

# Pembina Active Living (55+)

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## CRITICAL INCIDENT REPORTING POLICY & PROCEDURES

**Category:** Operational

**Date Established:** 09/03/2015

**Policy Number:**

**Date Reviewed:**

**Related Documents:** Critical Incident Report

**Date Amended:** 12/11/2018

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### Policy and Procedure

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#### PURPOSE:

This statement of Policy and Procedure is to provide guidance to group leaders/instructors and others reporting a Critical Incident (CI) to PAL (55+) and the Winnipeg Regional Health Authority (WRHA).

#### DEFINITION:

A Critical Incident (CI) occurs when an individual participating in programs/services offered by PAL (55+) suffers a physical injury.

#### PROCEDURE:

Copies of the *Critical Incident Report (CIR)* will be distributed to all group leaders/instructors, whose responsibility it will be to have copies with them at every session.

In the event of a Critical Incident, the PAL (55+) group leader/instructor who observed the incident/accident will:

1. Ensure the injured person is safe and call **911** if required (note the time)
2. Advise person's emergency contact
3. Contact PAL (55+) Executive Director (or designate) to advise of the incident/accident. (**Alanna Jones: 204-930-6931**)
4. Retrieve a copy of the *Critical Incident Report* form and fill in the information required. (Please print for clarity)
5. Record the following information as soon as time permits:
  - a. name of individual involved in incident/accident
  - b. when incident/accident occurred; (date and time)
  - c. where incident/accident occurred; (which PAL facility and room)
  - d. if the activity is outside, describe the weather conditions at the time
  - e. describe what happened, and be as specific as possible
  - f. take photos if appropriate to the accident/incident
  - g. attach additional pages if required
  - h. note any perceived contributing factors or hazards observed
  - i. list any witnesses to the incident: include names, addresses and phone numbers for possible follow-up
  - j. ask witnesses to write up their observations and email to the convener or facilitator for attachment to the CIR

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- k. obtain the name, relationship and contact information for the individual escorting the injured party from the PAL facility
  - l. in the case of an injury requiring an ambulance, if the emergency contact person is unable to come to the scene, a PAL friend or participant may volunteer to accompany the injured person to the hospital. The group leader will discuss the matter with the other participants the time. This decision will be made based on circumstances and the severity of the injuries.
6. Leave the completed *Critical Incident Report* with the Executive Director, or in her absence, the Administrative Assistant. It could also be scanned and emailed to [ed@pal55plus.com](mailto:ed@pal55plus.com)
7. The Executive Director will contact Madeline Kohut at Support Services to Seniors, WRHA, at [MKohut@wrha.mb.ca](mailto:MKohut@wrha.mb.ca) to report the incident and provide her with a description of what has occurred. (That may well include forwarding a copy of the completed *Critical Incident Report*)
8. The Executive Director will provide any further information as required by the WRHA, at their request, as needed.
9. The Executive Director will complete the bottom portion of the *Critical Incident Report*, provide a Report Number (for example; CIR-01), and then scan and email a copy to the President. The President may, at his/her discretion, forward copies to the other members of the Executive.
10. The *Critical Incident Report* should be listed as an information item in the Executive Director's Report at the next Board meeting.
11. The Executive Director will conduct at least one follow-up phone call with the injured person and document the details/outcome of the conversation. Attach this document to the *Critical Incident Report* and file accordingly.
12. A copy of the *Critical Incident Report*, as well as any related documentation, shall be kept in a secure filing cabinet for a period of six years, in accordance with the provisions of the *Limitation of Actions Act of Manitoba*.
13. The Executive Director will ensure that any condition that may have contributed to the incident/accident has been corrected or otherwise rectified. Responsibility may be delegated to others as appropriate.
14. If the condition that may have contributed to the incident/accident is clearly the responsibility of the rented facility, the Executive Director, or designate, will contact the facility manager or supervisor to apprise them of the situation. Document any such communications.
15. The Executive Director (or designate) will enter the following information into a *Critical Incident Log*, created specifically for this purpose.
  - a. CIR number
  - b. Name of PAL activity
  - c. Incident/accident date
  - d. Brief description of event
  - e. Name of injured party
  - f. Name of convener/facilitator
  - g. Date WRHA advised
  - h. Date of follow-up
  - i. Outcome of incident/accident