### **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: <a href="https://www.islandhealth.ca/our-services/community-care-facilities-licensing/incident-reporting">https://www.islandhealth.ca/our-services/community-care-facilities-licensing/incident-reporting</a> and then select 'Access the electronic Incident Reporting form'.

Website: Community Care Facilities Licensing

#### **COMMUNITY CARE FACILITIES LICENSING**

Child Care Licensing

Choosing a Facility

Community Care Facilities Inspection FAOs

Community Care Facilities Licensing

Complaints & FAOs

Contact a Licensing Officer

Incident Reporting

Inspections Reports

Operations in Contravention of the Community Care and Assisted Living Act

Residential Care Licensing

Risk Assessments in Community Care Facilities & FAQs

Back to Our Services

# 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

### 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'.



ne | 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 heazards 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

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

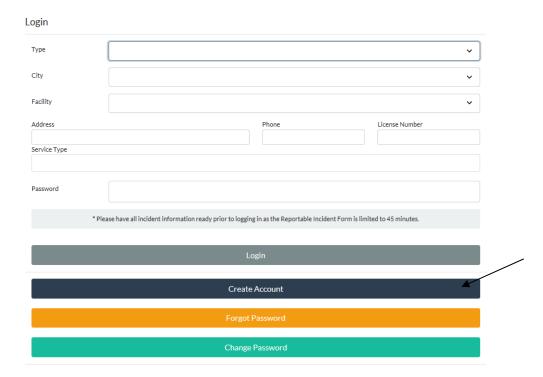
- Vancouver Island Health Authority

- Varicouver island nearth 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)

**Electronic Incident Reporting** February 2018

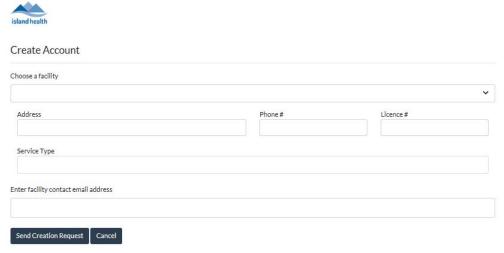
Website: Community Care Facilities Licensing

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



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.



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

### Submitting an online incident report

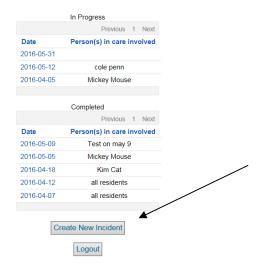
Follow the above noted steps to the Login Page. Once logged-in, the 'Dashboard' will open.

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 Licenisng office.

Select 'Create New Incident'.

### Dashboard



A new incident form will open.



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.