

Policy and Procedure Concerning Incident Reports
Appendix C
NON-CRITICAL INCIDENTS

Incidents that need to be reported to Service Coordination as **non-critical incidents** include the following 5 types of incidents:

- Allegation of abuse or neglect
- Allegation of financial exploitation
- Discovery of an injury of unknown origin
- Use of physical or mechanical restraint
- Use of a time-out room/area

Verbal reports of non-critical incidents will be made to Service Coordination immediately upon staff becoming aware of the incident. The verbal report will be followed up with a written report within fourteen (14) calendar days of staff becoming aware of the incident.