



## Incident Report Summary (2017)

This report is prepared annually and sent to the Board of Directors, Joint Health and Safety Committee and the Management team for review in an effort to assess the potential safety needs of the agency and to analyze trends.

For the year 2017, Touchstone Family Association documented 151 significant incidents in its programs with the majority of incidents occurring in the residential program, Francis House, with 142 significant incidents. The 9 incidents that occurred in the Richmond Programs break down into the following categories:

Abuse Disclosure:	3	incidents
Aggressive Behaviour:	1	incident
Suicide Ideations:	1	incident
Injury	1	incident
Other	2	incidents
Alcohol/Drug	1	incident

The Richmond Programs provide service to over 300 children, youth and families so we consider this small amount of reportable incidents an expected number over the course of the year. There was a significant decline in the number of reportable incidents this year. Three of the incidents were disclosures of abuse (physical, emotional and/or sexual in nature). There was one incident of aggressive behavior which occurred in the Richmond office. All agency staff are trained in Non-violent Crisis Intervention and are subsequently adequately prepared to properly debrief with their clients and help them identify triggers. These incidents were reported to the Ministry for Children and Family Development (MCFD) and/or legal guardian where necessary. There was one incident of suicide ideations this year, one incident involving alcohol and one injury (of a passerby where Touchstone staff intervened). There were two incidents in the “other” category that included some lost money by a client and another passerby becoming ill and requiring assistance.

These incidents were followed up by the clients’ counsellors, when needed. All incidents were handled in a timely and appropriate manner ensuring that the clients were kept safe.

### Trends (Richmond Programs)

The noticeable trend at the Richmond site is that the majority of reported incidents were pertaining to incidents of disclosures of abuse. This is expected, given the services that Touchstone offers to the community.

### Francis House

In reviewing the incidents for 2017, it was noted that the reported number of incidents was substantially higher than last year for the residential program (142 reported incidents; up from 76 in 2016).

The incidents that occurred at Francis House break down into the following categories with the number of incidents following:

Aggressive or Assaultive Behaviour (including verbal) -	18
Suicide Ideations/Self-harm –	12
Property Damage -	1
Alcohol or Drug Use -	2
AWOL (including late curfew) –	86
Allegations (towards staff or youth) -	2
Unusual Behaviour (erratic behaviour, car accident) –	14
Fire Setting -	0
Injury -	1
Theft -	1
Medication Error -	0
Disclosures -	3

This report noted a substantial increase in the overall number of incidents reported in 2017. There were a total of 142 incidents documented at Francis House, a significant increase from 2016 (76 in total). Most notably there was a large increase in the amount of “AWOL” related incidents among the youth living in the resource. These numbers increased significantly in 2017 due to one or two youth in particular; youth with major attachment issues who refused to connect to the staff and program. Most other categories retained a similar number of incidents. Of note, the “Medication Error” category had no incidents, indicating that the staff are properly trained and pride themselves in working in a professional manner.

### Use of Restraint

For the year 2017, there were no restraints in the residential program (similar to 2014, 2015 and 2016). Staff have had to intervene physically at times; most typically redirecting the youth with body positioning or placing a hand on the client’s shoulder to prevent them from running into traffic. However, no official team restraint was used.

In an effort to minimize or eliminate the number of restraints in the program, Touchstone continues to train its staff in non-violent crisis intervention training (commonly called “CPI”). This allows staff to be fully trained or refreshed in proper de-escalation techniques, awareness of personal triggers for youth and staff and to learn or practice the proper technique for restraints. This training has been maintained on a consistent basis (annually) and is reviewed at staff meetings.

Our goal is to minimize and/or eliminate restraints but understand that it may be necessary as a last resort (which is also the mandate taught in CPI). This goal will be reviewed annually alongside our review of pertinent training for Touchstone programs.

At this time, there are no areas that require significant improvement; our training is thorough and includes full-time staff, part-time staff, students and volunteers. We will continue to maintain our high level of awareness and training.

