

Leamington Mennonite Home  
Long Term Care

**QUALITY & RISK MANAGEMENT  
POLICY AND PROCEDURE**

<b>CATEGORY:</b> Incident Reporting	<b>SUBJECT:</b> Duty to Report	<b>SECTION:</b> D <b>POLICY:</b> 3
<b>DATE:</b> July 12, 2022	<b>Administrator's Signature:</b> _____	

**DUTY TO REPORT**

**POLICY:**

As set out in Section 24 of the **Long Term Care Act 2007**, a person who has reasonable grounds to suspect that any of the following reportable matters listed below has occurred or may occur shall **immediately** report the suspicion and the information upon which it is based to the MOHLTC Director. In addition, this same information must be reported to the QRM Lead or designate so that an investigation can be started immediately.

Reportable matters include:

- Any incident with respect to alleged, suspected, or witnessed abuse of a resident by anyone or neglect of a resident by the licensee or staff that resulted in harm or risk of harm to the resident
- Improper or incompetent treatment or care of a resident that resulted in harm or risk of harm to a resident
- Unlawful conduct that resulted in harm or risk of harm to a resident
- Misuse or misappropriation of a resident's money
- Misuse or misappropriation of funding provided to a licensee

**PROCEDURE:**

The QRM Lead will:

- 1) Ensure that all staff are advised during orientation and annually thereafter of their duty to report incidents immediately to their supervisor or the QRM Lead.
- 2) Ensure that a process for verbally reporting reportable matters within the MOHLTC guidelines is maintained within the management team.
- 3) Inform all residents and their families of their duty to report and explain the procedure:
  - In discussion at the time of move in
  - At family information evenings
  - Post the procedure on the family bulletin board
- 4) Contact the MOHLTC Director immediately as outlined in the MOHLTC Act and Regulations.
- 5) Advise Support Services Office immediately whenever a complaint regarding the above circumstances is received.
- 6) Ensure that the incident is investigated, and a report is submitted to the MOHLTC Director within 10 days of becoming aware of the incident according to the requirements.

- 7) Ensure there is an analysis and follow-up action, including:
  - a. immediate actions that have been taken to prevent recurrence
  - b. long term actions planned to correct the situation and prevent recurrence
- 8) Update the CIS with actions from the investigation within 10 days; if all investigation cannot be completed within 10 days, update with a preliminary report. The final report to the Director must be completed within 21 days.
- 9) For the reportable matters noted, the CIS form should be filled out the following business day should it occur after 4:30 p.m. between Monday-Friday.