

ARISE Child and Family Service  
Quality Improvement

Policy Name: Incident Reporting Process – General Guidelines  
 Policy Topic: Incident Management  
 Policy Number: 13.5.119

Policy

ARISE is committed to providing safe, reliable and high-quality services to all individuals that we support in order to ensure that all individuals are living independently without the fear of abuse and neglect. ARISE has dedicated a structured incident reporting process in order to comply with all regulations as well as fostering a safe and secure environment needed for the individuals we support. If an investigation is necessary, it is completed with impartial, neutral intentions that are free from any conflicts of interest in order to ensure that all parties are treated with respect and fairness. In the conclusion of an investigation, recommendations will be made and implemented in order to make improvements of all services provided to individuals that ARISE serves.

Procedure

Person(s) Responsible	Action
Immediate Staff	Ensures the safety of the individual and then reports alleged incident to immediate supervisor or the ARISE incident phone.
Manager of Program or Designee	<p>Gathers preliminary information about the situation including if incident occurred under service time, name, description and time of incident, safeguards, etc.</p> <p>Creates and implements necessary protections to keep the individual safe. May include contacting law enforcement, emergency medical services, Child Protective Services or Adult Protective Services etc.</p> <p>Determines whether the incident involved ARISE staff, and if so, determine what additional protections should be put in place such as placing the staff person on Administrative Leave or providing enhanced supervision of staff.</p>

Immediate Staff	<p>Contacts QI to provide all necessary information involving the incident and seeks further guidance on any additional steps that need to be taken.</p> <p>As required by specific program, completes the appropriate form in the ARISE incident database.</p>
Manager of Program or Designee	<p>Ensures, based on regulations/program requirements, that appropriate notifications are made (family/guardian, Care Manager, etc.)</p>
Quality Improvement Director or Designee	<p>When required by regulation, immediately, or as soon as possible, informs the appropriate regulatory body of the incident.</p> <p>Ensures appropriate notifications are completed by the program.</p>
Department Director	<p>Provides appropriate updates or additional information regarding the incident to the Quality Improvement Department.</p>
Quality Improvement Director or Designee	<p>Requests additional follow up from program when necessary. When required by regulation, ensures the incident and investigation is presented to the ARISE Incident Review Committee.</p>

_____	_____
Chief Executive Officer	Date

Date: 9/5/2017  
Revised Date: 01-2021  
Reference:

*Divisional policies and procedures, as well as agency-wide policies, have been established to outline compliance standards and practices and must be followed, as appropriate, by all ARISE employees.*