

# Policies, Procedures & Incident Reporting

## Caregiver Learning Guide

**How to use this guide:** Read it alongside the lesson video, keep it as a quick reference on the job, and review it before taking the lesson quiz.

## What you'll learn

- Know your responsibility to learn and follow agency policies and procedures
- Recognize what counts as a reportable incident
- Respond to incidents correctly and report within required timelines
- Document incidents accurately and objectively

## Know and follow your agency's policies

Your agency's written policies and procedures explain how to do your work safely and legally — emergency procedures, safety practices, incident response, data privacy, and maltreatment reporting. You learn where they are kept during orientation, and you are responsible for knowing and following them (245D.09).

## What is an incident?

An incident is an event that affects a person's health, safety, or rights. Under 245D.06, your agency must respond to incidents to protect the person and reduce the risk of harm.

## Common reportable incidents

- Serious injury or sudden serious illness
- Medication errors (missed, wrong, or extra dose that could cause harm)
- Unauthorized absence — a person is missing or leaves without needed supervision
- Emergency use of manual restraint
- A person's death
- A person who is the victim or perpetrator of a crime, including suspected maltreatment
- A mental health or behavioral crisis, or any time police, fire, or ambulance are called

## Reporting: how fast and to whom

Your agency must report incidents within 24 hours of the incident, or within 24 hours of learning it occurred. Reports go to the person's case manager, their legal representative or designated emergency contact, and anyone else identified in the support plan. Notify your supervisor right away.

**Emergency manual restraint:** verbal report within 24 hours, plus a written report and internal review (245D.06, 245D.061).

## How to respond

- Ensure safety — protect the person and others; call 911 if needed.
- Get help — provide or summon care; follow emergency procedures.
- Notify — your supervisor and the required contacts.
- Document — write an accurate, complete incident report.

## Documentation

Stick to the facts you saw and heard, write it as soon as possible, be complete and legible, and note the date, time, and people involved. Never guess, add opinions, delay, leave blanks, or alter a record after the fact.

## Legal references

Minn. Stat. 245D.06 (protection standards; incident response & reporting) · 245D.061 (emergency use of manual restraint) · 245D.09 (orientation to policies & safety).

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