



## ELECTRONIC INCIDENT REPORTING

### COMMUNITY CARE FACILITIES LICENSING PROGRAM

The purpose of a reportable incident is:

- To ensure that incidents are reported and reviewed in a timely manner both by the facility and Community Care Facilities Licensing staff. This process will assist in the prevention of recurrence and in the promotion of a high standard of care, safety, health and dignity of the persons in care. This also allows for health authority-wide trending and analysis to support continuous quality improvements.
- To comply with the legal responsibility to report incidents as stated in the Residential Care Regulation and Child Care Licensing Regulation.

Requirements for reporting incidents are noted below:

#### **Residential Care Facilities:**

Section 77(2) of the Residential Care Regulation requires that the Licensee immediately report all reportable incidents to:

- The parent or representative, or contact person, of the person in care.
- The medical practitioner or nurse practitioner responsible for the care of the person in care.
- A Medical Health Officer, in the form and in the manner required by the Medical Health Officer.
- The funding program, if any.

#### **Child Care Facilities:**

Section 55(2) of the Child Care Licensing Regulation (CCLR) requires that a Licensee must notify the Medical Health Officer within 24 hours after:

- A child is involved in, or may have been involved in, a reportable incident described in Schedule H while under the care or supervision of the Licensee, or
- It comes to the attention of the Licensee that a child enrolled in the Community Care Facility has a reportable communicable disease as listed in Schedule A or B of the Health Act Communicable Disease Regulation, BC Reg. 4/83.

Additional notification requirements include:

- CCLR Section 55(1): A licensee must immediately notify a parent or emergency contact if, while under the care or supervision of the licensee, the child
  - a. Becomes ill or is injured, or
  - b. Is involved in, or may have been involved in, a reportable incident described in Schedule H.
- CCLR Section 57(2)(g): A licensee must keep, for each child, a record showing the following information: any notification of a parent, emergency contact or Medical Health Officer made under Section 55 [notification of illness or injury].

#### **Online Incident Reporting System**

This system is paperless. Using the electronic system is not mandatory, paper forms are still accepted; however, the system is popular due to the efficient way it allows a Licensee to report incidents to Licensing.

The following provides a high level summary as to how to get started using the online incident reporting system; however, if you have questions, a Licensing Officer can support you to get started.

#### **Creating an account**

Open the website: <https://www.islandhealth.ca/our-services/community-care-facilities-licensing/incident-reporting> and then select 'Access the electronic Incident Reporting form'.

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**Victoria**  
201 – 771 Vernon Avenue  
Victoria, BC V8X 5A7  
Ph: 250.519.3401  
Fax: 250.519.3402  
Website: [Community Care Facilities Licensing](#)

**Nanaimo**  
29 – 1925 Bowen Road  
Nanaimo, BC V9S 1H1  
Ph: 250.739.5800  
Fax: 250.740.2675

**Courtenay**  
355 – 11<sup>th</sup> Street  
Courtenay, BC V9N 1S4  
Ph: 250.331.8620  
Fax: 250.331.8596

**Campbell River**  
200 – 1100 Island Highway  
Campbell River, BC V9W 8C6  
Ph: 250.850.2110  
Fax: 250.850.2455

## COMMUNITY CARE FACILITIES LICENSING

- Child Care Licensing
- Choosing a Facility
- Community Care Facilities Inspection FAQs
- Community Care Facilities Licensing
- Complaints & FAQs
- Contact a Licensing Officer

### Incident Reporting

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## Incident Reporting



### What is a reportable incident?

A reportable incident is an event where a person in care has been injured or has been seriously or adversely affected, or has gone missing while under the care or supervision of the licensee. A detailed list of reportable incidents can be found in Schedule H of the [Child Care Licensing Regulation](#) and Schedule D of the [Residential Care Regulation](#).

### Notification Requirements

The licensee must notify the [Community Care Facility Licensing program](#) (via phone, email, or fax) and submit a Reportable Incident Form. Reportable Incident Forms can be accessed online or at the local licensing office.

Facilities must comply with the [Section 52 of the Child Care Licensing Regulation](#) and the [Residential Care Regulations](#) when it comes to notification of harmful actions not permitted. [Section 55 of the Child Care Licensing Regulation](#) and [Section 76 & 77 of the Residential Care Regulation](#); set out requirements for notification of illness, injury and reportable incidents in licensed care facilities.

### Submit a reportable incident

Access the electronic [Incident Reporting form](#).

- [How to use the e-Incident form](#)
- [Electronic Incident Form FAQs](#)

When you submit your reportable incidents to Licensing electronically, please print out a copy for your own records and a copy to send to your funding body (if applicable). When you hit submit, the electronic incident report form is sent to Licensing only. If you have submitted an electronic incident report form, you do not have to send a hard copy of the form to Licensing.

