

CLBC Critical Incident Reporting

Fiscal years: 2017/18 to 2024/25

September 16, 2025



Introduction

Critical incident reporting is an important formal safeguard designed to protect the safety, health, well-being and rights of individuals accessing CLBC funded services. It is part of CLBC's Monitoring Framework of multiple and overlapping safeguards.

The purpose of critical incident reporting is for CLBC and service providers to work collaboratively to respond to and resolve significant incidents/events that impact CLBC served individuals and to reduce the likelihood of future incidents. We require service providers to report a wide range of incidents – from unexpected illnesses, falls, reports of aggressive behaviour to suspected abuse or neglect. Critical Incidents are an important mechanism for identifying when services may need to be reviewed, strengthened or changed, or when planning needs to occur for an individual.

CLBC defines Critical Incidents as serious or unusual events that involve an individual accessing CLBC-funded services that occur while service is being delivered. CLBC defines critical incidents to include the following events involving an individual receiving CLBC-funded services:

- An incident, or an alleged or suspected incident, of emotional, physical, financial, or sexual abuse, and/or neglect; and
- An individual witnessing a critical incident that is traumatic and violent (for example, all types of abuse, aggression between individuals, incidents of aggressive/unusual behaviour).

For staffed living and shared living, service is considered to be delivered at all times, and includes incidents that occur outside the home, in public or other private spaces.

This report contains a summary of the Critical Incidents received since 2017. CLBC will publish this information on an annual basis going forward.

For more information, please [see CLBC's Critical Incident Reporting webpage.](#)

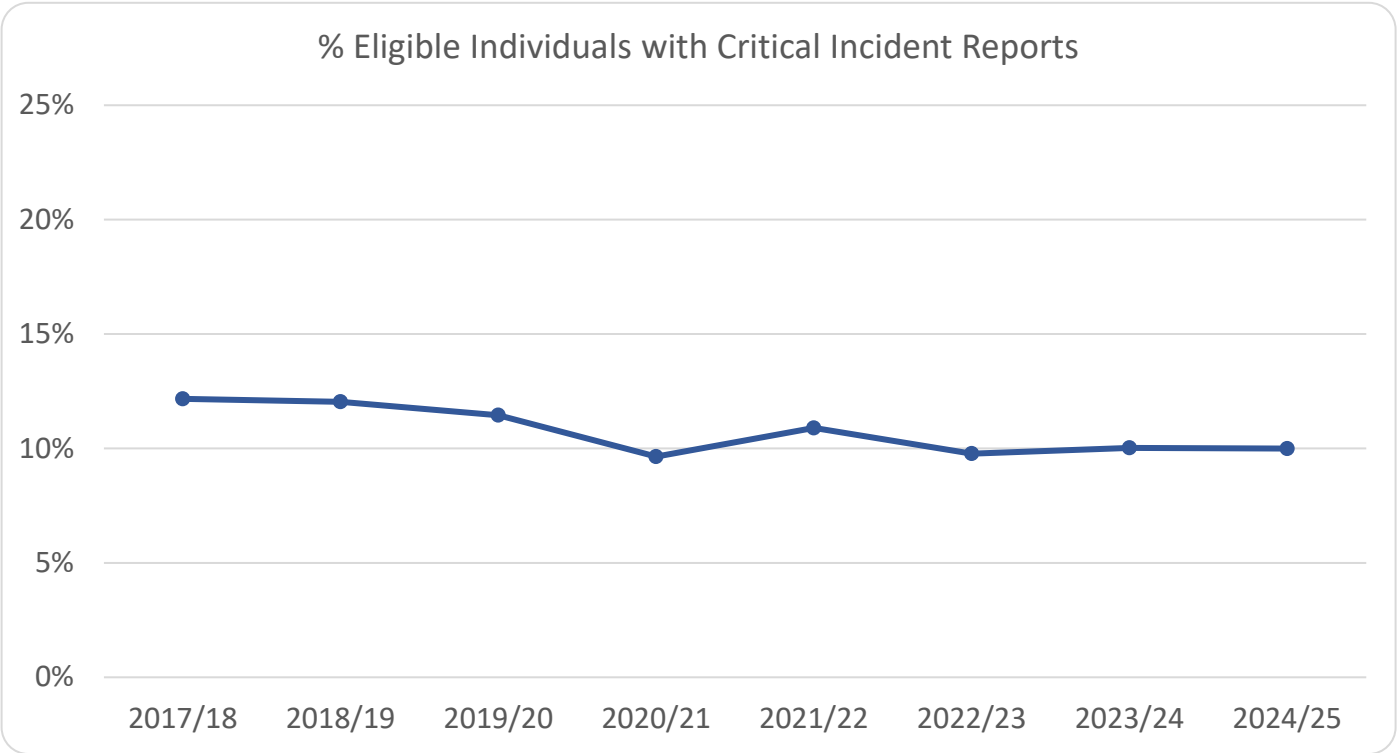
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CLBC Critical Incident Data

CLBC population experiencing a Critical Incident 2017/18 to 2024/25 Fiscal Years

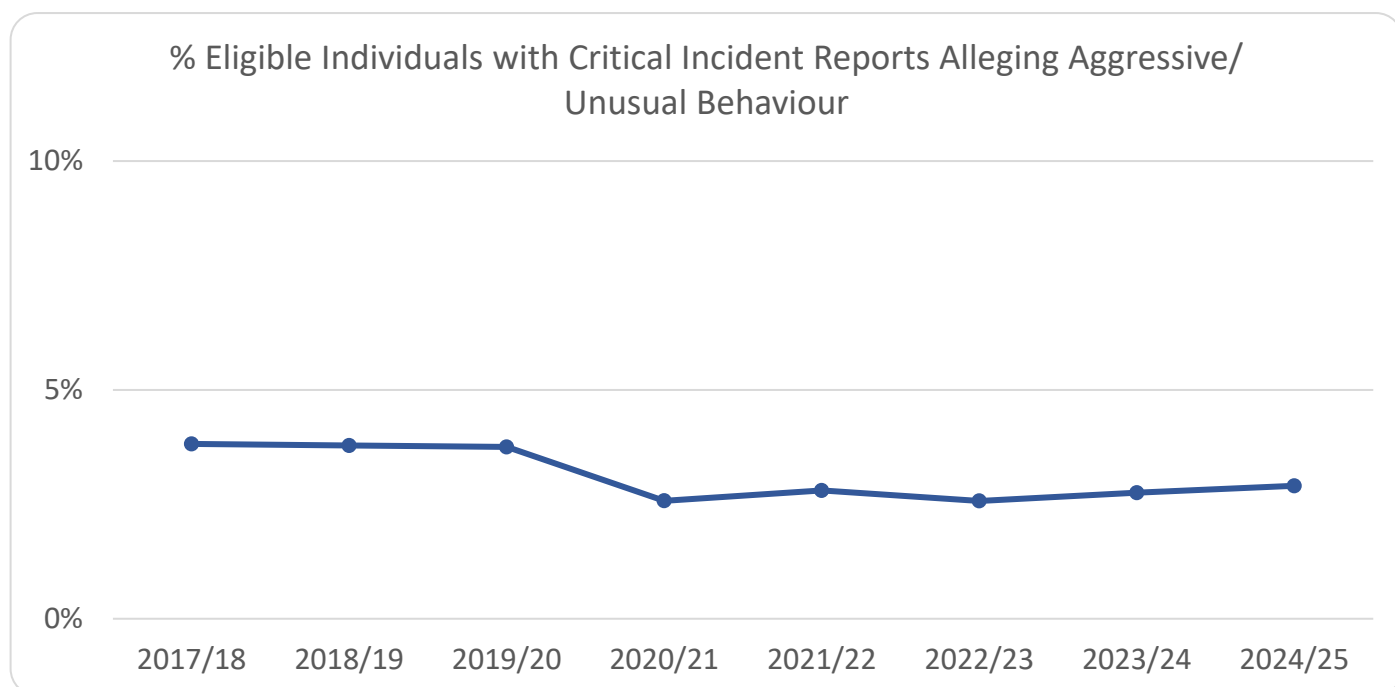
Fiscal Year	Total Number of Critical Incident Reports	Unique Individuals with Critical Incident Reports	Total # Eligible Individuals	% Eligible Individuals with Critical Incident Reports
2017/18	5,813	2,571	21,128	12.17%
2018/19	6,154	2,676	22,224	12.04%
2019/20	6,534	2,679	23,389	11.45%
2020/21	5,478	2,365	24,520	9.65%
2021/22	7,250	2,800	25,698	10.90%
2022/23	6,151	2,621	26,815	9.77%
2023/24	6,680	2,808	28,003	10.03%
2024/25	7,468	2,926	29,271	10.00%



Aggressive/Unusual Behaviour

Aggressive or unusual behaviour by a CLBC-eligible individual that results in harm and/or causes significant concern. Harm can be to property or to a person. Harm to a person can be physical or emotional harm, and can be towards themselves, another supported individual, staff, or others. Unusual behaviour means behaviour that is unusual for the person.

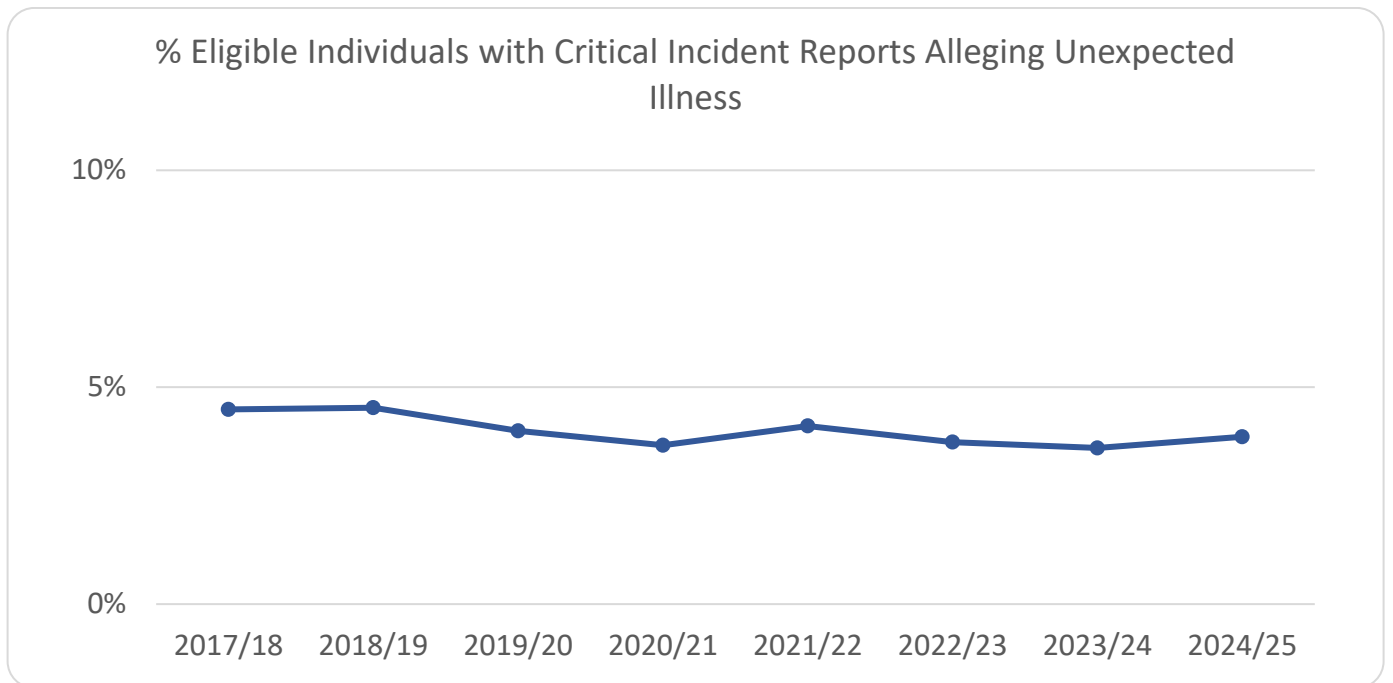
Fiscal Year	Total Number of Critical Incident Reports Alleging Aggressive/ Unusual Behaviour	Unique Individuals with Critical Incident Reports Alleging Aggressive/ Unusual Behaviour	Total # Eligible Individuals	% Eligible Individuals with Critical Incident Reports Alleging Aggressive/ Unusual Behaviour
2017/18	1,749	807	21,128	3.82%
2018/19	1,836	841	22,224	3.78%
2019/20	2,013	878	23,389	3.75%
2020/21	1,419	632	24,520	2.58%
2021/22	1,753	720	25,698	2.80%
2022/23	1,664	690	26,815	2.57%
2023/24	1,960	771	28,003	2.75%
2024/25	2,028	850	29,271	2.90%



Unexpected Illness/Food Poisoning

Illness of a CLBC-eligible individual requiring urgent access to emergency care or transfer to a hospital, including food poisoning. Food poisoning is a foodborne illness involving an individual that requires emergency care by a medical practitioner or nurse practitioner or transfer to the hospital. For unlicensed programs, any incidents of food poisoning must be reported as “unexpected illness” on the CLBC Critical Incident Report.

