


San Bernardino County

Department of Behavioral Health

Incident Reporting Master Policy

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DocuSigned by:

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Policy It is the policy of the Department of Behavioral Health (DBH) to ensure adequate processes are followed to meet the requirement of thorough and prompt review, response and reporting of all safety-related incidents, accidents, hazardous working conditions, unsafe work environments or practices, and/or unusual occurrences involving DBH staff and/or clients.

Purpose To promote a safe and healthful working environment ensuring uniform and streamlined reporting process for all incidents at all levels within DBH.

Definition(s) **Accident:** An event that happens unexpectedly, unintentionally, or by chance, typically resulting in damage and/or injury.

Emergency: An event that results in any serious injury requiring immediate attention or necessitating medical treatment. **In cases of emergency, call 9-1-1.**

Hazard: A situation for which there is a level of threat to health, property, environment, or life. Some hazards may go unnoticed, but once a hazard becomes 'active', it can create an emergency situation.

Incident: An event that results in injury to County employees, volunteers, and/or members of the public; damage to County property or the property of others, or the loss of County property, money, or securities.

Occupational Injury/ Illness: An injury or illness that arises out of employment or is suffered in the course of employment.

Legal Authority County Risk Management is responsible for determining County liability and for resolution of claims against the County.

Continued on next page

San Bernardino County

Department of Behavioral Health

Incident Reporting Master Policy, Continued

Insurance Information

San Bernardino County is self-insured and self-administered for both workers' compensation and liability claims. County employees and volunteers are protected under California Workers' Compensation laws for occupational injuries or illness. Coverage includes:

- Property damage to others
- Public and general liability
- Workers' Compensation
- Damage to or loss of County property

Reportable Incidents

The following are categories of incidents that should be reported:

Incident Category/Description	Applicable Party
Dangerous behavior, disturbance/ destruction of property, medical/ injury, sexual behavior, victimization	Clients
Death of a client	
Hazardous working condition, unsafe work environment, and/or unsafe job practices	Employees
Property damage, including damage to or loss of County property or theft	
Threats and/or assaults on DBH staff	
Injury, exposure to communicable disease or bloodborne pathogens, or any matter that can result in a Workers' Compensation Claim	
Incidents that may incur County and/or DBH liability	Clients and employees
Unauthorized possession of weapons	
Vehicle accidents, damage to vehicles, with/without injury (may involve transport of client within vehicle)	

Continued on next page

San Bernardino County

Department of Behavioral Health

Incident Reporting Master Policy, Continued

Employee Related Reporting Procedures

All occupational accidents, injuries, illnesses, and incidents involving DBH employees must be appropriately reported in a timely manner. The following procedures have been identified as containing reporting requirements:

Reporting	Related Procedure
Employee Related	<ul style="list-style-type: none">• <u>Bloodborne Pathogen and Hazard Response and Reporting Procedure</u> (SFT7030-1)<ul style="list-style-type: none">– For reporting employee exposure to bloodborne pathogens and other hazardous material.– For reporting hazardous working conditions, unsafe work environments, and/or unsafe job practices.• <u>Occupational Injury or Illness Procedure</u> (SFT7020)<ul style="list-style-type: none">– For reporting employee related workplace injuries, illnesses, and/or death.– If employee is injured in a vehicle accident, this procedure is followed in conjunction with the Vehicle Accidents Reporting Procedure (SFT7019-1).• <u>Possession of a Weapon Procedure</u> (SFT7010-1)<ul style="list-style-type: none">– For reporting any person who brings or possesses any weapon within any state or local public building.• <u>Emergency Situations at DBH Facilities</u> (SFT7015-1)<ul style="list-style-type: none">– For reporting threats and/or assaults on staff or DBH facilities.– If employee is injured in an assault, this procedure is followed in conjunction with the Occupational Injury or Illness Reporting Procedure, completing the Occupational Injury Report and Duty to Protect Procedure (CLP0819-1), when appropriate.• <u>Vehicle Accidents Reporting Procedure</u> (SFT7019-1)<ul style="list-style-type: none">– For reporting vehicle accidents, damage to vehicles, with/without injury.– If employee is injured in a vehicle accident, this procedure is followed in conjunction with the Occupational Injury or Illness Reporting Procedure (SFT7020), completing the Occupational Injury Report.– County Incident Report Form is only to be completed when a County-DBH employee gets into a collision on County time (in their own vehicle, leased for business-related use, or a County owned/issued vehicle).

Continued on next page

San Bernardino County

Department of Behavioral Health

Incident Reporting Master Policy, Continued

Client Related Reporting Procedures

All accidents, injuries, illnesses, and incidents involving clients must be appropriately reported in a timely manner. The following procedures have been identified as containing reporting requirements, continued:

Reporting	Related Procedure
Client Related	<ul style="list-style-type: none">• <u>Duty to Protect Procedure (CLP0819-1)</u><ul style="list-style-type: none">– Designated DBH staff have a mandatory duty to attempt to protect any reasonably identifiable victim(s) of a serious threat.• <u>Investigating and Reporting Death of a DBH Client (MDS2040)</u><ul style="list-style-type: none">– For reporting the death of a client.• <u>Possession of a Weapon Procedure (SFT7010-1)</u><ul style="list-style-type: none">– For responding to clients or any other person in possession of a weapon on DBH premises.– DBH holds a zero tolerance standard with regard to threats or violent behavior in the workplace, including prohibiting the possession of a weapon.• <u>Emergency Situations at DBH Facilities (SFT7015-1)</u><ul style="list-style-type: none">– For reporting threats of assault (direct or indirect, implied, or actual) and violent behavior towards DBH staff, clients, or any other person on DBH premises.

