

Incident Reporting Process



Refer to the following definitions of incident types that require an Incident Report.

Definitions

Term/Incident Type	Definition
<u>Adult Death</u>	Any individual 18 years or older whose life terminates while receiving services, during an investigation, or when it is known that an adult died within thirty (30) days of discharge from a treatment facility. The manner of death is the classification of categories used to define whether death is from intentional causes, unintentional causes, natural causes, or undetermined causes (see CFOP 215-6 for specific definitions of classification categories).
<u>Allegation of Abuse/Neglect and Foster Care Referrals</u>	An allegation of abuse or neglect of a child (including Foster Care Referrals) who is in the physical custody or under voluntary or court-ordered supervision of Embrace Families. (To include: placements in a DCF or AHCA licensed facility, foster home, group home, relative/non-relative placement or in the parent’s custody).
<u>Allegation of Fraud</u>	An allegation of intentional deceiving or misrepresenting to deprive another of money, property, or legal right by an employee of Embrace Families or one of its licensed or contracted providers.
<u>Altercation</u>	A physical confrontation occurring between a client and employee, or two or more clients at the time services are being rendered, or when a client is in the physical custody of the Department which results in one or more clients or employees receiving medical treatment by a licensed healthcare professional.
<u>Baker Act</u>	Refers to Florida Statute 394.451-394.47891 that allows for an individual to be either voluntarily, or involuntarily, committed to a psychiatric facility, on a temporary basis, if he/she is deemed to be a threat to themselves, others or is self-neglectful.
<u>Child Death</u>	An individual less than 18 years of age whose life terminates while receiving services during an investigation, or when it is known that a child died within 30 days of discharge from a residential program or treatment facility, or when a death review is required pursuant to CFOP 175-17, Child Fatality Review Procedures. The manner of death is the classification of categories used to define whether death is from intentional causes, unintentional causes, natural causes, or undetermined causes (see CFOP 215-6 for specific definitions of classification categories).
<u>Child Arrest</u>	The arrest of a child in the custody of the Department.
<u>Child on Child Sexual Abuse</u>	Any sexual behavior between children which occurs without consent, without equality, or as a result of coercion. This applies only to children receiving services from the Department, Embrace Families, or by a licensed service provider or contracted provider.
<u>Client Injury or Illness</u>	A severe bodily trauma received by a child who is in the physical custody or under voluntary or court-ordered supervision of Embrace Families that requires medical treatment by a licensed healthcare professional in an emergency setting to address and prevent permanent damage or loss of life (i.e., hospitalization, emergency room visit for broken bone, etc.). Severe bodily trauma requires immediate notification.
<u>CPI Non-Violent Crisis Intervention</u>	When an Embrace Families’ staff implements techniques to de-escalate a client or visitor. Defined in CPI Non-Violent Crisis Intervention policy.
<u>Emergency Shelter Placement</u>	The I&P Specialist will be responsible for providing an Incident Report when a child is placed in an emergency shelter overnight.
<u>Employee Arrest</u>	The arrest of an employee of Embrace Families, or one of its licensed or contracted providers, for a civil or criminal offense.

