

INCIDENT REPORTING GUIDELINES

Two forms:

- Non-Critical / Head & Face Injury Report (agency form)
- Incident Report (government form - Critical Incidents)

Each of the three categories of incidents is dealt with in a different manner. Caregivers must be familiar with the criteria and reporting requirements for:

1. Non-Critical Incidents: call your Support Worker, document, and send to Crossroads as directed – either within 24 hours, or with monthly documentation
2. Head and Face Injury Incidents: call your Support Worker, document, and take photographs of the injury, email to Crossroads within 24 hours
3. Incidents considered critical: report to Support Worker and Caseworker within 24 hours

1. NON-CRITICAL INCIDENTS

- Any minor injuries to the foster child - bumps, bruises, cuts, scrapes etc.
- Disclosure of non-crisis but relevant information (e.g., a sexualized memory)

STEPS TO FOLLOW:

1. Caregiver must notify the Foster Care Support Worker during office hours
2. Caregiver completes a Non-Critical/Head & Face Incident form and submits it according to direction from FCSW (e.g.: immediately, or with month-end documentation)

2. HEAD and FACE INJURY PROCEDURES

- All Head and Face Trauma must be reported to your FCSW within 24 hours.

STEPS TO FOLLOW:

1. Caregiver must take a picture of the injury and notify their Foster Care Support Worker during office hours or call the on-call phone after hours
2. If the injury appears to be a **Minor Trauma**, the caregiver is to complete a Non-Critical / Head & Face Injury Report (describe how & where incident happened; note size, description, and location of injury), and email report and photographs to FCSW within 24 hrs.
3. FCSW will forward the information and photographs to the Caseworker
4. FCSW will contact the caregiver the next day to ensure injury has improved
5. If the injury is possibly **Major Trauma**, the caregiver is to seek immediate medical attention, notify Crossroads, and complete an Incident Report to be emailed to Crossroads, along with photographs of the injury, and take the child to a Dr within 24 hours.

PLEASE NOTE: If a child is scheduled to go to a home visit, the head injury MUST be reported to the Caseworker and preferably to the CSD worker as well, PRIOR TO the visit, to help in addressing possible family concerns about the injury.

3. INCIDENTS (CRITICAL)

- Any health or medical concern resulting in an emergency trip to the doctor or hospital
- Severe acting out (physical aggression, violence, search, restraint, fire, AWOL, allegation, etc. See pg. 2 for more details.)

NOTE: Animal bites that break the skin are to be reported as a Critical Incident and the child is to be seen by a doctor as soon as possible. (Even small puncture wounds can push bacteria into the skin – if they seal up, the bacteria is trapped under the skin and can cause serious infection if not followed up by a doctor).

STEPS TO FOLLOW

All steps **MUST** be concluded **within 24 hours** of the occurrence of the incident.

1. If there is an injury or health concern, the foster child must be examined by a physician **within 24 hours**.
2. In all cases, both Crossroads and the Caseworker/Crisis Unit must be notified **within 24 hours**. Crossroads will ensure that the Caseworker has been notified if the caregiver has not already made contact.
3. Fill out a government Incident Form, form to be faxed to the Caseworker **within 24 hours**.

NOTE: All reporting of incidents are to include only facts, direct observations, actions taken, and information about the situation. Do not include opinions, speculations, assumption, or place blame.

FOLLOW-UP:

Crossroads' Foster Care Supervisor/Manager reviews all Critical Incident Reports and discusses follow-up recommendations with FCSWs. Recommendations that will take a period of time are noted in the FCSW's Supervision record to ensure additional follow-up.

DEFINITIONS

Non-Critical Incidents (Crossroads Form # FP 31):

- Injury or accident NOT requiring medical care (bumps, scrapes, bruises, etc.)
- Minor behavioural issues (i.e., non-criminal theft; lying, fighting, etc.)
- Other incidents that do not fit into the Critical categories below
- Tantrums, resulting in no or minor damage to property
- For reporting purposes, ONGOING behaviors can be documented on a "Behaviors Tracking Log".

A "**Foster Home Non-Critical Incident / Head and Face Injury Form #31**" must be submitted with the month end reports. If necessary, use the body map to label and date normal childhood injuries.

NOTE: If the caregiver notices a visible bump or bruise, always check with your FCSW as to whether to report it as an Incident with an immediate faxed report.

Head and Face Injury (Crossroads Form # FP 31):

- Any trauma to the head or face (bump, scrape, cut, bruise etc.) is to be reported.
- Possible major trauma – if you suspect the injury may progress, (black eye, major bruising, stitches needed, and behavioral changes of child) should be treated as a Critical Incident for reporting.
- Minor trauma to head/face is to be reported on the Non-Critical Incident / Head and Face Injury Form #31
- Medical attention should be sought within 24 hours.
- **All Head and Face trauma is to be reported within 24 hours to the FCSW.**

Critical Incidents (Department Form) report within 24 hours:

- Threat of Self Harm/ Suicide Attempt
- Infectious Disease
- Injury to the child (requiring emergency medical attention)
- Isolation
- Fire
- Unplanned Discharge
- Use of Physical Restraint
- Confinement
- Allegation of Abuse/ Neglect
- Death
- Destruction
- Error in administration of prescribed medication to the child
- Serious change in child's health
- Accident (e.g., car)
- Adverse reaction to medication
- Violence
- Drug/Alcohol Abuse
- Severe Acting Out
- Charges/ Offences
- Sexualized Behaviours
- Other