Children's Friend and Service

Policy and Procedures

Policy Title: Reporting Adverse Incidents

Program or Department: All

Author's Name and Title: Lenette Azzi-Lessing, Executive Director, Seena S. Franklin, Director of Administration

Title of Staff Member(s) Responsible for Implementation: All Staff, Director of Facility Services, Vice President Talent, Employee Relations Specialist

Policy Statement Date Written: 12/01/95
Policy Statement Date Revised: 08/16/01, 10/10/07
Policy Statement Date Approved by Board: 01/23/08
Policy Statement Date Approved by Policy Council:

Procedures Written/Revised by: Jacqueline Nye, Coordinator Quality Assurance and Utilization Review, Kelly Wishart, Vice President Professional Development and Quality
Procedures Date Revised: 04/5/19
Procedures Date Approved by Senior Administration: 02/08/12, 01/21/16, 4/24/19

Policy:
Whenever an adverse incident occurs (injury to a person whether or not medical attention is sought, damage to property, threats of violence, theft or other criminal behavior, etc.) involving or in the presence of a staff member who is on Agency business, or on the Agency's premises, or involving Agency property, an Incident Report must be filed.

Procedure:

1. The staff member who is involved in or who witnesses an adverse incident must report the event immediately, on the day it occurs, to his/her Supervisor; or in the Supervisor's absence a Manager or any Agency Vice President or the President and CEO. The staff member may communicate the report via: in person, phone call/message, text message, or email.

2. Within one business day of the event, the staff member must complete the agency Incident Report form, sign and date it, and submit it to their supervisor or manager.

a. In the event the staff person is unable to complete the agency Incident Report form due to the nature of the incident, the staff person's supervisor or manager must complete the form.
b. If the event is a fatality or requires in-patient hospitalization, notification to the Supervisor, or in the Supervisor's absence, a Manager or any Agency Vice President or the President and CEO, must occur on the same business day. If a work related fatality or hospitalization occurs over a weekend, the Vice President of Talent or President and CEO must be notified within that day.

3. The supervisor or manager will review the form, sign and date it. The Supervisor or Manager will scan and email the original document to incidentreport@cfsri.org, and will keep the original on file for a period of one year from the date of the report.

4. The Vice President of Talent and the Employee Relations Specialist will review all submissions to incidentreport@cfsri.org.

5. The Employee Relations Specialist will notify both the Agency's insurance company and the State of RI as required.

    a. If the report does not involve an employee related issue, or, it does involve a client or visitor, the report will be forwarded by the Employee Relations Specialist to the Vice President of Finance.

6. A copy of the Incident Report will be kept in the Human Resources Department and a list of incidents will be sent to the Chairperson of the Safety Committee on a quarterly basis for review with the Committee. The Manager of Quality will provide a summary of Incident Reports to the Senior Administration Team on a quarterly basis.

7. For minor injuries involving children in the Agency's Early Childhood Education Programs, classroom/playground incidents should be documented on the Classroom Incident Report form. The Report must be signed by a parent or guardian on the day the accident occurred; and when completed, scanned and sent to accident@cfsri.org. These reports are compiled by the Manager of Quality. A summary report is generated and forwarded to the Vice President of Programs/Head Start Director and the agency's Site and Safety Committee.