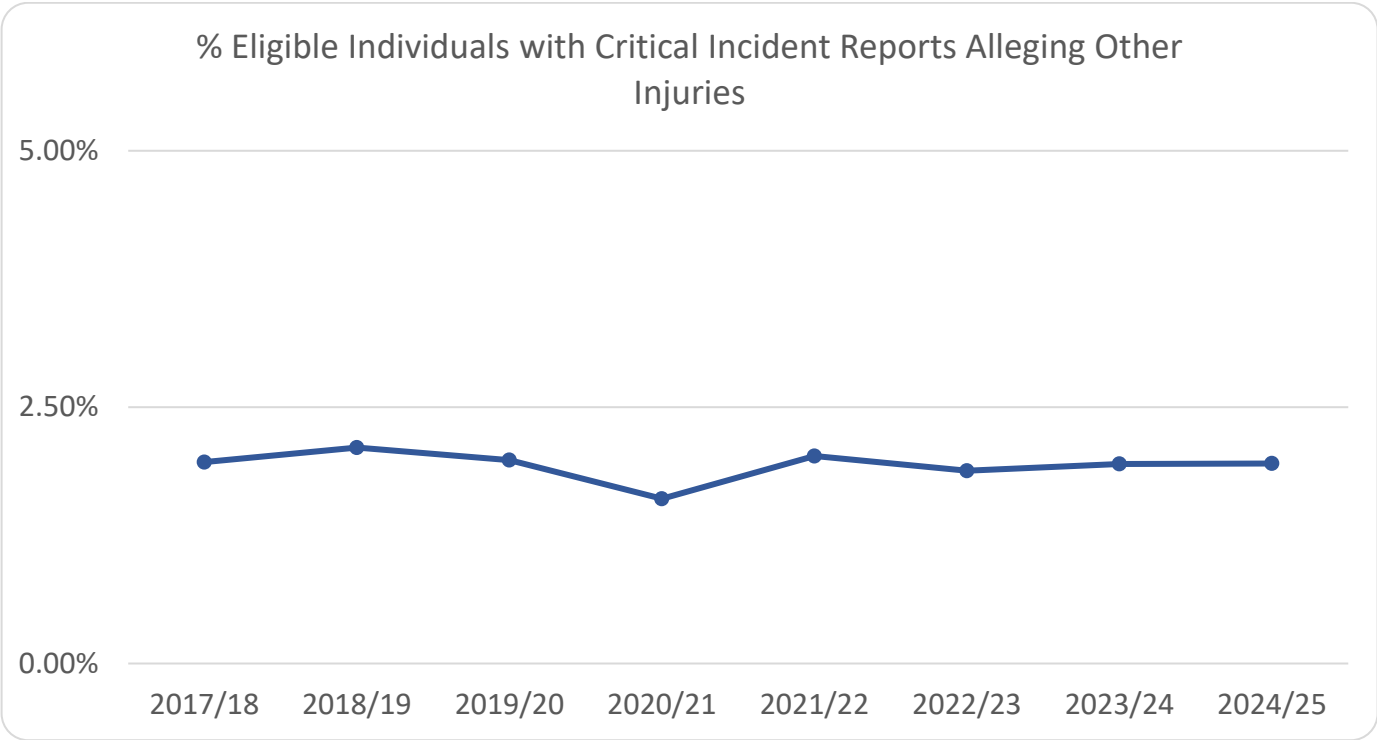
Fiscal Year	Total Number of Critical Incident Reports Alleging Unexpected Illness	Unique Individuals with Critical Incident Reports Alleging Unexpected Illness	Total # Eligible Individuals	% Eligible Individuals with Critical Incident Reports Alleging Unexpected Illness
2017/18	1,560	948	21,128	4.49%
2018/19	1,610	1,006	22,224	4.53%
2019/20	1,578	934	23,389	3.99%
2020/21	1,442	898	24,520	3.66%
2021/22	1,748	1,055	25,698	4.11%
2022/23	1,693	1,001	26,815	3.73%
2023/24	1,798	1,008	28,003	3.60%
2024/25	2,028	1,129	29,271	3.86%



Other Injury

Any other injury or assault to an individual (including those of a sexual nature, that do not meet the definition of Abuse) that requires urgent access to emergency care or transfer to a hospital.

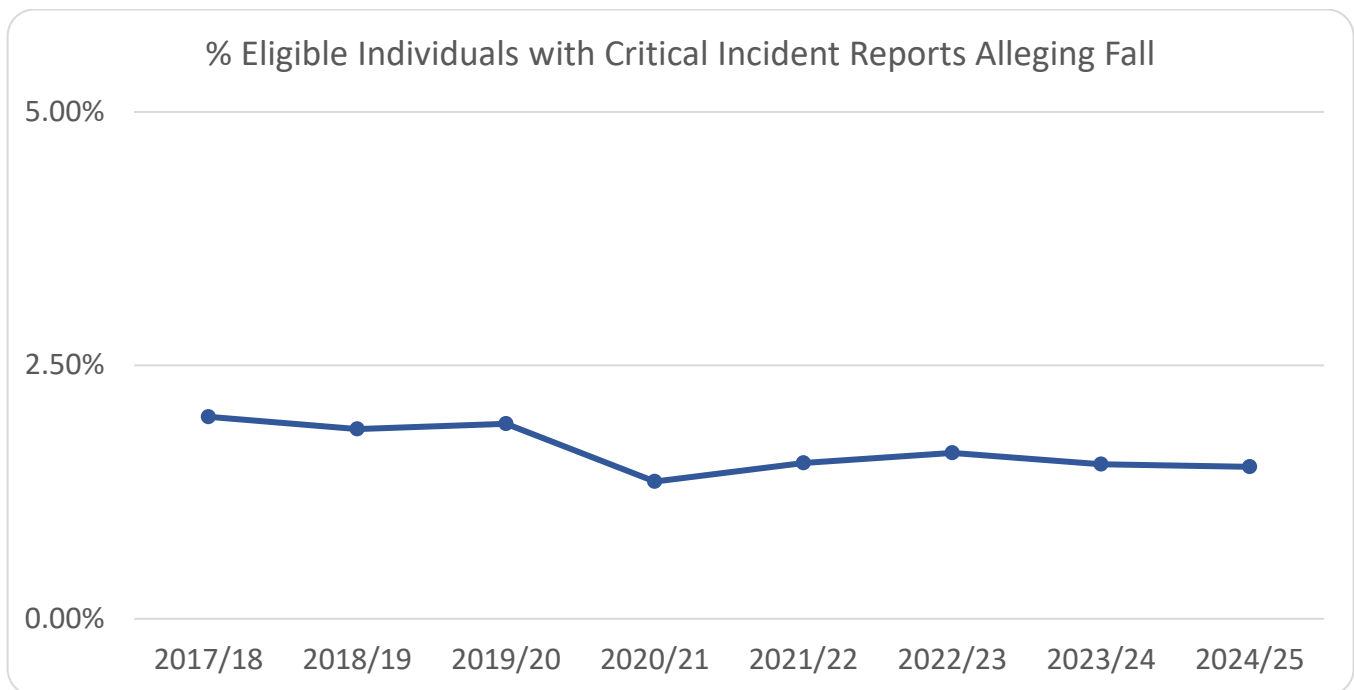
Fiscal Year	Total Number of Critical Incident Reports Alleging Other Injuries	Unique Individuals with Critical Incident Reports Alleging Other Injuries	Total # Eligible Individuals	% Eligible Individuals with Critical Incident Reports Alleging Other Injuries
2017/18	548	415	21,128	1.96%
2018/19	640	468	22,224	2.11%
2019/20	660	464	23,389	1.98%
2020/21	536	394	24,520	1.61%
2021/22	724	520	25,698	2.02%
2022/23	727	504	26,815	1.88%
2023/24	738	545	28,003	1.95%
2024/25	797	571	29,271	1.95%



Fall

A fall that results in an injury requiring emergency care by a medical practitioner or nurse practitioner or transfer to a hospital.

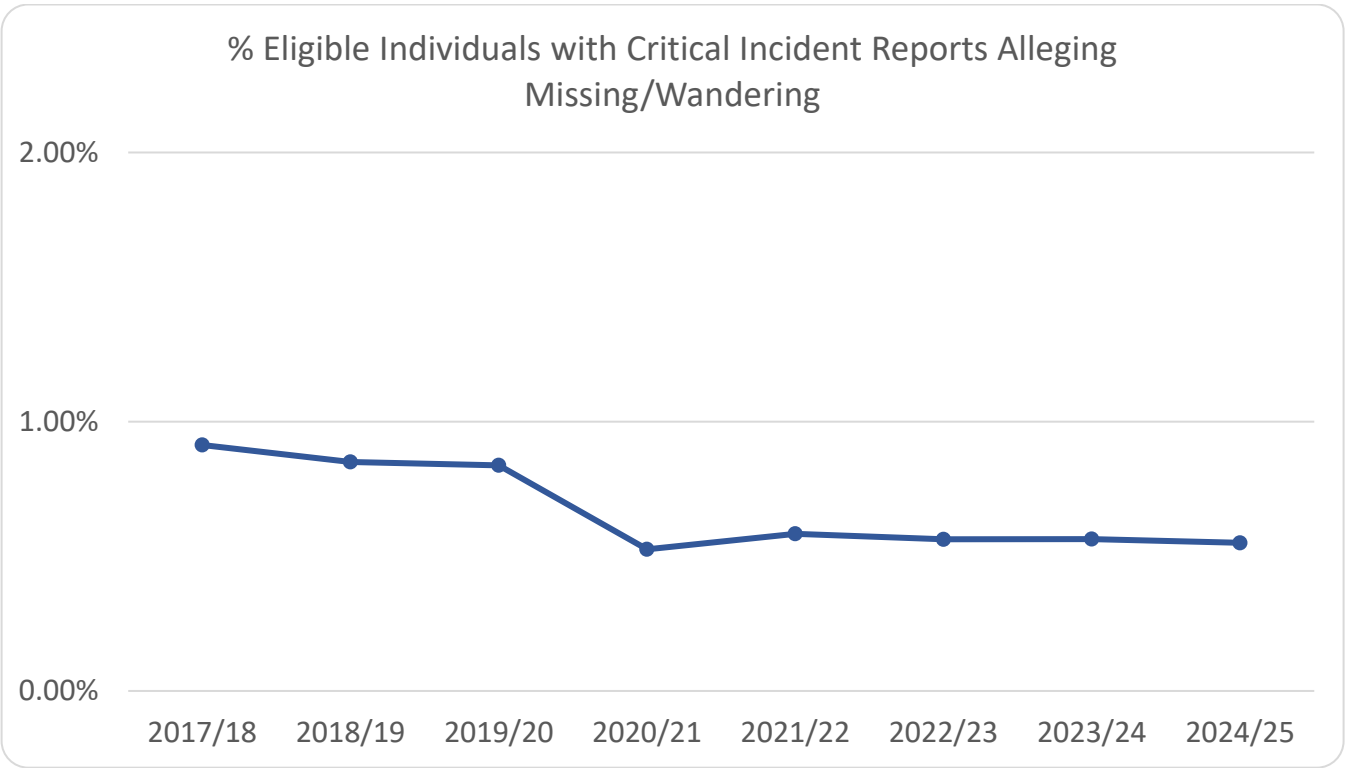
Fiscal Year	Total Number of Critical Incident Reports Alleging Fall	Unique Individuals with Critical Incident Reports Alleging Fall	Total # Eligible Individuals	% Eligible Individuals with Critical Incident Reports Alleging Fall
2017/18	524	421	21,128	1.99%
2018/19	523	416	22,224	1.87%
2019/20	564	450	23,389	1.92%
2020/21	438	332	24,520	1.35%
2021/22	555	395	25,698	1.54%
2022/23	580	439	26,815	1.64%
2023/24	546	427	28,003	1.52%
2024/25	589	439	29,271	1.50%



Missing/Wandering

Unscheduled or unexplained absence of an individual from a CLBC-funded service. An absence is considered unscheduled or unexplained if it is unusual for the individual, the service provider is unaware of their location, and the behaviour is not reflected in a Behaviour Support and Safety Plan.

