Client Incident Reporting
Policy and Procedures

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| Created: | May 7, 2002 | Revised: | April 21, 2014 |
| Revised: | July 30, 2002 | | |
| Revised: | October 3, 2006 | | |
| Revised: | November 13, 2006 | | |
| Revised: | December 27, 2007 | | |

**POLICY**

Upon observing (or becoming aware of) any incident, change in condition or event that might affect a client's physical or emotional well being or that might result in a significant change in the client's functional ability or in a change of services required, a Comfort Keepers' employee is to report it to a supervisor immediately.

**PROCEDURES**

1. Upon learning of an incident, the office staff will notify the family of the client. The notification will be recorded in the Client's Appointmate record for documentation purposes.
2. Within twenty four hours, the Caregiver will complete a Client Incident Report (IR001 Client Incident Report) and turn it into the office.
3. Upon receiving the report, the Comfort Keepers Supervisor will review the report, follow up with the employee or client if necessary, make any recommendations and then sign the report.
4. If there are recommendations, the supervisor will consult with the General Manager and the Owner to have the recommendations approved or rejected.
5. The supervisor makes sure that all approved recommendations are completed.
6. The report is filed in the appropriate year e-folder in the 'Client Incident Reports' e-folder.
7. Incident reports are not to be copied.
8. Incident reports are not to be filed anywhere but the Client Incident Reports folder.
9. No one outside of Comfort Keeper is to have access to client incident reports <u>without proper legal authorization.</u>
10. Client Incident reports will be maintained for at least 7 years.