

DIRECTOR OF LICENSING STANDARD OF PRACTICE

Number: 01/08/2011

Effective Date: 01/ 08/ 2011

This Standard of Practice is made under the authority of section 4 of the *Community Care and Assisted Living Act* (CCALA), which provides that the Director of Licensing may:

- (e) specify policies and standards of practice for all community care facilities or for a class of community care facilities

INCIDENT REPORTING OF AGGRESSIVE OR UNUSUAL BEHAVIOUR IN ADULT RESIDENTIAL CARE FACILITIES

“reportable incident” means a reportable incident as set out in Schedule D

“aggressive or unusual behaviour” means aggressive or unusual behaviour by a person in care towards other persons, including another person in care, which has not been appropriately assessed in the care plan of the person in care”

Reportable Incidents

Section 77 of the Residential Care Regulation defines reportable incidents as inclusive of the following :

- a person in care is involved in a reportable incident if they are the subject of a reportable incident, or
- in the case of a reportable incident, or an alleged or suspected reportable incident of emotional, physical, financial or sexual abuse, or neglect, or
- if a person in care witnesses a reportable incident

The incident must immediately be reported to the following:

- the representative of the person in care, or the contact person, and
- the medical practitioner or nurse practitioner responsible for the person in care, and
- the medical health officer (Community Care Licensing Program), and
- the funding program (if the facility receives funding)

Record of minor and reportable incidents

Section 88 of the Residential Care Regulation requires operators to keep records of both minor and reportable incidents. For those events that do not require an incident report, but are nonetheless significant, make a record of the event, and ensure that it is readily accessible at the request of your licensing officer.

Policy

Aggressive/unusual behaviour that has not been appropriately assessed in a resident's care plan must be reported (as per Schedule D).

In addition, aggressive/unusual behaviour by a person in care towards another person in care in cases where another person in care is harmed (physically or emotionally) requires an incident report. If a person in care is involved in a reportable incident, the representative or contact person (typically a family member) must also be notified immediately.

In cases where more than one person in care has been seriously injured, or in an incident of resident to resident violence, in addition to sending an incident report, the licensee must also immediately contact the Community Care Licensing Program as well as the funding program, and make them aware of the incident.

If the aggressive/unusual behaviour is of a criminal nature, police must also be notified.

Incident reports should be completed by the staff member who witnesses the incident and should not be altered by other staff of the facility.

For the purposes of incident reporting, health authorities must monitor incident notification and facility record keeping required by the legislation.

- The licensee must retain a record of the incident
- The Community Care Licensing program of the health authority will retain a record of the incident
- The funding program must be notified of the incident (if the facility receives funding)

The following are primary funding programs for subsidized adult residential care facilities:

- Home and Community Care
- Mental Health and Substance Use
- Community Living Authority of BC

If a staff person has been injured in an incident of aggressive/unusual behaviour, a report to WorkSafe BC may also be required.