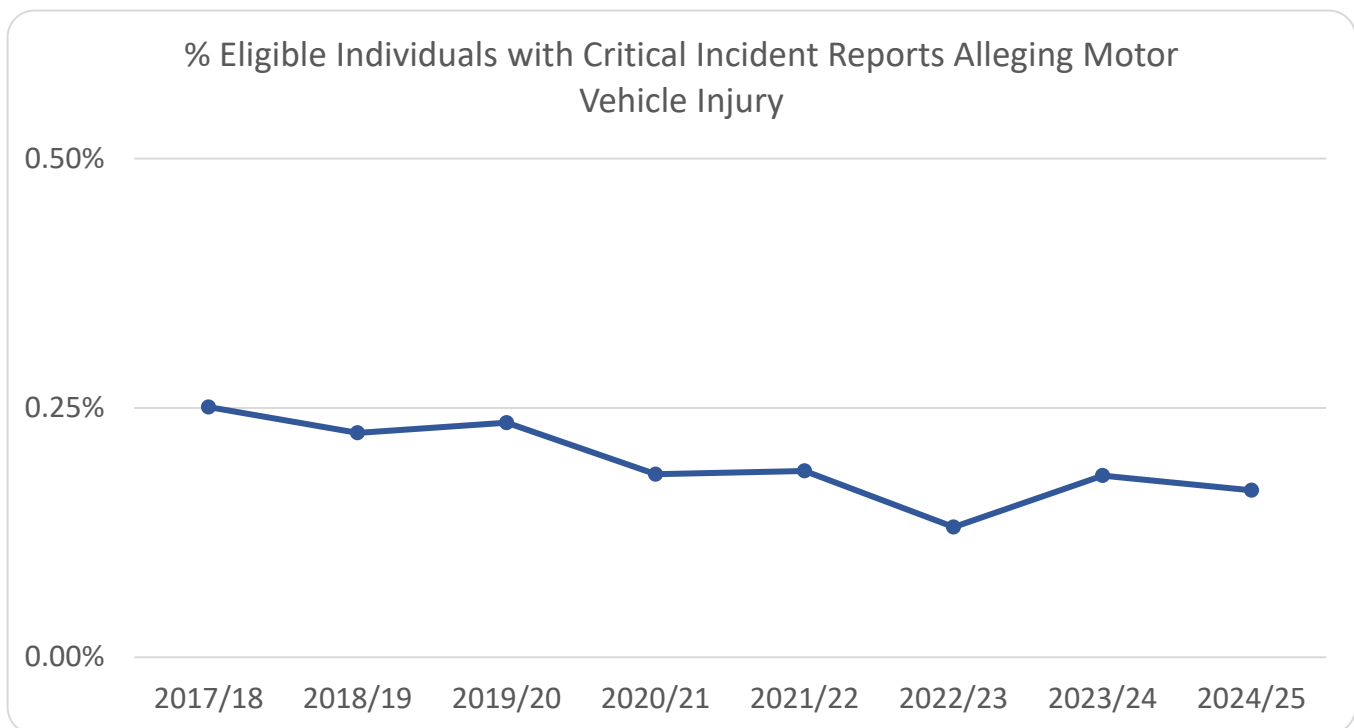
Fiscal Year	Total Number of Critical Incident Reports Alleging Missing/Wandering	Unique Individuals with Critical Incident Reports Alleging Missing/Wandering	Total # Eligible Individuals	% Eligible Individuals with Critical Incident Reports Alleging Missing/Wandering
2017/18	440	193	21,128	0.91%
2018/19	417	189	22,224	0.85%
2019/20	443	196	23,389	0.84%
2020/21	236	129	24,520	0.53%
2021/22	283	150	25,698	0.58%
2022/23	265	151	26,815	0.56%
2023/24	315	158	28,003	0.56%
2024/25	370	161	29,271	0.55%



Motor Vehicle Injury

Injury to an individual as a result of a motor vehicle accident while participating in a CLBC-funded service.

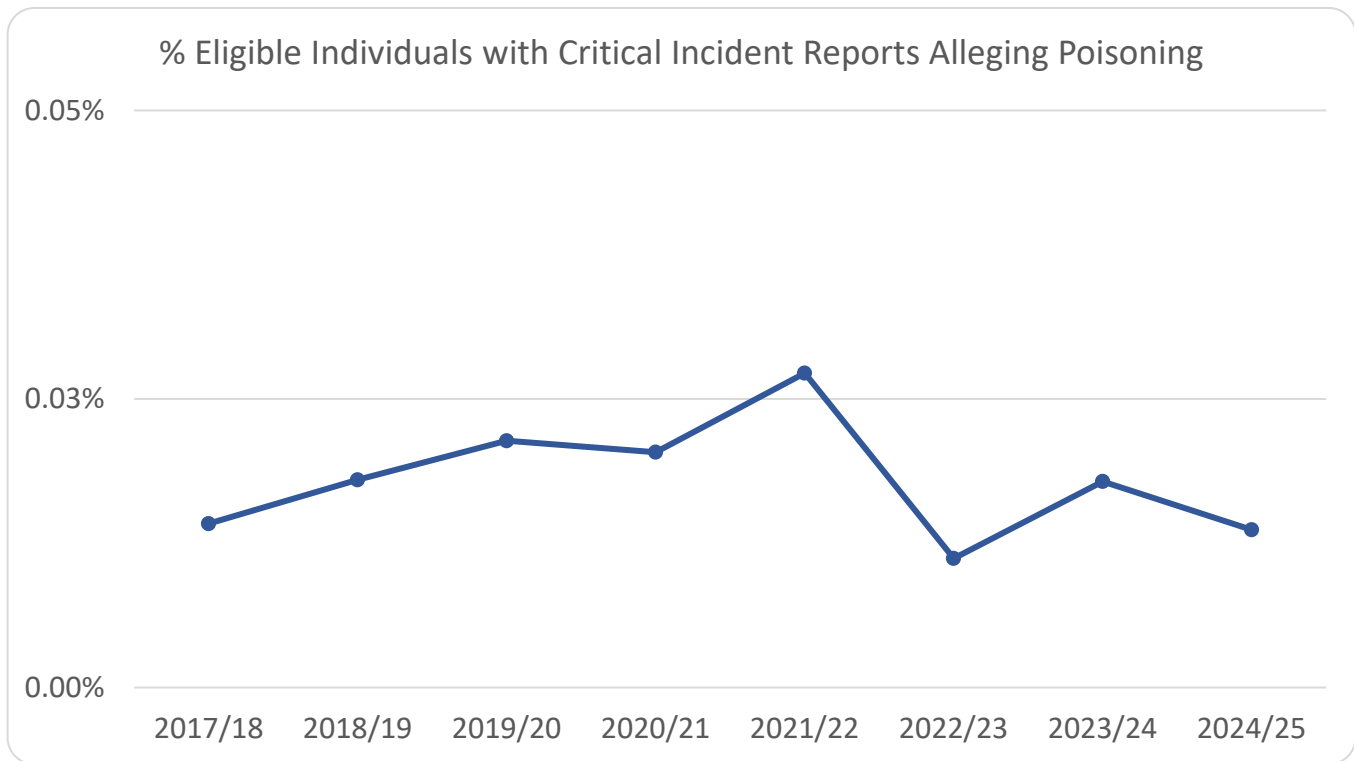
Fiscal Year	Total Number of Critical Incident Reports Alleging Motor Vehicle Injury	Unique Individuals with Critical Incident Reports Alleging Motor Vehicle Injury	Total # Eligible Individuals	% Eligible Individuals with Critical Incident Reports Alleging Motor Vehicle Injury
2017/18	54	53	21,128	0.25%
2018/19	53	50	22,224	0.22%
2019/20	56	55	23,389	0.24%
2020/21	46	45	24,520	0.18%
2021/22	51	48	25,698	0.19%
2022/23	37	35	26,815	0.13%
2023/24	53	51	28,003	0.18%
2024/25	52	49	29,271	0.17%



Poisoning

Ingestion of a poison or toxic substance by an individual (excluding licit or illicit drugs).

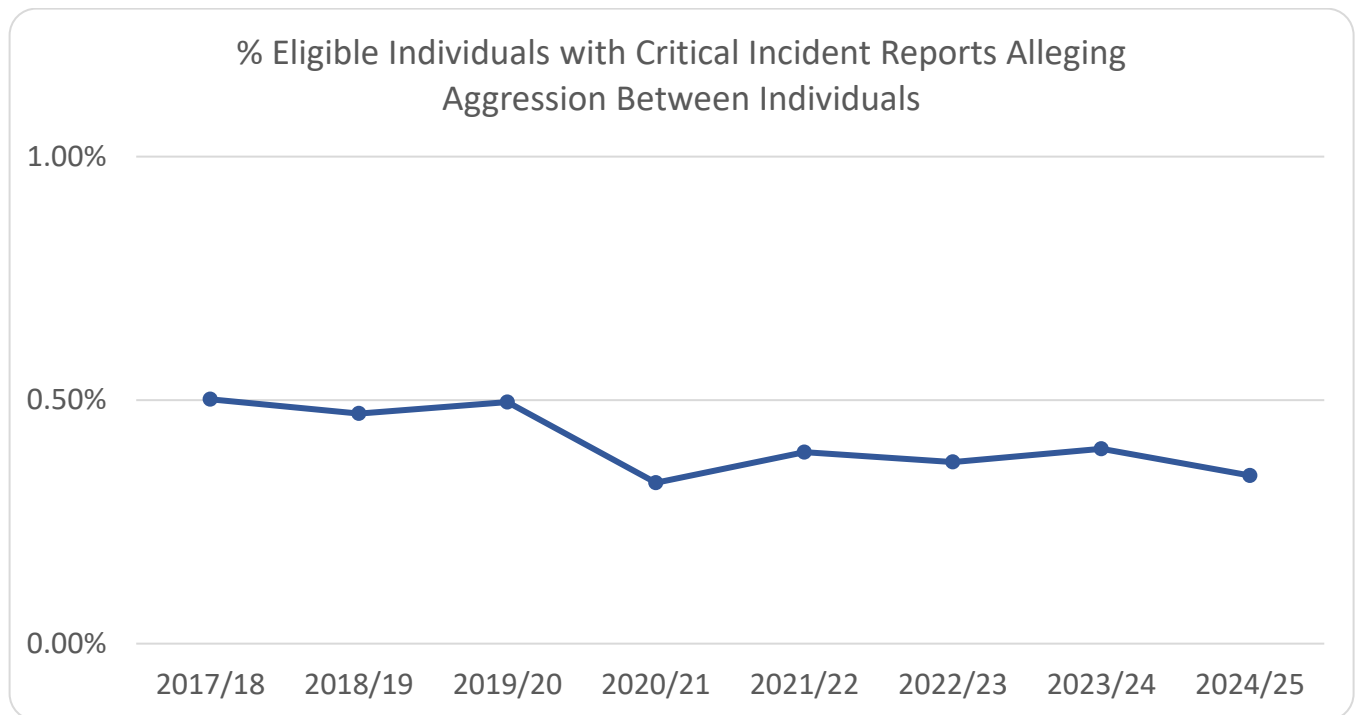
Fiscal Year	Total Number of Critical Incident Reports Alleging Poisoning	Unique Individuals with Critical Incident Reports Alleging Poisoning	Total # Eligible Individuals	% Eligible Individuals with Critical Incident Reports Alleging Poisoning
2017/18	3	3	21,128	0.01%
2018/19	4	4	22,224	0.02%
2019/20	6	5	23,389	0.02%
2020/21	5	5	24,520	0.02%
2021/22	7	7	25,698	0.03%
2022/23	3	3	26,815	0.01%
2023/24	5	5	28,003	0.02%
2024/25	4	4	29,271	0.01%



Aggression Between Individuals

Aggressive behaviour by a CLBC-eligible individual towards another person that causes injury requiring first aid (for example, bandage, ice pack), emergency care by a medical practitioner or nurse practitioner, or transfer to a hospital.

