



CRITICAL INCIDENT REPORTS

The Utah Department of Human Services (DHS) requires licensed treatment programs to document and report all critical incidents (CI). Anyone interacting with youth under the program's care is required to file CI reports. This includes program owners, support staff, contracted employees, and unpaid volunteers.

CI reports must be submitted in 1 business day to the Office of Licensing and, in some cases, child protective services and/or law enforcement. The legal guardians of all children involved must be notified about the CI within 24 hours.

WHAT MUST BE REPORTED?

Critical incidents are defined by the Office of Licensing Rule under R501-1-3 and include the following:

Any practice prohibited under [Section 62A-2-123](#)

Allegations of abuse and/or suspected abuse

- This includes physical, emotional, and sexual abuse, exploitation and exposing a minor to inappropriate material (ie pornography)

Acts and/or threats of violence

- A threat of violence with the intent to commit substantial bodily injury and/or property damage is considered abuse and must be reported as CI

Neglect and/or suspected neglect

- Neglect is defined as the abandonment or failure to provide necessary care including nutrition, shelter, bedding, hygiene, education, and health care

Unexpected death of a client

Unauthorized departure of the client from the program (going AWOL)

The unlawful and/or unauthorized presence of drugs, alcohol, and dangerous weapons

Exploitation

- Exploitation is defined as using a client's property, labor, or resources in a way that is contrary to their best interest and/or for the personal gain of someone else
- Using a client's labor without paying a fair wage and/or comparable non-monetary compensation is considered exploitation
- Engaging the client in any form of sexual conduct is exploitation

Use of restraint and/or seclusion

- All restraints and all seclusions in congregate care programs are considered CI that must be reported
- All staff misuse of force (ie acting outside of training, using threats or intimidation) must be individually reported as CI

Strip search or body cavity search

- The use of strip searches and/or body cavity searches in congregate care programs are considered CI that must be reported

Any significant medical emergency

- Any injury or illness that poses an immediate threat to the person's health and/or requires emergency medical care must be reported
- This includes hospitalization of clients for any reason (expected or unexpected)

Any client injury (including self-injury) requiring medical attention beyond basic First Aid

- This includes any client injury that results from staff restraint/use of force
- Attempted self-directed violence must be reported. Interrupted acts of self-harm must be reported if they have the potential to be life-threatening

Medication errors that impact the client's well-being or functioning

Outbreak of serious illness

- A list of diseases legally required to be reported can be found [here](#)

Any environmental change that compromises immediate safety

- This includes flood, fire, building collapse, weather events, natural disasters, and infestations

HOW TO SUBMIT CONCERNS

Failure to properly document and/or report CI can have serious repercussions including revocation of the program's license and/or forced program closure.

If you suspect mistreatment at a licensed facility, you may submit a concern to the DHS Office of Licensing. Concerns can be submitted online at <https://hslic.utah.gov/submit-a-concern>. You may also call (801) 538-4242 and/or email licensingconcerns@utah.gov if the website is not working.

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