

**Bethany Christian Services**  
**POLICY FOR USE OF INCIDENT REPORTS**

*Incident Reports must be completed and forwarded to the appropriate staff within 24 hours of the incident or the next business day.*

**Purpose of Incident Reports:**

To communicate and document the occurrence of an action or situation which warrants the attention and follow-up of pertinent staff and supervisory staff and to assist in conducting quarterly management reviews. The Incident Report does not replace the oral communication that is expected to occur between staff and supervisory staff.

**Situations that would warrant an Incident Report (although not all inclusive):**

1. Endangerment of a Consumer or Staff: In any situation in which a consumer and/or staff member has been endangered. This may include verbal and/or physical endangerment, suicidal ideations/gestures or behavior, runaways, circumstances involving crisis intervention and physical restraint, etc.
2. Injury of a Consumer or Staff: Anytime a consumer and/or staff is injured, either accidentally or intentionally, an Incident Report must be filed immediately. All injuries that warrant significant medical attention are to be documented on an Incident Report (no matter how minor or major for Residential Program only). It is the responsibility of Bethany's personnel to notify parents any time their child is injured while in our care.
3. Violation of Occupational Safety Health Administration (OSHA) Standards & Procedures: Anytime staff suspects that there has been a potential contamination incident, which is inconsistent with OSHA standards. This Incident Report should be located in the OSHA files in the designated area of your facility.
4. Destruction of Property: Anytime Bethany's property is damaged or destroyed. The Incident Report would highlight to the supervisory staff and other pertinent staff the need for follow-up and communication. Additionally, when Bethany's property is damaged and/or destroyed, it is also important to note on the Incident Report that Maintenance Personnel have been informed.
5. Vehicle Accident: Any accident with a Bethany vehicle or personal vehicle when in the commission of work on behalf of the agency would warrant filing a Vehicle Accident Report. This provides protection to the driver as well as to the program. This Report will also be used for insurance purposes. (See Vehicle Use-Accident Reporting Policy and Form.)
6. Emergency Services: Any situation requiring emergency services warrants an Incident Report. This would include any medical circumstances, contacting the police or legal authorities, fires, break-ins, problems with heating and cooling, plumbing, the fire alarm system, security of building (unlocked doors, for example), etc.

7. Residential Treatment: An Incident Report is to be completed anytime a Think Tank is used for more than two hours by a resident. This is in addition to the completion of the Think Tank Report. Additional examples/reasons include restraint of a resident and medication errors. Please refer to the RTP guidelines for more information
8. Questions of Liability: An Incident Report is indicated in all cases of potential liability such as: anytime a physical restraint is conducted; anytime a consumer is searched; or any time a consumer makes an allegation against a staff member, breach of confidentiality, violation of agency policy, etc.
9. Allegations of Abuse by a Staff Member Towards a Consumer: An Incident Report is indicated when there is an alleged misconduct of a staff member towards a consumer. All states must comply with their State regulations.

**Procedure for Completing (And Reviewing) an Incident Report:**

1. Complete Incident Report using the attached form (**INCIDENT REPORT**).
2. All Incident Reports must be completed within 24 hours of the incident or by the next business day and routed to the staff's Supervisor for review and response.
3. Supervisory staff will respond to the report in writing within one business day. If the immediate Supervisor/Director is not available and is not expected to be available the same day the Incident Report is being filed, the Incident Report is to be routed to the Director of Operations, with a copy to the immediate Supervisor and/or Branch Director.
4. A copy of the Incident Report should be forwarded per the following distribution requirements:
  - cc: Client File
  - Supervisor or Branch Director
  - Continuous Quality Improvement Director
  - Personnel File where applicable
5. The TQM Committee will review all incident reports on a quarterly basis.

Lkg/policies/Operational/Incident Reports-Policy & Form.doc

Developed August, 1996; Revised July, 2001

Approved: August, 2001 by Leadership Team

Revised/approved: June 2, 2003 by Leadership Team

**BETHANY CHRISTIAN SERVICES  
INCIDENT REPORT**

**Please check one:**

- Endangerment of Consumer or Staff
- Injury of Consumer or Staff
- OSHA Violation
- Destruction of Property
- Liability
- Failed to Comply as a Mandated Reporter
- Vehicle Accident (Check Policies/Procedure Data base-Vehicle Use & Accident Policy-- to complete add'l accident report)
- Allegation of Abuse/Victimization in Therapy
- Other

Author of Report: \_\_\_\_\_  
Location Name: \_\_\_\_\_  
Location #: \_\_\_\_\_  
Staff Involved: \_\_\_\_\_  
Client/Family Name: \_\_\_\_\_  
Director/Supervisor Sig: \_\_\_\_\_

**LOCATION, DATE AND TIME OF THE INCIDENT**

Location: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

**INDIVIDUALS INVOLVED IN THE INCIDENT**

Name (s)	Relationship
_____	_____
_____	_____
_____	_____
_____	_____

**WITNESSES**

Name (s)	Relationship
_____	_____
_____	_____
_____	_____

**NATURE OF INCIDENT AND/OR INJURIES**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**ACTION TAKEN BY STAFF MEMBERS AND DISPOSITION**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(Please use other side for additional space)

Developed 7/96; Revised 7/01

Approved by Leadership Team 8/01

Lkg/policies/Operational/Incident Reports-Policy & Form.doc

**Copy Distribution:**

- Client File             Branch Director/Supervisor
- Continuous Quality Improvement Director
- Personnel File where applicable