Fiscal Year	Total Number of Critical Incident Reports Alleging Aggression Between Individuals	Unique Individuals with Critical Incident Reports Alleging Aggression Between Individuals	Total # Eligible Individuals	% Eligible Individuals with Critical Incident Reports Alleging Aggression Between Individuals
2017/18	126	106	21,128	0.50%
2018/19	123	105	22,224	0.47%
2019/20	179	116	23,389	0.50%
2020/21	115	81	24,520	0.33%
2021/22	160	101	25,698	0.39%
2022/23	131	100	26,815	0.37%
2023/24	138	112	28,003	0.40%
2024/25	133	101	29,271	0.35%

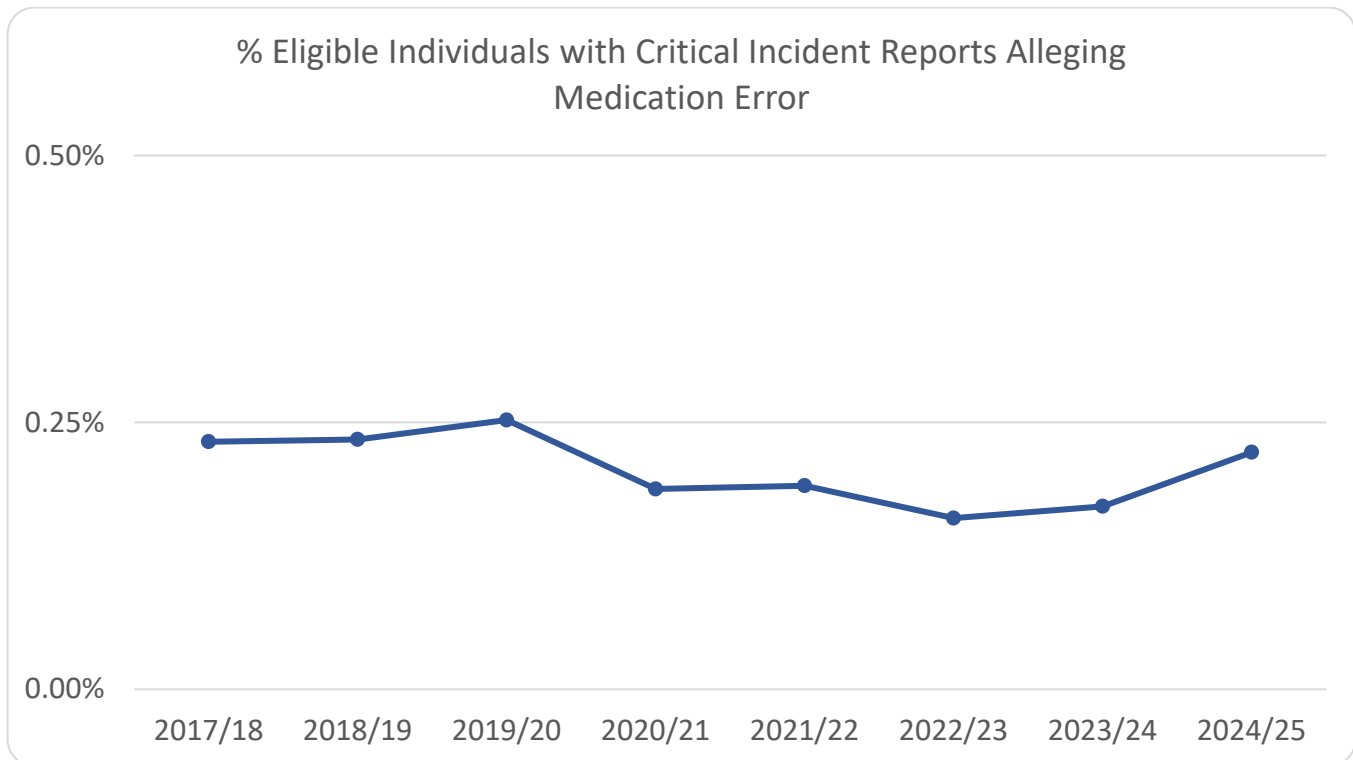


Medication Error

Mistake in administering medication that:

- adversely affects an individual, and
- requires emergency care by a medical practitioner or nurse practitioner or transfer to a hospital.

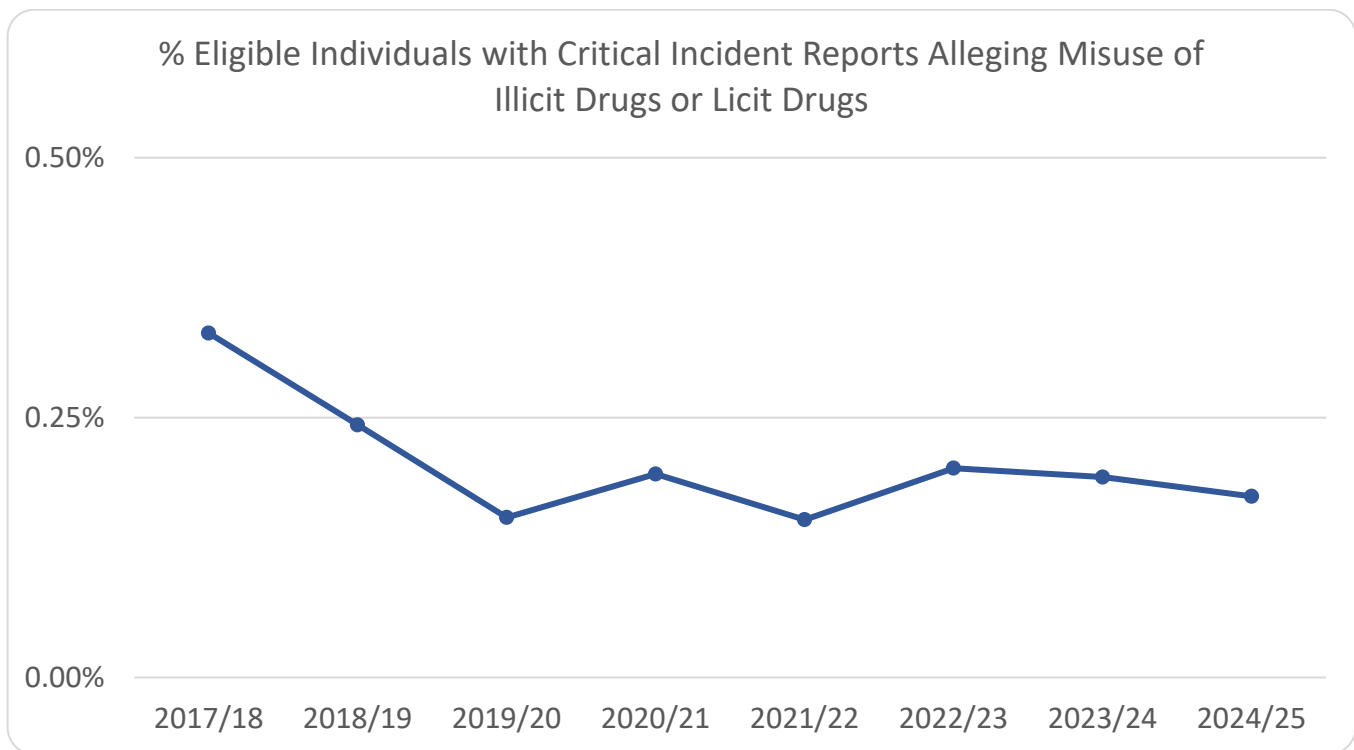
Fiscal Year	Total Number of Critical Incident Reports Alleging Medication Error	Unique Individuals with Critical Incident Reports Alleging Medication Error	Total # Eligible Individuals	% Eligible Individuals with Critical Incident Reports Alleging Medication Error
2017/18	54	49	21,128	0.23%
2018/19	72	52	22,224	0.23%
2019/20	87	59	23,389	0.25%
2020/21	61	46	24,520	0.19%
2021/22	66	49	25,698	0.19%
2022/23	59	43	26,815	0.16%
2023/24	55	48	28,003	0.17%
2024/25	86	65	29,271	0.22%



Misuse of Illicit or Licit Drugs

Serious misuse of legal substances, such as a prescription drug, marijuana or alcohol that requires medical attention. Any use of an illicit drug that requires medical attention.

Fiscal Year	Total Number of Critical Incident Reports Alleging Misuse of Illicit Drugs or Licit Drugs	Unique Individuals with Critical Incident Reports Alleging Misuse of Illicit Drugs or Licit Drugs	Total # Eligible Individuals	% Eligible Individuals with Critical Incident Reports Alleging Misuse of Illicit Drugs or Licit Drugs
2017/18	121	70	21,128	0.33%
2018/19	91	54	22,224	0.24%
2019/20	60	36	23,389	0.15%
2020/21	82	48	24,520	0.20%
2021/22	46	39	25,698	0.15%
2022/23	77	54	26,815	0.20%
2023/24	87	54	28,003	0.19%
2024/25	92	51	29,271	0.17%

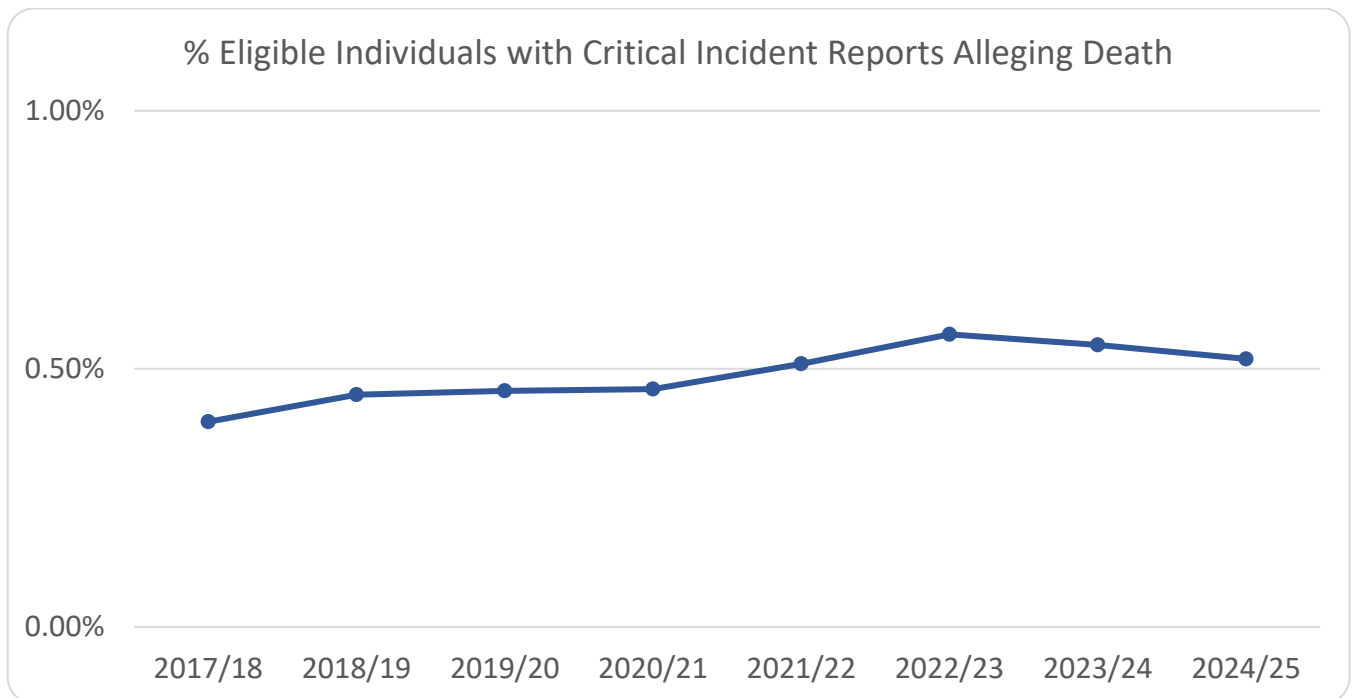


Death

Death of a CLBC-eligible individual while participating in a CLBC-funded service (for example, supports to live in their home, supports to participate in their community).

Note: CLBC supports individuals from eligibility, which is typically at the age of 19, to the end of life. All deaths in service are required to be reported as Critical Incidents including those from natural causes.

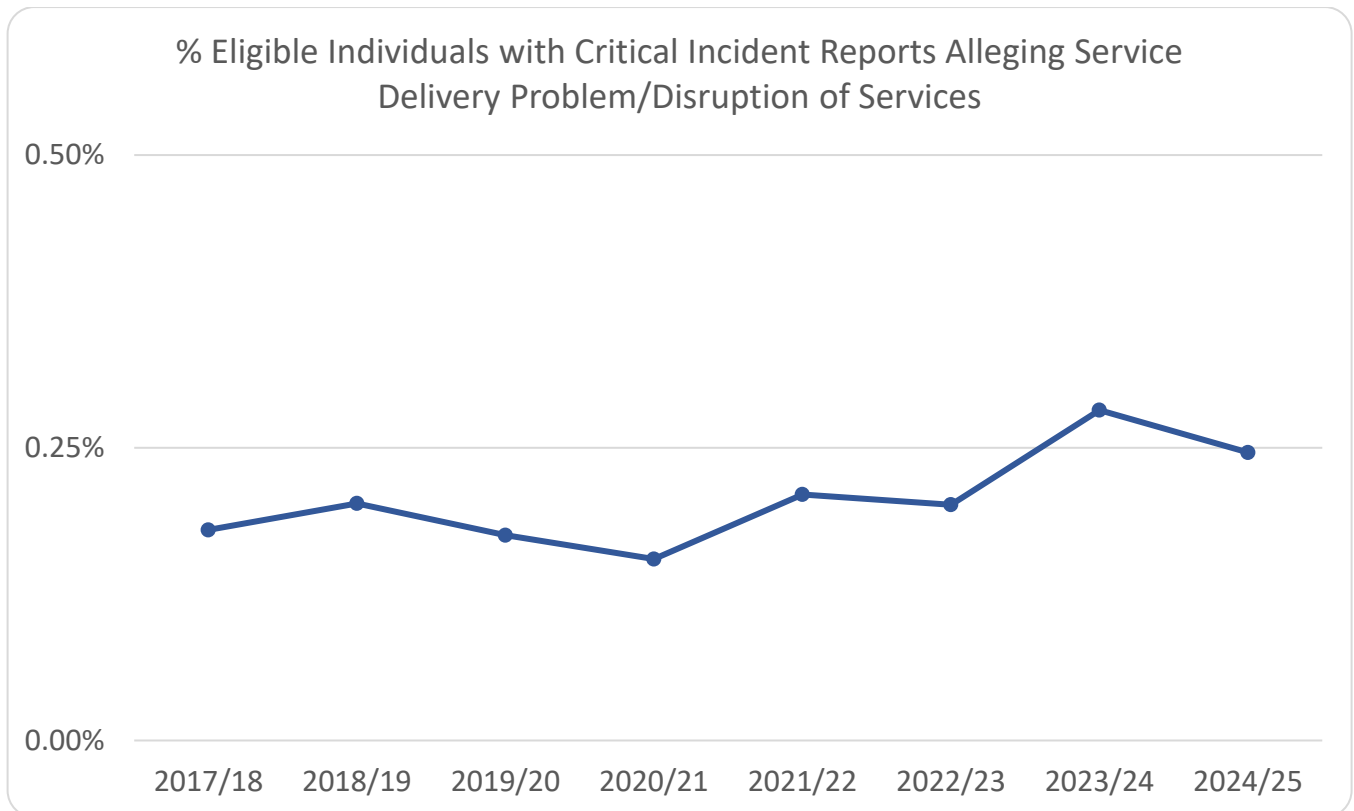
Fiscal Year	Total Number of Critical Incident Reports Alleging Death	Unique Individuals with Critical Incident Reports Alleging Death	Total # Eligible Individuals	% Eligible Individuals with Critical Incident Reports Alleging Death
2017/18	84	84	21,128	0.40%
2018/19	102	100	22,224	0.45%
2019/20	108	107	23,389	0.46%
2020/21	115	113	24,520	0.46%
2021/22	132	131	25,698	0.51%
2022/23	154	152	26,815	0.57%
2023/24	155	153	28,003	0.55%
2024/25	154	152	29,271	0.52%



