



# Licensing Insights

## REPORTABLE INCIDENTS

Reporting an incident serves as a way to initiate a discussion with your licensing officer about an event that occurred in your facility.

It is important that this conversation happens as soon as possible to ensure an appropriate response plan is in place, any potential risk factors are mitigated, and if necessary prevention measures are implemented.

Licensing officers can help you determine the factors that led to the incident as well as the necessary response required. The goal of this process is to work with you to determine what went wrong and how incidents of this nature will be prevented in the future.

It is important that licensees' take a proactive approach to incident reporting. This means acting and making changes before they need to be made, rather than waiting until problems develop. When a licensee, or designate, reports that they have responded to an incident and implemented preventative measures, it demonstrates the licensee's intent to provide the safest care possible.

When the licensee does not respond or report incidents in a timely manner, the response to the incident may not be suitable, resulting in adverse effect(s) to the health and safety of persons in care which may result in an investigation.

### **What is a reportable incident?**

[Section 55](#) of the Child Care Licensing Regulation and [Section 76 and 77](#) of the Residential Care Regulation; set out requirements for notification of illness, injury, and reportable incidents in licensed care facilities.

A reportable incident is an event where a person in care has become ill or injured, has been seriously or adversely affected, or has gone missing while under the care or supervision of the licensee. A detailed list of reportable incidents can be found in [Schedule H](#) of the Child Care Licensing Regulation and [Schedule D](#) of the Residential Care Regulation. In addition, a detailed list of reportable incidents can be found on the back of the [Reportable Incident Form](#).



## What is required when the incident is not reportable?

The section 56(1)(f) of the Child Care Licensing Regulation and the section 88(a)(b) of the Residential Care Regulation, requires licensees to maintain a daily log of non-reportable incident. This includes a description of minor accidents (not requiring medical attention), behavioural observations and other unexpected events that may need to be shared with parents, next of kin or others.

## What steps do I take to report an incident?

### Notification

In a child care facility, the licensee is required to immediately notify the child's parent or emergency contact if the child becomes ill, injured, or is involved in a reportable incident. The licensee also needs to notify the licensing officer who is delegated by the Medical Health Officer (MHO) of any reportable incidents within 24 hours.

In seniors, adult or youth care facilities, the licensee is required to immediately notify the parent, representative or contact person of a person in care, if the resident becomes ill or is injured or is involved in (or witnesses) a reportable incident. The licensee also is required to immediately notify the licensing officer who is delegated by the MHO, the doctor or nurse practitioner responsible for the resident's care, and the funding program (if applicable) of the reportable incident.

Community Care Facility Licensing may be notified by telephone to Licensing Connect at 1.844.845.4200 or by email to [licensingconnect@northernhealth.ca](mailto:licensingconnect@northernhealth.ca).

### Reportable Incident Form Submission

After you have notified your licensing officer via Licensing Connect, you will need to submit a reportable incident form. The reportable incident forms are available on the [Northern Health](#) web page. If there is not enough space on the form, please attach a supplementary page.

## What information should I put in my report?

It is advisable that employees who were witness to, or were involved in the incident, complete the incident report so that details are reported firsthand. The manager can review the report and provide any additional details, and corrective measures before follow-up actions before signing it. If the facility manager completes the report, it is helpful to include the employee's notes regarding the incident to ensure all relevant details and contributing factors are included.

- Provide as much descriptive detail as possible (who, what, when, where, how, why).
- Note the sequence of events that led to the incident and identify any precipitating factors that may have contributed.
- Describe the strategies that were implemented to mitigate the circumstances.
- Describe the immediate response steps that were taken as well as the safety measures, corrective and preventative actions that were put into place as a result.
- Identify the people that were notified.
- Include the status of the person who was adversely affected; and, if any changes were made to their plan of care.



## Frequently Asked Questions

Most types of reportable incidents are self-explanatory; however, licensing officers are often asked to provide further interpretation of the following reportable incidents.

### What is considered aggressive or unusual behaviour?

When a person in care responds or reacts in an aggressive or unusual manner, that has not been appropriately assessed and included in a care plan, it is considered a reportable incident. Once written strategies are included in the person's plan of care, the behaviour is no longer considered unusual and is not considered a reportable incident. The licensee should document the event in a log of minor incidents.

### What am I required to report when a death occurs?

All expected and unexpected deaths in a community care facility need to be reported to Licensing Connect. Section 2 of [Coroners Act \(gov.bc.ca\)](http://gov.bc.ca), defines unexpected death. Licensees need to indicate on the report whether the death was expected or unexpected and confirm the coroner was notified.

Hospice facilities have 30 days to notify the licensing officer who is delegated by the MHO and the funding program of the expected death of a person in care.

### What will happen when I report a food poisoning or disease outbreak or occurrence?

The licensee needs to report outbreaks of illness that appear beyond the typical level of incidence and any food poisoning that requires emergency care or transfer to a hospital. Licensing officers rely on the expertise of the other healthcare professionals to follow up and provide recommendations to assist the licensee in the prevention of future outbreaks.

### What steps should I take if I suspect neglect in a licensed facility?

Neglect is broadly defined as the failure to meet the needs of a person in care. This may include the provision of adequate nutrition, supervision or meeting the unique care needs of the person in care. If anyone has concerns that a person in care may have been neglected, and it is unclear if the incident should be reported, please contact Licensing Connect.

### What is a service delivery problem?

The definition includes, "Any condition or event which could reasonably be expected to impair the ability of the licensee or his or her employees to provide care, or which affects the health, safety or dignity of persons in care."

Examples include facility closures due to illness of the care provider. Unexpected events such as emergencies or disasters (flood, fire, gas leaks), extreme weather events or utility disruptions may impact the ability to continue to provide care. It could also include an event where employee ratios cannot be maintained, and the program must be temporarily closed.



## If I am aware of abuse occurring outside of the care facility, who do I notify?

If concerns of abuse are outside of the care facility, for example at a child's home, it is your legal duty to report to agencies such as the Ministry of Children and Family Development and police.

## Where can I find more information on reporting incidents?



SCAN ME

If you have any questions about incident reporting, or if you would like to attend an information session, please contact Licensing Connect to speak to a licensing officer at 1.844.845.4200 or [licensingconnect@northernhealth.ca](mailto:licensingconnect@northernhealth.ca).

For more information about the Community Care Facility Licensing program and to view the legislation visit the [Community Care Facility Licensing | Northern Health](#) website.