

## Reportable Incident Decision Process

Standard 18(4) of the Supportive Living Accommodation Standards and Long-Term Care Accommodation Standards states:

*“Any incident within the supportive living or long-term care accommodation or its grounds in which the safety or security of a resident is breached must be documented and reported to the director along with the actions taken to address the incident or remedy the breach, as the case may be.”*

Standard 19.4 of the Continuing Care Health Service Standards states:

*“Reportable incidents must be reported in accordance with the process and guidelines set out by Alberta Health.”*

### Below are documents to help determine if an incident is reportable

#### Health Funded Operators and Home Care Providers:

If the accommodation or services receives funding from Alberta Health Services:

- Reportable Incidents are to be submitted to Alberta Health within two business days by the operator/contracted service provider. Using the “submit” feature on the form allows you to send information to [asal@gov.ab.ca](mailto:asal@gov.ab.ca) and [reportable.incidents@albertahealthservices.ca](mailto:reportable.incidents@albertahealthservices.ca) simultaneously. Please ensure that additional notifications are completed as per existing zone processes.
- Identifiable resident health and personal information is not to be included on the form. If this form is being requested for disclosure to a third party, please contact Continuing Care Standards and Licensing at [asal@gov.ab.ca](mailto:asal@gov.ab.ca).
- If you have reason to believe that this incident meets the definition of abuse under the *Protection for Persons in Care Act* please call 1-888-357-9339 to report.
- There is a reportable incident form for your use, which can be found at: <https://www.alberta.ca/become-a-continuing-care-provider-or-operator.aspx>. Please select ‘Health Funded’ after opening the form to display all of the available fields.

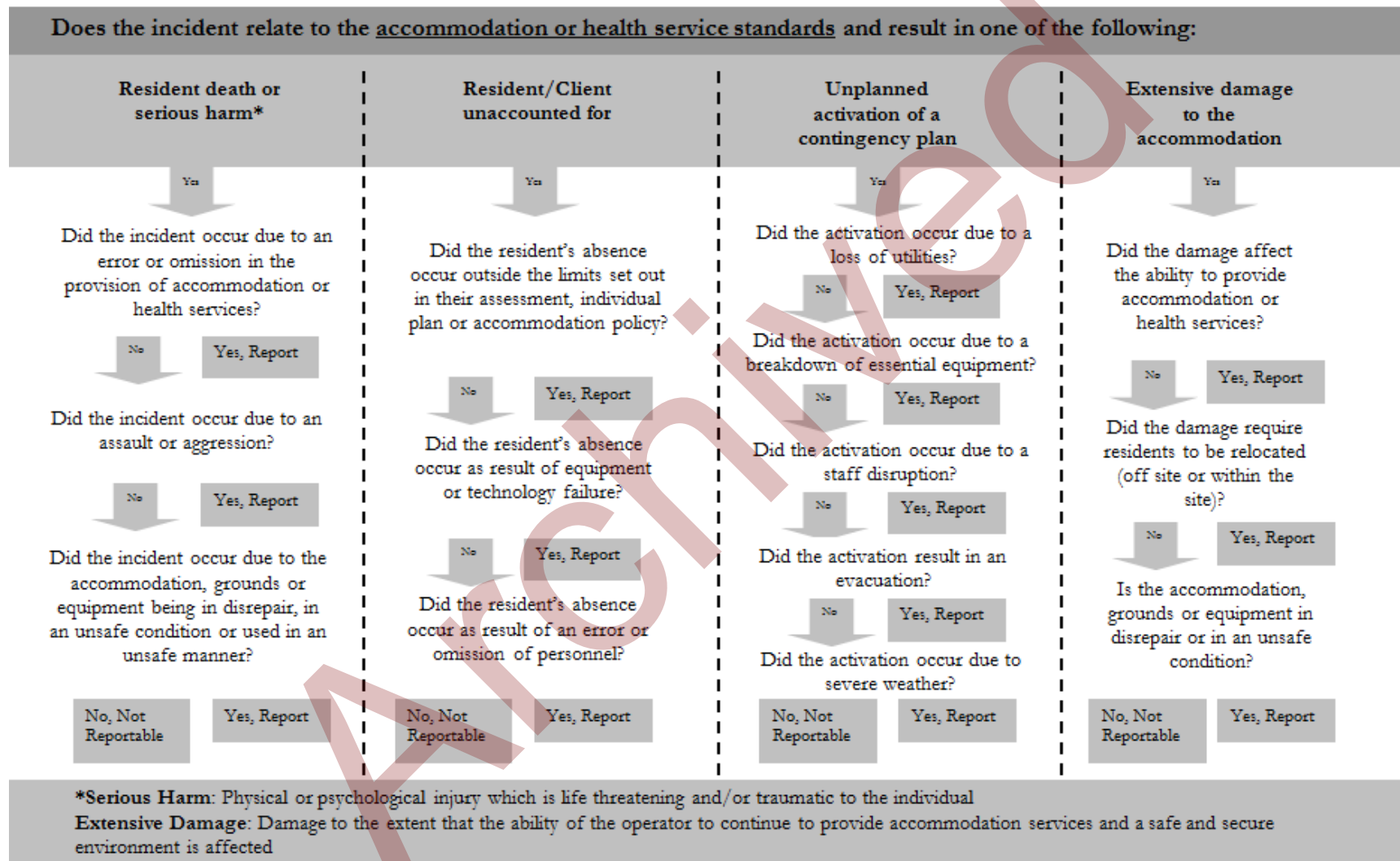
#### Notes for Home Care:

