

COMMUNITY CARE PETERBOROUGH**Standards, Policies, and Procedures**

Policy Name: Client Injury, Illness, or Death
Emergency Response

Policy Number: CLI-1-91
Date Approved: July 31, 2018
Date Reviewed:

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SCOPE

All agents of Community Care Peterborough; defined as employees, volunteers, brokered helpers, and students.

RATIONALE

To safeguard the safety and well-being of clients by ensuring that all agents of Community Care Peterborough are aware of the response protocol for client injuries, sudden illness, or death.

POLICY

All agents of Community Care Peterborough will follow emergency response protocols in the event of a sudden illness, injury, or death during service delivery unless specific alternate instructions are provided. When alternate instructions are provided, Community Care Peterborough will discuss with the client and others involved to determine the extent to which Community Care Peterborough will follow the instructions.

PROCEDURES**Sudden or Acute Illness or an Accident during Service Delivery**

1. The agent responsible for the client at the time of the incident or when it was reported will respond to the immediate needs of the client. When in doubt the agent will call 911 and follow the operator's instructions.
2. The agent will advise Community Care Peterborough by phone by speaking with an employee in person, instead of leaving a voicemail message.
3. If the agent leaves a message the agent must contact Community Care Peterborough again if they have not had a response within 15 minutes and ask to urgently speak with another Coordinator or supervisor.
4. If the emergency occurs after business hours, the agent will follow the on-call procedure.
5. The Coordinator/designate will contact the client's emergency contacts.

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6. The Coordinator/designate may request that the volunteer or brokered helper complete a *Reportable Client Event Form* or will take a detailed verbal report of the incident.
 7. The Coordinator/designate will complete the Reportable Events report in the client's file in accordance with policy CLI-1-95.

Unexpected Deaths

8. The agent must take care not to touch anything in the room, including the body.
9. The agent must call 911 immediately and not leave the premises until the police arrive.
10. The agent will advise Community Care Peterborough by phone by speaking with an employee in person, instead of leaving a voicemail message.
11. If the agent leaves a message the agent must contact Community Care Peterborough again if they have not had a response within 15 minutes and ask to urgently speak with another Coordinator or supervisor.
12. If the unexpected death occurs after business hours, the agent will follow the on-call procedure.
13. The Coordinator/designate will contact the client's emergency contacts.
14. The Coordinator/designate may request that the volunteer or brokered helper complete a *Reportable Client Event Form* or will take a detailed verbal report of the incident.
15. The Coordinator/designate will complete the Reportable Events report in the client's file in accordance with policy CLI-1-95.

Expected Deaths for PSWs Supporting Palliative Plan of Care

16. The PSW must contact Community Care Peterborough immediately by phone by speaking with the Coordinator or Manager in person, instead of leaving a voicemail message.

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17. If the PSW leaves a message they must contact Community Care Peterborough again if they have not had a response within 15 minutes and ask to urgently speak with Coordinator or Supervisor.
 18. The PSW should cover the body with a sheet after instructions to do so by their Coordinator/Supervisor.
 19. The Coordinator/designate will contact the client's emergency contacts.
 20. The PSW will wait for either the family member, caregiver, or CCP employee to arrive before leaving.

Approved: _____

D. Belair
(Signature – Executive Director)

Date: 31 July, 2018

REFERENCE

CLI-1-90: Client Not Seen Not Found Emergency Response

CLI-1-95: Reportable Client Events

VOL-3-10: Emergency Response and Reporting

Reportable Client Event Form

CIMS Manual drive: Reportable Client Events Documentation instructions

