

Visitor Fall Reporting Guidelines

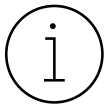
Visitors are **members of the public** who come into a Health PEI facility. **Visitors** could also include **patients who are not currently registered** to receive care and **those entering/exiting the facility** for care/appointments.

IF A FALL OCCURS:



INSPECT THE AREA

- For deficiencies that may have contributed to the fall.
- If necessary, restrict access or place caution signed to prevent further incidents.



COLLECT KEY INFORMATION

- Gather the name and contact information of the individual.
- What footwear was worn by the individual?
- Were there any witnesses? If so, gather their contact information.
- Is there video recording of the area in question? If so, isolate ASAP.



DOCUMENT THE SCENE

- Describe and take pictures of the area where the fall occurred ASAP, to capture the conditions as close as possible to the time of the fall.



IF WEATHER RELATED (OUTDOOR FALLS)

- What was the time of the last snow clearing or weather monitoring, prior to the fall occurring?
- Did the fall occur in a parking lot or walkway, and who is responsible for snow clearing or de-icing (Health PEI staff or private contractor) in that area?
 - If private contractor, obtain a copy of the current contract for service.
 - For areas maintained by Health PEI, document applicable guidelines or practices for snow and ice management, including logs or records of monitoring activities.



REPORT THE INCIDENT

- Enter the incident and all information gathered into the **Provincial Safety Management System (PSMS)** and **advise** your **immediate supervisor** and **Quality Patient Safety Consultant** as soon as possible.

FACILITY MANAGERS



Maintain logs of actions performed by Health PEI staff, such as:

- parking lot and walkway inspections,
- sweeping/mopping,
- snow/ice clearing.

Ensure contracts with private snow-removal services are up-to-date and easily accessible.

SECURITY STAFF



Document all incidents in Security Daily Logs with clear and thorough details.

Notify the Facility Manager promptly of any fall-related incidents or hazards.