Incident: An unusual or significant event that disrupts or adversely affects the course of treatment or care of a consumer/customer. Unusual or significant events should be identified on an individual case by case basis and may be different based on individual consumer needs/treatment. Incidents may include but are not limited to:

- The death of a consumer.
- Any injury of a consumer explained or unexplained.
- An unusual medical problem.
- Sentinel or adverse event.
- Environmental emergencies/incidents that could have caused an injury.
- Problem behaviors not addressed in a plan of service, such as breaking things, attacking other people, or setting fires.
- Suspected abuse or neglect of a consumer.
- Inappropriate sexual acts.
- Suspected sexual abuse.
- Medication errors.
- Medication refusals, unless addressed in the plan of service.
- Suspected criminal offenses involving consumers.
- Every use of physical intervention.
- Any significant event in the community involving a consumer.
- A traffic accident involving consumers.
- A consumer leaving the home without permission or notice.
- Consumer arrest or conviction.