



The following incidents are considered critical incidents across all programs/ departments:

1. **Medication errors**[1] (*prescription medication administered in error by staff*)
 2. **Use of physical intervention** (restraint)-an action that is specifically prohibited at CSS.
 3. **Death**[2] of a recipient during provision of service.
 4. **Accident/ incident requiring medical and or police** (EMS, Primary Care, Hospital) **intervention**.^[3]
 - a. **Known or likely overdose**
 - b. **Fall, severe cut, or other injury** sustained on premises
 - c. **Violent actions** including physical harm to self or others
- *Note** Emergency Medical Services (EMS) calls for chronic health conditions or health conditions, for clients not enrolled in FDS or BH, not made worse by facility or staff actions should be reported as an **Incident** for tracking purposes **not as a Critical Incident** for programs that have access to digital incident reporting.
5. **Missing person** in the care of CSS when an Adult Protective, Law Enforcement, or Child Protective services report is filed.
 6. **Threat of harm to self or others** where someone has a plan and the means to act on the plan, that then requires notification of law enforcement, Adult Protective Services, non-voluntary psychiatric holds (or evaluation), or other external actions (OCS, APD, APS, Mobile Intervention Team, Crisis Intervention Officers, etc.)
 7. **Events requiring a law enforcement response.**
 8. **Other Report to Office of Childrens’ Services (OCS)/Adult Protective Services (APS) or Law Enforcement.**
 9. Anything that otherwise plausibly count as a **substantial risk** to staff, guests, clients, participants, resources, facility that causes service interruption or harm (sewage backup, loss of water, natural disaster, building break-in., vehicle theft, etc.)

[1] Family Disability Services and Behavioral Health is required to report a medication error for a client enrolled in their program.
 [2] Family Disability Services and Behavioral Health is required to report the death of a recipient enrolled in the program.
 [3] Family Disabilities Services and Behavioral Health is required to report calls to emergency services (911 police or EMS) within 24 hours