- Home care providers are only responsible for reporting incidents that have occurred as a result of the services that they are offering.
- When providing services in a supportive living accommodation, the operator of the accommodation is responsible for reporting incidents regarding the accommodation itself or as a result of the services provided by their employees.

#### Non-Health Funded Operators:

- Reportable Incidents are to be submitted to Alberta Health within two business days by the operator/contracted service provider. Using the “submit” feature on the form will allow you to send information to [asal@gov.ab.ca](mailto:asal@gov.ab.ca).
- Identifiable resident health and personal information is not to be included on the form. If this form is being requested for disclosure to a third party, please contact Continuing Care Standards and Licensing at [asal@gov.ab.ca](mailto:asal@gov.ab.ca).
- If you have reason to believe that this incident meets the definition of abuse under the *Protection for Persons in Care Act* please call 1-888-357-9339 to report.
- There is a reportable incident form for your use, which can be found at: <https://www.alberta.ca/become-a-continuing-care-provider-or-operator.aspx>. Please select ‘Non-Health Funded’ after opening the form to display all of the available fields.

## Reportable Incident Decision Guide: Health Funded Accommodations

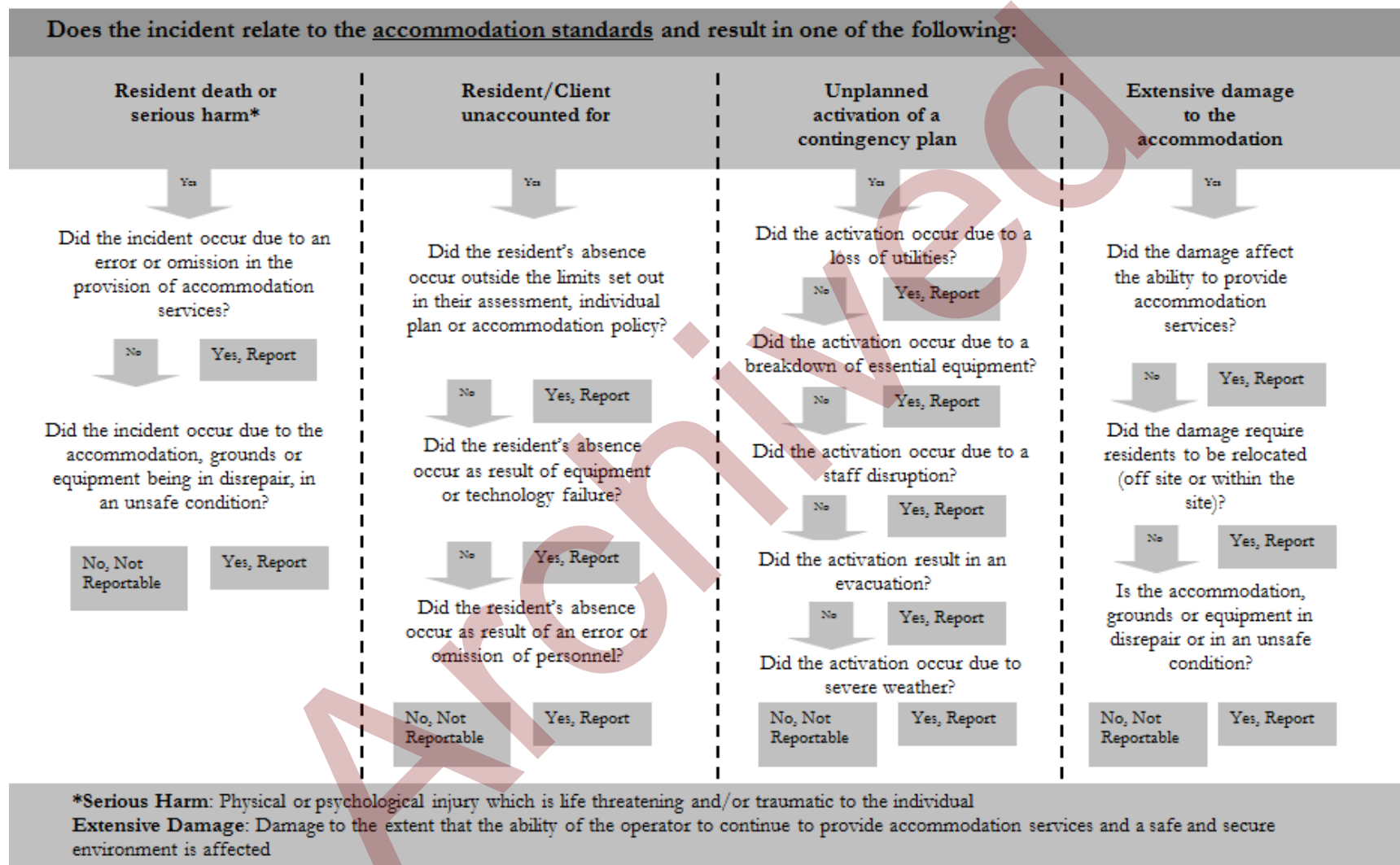


## Health funded reportable incident examples

Resident Death or Serious Harm	Resident/Client Unaccounted for	Unplanned Activation of Contingency Plan	Extensive Damage to the Accommodation
<b>Examples of reportable incidents may include, but is not limited to:</b>			
<b>Error or Omissions</b> <ul style="list-style-type: none"> <li>○ Falls* (witnessed &amp; unwitnessed)</li> <li>○ Medication Errors (unsecured medications being ingested, missed medications, wrong client/dosage/medication/route/time)</li> <li>○ Risk agreement or care plan not adhered to</li> <li>○ Choking</li> <li>○ Burns, scalding</li> <li>○ Ingestion of chemicals/toxins</li> <li>○ Sharps injury</li> <li>○ Unexpected death</li> </ul>	<b>Resident absence</b> <ul style="list-style-type: none"> <li>○ Unexplained resident absence</li> <li>○ Abnormal extended absence of a resident</li> <li>○ Elopement</li> </ul>	<b>Loss of utilities</b> <ul style="list-style-type: none"> <li>○ Power</li> <li>○ Gas</li> <li>○ Water</li> <li>○ Telephone Service</li> </ul> <b>Breakdown of Essential Equipment</b> <ul style="list-style-type: none"> <li>○ Loss of heating equipment</li> <li>○ Loss of service equipment</li> <li>○ Loss of elevator</li> </ul>	<b>Services affected</b> <ul style="list-style-type: none"> <li>○ Flood (water main break, sprinkler system failure)</li> <li>○ Damage to section of building</li> </ul>
<b>Assault or Aggression</b> <ul style="list-style-type: none"> <li>○ Self-harm</li> <li>○ Aggressive behaviour to others</li> <li>○ Sexual Assault</li> <li>○ Attempted suicide</li> </ul>	<b>Equipment or technology failure</b> <ul style="list-style-type: none"> <li>○ Failure of door alarms, roam alerts, or wanderguard</li> </ul>	<b>Staff Disruption</b> <ul style="list-style-type: none"> <li>○ Strike</li> <li>○ Site isolation</li> <li>○ Shortage</li> </ul> <b>Evacuation</b> <ul style="list-style-type: none"> <li>○ Full/Partial</li> </ul>	<b>Relocation</b> <ul style="list-style-type: none"> <li>○ Flood</li> <li>○ Fire</li> <li>○ Gas leak</li> <li>○ Overall building damage</li> </ul>
<b>Accommodation, Grounds, Equipment in disrepair/unsafe</b> <ul style="list-style-type: none"> <li>○ Equipment malfunction</li> <li>○ Operator error (in use of equipment)</li> <li>○ Ice or snow that has not been removed</li> <li>○ Injury due to disrepair</li> <li>○ Tripping hazards</li> </ul>	<b>Error or omission of personnel</b> <ul style="list-style-type: none"> <li>○ Failure of daily accounting systems</li> <li>○ Failure of site security</li> </ul>	<b>Severe Weather</b> <ul style="list-style-type: none"> <li>○ Tornado</li> <li>○ Summer or winter storms</li> <li>○ Excessive Heat</li> </ul>	<b>Unsafe conditions</b> <ul style="list-style-type: none"> <li>○ Roof leak/collapse</li> <li>○ Damage to section of building</li> </ul>

