

Critical Incident Reporting

All employees are required to be aware of and follow procedures related to reporting critical incidents that may occur within the workplace or in the course of providing employment duties. Staff are required to refer to and follow specific procedures as proscribed by each of the individual contracts with which they work.

Critical Incidents are defined as any events or situations that jeopardize the health or safety of clients or staff. These situations include, but are not limited to, the following or as otherwise defined by the policy of the respective program:

1. Death
2. Physical injury
3. Fire Setting
4. Commission of a serious offense to or by the client or employee.
5. Client attempts suicide or is actively suicidal.
6. Any event that could result in media exposure.
7. Physical or sexual assault on or by client or employee.
8. Any instance of abuse or neglect to client by any person including another client.
9. Any credible allegation of caregiver misconduct (as described in DHS 13).
10. An incident of a critical nature that may not be identified above (i.e., death threat made to a client or employee.)

Critical Incidents must be reported in writing to the appropriate Milwaukee County program within one (1) business day of becoming aware of the critical incident or as defined by the respective program Policy and Procedures. In addition, a representative of APC must immediately report Critical Incidents to the parent/guardian, Care Coordinator, Case Manager, Care Coordination/Case Management Agency, Human Service Worker/Juvenile Justice Worker, or other system partner. Critical Incidents involving abuse or neglect must be reported to the respective investigative agency including the Division of Milwaukee Child Protective Services or their successor, and/or Adult Protective Services. Critical incident and notifications shall be documented in the client's Case Notes.