



## Sample Policy and Procedure for Incident Reviews

The following represents an example of a protocol for incident reviews in supportive housing projects. Policies and procedures for an individual program must be consistent with local laws and regulations and should take into account staffing levels and other conditions specific to that program.

All events that jeopardize or may jeopardize tenant or staff safety, including allegations of tenant or child abuse and/or neglect must be reported, investigated, and reviewed by senior program and administrative staff in a timely manner. Such incidents must be reported to the site director within twenty-four hours, and a preliminary investigation by senior management must be conducted within seventy-two hours. The agency has an incident review committee that regularly reviews all incident reports and assures appropriate follow-up or resolution.

### When to file an incident report

A staff person should immediately make known any of the circumstances listed below to his/her supervisor and a director, who will require the completion of a written incident report.

- Death of a tenant.
- When a tenant's whereabouts have been unknown for more than seventy-two hours.
- When a tenant assaults or injures another person or is assaulted or injured.
- When a tenant attempts or commits suicide.
- When there is a complaint or evidence of tenant abuse.
- When there is an allegation or suspicion of child abuse.
- When a tenant behaves in a manner that directly impairs his/her well-being, care, or safety or of another tenant(s) or substantially interferes with the orderly operation of the program.
- When a tenant is involved in an accident that results in medical attention or services.
- When the tenant experiences a serious drug reaction.
- When a staff person is injured while at work.
- When it appears a crime has been committed (e.g. theft, vandalism). In such circumstances, a police report must also be completed.

### Procedure for investigating a reported incident

Upon being informed of an incident, the program director (or designate) shall immediately investigate the allegation by interviewing the informant, the victim, witnesses to the incident, and any alleged perpetrators and gather all relevant information.

- The investigation interviews will be conducted within seventy-two hours of learning of the incident, the speed of which will match the seriousness of the incident.

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Note: This document is included within the *Housing Operations* section of CSH's *Toolkit for Developing and Operating Supportive Housing*, which is available at [www.csh.org/toolkit2](http://www.csh.org/toolkit2). This document has been adapted from CSH's publication *Developing the "Support" in Supportive Housing*, which is available at [www.csh.org/publications](http://www.csh.org/publications).

- Investigation interviews will be summarized and all reports filed with the appropriate city and state agencies as required.
- An incident report will be completed for each incident reported, and a copy of the form will be sent to the agency Incident Review Committee.
- A copy of the incident report form is filed in the case record of all tenants involved in the incident.
- Whenever a law enforcement officer arrives in response to a call, the staff member handling the incident should take the badge number of the officer and include this information in the incident report.
- Any incident that involves Emergency Medical Service (EMS) should be documented and include names, telephone numbers, or other identifying information of EMS staff or emergency room personnel, including phone contacts.

### **After the incident report is complete**

After reporting the incident, the staff member and or program director (or designate) should file, in consultation with a supervisor, a written incident or accident report form.

- The original is filed with the office of the executive director.
- Copies are sent to the respective associate director. The executive assistant should forward copies to the members of the incident review committee prior to the next incident review meeting.
- A copy should be placed in the tenant's individual record (in case of staff injury, in the staff person's personnel file).
- A copy should be placed in a chronological incident report file.

### **Incident Review Committee**

The Incident Review Committee shall meet regularly to review and evaluate all incidents and make recommendations to the executive director regarding policy and practices to prevent future incidents.

- The Incident Review Committee shall meet quarterly.
- Additional meetings may be scheduled when necessary or requested by an administrator.
- The Committee will evaluate all untoward incidents having occurred in the preceding three months.
- Members of the Incident Review Committee directly involved in a particular incident will exclude themselves from deliberation regarding that incident.