Service Delivery Problem/Disruption of Services

Condition or event that could impair or interrupt the ability of a service provider and its staff to provide care to an individual and which affects the individual’s health, safety, dignity, or well-being. For example, sudden illness of caregiver.

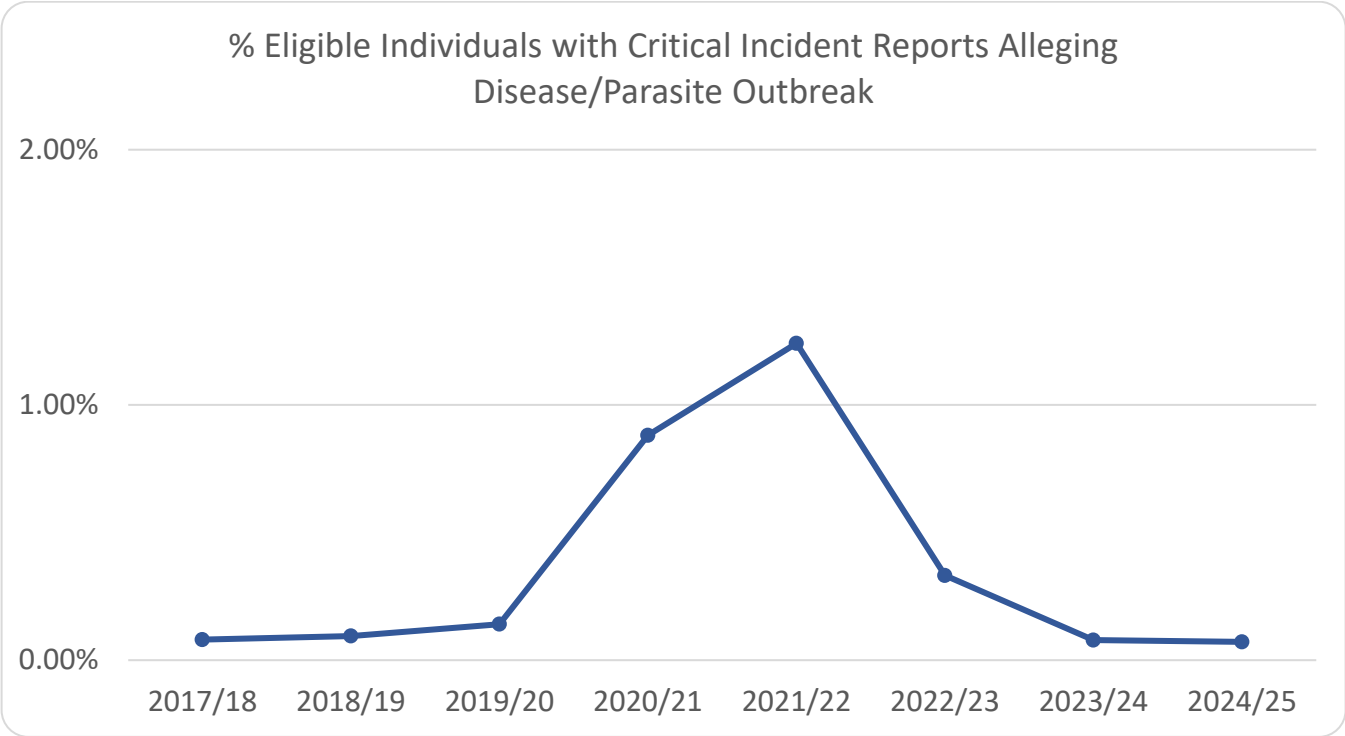
Fiscal Year	Total Number of Critical Incident Reports Alleging Service Delivery Problem/Disruption of Services	Unique Individuals with Critical Incident Reports Alleging Service Delivery Problem/Disruption of Services	Total # Eligible Individuals	% Eligible Individuals with Critical Incident Reports Alleging Service Delivery Problem/Disruption of Services
2017/18	41	38	21,128	0.18%
2018/19	46	45	22,224	0.20%
2019/20	45	41	23,389	0.18%
2020/21	39	38	24,520	0.15%
2021/22	54	54	25,698	0.21%
2022/23	58	54	26,815	0.20%
2023/24	87	79	28,003	0.28%
2024/25	92	72	29,271	0.25%



Disease/Parasite Outbreak

An outbreak or the occurrence of a communicable disease above the level which is normally expected, including a communicable disease or parasite, such as scabies.

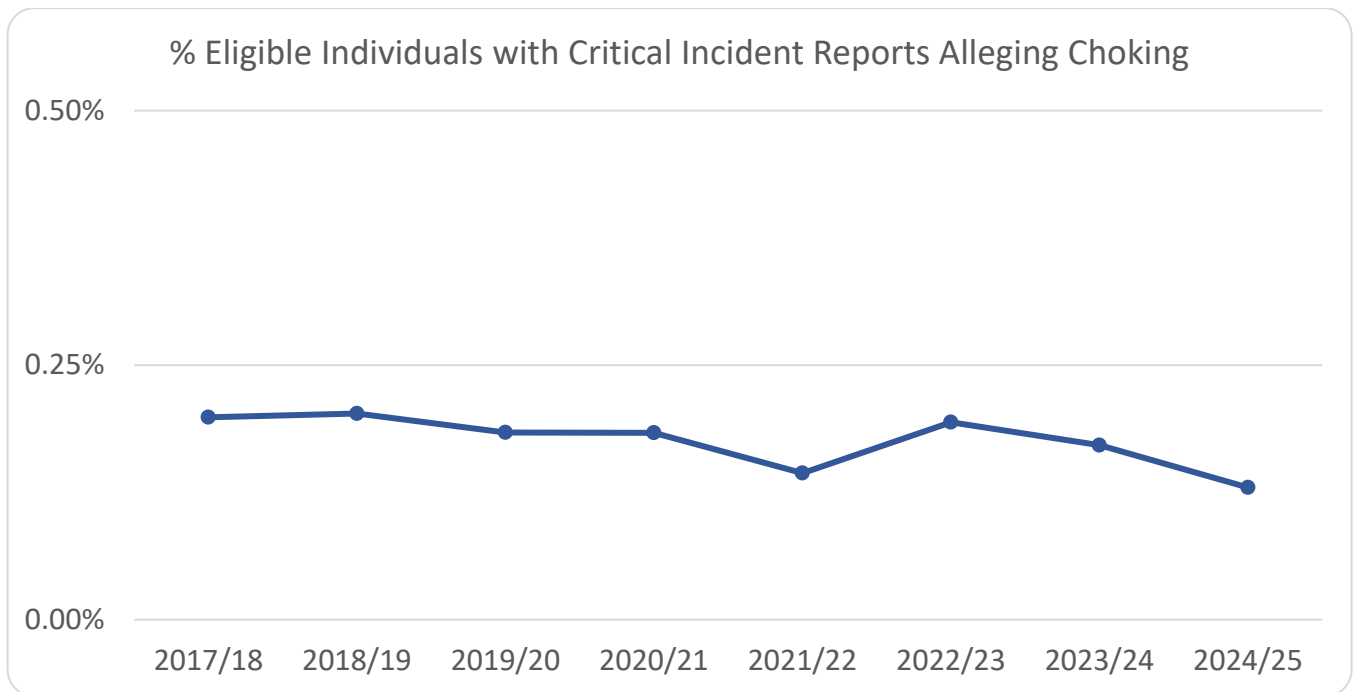
Fiscal Year	Total Number of Critical Incident Reports Alleging Disease/Parasite Outbreak	Unique Individuals with Critical Incident Reports Alleging Disease/Parasite Outbreak	Total # Eligible Individuals	% Eligible Individuals with Critical Incident Reports Alleging Disease/Parasite Outbreak
2017/18	18	17	21,128	0.08%
2018/19	21	21	22,224	0.09%
2019/20	35	33	23,389	0.14%
2020/21	233	216	24,520	0.88%
2021/22	344	319	25,698	1.24%
2022/23	91	89	26,815	0.33%
2023/24	24	22	28,003	0.08%
2024/25	22	21	29,271	0.07%



Choking

An individual’s airway is obstructed, requiring first aid, emergency care by a medical practitioner or nurse practitioner, or transfer to a hospital.

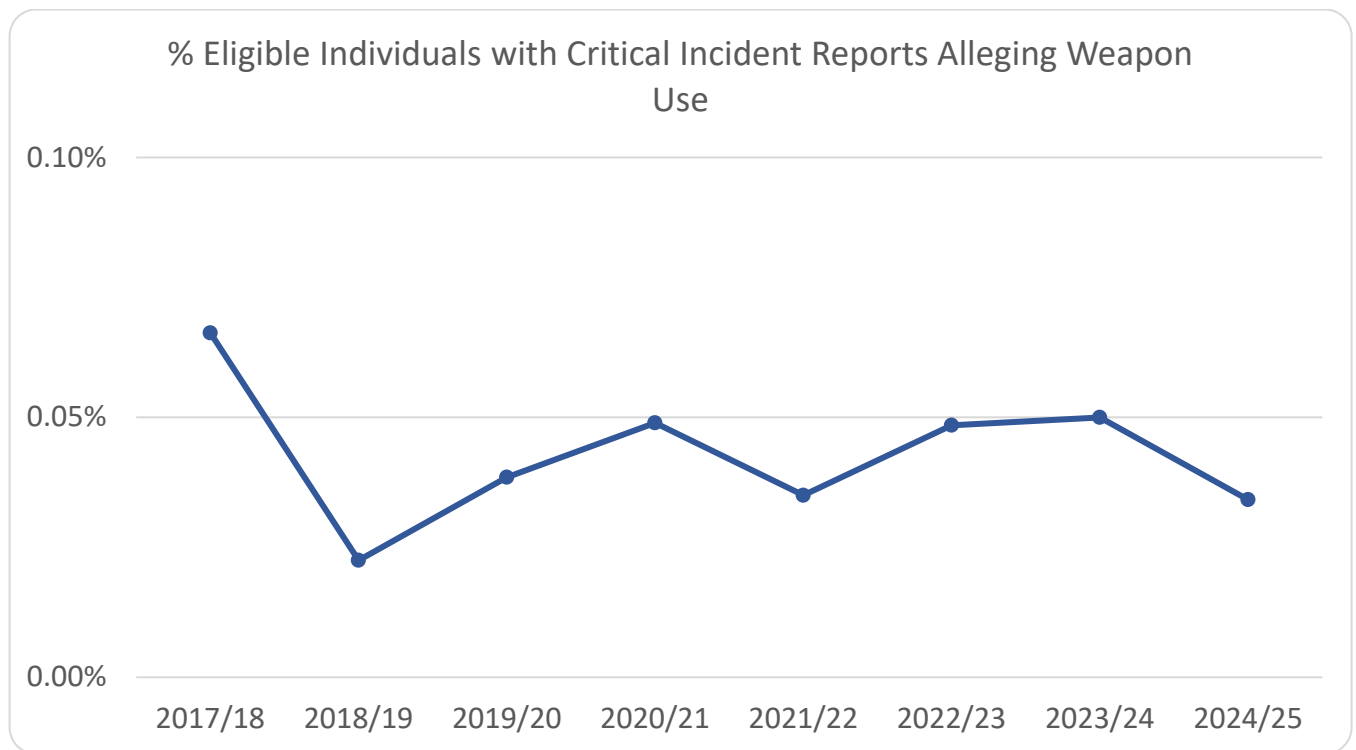
Fiscal Year	Total Number of Critical Incident Reports Alleging Choking	Unique Individuals with Critical Incident Reports Alleging Choking	Total # Eligible Individuals	% Eligible Individuals with Critical Incident Reports Alleging Choking
2017/18	47	42	21,128	0.20%
2018/19	49	45	22,224	0.20%
2019/20	48	43	23,389	0.18%
2020/21	54	45	24,520	0.18%
2021/22	39	37	25,698	0.14%
2022/23	59	52	26,815	0.19%
2023/24	53	48	28,003	0.17%
2024/25	38	38	29,271	0.13%



Weapon Use

A CLBC-eligible individual who uses or threatens to use a weapon to harm or threaten somebody. A weapon includes any object used to threaten, hurt, or kill a person, or destroy property.

