

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.**