

TITLE: CRITICAL INCIDENT PROTOCOL	POLICY #: 7
Department: Administration	Effective Date: 06/25/01
	Applicable Standards:
	3-JCRF-3B-13
Revisions: 7-30-03; 10-30-03; 9-1-06; 2-14-07; 12-28-07; 7-3-08; 3-29-10; 12-31-12; 12-9-13	

Policy: Critical incidents will be responded to, addressed, reported, documented and reviewed to improve the quality of care received by clients.

Definitions:

Supervisory Direct Care Staff – the Associate Director and any staff person who serves on a rotating basis as an on call supervisory staff or the on duty supervisor

A critical incident is defined as, but not limited to the following:

- Run attempt
- Runaway (law enforcement notified)
- Physical restraint
- Major altercation/mutual fight
- Assault
- Serious illness, accident or injury, requiring hospitalization, emergency responders, emergency room or after hours care, involving a client, on-duty staff or any person on Ranch grounds or any person attending a Ranch sponsored activity off Ranch grounds (including drug overdose and severe medication reaction)
- Hospitalization due to behavior
- Death of a client, on-duty staff person, any person on Ranch grounds or any person attending a Ranch sponsored activity off Ranch grounds (including by suicide or homicide)
- Suicide ideation/threat/watch
- Suicide attempt
- Self harm (including but not limited to carving, burning, cutting and tattooing)
- Major property damage (including unintentional damage such as motor vehicle accidents)
- Abuse or allegations of abuse or mistreatment (including sexual abuse)
- Sexual contact – client-to-client
- Evacuations and/or building damage caused by fires, natural disasters, chemical spills, gas leaks or building system failure
- Major disturbances (including bombs, bomb threats, hostile takeovers, riots, civil disturbances, hostage incidents, food/work strikes)
- Serious threats to safety and security (including missing or stolen keys, tools, chemicals and medications suspected to be in the possession of or found in the possession of clients; possession of weapons or drugs)
- Staff misconduct that would directly discredit the criteria set forth in the Federal Statement of Work
- Any other major, adverse incident, disturbance or happening which might attract unusual interest or national or local publicity

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Procedures:

1. Initial Reporting & Responses

A. Restrictive Procedures

- a. Within 30 minutes of the beginning of a restrictive procedure, staff must obtain authorization from the Associate Director or designee.
- b. Restrictive procedures that continue for longer than 30 minutes must be reauthorized.

B. Life Threatening Emergency or Fire

- a. Whenever a Ranch employee observes or becomes aware of a life-threatening emergency or fire, he/she should contact emergency responders as soon as possible.
- b. For other critical incidents, supervisory staff will decide whether to contact outside emergency responders.

C. Sexual Misconduct

For incidents involving sexual misconduct follow the procedures in the sexual misconduct policy.

D. Safety

Ranch employees will work to ensure the safety of clients and other people at the facility at the time of the critical incident. Depending on the type of critical incident, staff will call 911, administer 1st aid/CPR/AED, evacuate the building, keep client(s) under direct supervision, complete frequent checks of client(s) or move client(s) to another location if necessary.

2. Internal Reporting

A. Whenever a Ranch employee observes or becomes aware of a critical incidents involving one or more clients or that may affect the safety and security of a client(s), he/she will contact one of the following staff in the order listed to help make decisions concerning safety, securing the area, external reporting, etc.:

- On Duty Supervisor (during weekday afternoon/evening shifts and holiday and weekend day/evening shifts), Night Supervisor (during overnight shifts), or other supervisory direct care staff who are on duty
- On call supervisory staff (weekends and holidays only)
- Associate Director
- Supervisory direct care staff who are off duty
- Executive Director

B. If the incident does not involve a client or client safety and security, the employee may initially report the incident to his/her immediate supervisor.