The following page will open. Select 'Community Care Incident Reporting'.

**island health**

[Home](#) | [Food Inspections](#) | [Drinking Water](#) | [Recreational Water](#) | [Community Care Inspections](#) | [Personal Service](#) | [Outbreak](#) | [Water Samples](#)

### Vancouver Island Health Authority

The Medical Health Officer (MHO) for the Vancouver Island Health Authority oversees a wide variety of initiatives designed to promote and protect public health. Public health is the organized effort of society to protect and improve the population's health and well being through health promotion; reducing inequalities in health status; prevention of disease, injury, disability, and premature death; and protection from environmental and other hazards to health.

This website has information relating to:

- [Food Facility Inspections](#)
- [Water System Inspections](#)
- [Water system quality \(boil water notices\)](#)
- [Water Samples](#)
- [Recreational Water Facility Inspections](#)
- [Community Care Inspections](#)
- [Community Care Incident Reporting](#)
- [Community Care Facilities Operating Without Licence](#)
- [Outbreak](#)

For more information about the Medical Health Officer and the public health portfolio, please visit the [Medical Health Officer website](#) or contact your local [Environmental Health Officers](#).

#### Online Information and Resources

- [Vancouver Island Health Authority](#)
- [Medical Health Officer](#)
- [Food Safety - Health Protection and Environmental Services](#)
- [Community Care Facilities Licensing](#)
- [Tobacco Control](#)
- [Health Protection and Environmental Services Contacts \(Environmental Health Officers\)](#)

The following page will open. Select 'Create Account'.

Login

Type

City

Facility

Address  Phone  License Number

Service Type

Password

\* Please have all incident information ready prior to logging in as the Reportable Incident Form is limited to 45 minutes.

Login

Create Account

Forgot Password

Change Password

The following page will open. Enter in all the required information.

Important: Island Health must have the facility contact email; please inform your Licensing Officer the email address you will be using.



Create Account

Choose a facility

Address  Phone #  Licence #

Service Type

Enter facility contact email address

Send Creation Request Cancel

An email will be sent to the facility contact email with instructions and a link to create a password.

### Submitting an online incident report

Follow the above noted steps to the Login Page. Once logged-in, the 'Dashboard' will open.

There are two categories on this page:

- 'In Process' have been saved and can be opened to continue with data entry and submission.
- 'Completed' are incidents that have been submitted to the Community Care Facilities Licensing office.

Select 'Create New Incident'.

## Dashboard

In Progress

Previous 1 Next

Date	Person(s) in care involved
2016-05-31	
2016-05-12	cole penn
2016-04-05	Mickey Mouse

Completed

Previous 1 Next

Date	Person(s) in care involved
2016-05-09	Test on may 9
2016-05-05	Mickey Mouse
2016-04-18	Kim Cat
2016-04-12	all residents
2016-04-07	all residents

[Create New Incident](#)

[Logout](#)

A new incident form will open.

Ambulance	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="text"/>	<input type="text"/>	<input type="text"/>
Police	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="text"/>	<input type="text"/>	<input type="text"/>
MCF	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="text"/>	<input type="text"/>	<input type="text"/>
Manager	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="text"/>	<input type="text"/>	<input type="text"/>
Fire Department	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="text"/>	<input type="text"/>	<input type="text"/>
Licensing/MHO	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="text"/>	<input type="text"/>	<input type="text"/>
Coroner	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="text"/>	<input type="text"/>	<input type="text"/>
Parent/Next of Kin/Legal Guardian (For residential facilities, enter no representation if applicable)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Other	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Facility Staff</b>	<b>Name</b>	<b>Position</b>	<b>Date</b>	<b>Time</b>
Witness/Attending Staff	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Form Completed By	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Manager	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Attachments</b>	<input type="text"/> <input type="button" value="Browse"/>			
<input type="button" value="Review"/> <input type="button" value="Save"/> <input type="button" value="Logout"/>				

Enter in all required information into the form and then select 'Save'. The incident report form will not be submitted and will be retrievable from the dashboard page. If you wish to review the data you entered, select the 'Review' button. Once satisfied with the document, please print a copy for your records and selects the 'Submit' button. This sends the document to the Island Health database, as well as a notification to the Licensing Officer that an incident report has been submitted.

*Important:* If you submit your reportable incidents to Licensing electronically, please print out a copy for your own records and a copy to send to your funding body, if applicable. When you hit submit, the electronic incident report form is sent to Licensing only. If you have submitted an electronic incident report form, you do not have to send a hard copy to Licensing.

Residential Care Facilities: A copy is not sent to your Funding body. Please send a copy to them using your current process.