
 **Critical Incidents**  
Directive 100-09-00

# Critical Incidents



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 **Critical Incidents**

*Critical Incidents should be reported to your supervisor **immediately**. The critical incident should be reported to the executive director by the supervisor **as soon as possible**, but always **within 24 hours**.*

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 **Critical Incidents**



**What is a critical incident anyway?**

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**Critical Incidents**

*A **critical incident** is an event that has harmful or otherwise special effects involving people with disabilities and special needs, employees, or property. When determining whether a particular event should be considered a critical incident, the best guidance for employees is “When in doubt, then report.”*

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**Critical Incidents**

**Incidents Affecting Consumers Directly**

*Examples of critical incidents include but are not limited to:*

- Accidental deaths of consumers; deaths of a suspicious nature; or deaths where law enforcement is involved*
- Sexual assault*
- Serious acts of aggression by a consumer against a consumer who is seriously injured (e.g. fractures, serious burns, lacerations requiring multiple sutures, etc.)*




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**Critical Incidents**

**Incidents Affecting Consumers Directly**

*Examples of critical incidents include but are not limited to:*

- Consumer accidents which result in serious injury*
- Consumer injuries of unknown origin requiring treatment by a physician*
- Accidents involving several people regardless of the seriousness of injuries*
- Contracting life threatening communicable disease*




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**Critical Incidents**

**Incidents Affecting Consumers Directly**

Examples of critical incidents include but are not limited to:

- Consumers missing or elopements of 1 hour or more from time discovered
- Medication administration errors resulting in serious adverse reactions, poisoning
- Consumer suicide or serious suicide attempt (more than verbalizations)
- Possession of firearms, weapons or explosives




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**Critical Incidents**

**Incidents Affecting Consumers Directly**

Examples of critical incidents include but are not limited to:

- Possession of illegal substances
- Criminal arrest
- Law enforcement involvement
- Extensive damage to property due to consumer or staff actions, accidents or vandalism (e.g. valued at \$700.00 or more)




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**Critical Incidents**

**Incidents Involving Staff**

Examples of critical incidents include but are not limited to:

- Possession of illegal substances
- Contracting life threatening communicable disease
- Substance abuse while on duty
- Extensive damage to property due to consumer or staff actions, accidents or vandalism (e.g. valued at \$700.00 or more)
- Possession of firearms, weapons or explosives

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**Critical Incidents**

***Incidents Affecting Program Operations***

*Examples of critical incidents include but are not limited to:*

- Facility fires regardless of size*
- Hazardous contamination of a facility or the immediate area of the facility*
- Severe natural disasters such as storms, tornadoes, earthquakes or hurricanes*
- Epidemic outbreaks*




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**Critical Incidents**

***Incidents Affecting Program Operations***

*Examples of critical incidents include but are not limited to:*

- All known or justifiably suspected staff theft or misuse of state, private or consumer funds/property*
- Other situations judged to be unusually significant or of high public interest*

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**Critical Incidents**

*Note that all accidents, injuries, use of EMS, or use of the Emergency Room do not have to be considered critical incidents and do not have to be reported as such; rather, only those that meet one of the preceding definitions*

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*Thank you for your  
participation!*

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