

## Incidents

**Policy:** The Link is committed to prevent, identify report, take remedial action, document, debrief, and make recommendations for improvement intending to promote safe environments for personnel and person served.

**Procedure:** The Link identifies incidents as:

- Violence / aggression
- Sexual assault
- Abuse and neglect
- Suicide or attempted suicide
- Emergency/911 contacts
- Infection control/communicable disease,
- Injury/medical
- Death
- Crime at facility
- Damage to property
- Motor vehicle accident
- Use or possession of weapons
- Resident elopement
- Biohazard accidents
- Unauthorized use or possession of legal or illegal substances (alcohol, abandoned prescription medication, illegal drugs, use or possession of any -legal substance that is in violation of the organization’s policies and procedures, Ex. Xanax)

- All incidents listed above require the completion of an Incident Report form.
- The incident report form must be completed within 48 hours of the incident.
- Reports are reviewed by the immediate supervisor and then the Executive

Director.

- The Executive Director will keep written documentation of incidents in his locked desk in a folder labeled “Incident Reports”.

- Debriefings are offered following traumatic emergencies to provide support to personnel and persons served. Documentation of these timely debriefings is required.

- Any immediate changes in policies or recommendations for improvement are discussed in board meetings and subsequent changes passed on to personnel at staff meetings.

- An annual written report presented to the Board of Directors is prepared by the Executive Director summarizing:

- Causes (a root cause analysis may be required in certain circumstances)
- Trends
- Actions for improvement
- Results of performance improvement plans
- Necessary education and training of personnel
- Prevention of recurrence
- Internal and External Reporting requirements

**Policy:** The Link arranges for crisis intervention services when necessary.

**Procedures:**

- In response to any crisis that requires an intervention such as seizures or possible coronary episode, the employee will call 911 prior to instigating an intervention. When calling 911 follow the instructions and/or answer the questions from the operator/dispatcher. He or she will need to know information such as:
  - Who is calling
  - Why the call is being made
  - The physical address
- Stay with the person who is in crisis until the EMT or law enforcement representatives arrive on-site.
- Depending on the crisis, the employee may need to do the following:
  - Perform CPR
  - Perform first aid

Note: Only trained personnel will institute the above mentioned procedures of CPR and First Aid. If the employee is not trained, he/she will summon appropriately trained staff.

- Provide necessary medical history/information if needed, which can be obtained from their Resident file.
- Complete and submit an incident report.

**Seclusion/Restraint/Timeout** Link staff do not employ seclusion or restraint for any reason. Physically aggressive behavior may result in contacting law enforcement and removal from Link property. During periods of emotional distress, staff may utilize de-escalation techniques to calm the resident and/or the resident may be allowed to voluntarily take brief timeouts to de-stress in order to rejoin programming or other activities. All timeouts must be voluntary. The resident will be allowed to go to a private area or other residents may be asked to temporarily move to another area. The resident in timeout may be encouraged to utilize previously learned calming techniques while in timeout. In a case of imminent danger the least restrictive means needed to ensure safety of all those present may be utilized until law enforcement arrives.