
Registrant Handbook

POLICY 8

Serious Incident Reporting

8.1 Policy statement

Registrants must maintain a record of incidents that occur within the residence and report serious incidents to the Registrar in accordance with this policy.¹

8.2 Criteria for reporting a serious incident

Serious incidents² include:

1. attempted suicide by a resident;
2. unexpected deaths reported to the Coroner;
3. abuse or neglect³ by staff reported to the local abuse and neglect Designated Agency or the Public Guardian and Trustee;
4. medication error by staff that requires emergency care by a physician or transfer to hospital; and
5. fire that causes personal injury or building damage.

8.3 Purposes of recording and tracking incidents generally

To ensure resident health and safety, registrants should keep track of all incidents at the residence. The recording of incidents and subsequent analysis is a management tool, which can be used to reduce risk and improve the quality of services and operations.

8.4 Purposes of reporting *serious* incidents to the Registrar

Reporting *serious* incidents gives the Assisted Living Registrar information about any actual or potential risks to resident health and safety. Reporting provides the Registrar with an opportunity to do a risk assessment and consider whether further follow up or an inspection of the registrant's residence is warranted. Reporting also provides the Registrar with information about patterns of risk for individual operators and enables the Registrar to identify trends in health and safety risks occurring across assisted living residences.

1 See Policy Tab 4, outcome 1.7.2.

2 This definition was prepared by a multi-stakeholder work group, which included a number of operators. It is an inclusive definition. Therefore, if an operator considers an incident not listed here to be sufficiently serious to warrant reporting it should do so.

3 "**Abuse**" means the deliberate mistreatment of an adult that causes the adult (a) physical, mental or emotional harm, or (b) damage to or loss of assets, and includes intimidation, humiliation, physical assault, sexual assault, overmedication, withholding needed medication, censoring mail, invasion or denial of privacy or denial of access to visitors. "**Neglect**" means any failure to provide necessary care, assistance, guidance or attention to an adult that causes, or is reasonably likely to cause within a short period of time, the adult serious physical, mental or emotional harm or substantial damage to or loss of assets, and includes self neglect. *Adult Guardianship Act*, RSBC 1996, c. 6, s. 1.

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8.5 Procedure for filing the serious incident report

1. The site manager/designate of the registrant completes the Serious Incident Report form (see Forms Tab 2).
2. Submit the report to the Office of the Assisted Living Registrar by fax or email.
3. Submit the report no later than the next business day following the serious incident.

Note: This report is not intended to replace any internal incident report or incident reporting process.

8.6 Follow up by the Registrar

The Registrar will review the serious incident report and contact the site manager or equivalent if more information is required. The Registrar will then assess the risk to resident health and safety. If the Registrar considers that there is no risk to resident health and safety and the incident does not require any further follow up, the Registrar will log the incident and place the report on the registrant's file.

The Registrar may conduct an inspection where there is a concern about the health or safety of a resident. Factors influencing whether there is a concern about resident health and safety include the specific nature of the incident, the operator's history of serious incidents and/or substantiated complaints, and the operator's awareness of and compliance with the *Health and Safety Standards*. The Registrar will also look for emerging patterns in the registrant's compliance history.

The Registrar has the discretionary power to take action against a registrant's registration (attach or vary conditions or suspend or cancel the registration). Enforcement of the *Community Care and Assisted Living Act* will be progressive. See Policy Tab 3, How to Maintain Your Registration.

The Registrar will take into consideration the actions the operator has taken both immediately after the serious incident and follow up plans intended to reduce the risk of or prevent a recurrence of a similar incident in the future. The Registrar may also review the policies and procedures the operator has in place to manage and reduce similar risks.

Form

Forms Tab 2, Serious Incident Report.

Reference

Health and Safety Standards, outcome 1.7.2.