In terms of factors impeding the elimination of restraints, there are no program or staff factors contributing to this at this time. However, the program receives referrals for youth that are extremely volatile, mentally ill and aggressive; this in itself is a factor that impedes the complete elimination of restraints for the program.

The Richmond site has a “no restraint” policy.

In terms of seclusion; the Richmond site and the residential program do not utilize seclusion as a behaviour management technique.

As the youths’ needs become more complex, additional support is required. Integrated Case Management is an integral part of the child’s welfare and helps provide the necessary comprehensive care of these youth. Francis House continues to work in collaboration with other professionals when dealing with some of these incidents. MCFD After Hours, Police, Ambulance, Licensing (VCH) and Child and Youth Mental Health have all provided invaluable assistance to the staff of Francis House. These additional resources continue to be an asset to the youths’ overall well being.

### Trends (Francis House)

In summary, the staff of Francis House have resolved these significant incidents in an appropriate and professional manner. The management and staff teams, as well as the Health and Safety Committee, consistently review these incidents in search of improvements, alternative interventions, trends or patterns. Francis House continues to strive to be a safe and therapeutic environment for the youth at all times.

The only noted trend over this last year is that, other than the “AWOL” category, all other categories remained similar, in terms of number of instances. The Francis House program works collaboratively with MCFD Resources to ensure that the youth referred to the program are appropriate and a good fit. This too, helps tremendously in establishing a safe environment for all youth living at Francis House. Francis House has a new Resource Worker and we look forward to working collaboratively with her.

One factor that continues to be a trend is that the staff team at Francis House has also had little change over the past few years. An experienced and close team can have a very positive impact on the therapeutic responses within the program.

### Training Needs

Touchstone Family Association is an accredited agency and Francis House is a licensed facility (Vancouver Coastal Health Authority). These governing bodies ensure that Touchstone delivers a high level of service at all times. All agency staff are trained in Non-Violent Crisis Intervention and First Aid.

Accreditation standards ensure that there is competency-based training provided to the Francis House staff on an annual basis. This includes, but is not limited to, trauma, attachment, learning disabilities, growth and development and the effects of placement on children. The Francis House staff are trained

annually on proper Medication Management and have a Clinical Counsellor that provides family and individual counseling to the youth and their families.

The most recent significant training for the Francis House team (and all of Touchstone) is Suicide Prevention Training. This was recognized as essential training, given the nature of our work. Staff attended the Vancouver Crisis Institute to receive this particular training.

This report, in combination with the annual Performance Outcome Evaluation Reports, identifies the training needs of the staff. By regularly reviewing incidents on a multi-level capacity and by providing relevant training to staff, we aim to decrease the number of recurring incidents. Regular staff meetings and supervision also contribute to the prevention of significant incidents and the recurrences thereof.

### Reporting Requirements

**Internal:** All incident reports are completed by the staff involved in the incident on the same day of the incident. The report is then sent to the Program Director for review.

All incident reports are subsequently reviewed by the Health, Safety and Accessibility Committee, the management team and the staff team (at staff meetings).

**External:** All incident reports are sent to the MCFD social worker of the client/youth and to the MCFD Resource worker when applicable. Additionally, the residential program is a licensed facility and is required to report to the Vancouver Coastal Health Authority.

Reports may go to collateral professionals as appropriate (probation officers, mental health workers, etc.).

In conclusion, upon review of the incidents at Touchstone Family Association for the year 2017, it is noted that each incident was handled professionally and in a timely manner. The appropriate authorities were contacted as needed and any necessary follow-up was performed. The reports are reviewed by the Health, Safety and Accessibility Committee as well as by the management and staff teams, allowing for direct and consistent communication pertaining to incidents, throughout the agency. The staff at Touchstone work with an extremely vulnerable and/or high risk clientele and encounter crisis almost daily. Their commitment to their client's safety and well being is commendable.

Respectfully submitted,



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Francis House