Note: Refer to the appropriate procedure for reporting processes and forms.

Continued on next page

San Bernardino County

Department of Behavioral Health

Incident Reporting Master Policy, Continued

Client Related Reporting Procedures,
continued

Staff roles/responsibilities regarding accidents, injuries, illnesses, and incidents involving DBH employees and/or clients are as follows:

Staff	Roles/Responsibility
Employee	<ul style="list-style-type: none"> Notify the immediate supervisor or designee of incident/accident, even if medical attention is not needed. If unable to notify due to injury, illness, and/or hospitalization, have someone notify the immediate supervisor or designee. Initiate, complete, sign, and process forms, as indicated in the appropriate procedure and in a timely manner.
Supervisor/Manager	<ul style="list-style-type: none"> Notify the DBH Director's office support staff of accident, injury, illness, and/or incident, as appropriate. Initiate, complete, sign, and process forms, as appropriate and in a timely manner. In the event an incident causes injury or exposure to blood/bodily fluids, etc., of a DBH employee reference the Bloodborne Pathogen and Hazard Response and Reporting Procedure (SFT7030-1). Provide employee with forms for completion and signature, as appropriate. <p>If serious injury or death to a client, employee or member of the general public associated with DBH, <u>IMMEDIATELY contact the following and forward completed Unusual Occurrence Form within 24 hours:</u></p> <ul style="list-style-type: none"> – DBH Director's Office support staff – Appropriate Program Manager
Director's Office Support Staff	<ul style="list-style-type: none"> DBH Director's Office support staff shall receive and route all reports to the appropriate Deputy Director, including the Program Manager and Executive Assistant in the communication. Obtain the Director's and/or Deputy Director's signature on forms, when applicable. <p>If serious injury or death to a client, employee or member of the general public associated with DBH, <u>IMMEDIATELY contact and forward applicable forms to the following:</u></p> <ul style="list-style-type: none"> – Director, Assistant Director, and/or designee – Appropriate Deputy Director(s) – DBH Office of Compliance – DBH Medical Director – DBH Payroll – DBH Disaster Safety, if incident is a result of DBH safety issues

**San Bernardino County
Department of Behavioral Health**

Incident Reporting Master Policy, Continued

**Client Related
Reporting
Procedures,
continued**

Staff	Roles/ Responsibilities
Deputy Director	<ul style="list-style-type: none">• Communicate and/or coordinate with DBH Director, DBH Assistant Director, and DBH Public Relations and Outreach Services Office, should media contact DBH.
Compliance	<ul style="list-style-type: none">• Evaluate if any action(s) warrant follow-up with program leadership (e.g., required reporting, fraud/waste/abuse or privacy concerns, and/or receipt of related documentation such as police report, etc).• Ensure Department response to Risk Management claims as a result of an incident is completed when requested and/or applicable (generally several months after incident).
DBH Human Resources/ Payroll	<ul style="list-style-type: none">• Communicate with Risk Management, as appropriate (employee related).• Provide the workers compensation forms/information and schedule a County Wellness Center appointment, as appropriate.• Send copy of forms and/or reports to Risk Management, as appropriate.
Disaster/ Safety Coordinator	<ul style="list-style-type: none">• Review incident reports with DBH Safety Committee, as appropriate.• Make recommendations to management to reduce occurrence of incidents.• Maintain data on all incidents for tracking, trend analysis, training, and incorporation into required reporting, as appropriate.

Continued on next page

San Bernardino County

Department of Behavioral Health

Incident Reporting Master Policy, Continued

Related Policy and Procedure

[DBH Standard Practice Manual](#)

- Investigating and Reporting Death of a DBH Client (MDS2040)
- Possession of a Weapon Policy (SFT7010)
- Possession of a Weapon Procedure (SFT7010-1)
- Emergency Situations at DBH Facilities Policy (SFT7015)
- Emergency Situations at DBH Facilities Procedure (SFT7015-1)
- Vehicle Accidents Reporting Procedure (SFT7019-1)
- Occupational Injury or Illness Procedure (SFT7020-1)
- Bloodborne Pathogen and Hazard Response and Reporting Policy (SFT7030)
- Bloodborne Pathogen and Hazard Response and Reporting Procedure (SFT7030-1)

[DBH Internal DBH Forms & Manuals](#)

- DBH Heat Illness Prevention Plan ([HIPP](#))

[County Policy Manual](#)

- Bloodborne Pathogen & Tuberculosis Exposure Report Form (15-19418-000)
 - Violence and Threats in the Workplace-Zero Tolerance (13-07)
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Reference(s)

- [CA Code of Regulations, Title 8, Chapter 4.5 Sub-Chapter 1.5](#)
 - [CA Code of Regulations, Title 8, §14300](#)
 - [California Labor Code, Section 6332](#)
 - [Occupational Safety and Health Act of 1970](#)
 - [Occupational Safety and Health Administration, 2004, *Guidelines for Preventing Workplace Violence for Health Care & Social Services Workers*.](#)
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