



REPORTABLE AND NON-REPORTABLE INCIDENTS

COMMUNITY CARE FACILITIES LICENSING PROGRAM

The purpose of reportable incidents 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 improvement.
- To comply with the legal responsibility to report incidents as stated in the Residential Care Regulation and Child Care Licensing Regulation.

General instructions to complete the form

The definitions of reportable incidents are listed:

- In Schedule D of the Residential Care Regulation;
- In Schedule H of the Child Care Licensing Regulation; and
- On the back of the cover page of the Incident Report form pad for quick reference.

After a reportable incident occurs (either witnessed or following notification of a “reportable incident”), the facility staff member/care provider (this could be care staff or management) should complete an Incident Report form. All relevant information to be completed by the facility (including facility follow-up and corrective measures) is on the front of the first page of the Incident Report form. Additional pages can be added if more space is required. Other documents may also be attached, such as care plans or progress notes.

For a “reportable incident”, the facility Licensee/Manager/Supervisor of Care shall review the information on the Incident Report form (including facility follow-up action/corrective measures), sign it, remove and retain the yellow copy (facility) and then forward the Licensing Officer’s copy (white) to the local Island Health Licensing office, and the Funding Agency’s copy (pink) to the Funding Agency (if applicable).

Guidelines for sending Incident Report forms to Licensing

Please note that there are differences between the Child Care Licensing Regulation and the Residential Care Regulation with respect to requirements for reporting incidents, as noted below:

For 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.

Notification information should be recorded on the Incident Report in the appropriate areas. If the person in care has no representative or contact person, this should be noted clearly on the form. To satisfy the regulatory requirements for immediate notification, incidents may be reported to Licensing via fax, email of scanned copy of the report or telephone call to a Licensing Officer. An original copy of the report should be sent via mail or dropped directly at the Licensing office for Licensing follow-up.

For Child Care Facilities:

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, or

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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 – 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

- 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, B.C. Reg. 4/83.

Additional notification requirements include:

- Section 55 of the Child Care Licensing Regulation states:
 - (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.
- Section 57 of the Child Care Licensing Regulation states:
 - (2) A licensee must keep, for each child, a record showing the following information:
 - (g) any notification of a parent, emergency contact or Medical Health Officer made under Section 55 [*notification of illness or injury*].

To satisfy the regulatory requirements for notification within 24 hours of a reportable incident, Licensees may report to Licensing via fax, email of scanned copy of the report or telephone call to a Licensing Officer. An original copy of the report should be sent via mail or dropped directly at the Licensing office for Licensing follow-up. Notification information should be recorded on the Incident Report in the appropriate areas.

Please contact your Licensing Officer if you have any questions and if in doubt, err on the side of over reporting.

Maintaining a log of non-reportable incidents

In all types of facilities (Child Care, Child Residential Care, and Adult Residential Care facilities), the Licensee must maintain a written log of:

- Minor accidents and illnesses involving persons in care, that do not require medical attention and are not reportable incidents; and
- Unexpected events involving persons in care.

Licensing Officers will review this log of non-reportable incidents at the time of their inspection visits to your facility.

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.