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<p><u>Employee Misconduct</u></p>	<p>Work-related conduct or activity of an employee of Embrace Families, or one of its licensed or contracted providers, that results in potential liability for Embrace Families and the Department of Children and Families; death or harm to a client; abuse, neglect or exploitation of a client; or results in violation of statute, rule, regulation or policy. This includes, but is not limited to, misuse of position or state property; falsification of records; failure to report suspected abuse or neglect; contract mismanagement; or improper commitment or expenditure of state funds.</p>
<p><u>Falsification of Records</u></p>	<p>Intentional alteration of state documents; misrepresentation of information during an official proceeding; intentional falsification of client case records, including but not limited to: case notes, client contact reports, visitation records, or client home visits, creating false and fictitious files, and timesheets/mileage by an employee of Embrace Families or one of its licensed or contracted providers.</p>
<p><u>Media Attention/Alert</u></p>	<p>Should an employee of Embrace Families, or one of its contracted or licensed service providers, know there is a potential for any type of media attention (i.e., arrest, death or event involving an alleged perpetrator, parent, caregiver or child involved in an open case or recently closed case), that may or may not accompany any of the reportable incidents as defined in this procedure, the information is to be shared verbally with the Case Management Supervisor and/or Manager of the partnering agency responsible for case supervision. The notification to Embrace Families is to be provided immediately or within one hour of learning of or suspecting media attention.</p>
<p><u>Medication Mismanagement:</u></p>	<p>Medication management is the monitoring of medications that a client takes to confirm that he/she is complying with a medication regimen, while also ensuring the client is avoiding potentially dangerous drug interactions and other complications. Embrace Families and licensed service providers or contracted agencies are required to report any side effects, missing doses, additional doses taken or doses that are too high or low, medication taken at the incorrect time, refusal of medication, failure to fulfill prescriptions, or running out of medication.</p>
<p><u>Missing Children</u></p>	<p>When the whereabouts of a child who is in the physical custody or under voluntary or court-ordered supervision of Embrace Families is unknown and attempts to locate the child have been unsuccessful and, on whom a missing person report has been filed with local law enforcement:</p> <ol style="list-style-type: none"> a. All requirements provided in CFOP 175-85 Prevention, Reporting and Services to Missing Children will be followed. b. If the missing child is less than 12 years of age or is disabled, the Embrace Families' Chief Operations Officer (COO) or Chief Executive Officer (CEO) must be verbally notified immediately (see Section B #2 regarding immediate notification).
<p><u>Quality of Care Concern</u></p>	<p>Concern that care provided to a child who is in the physical custody or under voluntary or court-ordered supervision of Embrace Families did not meet the minimum Federal and/or State standards and requirements.</p>
<p><u>Sexual Abuse/Sexual Battery</u></p>	<p>Any unsolicited or non-consensual sexual activity by one client to another client, an Embrace Families or service and/or contracted provider's employee or other individual to a client, or a client to another employee regardless of the consent of the client. This may include sexual battery as defined in Chapter 794 of the Florida Statute as "oral, anal, or vaginal penetration by, or union with, the sexual organ of another or the anal or vaginal penetration of another by any other object; however, sexual battery does not include an act done for a bona fide medical purpose."</p>

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<p><u>Significant Injury to Staff</u></p>	<p>Any serious bodily trauma received by an Embrace Families’ employee as a result of work-related activity that requires immediate medical or surgical evaluation or treatment in a hospital emergency department to prevent permanent damage or loss of life. Immediate notification is required to Embrace Families Human Resource Department.</p>
<p><u>Suicide Attempt</u></p>	<p>A potentially lethal act which reflects an attempt by an individual to cause his or her own death as determined by a licensed mental health professional or other licensed healthcare professional.</p>
<p><u>Security Incident – Building</u></p>	<p>An action or event that results in compromised building safety measures and/or systems. Immediate notification to the Embrace Families Emergency Response Team.</p>
<p><u>Security Incident - Unintentional</u></p>	<p>An unintentional action or event that results in compromised data confidentiality, a danger to the physical safety of personnel, property, or technology resources; misuse of state property or technology resources; and/or denial of use of property or technology resources. Applicable to Embrace Families’ employees and contracted agencies.</p>
<p><u>Vehicular Accident</u></p>	<p>Any motor vehicle accident or traffic collision that occurs to an Embrace Families’ employee and/or involving a child who is in the physical custody or under voluntary or court-ordered supervision of Embrace Families.</p>
<p><u>Other Incident</u></p>	<p>Any major event not previously identified as a reportable critical incident but has, or is likely to have, a significant impact on clients, the Department, Embrace Families, or its providers. These events may include, but are not limited, to:</p> <ul style="list-style-type: none"> a. Human acts that jeopardize the health, safety, or welfare of clients such as kidnapping, riots or hostage situations. b. Bomb or biological/chemical threats of harm to personnel or property involving an explosive device or biological/chemical agent received in person, by telephone, in writing, via mail, electronically or otherwise. c. Theft, vandalism, fire, sabotage, or destruction of the state of private property of significant value or importance. d. Death of an employee or visitor while on the grounds of the Department, Embrace Families, or one of its contracted or licensed providers. e. Significant injury of a visitor (who is not a client) while on grounds of Department, Embrace Families, or one of its contracted or licensed providers. f. Act of God. An event that directly and exclusively results from the occurrence of natural causes that could not have been prevented by the exercise of foresight or caution; an inevitable accident, such as tornadoes, earthquakes, death, extraordinarily high tides, violent winds, and floods.

