

Critical Incident Policy and Reporting Procedure

The Colorado Office of Public Guardianship (COPG) Critical Incident Policy and Reporting Procedure (herein after “Policy”) will determine the process by which critical incidents are reported to the COPG Commission.

- a. The Policy will include definitions, statutory requirement, reporting requirements, critical incident reporting, and incident management.
- b. The main purpose of the Policy is to ensure the oversight, health, safety, and welfare of COPG clients.
- c. As the COPG serves At-Risk Adults and Individuals with Intellectual and Developmental Disabilities, definitions for the Policy are copied directly from the following statutes (see attached):
 1. Intellectual and Development Disabilities – Definitions: CRS 25.5-10-202 (29.5)
 2. Unlawful Sexual Behavior - Definitions: CRS 18-3-401
- d. Mandatory reporting requirements. As guardians, the COPG staff are mandatory reporters. Mandatory reporting incidents will be reported to the Commission as outlined below.
 1. Wrongs to At-Risk Adults - Mandatory Reports of mistreatment of at-risk elders and at-risk adults with IDD – list of reporters - penalties: CRS 18-6.5-108
 2. Protective Services for At-Risk Adults - Reporting Requirements: CRS 26-3.1-102
- e. Critical Incidents are defined as an actual or alleged event that creates the risk of serious harm to the health or welfare of a COPG client; and it may endanger or negatively impact the mental and/or physical well-being of a COPG client.
- f. The Director notifies the Commission Chair of certain Critical Incidents within 24 hours. These are Critical Incidents that the Director deems could reasonably result in extreme harm to the COPG client, or contact by the COPG client’s family members, or by the media. Such Critical Incidents are:
 1. Expected or unexpected death of a COPG client
 2. Elopement in which the COPG client is not immediately found, their safety is at serious risk or there is a risk to public safety
 3. Missing person

- g. Critical Incidents as reported to the Commission include, but are not limited to:
 - 1. Expected or unexpected death of a COPG client
 - 2. Injury or illness requiring emergency care or overnight hospitalization
 - 3. Elopement in which the COPG client is not immediately found, their safety is at serious risk or there is a risk to public safety
 - 4. Missing person
 - 5. Suspected mistreatment (abuse, caretaker or other neglect, exploitation)
 - 6. Medication errors that result in medical treatment or hospitalization of a ward
 - 7. Suspected criminal activity involving a COPG client either as a victim or perpetrator
 - 8. Unresolved situation of unsafe housing or displacement

- h. Critical Incidents will be reported to the Commission at the minimum rate outlined below and via email. Serious incidents may be reported to the Commission sooner at the discretion of the Director or Commission Chair.
 - 1. Expected or unexpected death of a COPG client – Within 24 hours.
 - 2. Injury or illness requiring emergency care or overnight hospitalization – Quarterly.
 - 3. Elopement in which the COPG client is not immediately found, their safety is at serious risk or there is a risk to public safety - Monthly.
 - 4. Missing person - Monthly.
 - 5. Suspected mistreatment (abuse, caretaker or other neglect, exploitation) - Monthly.
 - 6. Medication errors that result in medical treatment or hospitalization of a ward – Quarterly.
 - 7. Suspected criminal activity involving a COPG client either as a victim or perpetrator - Quarterly.
 - 8. Unresolved situation of unsafe housing or displacement – Quarterly.

- i. Critical Incidents reported to the Commission will be marked Confidential and will not include any personal identifiable information (PII). At a minimum, Critical Incidents will include:
 - 1. OPG Representative
 - 2. OPG Case ID
 - 3. Date
 - 4. Time
 - 5. Parties Involved [APS, Facility Staff, Perpetrators, etc.]
 - 6. Narrative of Critical Incident
 - 7. Deadlines or Follow up Needed

- j. All communications regarding the Critical Incident shall be logged within the Case Management System using the Critical Incident Reporting System.
- k. Critical Incidents will be tracked on a regular basis to determine any trends that may need to be addressed.