

Critical Incident Practice Guideline

Responsibility to Report

Every caregiver providing services to Children/Youth under contract 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 Centralized Screening at **(1-800-663-9122)** as soon as possible. Caregivers must document the incident on the Critical Incident Report form. The report must be submitted to the Social Worker, and a copy must be kept for your records.

Reporting Procedures

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

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.

- Physical Abuse -Any excessive or inappropriate physical force directed at the child/youth.
- Sexual Abuse -Any sexual behaviour directed at a child/youth.
- Unexpected Illness -Any unexpected illness of a child/youth that requires the transfer of the individual to the hospital.
- Disease Outbreak -Any outbreak of an unusual communicable disease or an occurrence of a reportable disease in the home. i.e., Diphtheria.
- Any death of an individual.
- A fall where the child/youth requires emergency care by a physician or transfer to the hospital.
- Motor vehicle accident where injuries occur to a child/youth while in care.
- Any injury to a child/youth that requires emergency transfer to the hospital or emergency care by a physician.
- Any ingestion of poison by an individual in the home.
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- A disruption of service that affects the delivery of services to a child/youth (e.g., fire, flood).
- 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.
- Missing (abduction). Any unscheduled or unexplained absence of a child/youth from the home that differs from the plan of care.
- Medication error. Any medication error that requires emergency care of a child/youth by a physician or transfer to the hospital or where the incorrect medication is given to a child/youth.
- Suicide ideation. Demonstrating what may be suicidal tendencies.
- Suicide attempt. Any attempt by a child/youth to take his or her own life.
- Suicide (death). Any death of a child/youth by suicide.
- Unlawful incident. Any dealings with the RCMP/law enforcers.

Recording Critical Incidents

Caregivers should keep a copy of all 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*?