

Manual of Administration

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PURPOSE: To determine the protocol in reporting and dealing with a serious occurrence.

DEFINITIONS:

1. **Serious Occurrence:**

- Any death of an individual we support which occurs while participating in an Avenue II service.
- Any serious injury to an individual we support which occurs while participating in an Avenue II service.
- Any injury to an individual we support caused by an Avenue II service provider.
- Any abuse¹ or mistreatment of an individual we support which occurs while participating in an Avenue II service.
- Any complaint made by or about an individual we support that is considered by Avenue II to be of a serious nature.
- Any complaint concerning operational, physical, or safety standards of service, that is considered by Avenue II to be of a serious nature.
- Any disaster, such as fire, on the premises where an Avenue II service is provided.
- Any situation where an individual we support is missing and that Avenue II considers the matter to be serious.
- All injuries to people we support which are non-accidental, including self inflicted, or unexplained injuries, and which require treatment by a medical practitioner, including a nurse or dentist.

1 Abuse includes:

- a) to suffer physical harm
- b) to be sexually molested or sexually exploited
- c) to require but not be provided with medical treatment

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- All allegations and accusations of abuse or mistreatment of individuals receiving support, against staff and volunteers.
- All physical restraint/support that is not part of normal documented support strategies requires incident reporting.

2. Contentious Issue:

An issue that may be disputed or controversial in nature and may have negative public image for Avenue II and/or the Ministry of Community & Social Services.

ROLES AND RESPONSIBILITIES

Staff:

1. The individual will be provided with immediate medical attention. First aid applied or 911 called when necessary. The individual should be accompanied for medical attention when required.
2. On-Call Supervisor or Manager contacted immediately to investigate abuse or mistreatment or accusation of. (Staff may have to be removed from shift; family or advocate contacted).
3. Appropriate steps will be taken to address/eliminate any continuing risks to the individual's health or safety.
4. Appropriate service contacted for immediate action, i.e., fire department.
5. Complete appropriate agency paperwork, i.e. Incident Report, Contact Sheet.

MANAGER (DURING OFFICE HOURS):

ON-CALL SUPERVISOR (AFTER HOURS):

1. Receive notification of an event that may be considered a serious occurrence and responds to scene to investigate, if necessary.
2. If required, advise staff to ensure medical needs of an individual we support and staff are met immediately.

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3. Ensure generic services, if required, are contacted (fire, ambulance, coroner, and police).
4. Notify the Director of Support Services/General Manager of the situation. If either cannot be reached directly, notify the Executive Director.
5. Inform the Back-up On-Call Manager of the occurrence, and forward calls to them while responding to the scene or situation, if necessary.

AT THE SCENE:

6. Identify yourself to medical, police and/or fire personnel if they are already on the scene.
7. Assess the situation and begin to make notes regarding the situation. Be mindful of information available such as emergency face sheet information on the individual we support.
8. Ensure the individual we support and staff have received medical attention if required and that generic services needed have been called, i.e., fire, police and ambulance.
9. Begin to take appropriate steps that will address any continuing risks to anyone's health and safety.
10. If necessary, relieve staff that were supporting on scene. Debriefing and counseling are available on a 24-hour basis from the Employee Assistance Program. Debriefing for all staff will be arranged as required.
11. Document the situation, including names, badge number(s), police occurrence number, and contact phone numbers. Complete an agency Incident Report.

DIRECTOR OF SUPPORT SERVICES/GENERAL MANAGER:

12. Notify the Executive Director of the Serious Occurrence.

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13. Respond to the situation if required to act on behalf of the agency.
14. Review the On-Call/Manager's report for completeness and determine if the issue is a ***Serious Occurrence*** of normal or contentious nature.
15. Brief the Executive Director on the issues.
16. In conjunction with the Executive Director, decide the next course of action.
17. In the absence of the Executive Director, act in that capacity if required.
18. Prepare the Serious Occurrence Preliminary Inquiry Report for review and signature of the Executive Director. The Ministry must receive notification within twenty-four (24) hours.

EXECUTIVE DIRECTOR:

19. Respond to scene if required.
20. In the event of a Director of Support Services/General Manager not being available, act in their capacity.
21. In conjunction with the Director of Support Services/General Manager, decide the next course of action.
22. If required, initiate serious occurrence reporting process: report as per Ministry requirements.
23. Determine if further Agency investigation is required.
24. If further investigation is required, compose an investigative team. The composition will be dependent on the situation, but efforts will be made to include the following people: a Director of Support Services/General Manager and an independent member of the community (could be a member of another agency). The Investigative Team will compile and present a report to the Executive Director. The Executive Director will report the findings to Ministry and Board of Directors and make recommendations on further actions.
25. Follow up with any Ministry or Board direction resulting from the incident.