Fiscal Year	Total Number of Critical Incident Reports Alleging Weapon Use	Unique Individuals with Critical Incident Reports Alleging Weapon Use	Total # Eligible Individuals	% Eligible Individuals with Critical Incident Reports Alleging Weapon Use
2017/18	15	14	21,128	0.07%
2018/19	9	5	22,224	0.02%
2019/20	11	9	23,389	0.04%
2020/21	12	12	24,520	0.05%
2021/22	12	9	25,698	0.04%
2022/23	13	13	26,815	0.05%
2023/24	16	14	28,003	0.05%
2024/25	11	10	29,271	0.03%

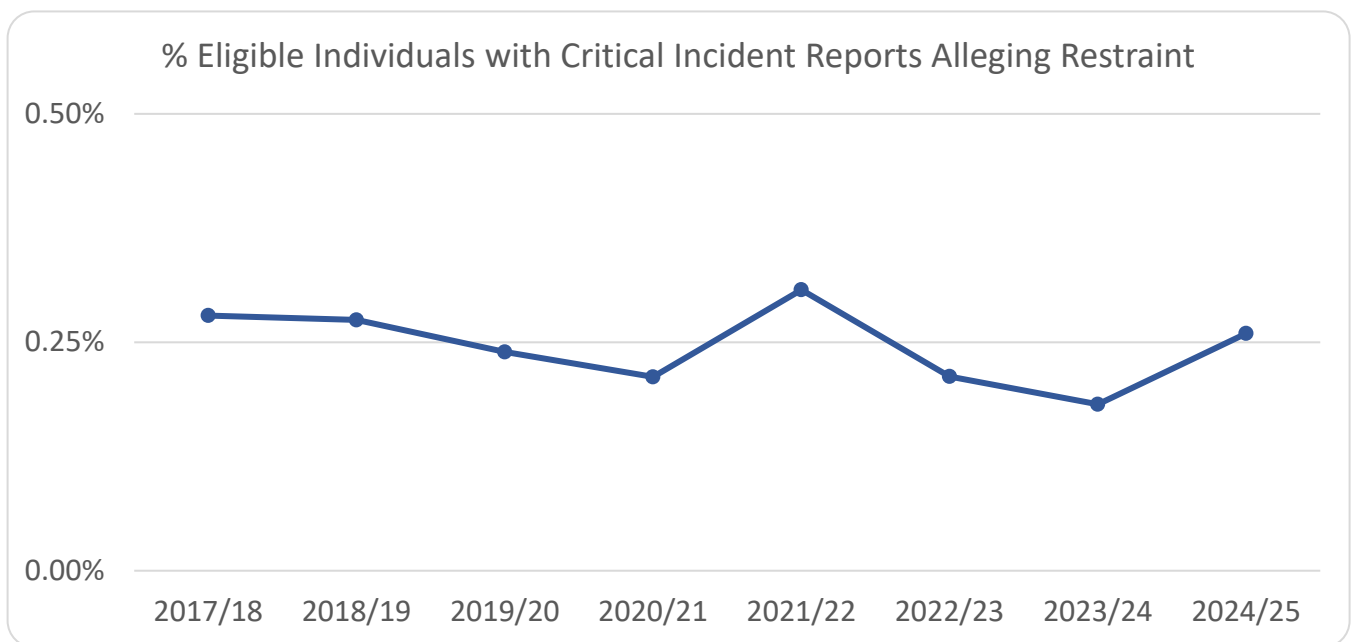


Restraint

Use of physical, mechanical, environmental, or other means to temporarily subdue or limit a CLBC-eligible individual’s right to freedom of movement.

- Physical restraint – use of physical force by one or more persons to prevent, restrict, or subdue the normal movement of any part of the individual’s body.
- Mechanical restraint – use of a device to control an individual’s movement.
- Environmental restraint – restriction of an individual’s free access to all parts of their environment, including limiting access to places or items (commonly used restraint example includes the use of a buckle-buddy while driving).

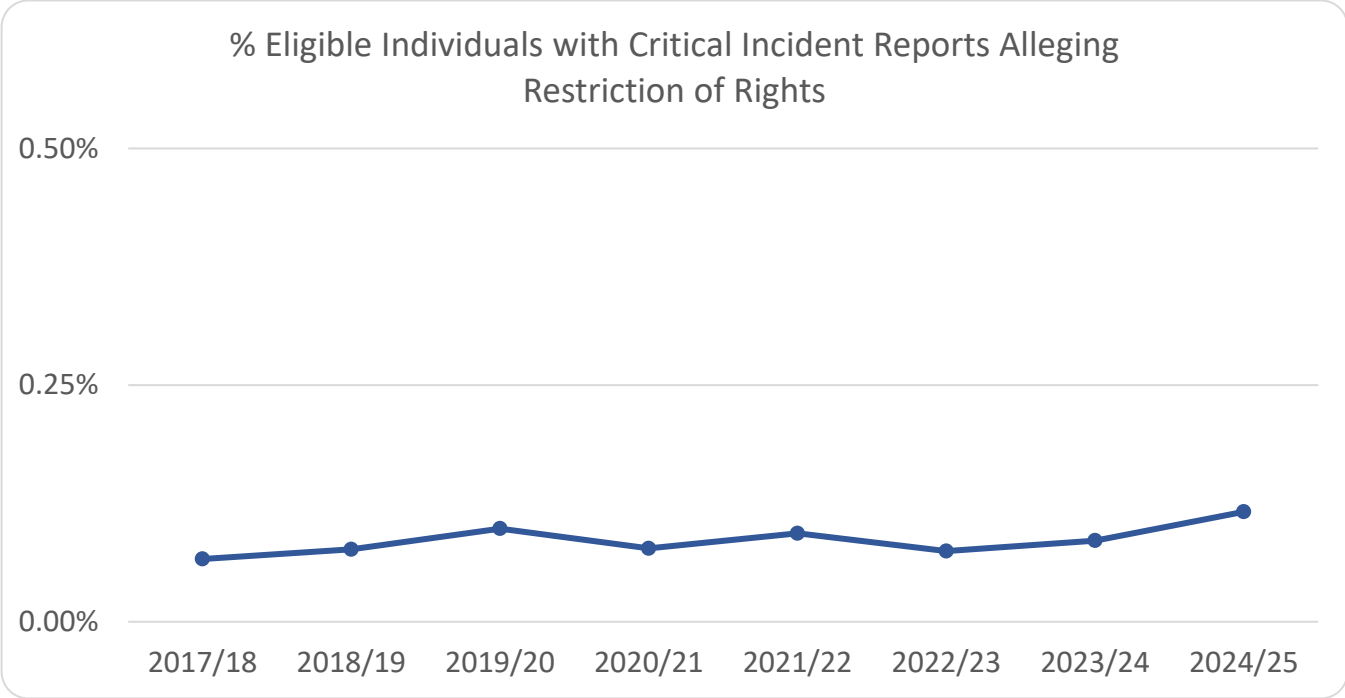
Fiscal Year	Total Number of Critical Incident Reports Alleging Restraint	Unique Individuals with Critical Incident Reports Alleging Restraint	Total # Eligible Individuals	% Eligible Individuals with Critical Incident Reports Alleging Restraint
2017/18	133	59	21,128	0.28%
2018/19	158	61	22,224	0.27%
2019/20	149	56	23,389	0.24%
2020/21	178	52	24,520	0.21%
2021/22	853	79	25,698	0.31%
2022/23	166	57	26,815	0.21%
2023/24	171	51	28,003	0.18%
2024/25	250	76	29,271	0.26%



Restriction of Rights

This involves limiting or removing an individual’s access to activities or actions that restrict an individual’s autonomy, choices, and any action that impacts an individual’s right to privacy.

Fiscal Year	Total Number of Critical Incident Reports Alleging Restriction of Rights	Unique Individuals with Critical Incident Reports Alleging Restriction of Rights	Total # Eligible Individuals	% Eligible Individuals with Critical Incident Reports Alleging Restriction of Rights
2017/18	27	14	21,128	0.07%
2018/19	37	17	22,224	0.08%
2019/20	115	23	23,389	0.10%
2020/21	159	19	24,520	0.08%
2021/22	94	24	25,698	0.09%
2022/23	32	20	26,815	0.07%
2023/24	56	24	28,003	0.09%
2024/25	314	34	29,271	0.12%

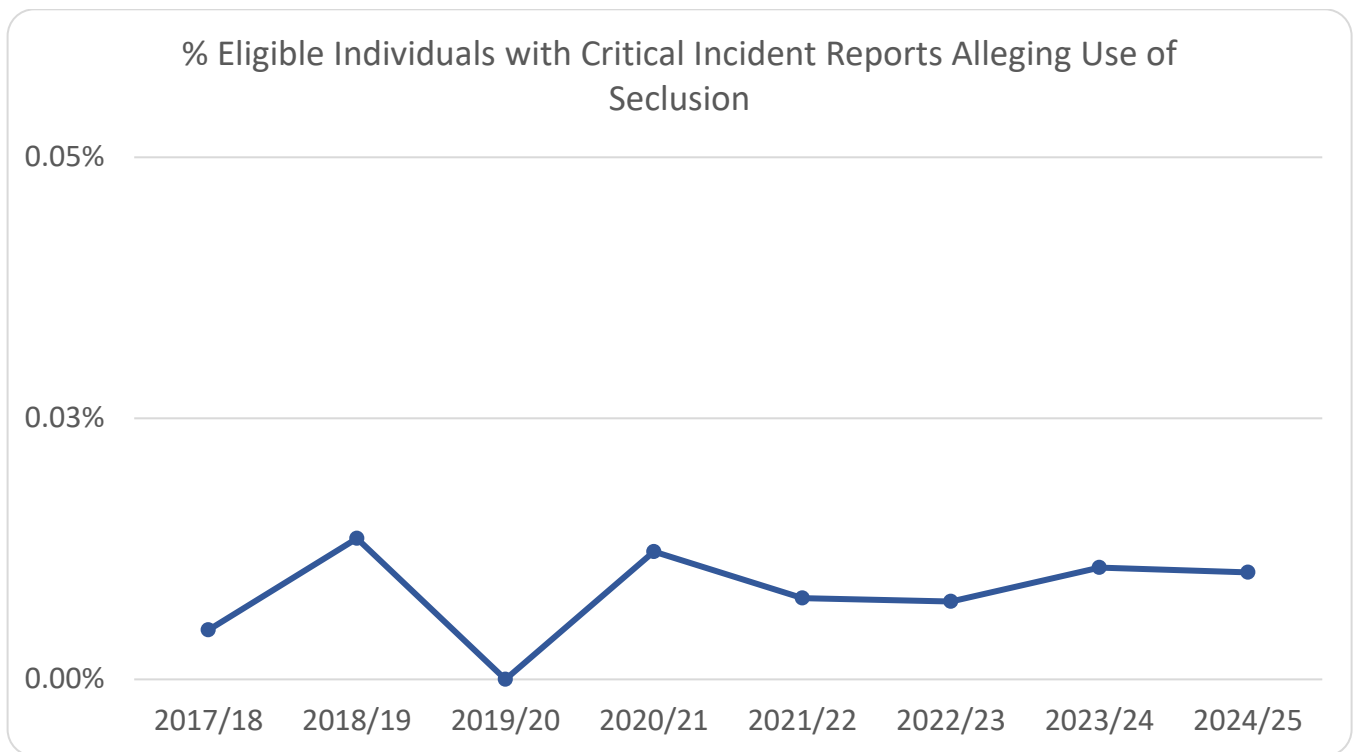


Note: A limited number of unique individuals account for most Restricted Practices Critical Incidents (Restriction of Rights, Restraints, and Seclusion) due to specific support needs. Updates to the Behaviour Support and Safety Planning Policy and clarification of Critical Incident reporting expectations led to an increase in reporting for these types of incidents.

Use of Seclusion

Involuntary separation of an individual from normal participation and inclusion. The person is restricted to a segregated area and denied the freedom to leave it and is left alone.

