



Policy and Procedure #310

Client Incident Reporting

Approval: _____ Effective Date: 5/9/24

POLICY:

A client incident report must be completed in the following situations:

- Any allegations, suspicions or proof of verbal, physical, or sexual abuse of clients.
- Incidents of client to client or client to employee abuse that result in bruises, bodily harm, or property damage.
- A client injury that occurs outside the facility that is discovered or reported to the facility later.
- Client behaviors in the community that would cause community concern, (i.e. indecent exposure, shoplifting, obscene phone calls, fighting at the bus stop, etc.)
- Emergency hospitalizations and psychiatric hospitalizations need an Accident / Illness / Injury report. Planned hospitalizations need to be called in to the Case Resource Manager.
- Incidents resulting in a disruption, which is not typical for that client or is an extreme instance of a recurring problem.
- Please refer to Policy #303, Client Abuse, Neglect, and Mandated Reporting.

PROCEDURE:

1. A general event report (GER) shall be filled out by the employee that witnessed the incident using Therap.
2. The supervisor reviews the report to insure that it is filled out correctly and fills out their portion of the report.
3. The Department Director is responsible for reviewing all High propriety GERs to ensure it is completion and that all agencies, guardians, and case resource managers have been contacted.

Above duties must be accomplished within 24 hours of the incident with exception of an incident that occurs during a weekend in which case the completed report shall be due the following Monday.