

**CONFIDENTIAL
COUNTY OF SAN DIEGO
HEALTH & HUMAN SERVICES AGENCY**

CRITICAL INCIDENT REPORT

Initial Report
 Follow-up Report

TO: Aging & Independence Services Director, and
Assistant Deputy Director (ADD) of Admin Support or ADD of Operations

FROM: Name _____
Phone _____

NAME OF INDIVIDUAL INVOLVED IN INCIDENT: _____ **AGE:** _____

CASE# or N/A: _____

SOCIAL WORKER: _____ **PROGRAM:** _____

NATURE OF INCIDENT (include relevant background):

DATE OF OCCURRENCE: _____ **REPORTED BY:** _____

DATE DISCOVERED: _____ **REPORTED TO:** _____

LOCATION OF INCIDENT:

COUNTY FACILITY (if any):

MEDIA INQUIRY: None or None Expected Potential Existing

IF POTENTIAL OR EXISTING MEDIA INQUIRY PLEASE EXPLAIN WHY:

OTHER INDIVIDUALS INVOLVED:

NAME: _____ **RELATIONSHIP:** _____

ACTION PLANNED OR TAKEN:

CRITICAL INCIDENT REPORT INSTRUCTIONS

Critical Incident Reports are completed whenever there is a high profile event that could result in media exposure. The following are examples including, but not limited to situations where a Critical Incident Report would be required:

- Serious physical injury or loss of life to staff or client.
- Receipt of a message threatening violence in any form.
- Receipt of a threat from a client, client's family member and/or another party who has been in contact with staff.
- Media involvement.

Please see the "Threatening Clients" memorandum (Attachment 13) in the AIS Employee Handbook for detailed procedures for reporting a threat. The AIS Employee Handbook can be found at the following location:

<http://hhsa-pg.sdcounty.ca.gov/AisEmployee/default.asp?Guide=AISEMPLYEE>

THE CRITICAL INCIDENT REPORT MUST BE COMPLETED THE DAY OF DISCOVERY AND FORWARDED TO THE PROGRAM MANAGER FOR REVIEW AND PROCESSING. THE PROGRAM MANAGER SHOULD CONSULT THE ASSISTANT DEPUTY DIRECTOR OF OPERATIONS AND/OR ADMINISTRATIVE SUPPORT WHEN THERE IS DOUBT IF A CRITICAL INCIDENT REPORT SHOULD BE COMPLETED. HOWEVER, WHEN IN DOUBT ONE SHOULD BE COMPLETED.

This form should be completed and submitted:

- Electronically as an email attachment.
- Copied and pasted into an email.
- Printed as a hard copy.
- To Assistant Deputy Director (ADD) of Operations or ADD of Administrative Support.
- To AIS Director

*If there are any media-related concerns please include the Communications Manager carbon copied in the email.