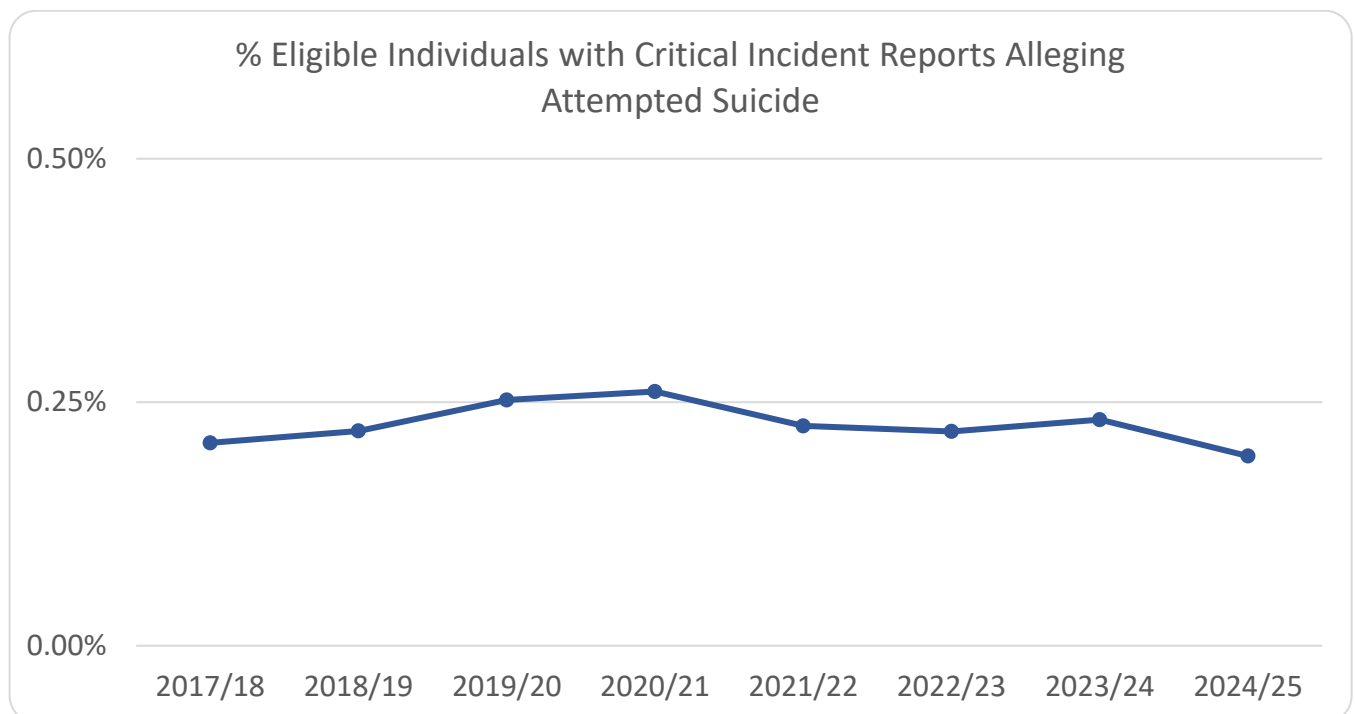
Fiscal Year	Total Number of Critical Incident Reports Alleging Use of Seclusion	Unique Individuals with Critical Incident Reports Alleging Use of Seclusion	Total # Eligible Individuals	% Eligible Individuals with Critical Incident Reports Alleging Use of Seclusion
2017/18	1	1	21,128	0.00%
2018/19	3	3	22,224	0.01%
2019/20	0	0	23,389	0.00%
2020/21	5	3	24,520	0.01%
2021/22	2	2	25,698	0.01%
2022/23	5	2	26,815	0.01%
2023/24	5	3	28,003	0.01%
2024/25	11	3	29,271	0.01%



Attempted Suicide

Attempt by an individual to intentionally self-harm for the purpose of taking their own life.

Fiscal Year	Total Number of Critical Incident Reports Alleging Attempted Suicide	Unique Individuals with Critical Incident Reports Alleging Attempted Suicide	Total # Eligible Individuals	% Eligible Individuals with Critical Incident Reports Alleging Attempted Suicide
2017/18	65	44	21,128	0.21%
2018/19	83	49	22,224	0.22%
2019/20	88	59	23,389	0.25%
2020/21	99	64	24,520	0.26%
2021/22	80	58	25,698	0.23%
2022/23	87	59	26,815	0.22%
2023/24	98	65	28,003	0.23%
2024/25	91	57	29,271	0.19%

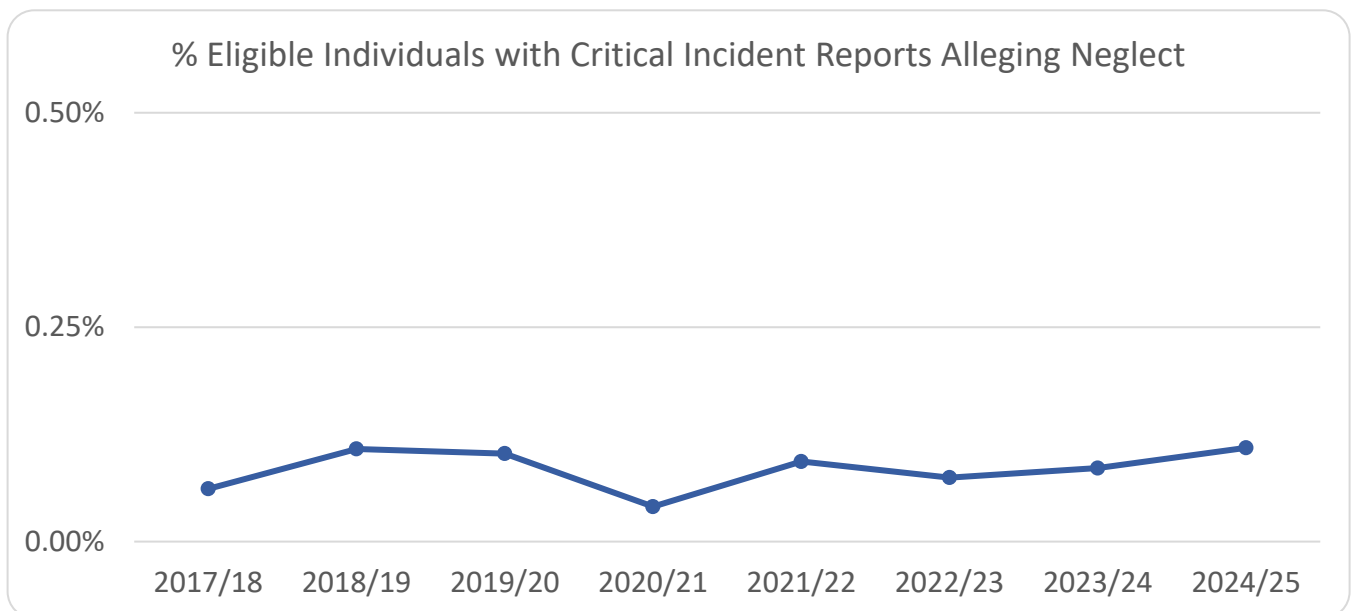


Neglect

Alleged or actual failure of a service provider to meet the CLBC-eligible individual’s needs, including the need for food, shelter, medical attention or supervision, that endangers the individual’s safety.

Note: Service providers must record any evidence of self-neglect such as when an individual fails to take care of themselves, that causes or is reasonably likely to cause, within a short period of time, serious physical or mental harm or substantial damage or loss in respect of the adult's financial affairs. If a service provider becomes aware of alleged or actual neglect occurring outside of service delivery (for example, by a family member at an individual’s home), they must inform CLBC immediately.

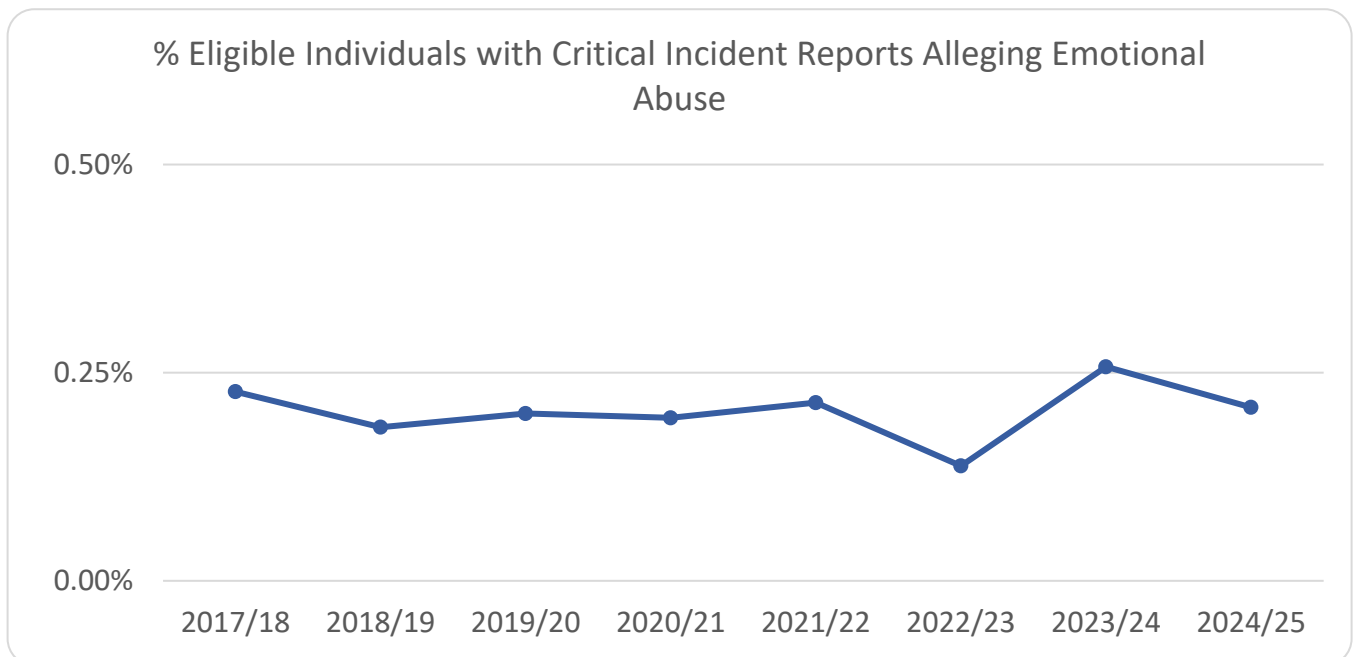
Fiscal Year	Total Number of Critical Incident Reports Alleging Neglect	Unique Individuals with Critical Incident Reports Alleging Neglect	Total # Eligible Individuals	% Eligible Individuals with Critical Incident Reports Alleging Neglect
2017/18	13	13	21,128	0.06%
2018/19	25	24	22,224	0.11%
2019/20	26	24	23,389	0.10%
2020/21	11	10	24,520	0.04%
2021/22	25	24	25,698	0.09%
2022/23	21	20	26,815	0.07%
2023/24	25	24	28,003	0.09%
2024/25	33	32	29,271	0.11%



Emotional Abuse

Alleged or actual act or lack of action that diminishes an individual’s sense of well-being and is perpetrated by a person in a position of trust or authority, including verbal harassment, yelling, or confinement.