Immediate Reporting

- Definitions in red are defined as critical incidents. CSM must immediately notify supervisor (or next available person in the chain of command) of all incidents reported in person or via telephone. Supervisor must notify APD/PD. The APD/PD will make verbal notification within **1 hour** of gaining knowledge of the incident to the: VP of Child Welfare and/or County Executive Directors for Embrace Families CBC providers and VP of Solutions for Embrace Families Solutions’ providers.
- This Immediate Reporting Requirement is applicable 24 hours per day, 7 days per week.

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- CSM must notify the CM of the incident so that the parent(s) and the Court can be notified of the incident and also notify all other parties of the case incident such as, but not limited to, the caregiver, GAL, AAL, and child's therapist/counselor.
- The CSM, designee, or their Supervisor, must then complete the Incident Report Form within 24 hours of the incident.
- The employee must ensure and document on the Incident Report Form the date, time and method used to notify the Court as well as the client's parents, Guardian Ad Litem (GAL), Attorney Ad Litem (AAL), and caregiver as applicable of the incident.
- Within 24 hours the supervisor of the employee submitting the incident will review and sign off on the incident report. All incident reports will be submitted to the following centralized email address: incidentreports@EmbraceFamilies.org
- Unrelated children involved in the same incident should be listed on a separate incident report (i.e. if two or more clients are involved in an incident and they are not related, a separate incident report will be completed and submitted for each child involved). To preserve confidentiality, use initials for clients other than the one who is the subject of the report.

All Other Incidents:

- Upon becoming aware of an incident the CSM is responsible for reporting the incident within 24 hours of notification of the Incident.
- CSM must first notify his/her immediate Supervisor of the incident in person or by telephone. In the event the direct Supervisor is unavailable, the employee will continue up the chain of command until that employee is able to reach a Supervisor or Manager and provide that individual with an oral report of the reportable incident in advance of the preparation of the written incident report.
- CSM must notify the CM of the incident so that the parent(s) and the Court can be notified of the incident and also notify other parties on the case of the incident such as, but not limited to, the caregiver, GAL, AAL, and child's therapist/counselor.
- The CSM, designee, or their Supervisor must then complete the Incident Report Form.
- The employee must ensure and document on the Incident Report Form the date, time and method used to notify the Court as well as the client's parents, Guardian Ad Litem (GAL), Attorney Ad Litem (AAL), and caregiver as applicable of the incident.
- Unrelated children involved in the same incident should be listed on a separate incident report (i.e. if two or more clients are involved in an incident and they are not related, a separate incident report must be completed and submitted for each child involved). To preserve confidentiality, use initials for clients other than the one who is the subject of the report.
- All Incident Reports and follow-up information must be reviewed by the employee's Supervisor and/or the Program Manager prior to submission to Embrace Families.
- The Supervisor and/or Program Manager's review of the Incident Report is to ensure completeness, accuracy and ensure coordination of appropriate corrective action and follow-up.
- Corrective actions and follow-up are to ensure the client's protection from further risk or injury and to manage activities to control the situation.
- Following the Supervisor and/or Program Manager's review and approval, the Incident Report will be transmitted within 24 hours of the incident to Embrace Families via e-mail address: incidentreports@EmbraceFamilies.org.

*Per Embrace Families Policy 805