reported to HR immediately, for further investigation as defined by agency personnel policies.
- The impacted party or reporting staff will provide the completed form to Program Manager or designee.
- The Program Manager or Designee will immediately review, comment and sign form then scan and email to Department Director and to:
  - HR Manager when staff injury requiring medical attention
  - or
  - Executive Suite when customer, volunteer/intern or visitor injury requiring medical attention
- Incident/Accident Report Form must be circulated according to corresponding issues instructed on the form.
- The Department Director will send form to Chief Compliance and QA Officer when:
  - Police or CPS intervention was required
  - Noncompliance with CEO or regulatory policy occurs



- Incident/Accident/Injury triggers a “red flag” in accordance with quality assurance measures
- Incidents/Accidents/Injuries report forms that signal a “Red Flag” in accordance with quality assurance measures, will be further assessed by the Chief Compliance Officer within fifteen days of red flag identification
- Any incident that results in a violation of the CEO Code of Conduct will be addressed in accordance with the Code of Conduct Enforcement & Violation Intervention policy and procedure.
- Any incident that results in an extreme violation of the agency Code of Conduct will result in immediate program/service suspension until further notice and immediate engagement of the Chief Compliance & QA Officer to conduct and IRC meeting.
  - The meeting will take place within 48 hours of suspension and will convene the President or designee, Chief Compliance and Administrative Officers and applicable Operations staff to further analyze and determine next steps up to and including program or services and/or agency wide termination.

#### **“Red Flag” Quality Assurance Measures:**

- 🌈 An incident requiring police intervention or an accident requiring medical attention.
- 🌈 An incident that causes non-compliance with a CEO or regulatory policy.
- 🌈 An incident or accident takes place in the same exact location more than two times.
- 🌈 Any incident, accident or complaint that rises to a higher level to include; CPS, Police, OCFS, President or Chief Officer, funder or any regulating agencies.
- 🌈 A program, staff or customer is involved in more than one incident, accident or complaint within a thirty day period.
- 🌈 Incidents, accidents or complaints that happen in a recurring pattern or nature
- 🌈 Any incident, accident or complaint the Chief Compliance & QA Officer, Chief Administrative Officer or President decides should be further assessed.