

STRENGTHENING CRITICAL INCIDENT REPORTING: SERVICE PROVIDERS ENHANCEMENTS AT A GLANCE

Critical Incident Reporting Guidance & Documents have been updated to provide clarity on reporting requirements, enhanced practice, and follow-up guidance



Updated CIR Documents

- Amended Critical Incident Policy
- Amended Critical Incident Report Form
- Amended Service Provider Requirement Guide (New Critical Incident Follow-up Guidance)
- Updated CIR Q&A For Service Providers

Policy Changes

- Updated Critical Incident definition to clarify “in service” which **includes staffed residential and shared living at all times.**
- Updates to specific Critical Incident Types, including:
 - **Aggressive Unusual Behavior** – result in harm or significant concern and is *unusual for the person*
 - **Use of Illicit Drugs or Misuse of Licit Drugs**-*requiring medical attention*
 - **Missing/Wandering** – *unusual for person, location unknown, and not reflected in a BSSP*
 - **Sexual Abuse** -*abuse is by a person of trust or authority (does not include two consenting adults, or sexual assault which is reported as other injury)*
- Highlighting intersection with other related Policies (Behaviour Support & Safety Planning Policy, Adult Guardianship Policy, End of Life Policy)

Practice Clarifications For Service Providers

- How Critical Incidents can be Submitted to CLBC by Service Providers
- Added clarity on reporting timelines – urgent, non-urgent and clarity for outside of regular office hours
- Clarification on how to determine *Urgency*- based on need for immediate action from CLBC
- One critical incident form completed per incident and per individual
- New direction for handling of Non-Reportable CIR's

New Follow-Up Guidance

- Detailed best practice guidance for exploring contributing factors and potential follow up activities
- Provided for Abuse, Aggression Between Individuals, Attempted Suicide, Choking, Death, Neglect, Poisoning, Misuse of Licit or Illicit Drugs, Use of Seclusion, Weapon Use, Fall

New Exemption Framework

- Introduction of an Exemption Framework For Use of Restraint

New Training

- NEW Critical Incident Reporting & Follow-up Guidance Training (available on the CLBC Website)

Each document is available as a separate document on the CLBC Website under [For Service Providers; Critical Incident Reporting](#)

CLBC & service providers must work collaboratively to ensure the safety & well-being of individuals served