\*Fall: unintentionally coming to rest on the ground, floor or other lower level (definition as per Alberta Health Services policy)

## Reportable Incident Decision Guide: Non-Health Funded Accommodations



### Non-health funded reportable incident examples

Resident Death or Serious Harm	Resident/Client Unaccounted for	Unplanned Activation of Contingency Plan	Extensive Damage to the Accommodation
<b>Examples of reportable incidents may include, but is not limited to:</b>			
<b>Error or Omissions</b> <ul style="list-style-type: none"> <li>○ Medication Error</li> <li>○ Burns, scalding</li> <li>○ Ingestion of chemicals/toxins</li> </ul>	<b>Resident absence</b> <ul style="list-style-type: none"> <li>○ Unexplained resident absence</li> <li>○ Abnormal extended absence of a resident</li> <li>○ Elopement</li> </ul>	<b>Loss of utilities</b> <ul style="list-style-type: none"> <li>○ Power</li> <li>○ Gas</li> <li>○ Water</li> <li>○ Telephone Service</li> </ul>	<b>Services affected</b> <ul style="list-style-type: none"> <li>○ Flood (water main break, sprinkler system failure)</li> <li>○ Damage to section of building</li> </ul>
		<b>Breakdown of Essential Equipment</b> <ul style="list-style-type: none"> <li>○ Loss of heating equipment</li> <li>○ Loss of service equipment</li> <li>○ Loss of elevator</li> </ul>	
<b>Accommodation, Grounds, Equipment in disrepair or unsafe</b> <ul style="list-style-type: none"> <li>○ Ice or snow that has not been removed</li> <li>○ Injury due to disrepair of accommodation or equipment</li> <li>○ Tripping hazards</li> </ul>	<b>Equipment or technology failure</b> <ul style="list-style-type: none"> <li>○ Failure of door alarms, roam alerts, or wanderguard</li> </ul>	<b>Staff Disruption</b> <ul style="list-style-type: none"> <li>○ Strike</li> <li>○ Site isolation</li> <li>○ Shortage</li> </ul>	<b>Relocation</b> <ul style="list-style-type: none"> <li>○ Flood</li> <li>○ Fire</li> <li>○ Gas leak</li> <li>○ Overall building damage</li> </ul>
		<b>Evacuation</b> <ul style="list-style-type: none"> <li>○ Full/Partial</li> </ul>	
	<b>Error or omission of personnel</b> <ul style="list-style-type: none"> <li>○ Failure of daily accounting systems</li> <li>○ Failure of site security</li> </ul>	<b>Severe Weather</b> <ul style="list-style-type: none"> <li>○ Tornado</li> <li>○ Summer or winter storms</li> <li>○ Excessive Heat</li> </ul>	<b>Unsafe conditions</b> <ul style="list-style-type: none"> <li>○ Roof leak/collapse</li> <li>○ Damage to section of building</li> </ul>