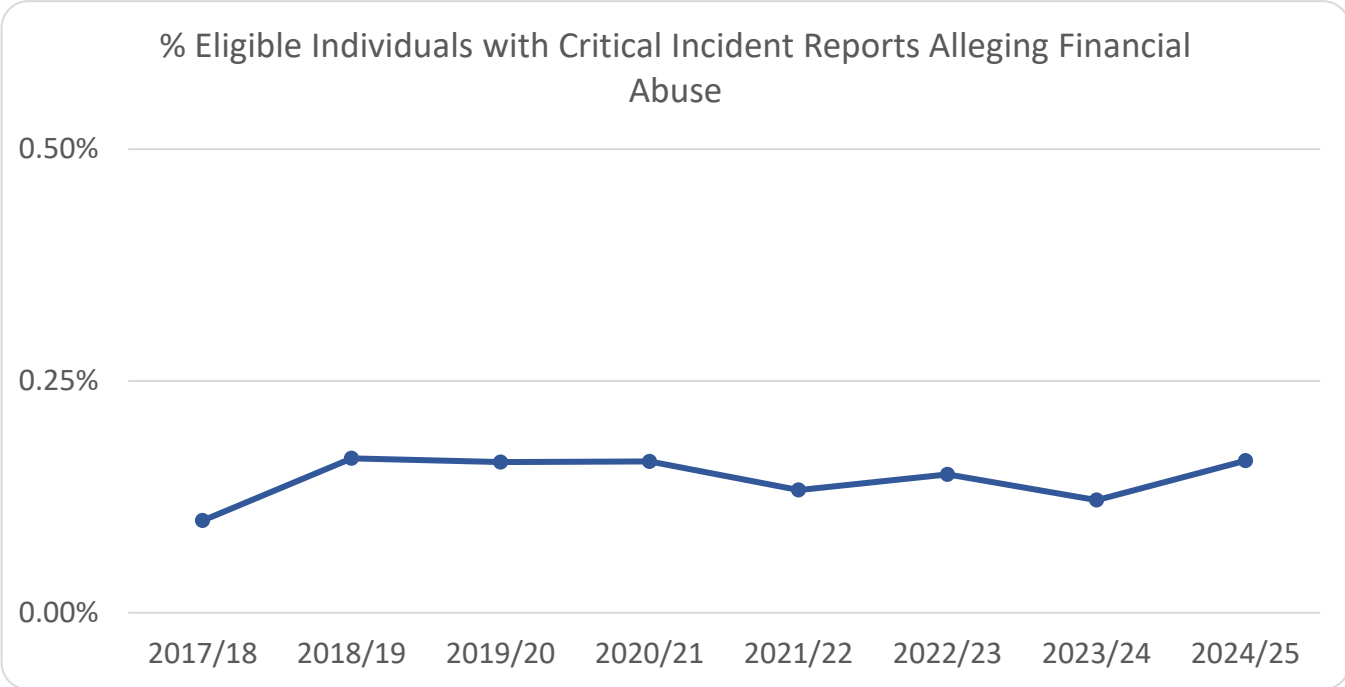
Fiscal Year	Total Number of Critical Incident Reports Alleging Emotional Abuse	Unique Individuals with Critical Incident Reports Alleging Emotional Abuse	Total # Eligible Individuals	% Eligible Individuals with Critical Incident Reports Alleging Emotional Abuse
2017/18	49	48	21,128	0.23%
2018/19	43	41	22,224	0.18%
2019/20	51	47	23,389	0.20%
2020/21	50	48	24,520	0.20%
2021/22	61	55	25,698	0.21%
2022/23	42	37	26,815	0.14%
2023/24	77	72	28,003	0.26%
2024/25	73	61	29,271	0.21%



Financial Abuse

Alleged or actual misuse or abuse of an individual’s funds or assets by a person in a position of trust or authority. Obtaining property or funds without the knowledge and full consent of the individual or a formal or informal representative.

Fiscal Year	Total Number of Critical Incident Reports Alleging Financial Abuse	Unique Individuals with Critical Incident Reports Alleging Financial Abuse	Total # Eligible Individuals	% Eligible Individuals with Critical Incident Reports Alleging Financial Abuse
2017/18	22	21	21,128	0.10%
2018/19	38	37	22,224	0.17%
2019/20	40	38	23,389	0.16%
2020/21	41	40	24,520	0.16%
2021/22	34	34	25,698	0.13%
2022/23	41	40	26,815	0.15%
2023/24	38	34	28,003	0.12%
2024/25	50	48	29,271	0.16%

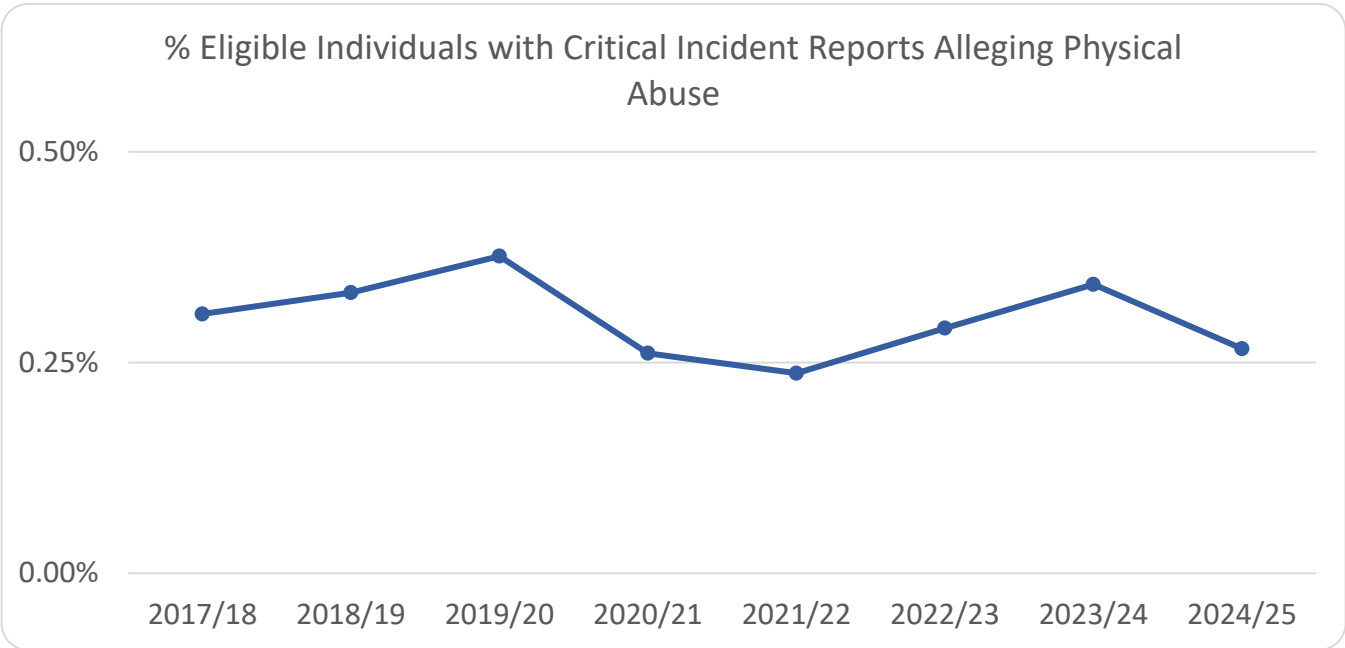


Physical Abuse

Alleged or actual excessive or inappropriate physical force directed at a CLBC-eligible individual by a person in a position of authority or trust, including:

- a staff member or volunteer; or
- a person who is not responsible for providing services and is not a supported individual.

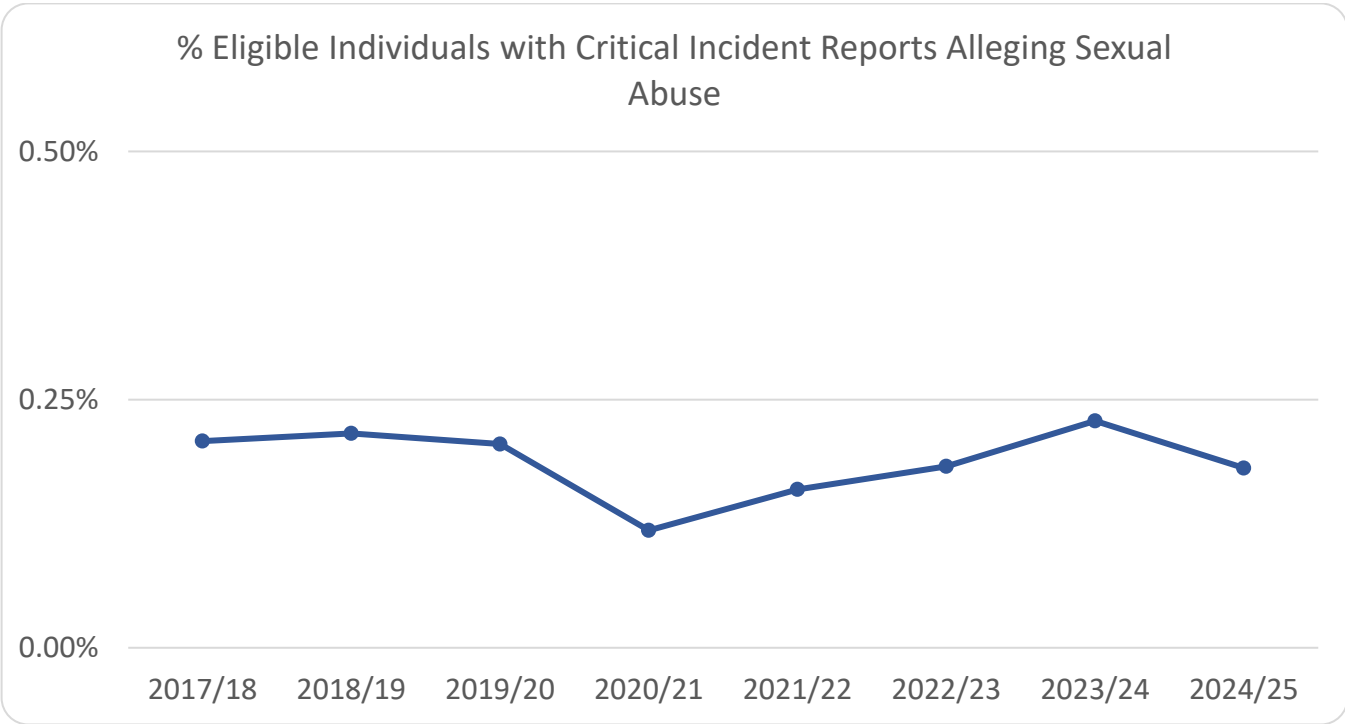
Fiscal Year	Total Number of Critical Incident Reports Alleging Physical Abuse	Unique Individuals with Critical Incident Reports Alleging Physical Abuse	Total # Eligible Individuals	% Eligible Individuals with Critical Incident Reports Alleging Physical Abuse
2017/18	69	65	21,128	0.31%
2018/19	75	74	22,224	0.33%
2019/20	99	88	23,389	0.38%
2020/21	69	64	24,520	0.26%
2021/22	73	61	25,698	0.24%
2022/23	84	78	26,815	0.29%
2023/24	101	96	28,003	0.34%
2024/25	87	78	29,271	0.27%



Sexual Abuse

Alleged or actual sexual behaviour, directed at a CLBC-eligible individual, whether consensual or not, by a staff member, volunteer, or any person in a position of trust or authority. Sexual behaviour may include inappropriate, unsolicited, or forced sexual attention. Sexual behaviour between two consenting CLBC-eligible individuals is not a critical incident.

Fiscal Year	Total Number of Critical Incident Reports Alleging Sexual Abuse	Unique Individuals with Critical Incident Reports Alleging Sexual Abuse	Total # Eligible Individuals	% Eligible Individuals with Critical Incident Reports Alleging Sexual Abuse
2017/18	49	44	21,128	0.21%
2018/19	50	48	22,224	0.22%
2019/20	51	48	23,389	0.21%
2020/21	30	29	24,520	0.12%
2021/22	45	41	25,698	0.16%
2022/23	53	49	26,815	0.18%
2023/24	68	64	28,003	0.23%
2024/25	56	53	29,271	0.18%



Critical Incidents Reported for Individuals Receiving Home Sharing Services

Home Sharing is a Shared Living arrangement that supports eligible adults to live in the community. It is a service in which an eligible adult and a person who is paid to provide support live together in a home that is rented or owned by the paid support person. The home is the primary residence of both the individual receiving supports and the person(s) providing them.

People in home sharing arrangements or in staffed living are always considered as “in service”. For this population, that means that if an incident occurred independently in community, for example when someone was out for lunch with friends/family or taking a walk, a Critical Incident Report would be submitted.

Fiscal Year	The yearly number of people living in Home Shares in BC*
2016/2017	4,045
2017/2018	4,117
2018/2019	4,166
2019/2020	4,222
2020/2021	4,279
2021/2022	4,265
2022/2023	4,230
2023/2024	4,301
2024/2025	4,263

**Based on the total number of people living in Home Sharing included individuals receiving Home Sharing, Live-In Support, and Direct Contracted Home Sharing.*

Abuse Critical Incidents Reported in Home Share

This table reflects reports from service providers, alleging abuse related to individuals who are supported in home sharing services.

Abuse is defined as the deliberate mistreatment of an individual that causes physical, mental, or emotional harm, or damage to or loss of assets by a person in a position of trust or authority. The following types of abuse are critical incidents: Emotional Abuse, Physical Abuse, Financial Abuse, Sexual Abuse. For all categories of abuse, if a service provider becomes aware of alleged or actual abuse occurring outside of service delivery (for example, by a family member at an individual’s home or in community), they will inform CLBC immediately.

Note: Individuals supported through staffed living and shared living services are considered to be accessing services at all times. If a service provider becomes aware of alleged or actual abuse or neglect occurring outside of service delivery (for example, by a family member at an individual’s home), they must inform CLBC immediately.

Fiscal Year	Number of Individuals Receiving Home Sharing with Critical Incident Reports Alleging Abuse	Total Number of Individuals Receiving Home Sharing	% Individuals Receiving Home Sharing with Critical Incident Reports Alleging Abuse
2017/18	59	4,117	1.43%
2018/19	63	4,166	1.51%
2019/20	62	4,222	1.47%
2020/21	55	4,279	1.29%
2021/22	67	4,265	1.57%
2022/23	55	4,230	1.30%
2023/24	84	4,301	1.95%
2024/25	65	4,263	1.52%

