



Volunteers of America®

ILLINOIS

## Unusual Incident Reporting Protocol

(For non-DCFS related programs)

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### **PURPOSE:**

The purpose of this protocol is to clarify and outline the process for reporting unusual incidents that is consistent with Volunteers of America of Illinois' Best Practice Principles. The Unusual Incident Reporting Protocol is designed to accomplish multiple objectives including: 1) documenting (and preserving in the client file) important events; 2) ensuring a proper paper trail is being used when making a determination as to a client's eligibility for future services; 3) providing a mechanism to analyze incidents across all programs to identify trends and patterns with an eye toward continuous quality improvement; and, 4) managing risk and liability by providing multiple layers of review for unusual incidents and ensuring that the "best thinking of the agency" is brought to bear on the most significant incidents that may affect the well-being of our clients, programs or agency.

### **CRITERIA and PROCEDURES:**

Volunteers of America of Illinois is committed to a comprehensive review of all unusual incidents to ensure that clinically sound and timely decisions that are anchored to the mission and values of the organization are being made at all levels of the organization in response to situations that place clients, programs, staff or the agency at risk. In general, unusual incident reporting is designed to answer three fundamental questions: 1) WHAT DID YOU KNOW, 2) WHEN DID YOU KNOW IT, and 3) WHAT DID YOU DO ABOUT IT? In addition to the specific reporting procedures outlined below, all programs should make sure that the content (of all UIRs) is clear, concise, legible, comprehensive, and includes details such as dates, times, locations, who was present, etc. Additionally, all UIRs must include some narrative related to our follow-up and/or action plan in response to the incident.

### **PROCEDURES**

- 1) UIRs should be completed by staff within 24 hours of the incident (or being notified of the incident).
- 2) UIRs should be submitted to the Program Director and Quality Assurance Director via email within 24 hours using the Unusual Incident Reporting Form.
- 3) UIRs should be signed by the Reporter (staff completing), Supervisor, and Program Director.

Under the following situations/criteria, a copy of the UIR should also be sent to the CEO within 24 hours of the incident:

- Any serious incidents involving the facility (fire, robbery, etc)
- Any allegations of misconduct against agency or employees
- Media involvement / media inquiries
- Any situation that may require a priority review