Definitions of Incidents

An incident is defined as an event or episode which could potentially impact the health and the well-being of a child or adult served by Care Givers of Arizona. This also includes anything witnessed that is out of the ordinary.

Incidents include but are not limited to:

* Allegations of abuse; physical, verbal, emotional, sexual, programmatic
* Allegations of inappropriate sexual behavior, by client or provider
* Call to Crisis Line – Did mobile crisis come out?
* Client is missing
* Community disturbance, where either the client or a member of the public is places at risk
* Complaints about the client, provider, or Care Givers of Arizona personnel, by any individual
* Death to client
* Illegal activity by providers or clients including drug or alcohol use while on the job
* Injury to client
* Inappropriate behavior (No restraint was used)
* Med errors; wrong dosage, wrong medication given, missed a medication dose, wrong time, wrong person, etc.
* \*Neglect
* Property damage
* Provider and/or client fraud, including falsification of agency documents
* Seizure
* Suicide, threats or attempts
* Theft or loss of money, by client or provider
* Threat to health, safety and welfare of the client such as loss of electricity, water, loaded weapons around children.
* Threat to provider, family or client
* Discovery that a client, staff member, or employee has a communicable disease
* Unplanned hospital or emergency room visit in response to illness, injury, or medication error
* Emergency measure: Use of interventions to manage behavior
* Vehicle accident
* Violation of a client’s rights
* Work related injury or serious illness while at work, by provider
* Whenever emergency personnel (911) are called; Police, Fire or Paramedics

 \*Neglect is defined as a pattern of conduct resulting in a deprivation of food, water, medication, medical services, shelter or other services necessary to maintain physical or mental health. Neglect is considered to be an intentional violation of health and safety needs of a client, such as failure to report health problems or changes in health conditions, or refusing to carry out a pprescribed treatment plan. Neglect can occur when the client is left alone (unsupervised) before the end of the shift or before the legal guardian or alternative responsible party arrives, sleeping on duty or placing the client in the care of someone not authorized to care for that person. In the case of children, neglect also includes the inability or unwillingness of a parent, guardian or custodian to provide the child with supervision, food, clothing, shelter or medical care if that inability or unwillingness causes substantial risk or harm to the child’s health or welfare, unless the inability is solely the responsibility of unavailability of reasonable services.

Provider Reporting Responsibilities

Care Givers of Arizona HCBS is obligated to follow mandatory reporting laws as defined in ARS 13-3620. When anything out of the ordinary occurs a provider is required to:

* Take whatever actions are necessary in an emergency situation to ensure the health and safety of the individual involved, which may include calling 911 or taking other emergency action.
* Contact Care Givers of Arizona HCBS of an incident that occurs that is out the ordinary. The provider should call the office as the situation permits but should be reported no later than 24 hours. It the incident occurs after normal business hours, call after hour at 602-277-4142.
* Contact the parent or legal guardian of the individual being served. If the incident is a 911 emergency, then the parent or legal guardian will be contacted after 911 personnel have been contacted.
* Complete the initial incident report form and submit to Care Givers of Arizona. This form can be accessed on our website and will include where and when the incident occurred, and what happened before, during, and after the incident. The Care Givers of Arizona HCBS provider will need to be available for contact should further information or documentation be required.
* Contact Department of Child Safety if needed at 602-255-2500 to report instances of abuse or neglect or you may choose to contact Care Givers of Arizona for assistance in making that report.
* If the incident requires further investigation and reporting Care Givers of Arizona will determine the actions to be taken. Care Givers of Arizona will cooperate fully with any investigation that occurs as a result of the incident report.