

# Critical Incident and/or Potentially Serious Reporting

## 1. Rationale or background to policy:

Timely reporting and responding to Critical Incidents ensures effective and timely communication to stakeholders. The timely reporting of Critical Incidents makes certain that:

- Remedial steps have been taken to ensure the safety and security of CPLF client(s), CPLF staff and the general public;
- Key personnel are notified immediately to facilitate timely, consistent and accurate reporting of the Critical Incident;
- Support and debriefing opportunities are provided to individuals, families and service providers involved in or witness to the Critical Incident;

## 2. Policy Statement:

CPLF endeavors to respond to Critical Incidents in a professional and timely manner that is appropriate to the situation.

A Critical Incident is an unexpected and unusual occurrence of a serious or potentially serious nature involving death, incarceration, fire, hospitalization, natural disaster, physical/sexual abuse, AWOL, serious injury (ie. broken bone) or significant risk to safety that involves a CPLF client, staff, or the public/media and needs to be reported to the appropriate stakeholders within 24hours of CPLF management acknowledgement.

## 3. Procedures: Guidance in support of day-to-day decisions

1. Supervisor reviews Incident Report submitted by CPLF staff if available and determines if it meets the criteria (see Policy Statement) of a Critical Incident. If unsure if an Incident requires a Critical Incident Report (CIR) the Case Manager may contact the CPLF Human Services Coordinator(s) or the funder (ie, PDD Case Worker) for direction. To submit a CIR it is important to understand that an Incident Report is not necessary.
2. The completed CIR is to be forwarded to:
  - HumanServicesTracking@cplf.ca and to the applicable Supervisor. HumanServicesTracking@cplf.ca is forwarded to CPLF CEO, CPLF Human Services Manager, CPLF Psychologist, and CPLF Human Services Coordinator(s).

- All stakeholders are notified of the Critical Incident within 24 hours via a CIR.
  - If the Critical Incident involves a PDD funded client then the following is also to be contacted:
    - a. Contract and Procurement Specialist
    - b. PDD Caseworker
    - c. CPLF's PDD Team Lead
    - d. Calgary Region Alerts at [CSS-DSCALalerts@gov.ab.ca](mailto:CSS-DSCALalerts@gov.ab.ca)
    - e. If the Critical Incident involves a CPLF staff then the CIR is to be forwarded to the CPLF HR Manager and the CPLF OHS Committee within 24 hours of the CIR completed.
3. For all Critical Incidents, regular updates via the Critical Incident Follow-up Report will be provided as more information is gathered.
- A Critical Incident Follow-up Report will be submitted within 30 days to the funder (ie. PDD Case Worker) unless the funder directs CPLF to not provide a CIR Follow-up Report. The CIR Follow-up Report will be reviewed and approved by the CPLF Human Services Coordinator(s) before submitting to funder.
  - CIR and corresponding CIR Follow-up Reports are to be saved in the CPLF client's file.
4. If the Critical Incident involves a CPLF employee(s) potentially being admitted to the hospital ("admitted to hospital" means when a physician writes admitting orders to a hospital and excludes a worker being assessed in an emergency room or urgent care centre without being admitted) or resulting in death or a likelihood of causing a serious injury (eg. Explosions, head injury, etc.).
- Supervisor is to take immediate steps to ensure safety of employees at the worksite.
  - Supervisor is to notify [HumanServicesTracking@cplf.ca](mailto:HumanServicesTracking@cplf.ca) within 24 hours of acknowledgement.
  - The Human Services Coordinators will forward to the HR Manager and the CPLF OHS Committee within 24 hours of acknowledgement.
  - The HR Manager in collaboration with the OHS Committee will investigate the cause of the incident and plan corrective action to mitigate re-occurrence. Conclusion of the investigation and corrective action to be completed within 30 days of Critical Incident Report submitted to HR Manager/OHS Committee.
  - HR Manager will submit a Potentially Serious/ Serious report to CEO for review/approval.
  - Once CEO approves the Potentially Serious/ Serious Incident report the HR Manager will submit to the Alberta Director of Inspection as per Report potentially serious incidents | Alberta.ca directions.