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- C. Live-on supervisory direct care staff may also be contacted if staff needs immediate assistance with an incident (e.g. serious or life-threatening emergency, hostile takeover, search for runaways, etc.).
- D. Other staff living on Ranch may also be contacted to help with searches or to assist with or gain control of a situation.
- E. Supervisory staff, who are initially contacted about the incident, will ensure that additional staff (i.e. administrative, supervisory, maintenance, medical) are notified as needed depending on the nature of the incident. The President of the Board of Directors may also be contacted if deemed appropriate by the Ranch's Executive Director.

3. Securing the Area & Preserving Evidence

The first supervisory staff person who is informed about the incident will also be responsible for securing the area and any evidence if needed. Staff will, to the greatest extent possible, secure the area pending law enforcement instruction. Securing the area includes, but is not limited to:

- Restricting access to the area
- Preventing the movement or removal of any objects in the area
- Detaining or noting the presence of other clients, staff or other witnesses in the area where the incident occurred and any behavior on the part of these individuals pertinent to the situation
- Preserving the integrity of possible evidence

4. Critical Incident Report & Performance Correction Notice

- A. A staff person involved in a critical incident will write a critical incident report before the end of his/her shift and e-mail at a minimum the Executive Director, Associate Director, supervisory direct care staff, Medical Department and Accreditation Manager. Supervisory staff will forward completed incident reports to the Accreditation Manager or designee who tracks critical incidents. If the incident involves a client(s), the incident report or a copy of the incident report is placed in the file of all clients involved. A copy is also kept in a master file of incident reports.
- B. If the critical incident involves employee misconduct but does not involve a current client, the incident will be documented on a performance correction notice and placed in the employee's personnel file. If a current client is involved, the incident will also be documented on a critical incident report.

5. External Reporting

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A. Supervisory staff or their designee will notify individuals or agencies external to the Ranch depending on the nature of the incident which is being reported. The following outside individuals or agencies may be notified:

- Law Enforcement - Any staff member may initiate a verbal request to supervisory staff to notify law enforcement if there is believed to be a law violation. A supervisory direct care staff and the Associate Director or designee must be involved in the decision to either arrest or detain Ranch clients. Client's parents or legal guardians
- Client's placing agent
- Guardian Ad Litem (if known)
- Department of Social Services
- State's Attorney
- Community Corrections Manager
- County Coroner
- Division of Criminal Investigation
- Child's next of kin

B. Critical incidents will be reported to the placing agent immediately after ensuring that clients in care are safe unless specific requests are given not to call immediately.

C. Notification of News Media

The Executive Director or designee will determine who is responsible for either initiating contact with the news media or who will be assigned to respond to media inquiries regarding a particular critical incident or emergency situation. These contacts will then be documented.

6. Investigation and Follow-up

A. The Associate Director or designee will conduct an investigation of the incident if necessary.

B. Supervisory staff will ensure that any necessary follow-up action is completed.

C. McCrossan Boys Ranch will review all incidents where a resident in the Ranch's custody victimizes a member of society.

- Ranch staff will work in conjunction with law enforcement to determine what the loss to the alleged victim was.
- Ranch staff will gather bills and/or invoices to verify damages.
- Ranch administrative staff will meet as soon as possible to discuss the incident and determine if the Ranch will pay the victim(s) for some or all of their loss. Board Members will be included in the meeting depending on the amount of the damages. If the Ranch decides to pay the victim(s), the Ranch in no way admits guilt, liability or culpability for the incident.
- The Ranch will seek financial restitution from the perpetrating resident, (if the wherewithal exists).

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7. Debriefing

Follow-up staff and client debriefing meetings will be conducted as soon as possible after the incident to discuss the incident and possible alternatives. At a minimum, this debriefing will include the following:

- a review of staff and client actions prior to and during the incident
- a review of the incident's impact on staff and clients including the physical and emotional well-being of staff and clients
- a review of corrective actions taken and still needed
- plans for improvement to avoid another incident including changes to procedures, training and treatment plans

8. Review of Critical Incidents

A. The Associate Director or designee will be notified of critical incidents and an administrative review of the incident will be conducted. For restrictive procedures, this review will occur within three working days.

B. At least quarterly, the Quality Improvement Committee will review critical incidents.

C. An annual written review of critical incidents will be completed.