

Incident Report Policy/Procedure

Persons Affected:

All direct service employees, independent consultants, office staff and agency personnel.

Effective Date:

July 1, 2007

Purpose:

To ensure timely, complete reporting and appropriate follow up of any occurrence involving agency property or the health/safety of staff, child/family, and visitors working within the agency building or in client's homes during business hours.

Policy:

- All reportable incidents shall be documented and verbally reported immediately, reviewed by Program Director within 24 hours and submitted in writing to the Corporate Office within 72 hours following the actual occurrence within the work place or a child/family's home during business hours.
- All incident reports shall be kept strictly confidential and stored in risk management files to ensure confidentiality is maintained.
- The prevailing state laws covering Child Abuse and Neglect shall supersede the agency policy.

Definitions:

Reportable incidents shall include the following:

- Any incident which may result in child/family or agency personnel injury.
- Any incident whereby staff have reasonable cause to believe that a client has been or is being subjected to any form of hitting, corporal punishment, abusive language, ridicule, harsh, humiliating or frightening treatment, or any kind of abuse, neglect or exploitation.
- Any incident involving a call to 911 in accordance with Danielle's Law, Megan's Law or life threatening emergencies.
- Any incident which may result in damage to agency property.

Responsibilities:

- Clinical Educator, Regional Administrators and Administrative Department heads are responsible for reviewing policy/procedure with staff at agency orientations and staff meetings.
- Direct Service staff or office personnel shall be responsible for reporting occurrences to their administrator or supervisor.
- Administrative staff are responsible for providing an Incident Report form to staff upon report of an occurrence.
- Administrative staff are responsible for documenting receipt of Incident Report and notification to Program Director, Director of Human Resources or CEO's as most appropriate.

- Administrative staff are responsible for documenting any follow up required in response to the occurrence reported.
- Program Department staff are responsible for providing a copy of the report to the Program Director for follow up upon receipt.
- Human Resource department staff are responsible for filing reports in risk management files to maintain confidentiality.
- Program Director is responsible for reviewing/signing all incident reports.
- Program Director is responsible for notification to HR Director immediately by phone of staff injury for insurance notification as indicated.
- Program Director is responsible for immediate notification to CEOs if police, fire or ambulance response is involved.

Procedure:

- All direct service staff, agency employees and independent consultants working through Sunny Days, Inc., shall document/report any occurrence involving injury of a child, abuse, neglect, fraud, personal injury, or professional misconduct to their supervisor immediately following the reportable occurrence.
- Administrator shall provide an Incident Report form to be completed by staff and returned to the corporate office within 72 hours.
- Circumstances of the incident section shall include who, what, where, and when the incident occurred. The complete names of all staff present or involved must be listed. All completed reports must be signed/dated by immediate staff present and Supervisor.
- Administrator shall document any follow up action taken in response to the occurrence, i.e. anonymous report to DYFS, call to 911.
- Administrator shall notify the Program Director, Director of Human Resources or CEOs as most appropriate for any further follow up required by law or agency policy/procedure.
- After administrative review of the completed Incident Report, the report will be entered into the data base for tracking purposes.
- Monthly data reports will be generated and provided to the Program Director, Director of Human Resources and CEO for management and training purposes.
- Human Resource Department staff shall file confidential incident report in risk management file.

Related Policies/Procedures:

- Incident Report
- Sunny Days, Inc. policy on Child Abuse and Neglect
- Worker's Compensation

Attachment B