

Purpose of Reporting Incidents

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 assists in the prevention of recurrence and in the promotion of a high standard of care, safety, health and dignity of the persons in care.

Reporting Incidents allows for health authority-wide trending and analysis to support continuous quality improvements and ensure compliance with the legal responsibility of Licensees to report incidents as stated in the Child Care Licensing Regulation and Residential Care Regulation.

Non-Reportable Incidents

- **Child Care:** Non-Reportable Incidents are minor accidents, illnesses and unexpected events that do not require medical attention involving persons in care and are not reportable incidents as described in Schedule H of the Child Care Licensing Regulation (CCLR).
 - Child Care Licensees must ensure to maintain a system of logging minor accidents, illnesses and unexpected events that do not require medical attention involving persons in care.
 - Licensing Officers will review this log of non-reportable incidents at the time of their inspection visits to your facility.
- **Residential Care:** Non-Reportable Incidents are minor accidents, illnesses, medications errors and unexpected events that do not require medical attention involving persons in care and are not reportable incidents as described in Schedule D of the Residential Care Regulation (RCR).
 - Residential Care Licensees must ensure to maintain a system of minor accidents, illnesses, medications errors and unexpected events that do not require medical attention involving persons in care.
 - Licensing Officers will review this log of non-reportable incidents at the time of their inspection visits to your facility.

Reportable Incidents

- **Child Care:** Reportable Incidents are defined in Schedule H of the Child Care Licensing Regulation.

Section 55(2) of the Child Care Licensing Regulation 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.

Victoria
201 – 771 Vernon Avenue
Victoria, BC V8X 5A7
Ph: 250.519.3401
Fax: 250.519.3402
Website: [Community Care Facilities Licensing](http://www.islandhealth.ca/community-care-facilities-licensing)

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

Courtenay
355 – 11th 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

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].

- **Residential Care:** Reportable Incidents are defined in Schedule D of the Residential Care Regulation.

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.
- Licensees can notify the Community Care Facilities Licensing Program by phone to speak with a Licensing Officer, leave a voicemail, via email at Licensing@islandhealth.ca, or fax at the office locations identified above.

Submitting an Incident Report

Online:

- Licensees can submit incident reports online using the Incident Reporting Portal.
- Once a licence has been issued, the following three steps will need to be completed to submit incident reports online:
 - **Obtain Your Facility Personal Identification Number (PIN)**
 - **Register/Create an Incident Reporting Portal Account**
 - **Submit an Incident Report using the Incident Portal**
- Licensees will receive the facility PIN, registration and incident reporting instructions from the Community Care Facilities Licensing program or from their Licensing Officer.
- **Important: Please ensure to print out a copy of your submitted incident report for your own records and send a copy to send to your funding body, if applicable.**
- Incident Reporting information can be found on the Community Care Facilities website at <https://www.islandhealth.ca/our-services/community-care-facilities-licensing/incident-reporting>.

Paper

- Reportable incidents can be submitted using the Community Care Facilities Licensing Incident Report paper form.

- Incident Report paper forms can be obtained from any Island Health Community Care Facilities Licensing office location or from your Licensing Officer.
- Incident Reports can be submitted to the Community Care Facilities Licensing Program by email at Licensing@islandhealth.ca, or by fax at the office locations identified above.

Freedom of Information and Protection of Privacy

The collection and release of personal information is related directly to and is necessary for the program operation per Section 26 of the *Freedom of Information and Protection of Privacy Act*. If you have any questions about the collection and use of this information, contact your local Island Health Community Care Facilities Licensing office.