



**Department of Justice and Public Safety**  
**Adult Custody Services**

Policy: **Incident reports D50**  
Effective: March 2001  
Revised: December 2022

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**MISSION STATEMENT**

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Adult Custody Services is committed to providing professional practices that respect human rights and ensure safety for all. To be successful we will deliver fair practices, incorporate transparent policies and procedures, ensure independent quality assurance processes, and provide program access that allows for educational, cultural, traditional, and faith-based services as well as mental wellness and community re-entry assistance.

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**PURPOSE**

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To establish procedural guidelines for the reporting, in writing, of staff's knowledge of any information regarding conduct, emotional state or events affecting clients in their care and also any unusual incidents or special occurrences which constitute a violation of a legal statute, provincial or local policy and procedure or established Institutional routine.

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**LEGISLATIVE AUTHORITY**

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[NB Corrections Act](#)

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**SCOPE**

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This policy applies to all employees of the Adult Custody Services division of the Department of Justice and Public Safety.

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**POLICY GUIDELINES**

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An Incident report is a permanent, factual record completed by Adult Custody staff providing information regarding conduct, emotional state, and events affecting offenders as well as; describing events, incidents or occurrences which may have implications toward the safety and security of the facility and/or its occupants.

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**PROCEDURE**

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Each Adult Custody Officer directly involved or witnessing a reportable event is to, before the completion of his/her workday, prepare an incident report according to the following procedure:

- 1) **The report is to be completed on the Client information System (CIS).** Incident reports shall be written as a narrative using straightforward and simple language (avoid institutional jargon). The incident report shall be written in a fashion that states:
  - What was witnessed by the writer in relation to what was observed and heard in relation to the actions of the Clients; Adult Custody Officers and others that were present during the time of the incident is stated.
  - All the actions taken by the writer in relation to the incident are to be included.

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2) It shall answer the seven key elements of report writing:

- Who (involved clients –staff)
- What (violation or Offense).
- When (time & date).
- Where (location)
- Why (motive)
- How (method of operation) and
- Action taken

In addition to the W-W-W-W-W-H you should also include an ACTION; (What was the result? What was the outcome? What was the response? What actions were taken regarding the information you presented earlier in your report, whether it is a final action, or it is a pending action).

The report can be written in either official language. The report may contain recommendations as deemed appropriate.

- 3) In accordance with national standard incident reports are to be dated as follows: year, month, and day, (e.g. 21-11-01). All references to time are to be in terms of the twenty-four-hour clock.
- 4) The SUPERVISOR or designate will create an incident report summary in CIS and link
- 5) Report Number on the top right-hand corner will be assigned by the CIS system.
- 6) Name of the clients (fill in the client's full name and CIS number). If several clients are involved in the same incident, list all clients and their respective CIS number. This is automatically generated in CIS.
- 7) Type of Incident and Code (Listed below, A-escape/attempted escape/AWOL; B-suicide/attempted suicide; C-fire/false alarm; D-assault/threats; E –damage to public property; F- contraband; G-violation of temporary absence; H-medical; I-Client behaviour; J-other i.e.: information reports) if you are unsure, the SUPERVISOR will fill the code in. (If a Protocol is required for the incident, check cover page and then check what type of Protocol is required besides the Client names.
- 8) Summary of Events: A summary of the incident, written in a clear, precise manner. Example I/M Johnson removed from Segregation to Unit 4, as per SERGEANT X. Example of narrative: Approximately 22:30 on April 30/00, this writer (or I, CO M) responded to a 10-99 in Unit 2. Upon entering the unit, CO X was restraining Client M. etc.)
- 9) The following are appropriate words to use in your narrative: restraining, safety vest or fire-retardant vest, restraints were applied, self-mutilated, self harm, safety equipment or ERT gear.
- 10) Recommendations: by Adult Custody Officers.
- 11) Reporting Adult Custody Officers: Name Printed and Signature of CO
- 12) Recommendations: by Sergeant
- 13) Sergeants Name Printed and Signature.
- 14) Superintendent: Signature and dated.

Reports are to be typed on the computer, including the five 5C check list:

- Clear,
- Correct,
- Concise
- Complete and
- Courteousness



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The completed report is to be personally turned in to the immediate Sergeant, who will review the information, make recommendations, and sign the form.

The Superintendent or designate, after reviewing the incident report(s), is to determine if any additional investigation or action is to take place.

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**RELATED POLICY**

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- D15 Searches
- D18 Client Escorts
- D19 Hospital Supervision
- D20 Emergencies
- D21 Disturbances
- D22 Terrorism/Bomb Threats
- D23 Hostage Taking
- D24 Escape/Rumor of Escape
- D25 Failure to Report to jail as required
- D26 Death in Custody
- D29 Use of Force
- Adult Institutional Policy Manual NB