

INCIDENT CLASSIFICATION AND REPORTING PROCEDURE.

CATEGORY OF INCIDENT	CLASSIFICATION OF INCIDENTS	REPORTING PROCEDURES	STANDARDIZED INCIDENT REPORT	SUPPORTING DOCUMENTATION
<p><u>CLASSIFICATION</u> A</p>	<p><u>Incidents in this category are as follows:</u></p> <ul style="list-style-type: none"> • incidents which place the community at risk such as large-scale escapes/abscondings or a major fire within the facility. • incidents which result in the death or serious injury of staff or of young persons under the Department of Community Welfare Services supervision. • incidents of safety and security which place residents, staff or the facility at serious risk. • incidents which could result in serious charges being laid against a Department of Community Welfare Services staff member. • incidents which in the judgment of the OIC may result in press/media coverage. 	<p>Matters in this category are those which should be brought to the attention of the Manager of the facility, Executive Officer of the Region, the Supervisor and appropriate Director at Head Office, as well as the Director-General and the Minister.</p> <p><u>The Reporting procedure for the above is as follows:</u></p> <p><u>Normal Business Hours:</u> All Class A incidents, on being reported to the Superintendent/Manager/OIC of the facility/institution or the Regional Centre, should then be reported by telephone to the relevant Head Office Director, who in turn would inform the Director-General and the Minister.</p> <p><u>After Normal Business Hours:</u> The above procedure should be followed with two exceptions. Facility/Regional staff should contact the relevant Head Office personnel via their at home telephone numbers. <u>The incident should then be recorded on the After House Incident Reporting Message System</u>, whereby relevant details should be dictated to the machine in the sequence shown on the "Standardized Incident Report Form" (attached). <u>The message should take no longer than 3 minutes to dictate.</u></p> <p>The Director-General and the Minister would be informed accordingly.</p> <p>The Incident Report would the next day be typed from the dictating machine and copies forwarded to the relevant Director, the Minister's Press Secretary, and to the Supervisor of the facility/Institution/Regional Centre. Reports are then placed on individual or facility C.A. files.</p>	<p>A Standardized Incident report must be completed by the supervising officer before the completion of his/her duty. This is then to be commented on by the Superintendent/Manager/OIC.</p>	<p>When an incident is reported on the Incident Reporting Service in regard to Class A incidents, the Superintendent/Manager will forward to the Director <u>within 24 hours</u> a copy of the supervising staff's completed incident report, so as to provide greater detail to Head Office. This information should include:-</p> <ul style="list-style-type: none"> - a brief resume of case plan for current placement. - a brief description of previous situation. - a resume of events leading up to current situation. - the circumstances surrounding the event. - the nature and degree of supervision. - the predictability of the event. - responses to the event.

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CATEGORY OF INCIDENT	CLASSIFICATION OF INCIDENTS	REPORTING PROCEDURES	STANDARDIZED INCIDENT REPORT	SUPPORTING DOCUMENTATION
CLASSIFI- CATION B	<p>Incidents classified in this category are as follows:</p> <ul style="list-style-type: none"> • incidents which affect an individual's care, safety and well-being. • unauthorized absenteeism from a Reception Centre or a Youth Training Centre. • serious property damage. • serious behaviour disturbances amongst residents. • unintended expiration of wardship. • abduction of child under a Court Order. 	<p>Matters in this category are those, other than which fall into Classification A, which should be brought to the attention of the Manager, Supervisor and Director at Head Office. These incidents are <u>not</u> necessarily reported to the Director-General and the Minister. The reporting procedure for the above is as follows:</p> <p><u>Normal Business Hours:</u> All Class B incidents on being reported to the Superintendent/Manager/OIC of the facility/institution or the Regional Centre are reported as soon as possible by telephone to the relevant Head Office Supervisor, Director or Area Director.</p> <p><u>After Normal Business Hours:</u> For Incidents reported after normal business hours, the relevant Head Office Supervisor, Director or Area Director should be contacted on their after hours phone numbers. The Incident Reporting Message System (03-653 6226) should also be utilized, with details dictated to the machine in the sequence shown on the "Standardized Incident Report Form" (attached). <u>The message should take no longer than 3 minutes to dictate.</u></p> <p>The Incident Report would then be typed the next day from the dictating machine with copies forwarded to the relevant Director, the Minister and Press Secretary, and to the Supervisor of the facility/institution/ or Regional Centre. Facility Supervisor would then liaise over ongoing action. Reports would be placed on individual and O.A. files.</p>	<p>A Standardized Incident Report should be completed by the Supervising Officer before the completion of his/her duty. This is then to be commented on by the Superintendent/Manager/OIC.</p>	<p>Upon being reported to the I.R.S., the Superintendent/Manager/OIC should forward a copy of the completed Incident Report to Head Office; <u>within 48 hours.</u> These incidents would not require further documentation unless requested by the appropriate officer from Head Office.</p> <p>Pro formas presently being submitted in relation to Escapes YTC should continue to be submitted to John Gray, Special Duties Officer responsible for the recording of escapes.</p>
CLASSIFI- CATION C	<p>Incidents are broadly classified in this category in terms of information in relation to young persons being supervised, the facility staff and community issues.</p> <p><i>what sort?</i></p>	<p>Matters in this category are those which can be dealt with adequately at the facility/institutional/Regional Centre level, without reporting to Head Office. <u>During normal business hours,</u> these matters should be brought to the attention of the Superintendent/Manager/OIC as soon as possible after having occurred. In the case of <u>after hours,</u> incidents should be reported on the first working day after the incident or as outlined in the manual of instructions for the particular facility.</p> <p>It would not be necessary to phone this information to either the Director or the I.R.S. This information should be retained and recorded at the facility and should be available to H.O. if the need arises.</p>	<p>Class C incident reports should be available to the Superintendent of the agency before the supervising officer has completed duty - they will <u>not</u> be required to be forwarded to Head Office.</p>	<p>A file of completed Incident reports should be maintained by the facility with a record of action taken. This file should include all relevant information on incidents and should be available to the appropriate officer from Head Office on request.</p>