



Incident Reporting

WHY REPORT CERTAIN INCIDENTS TO DDS?

When an individual receives DDS funded supports in their home, or when DDS shares responsibility with other members of a individual's team for their safety and well-being. DDS needs to know when serious events happen to an individual so they can help evaluate whether the individual is receiving the supports that he or she needs, and whether appropriate action has been taken to protect the individual and prevent a recurrence.

WHAT TYPES OF INCIDENTS NEED TO BE REPORTED?

Incidents that affect the health welfare and safety of an individual must be reported.

Types of incidents reported include:

- **Death** - All deaths need to be reported.
- **Suicide Attempt** - When there is a serious, intentional, voluntary attempt by the individual to take their own life.
- **Unexpected Hospital Visit** - When there is an unplanned visit to the ER or hospital for either psychiatric or medical circumstances.
- **Inappropriate Sexual Behavior** - When the individual is either the alleged perpetrator or victim of unwanted sexual advances, contact or activity.
- **Significant Behavioral Incident** - When an individual has a significant behavioral incident that is out of the norm for their behavior, this must be reported. Also, when an individual supported by DDS is a victim of a physical altercation, this must be reported.
- **Missing Person** - When an individual is missing and considered at risk.
- **Medical or Psychiatric Intervention Not Requiring a Hospital Visit** - When there is an 911 call that does not result in an ER visit for either psychiatric or medical reasons, or when an individual visits an urgent care center which is outside of a hospital setting.
- **Fires** - When there is a fire in the individuals environment that requires the involvement of fire department personnel, or the use of a fire extinguisher.
- **Theft** - When an individual is the victim or perpetrator of theft this must be reported.
- **Other Criminal Activity** – Any criminal activity reported to law enforcement other than those reported under the theft category.

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TYPES OF INCIDENTS (continued)

- **Transportation Accident** When an individual is involved in a traffic accident that is serious enough for the police to be involved.
- **Emergency Relocation** When an individual is relocated on an emergency basis for more than 24 hours.
- **Unplanned Transportation Restraint** – This involves the emergency use of physical holding or a mechanical device other than a regular seatbelt, to keep the individual safe during transportation.
- **Property Damage** - When an individual is either the perpetrator or the victim of property damage

HOW DO YOU REPORT AN INCIDENT?

Incidents can be reported by an individual, a family member, provider, support broker or other member of the individual's team. All incidents, as defined above, should be immediately reported to the designated contact person at Department of Developmental Services.

SHOULD A REPORT BE FILED WITH DPPC FOR ABUSE/NEGLECT/MISTRREATMENT IF AN INCIDENT REPORT HAS BEEN FILED?

Reporting an incident to the designated contact person at the DDS does not relieve you of the responsibility to report suspected abuse or neglect to the Disabled Persons Protection Commission (DPPC). Remember, if you suspect that the incident may also constitute abuse or neglect, report it to DPPC.

DPPC Hotline—800-426-9009

INCIDENT REPORTING IS AN IMPORTANT STAFF AND PROVIDER RESPONSIBILITY. IF YOU HAVE QUESTIONS OR NEED MORE INFORMATION OR TRAINING, CALL THE DEPARTMENT OF DEVELOPMENTAL SERVICES.



Reporting Abuse, Neglect or Mistreatment

When do you call the Disabled Persons Protection Commission (DPPC)?

Any incident, condition, or occurrence where there's a **reasonable cause to believe** that an individual has been abused, harmed, exposed to risk, or been subjected to mistreatment due to the actions, the inaction or the negligence of a caregiver or provider. This belief is triggered by a presentation of facts either directly observed or obtained from reliable sources that creates a reasonable cause to believe that abuse, neglect, or mistreatment exists. DDS staff and contracted vendors are also required to report to the DPPC all cases in which an individual with a disability has died, regardless of whether or not abuse or neglect is suspected

How do you decide whether to call?

Use the "reasonable cause to believe" threshold of certainty. This is less than "probable cause", but more than a non-specific suspicion, "hunch", or gut feeling. You don't have to have proof. You are not determining whether abuse, neglect mistreatment actually did occur; the investigators will do that. You are only deciding whether to make the call.

Facts that could provide a reasonable person with cause to believe that abuse, neglect or mistreatment exists could include:

- You witnessed abuse, neglect, or mistreatment
- Someone reported it to you
- You observed an injury to an individual
- There are changes in the mood or behavior of the individual
- Other evidence, such as records, documents, photos, etc.

If you cannot decide, make the report , it is better to Err on the side of reporting

DPPC Hotline—800-426-9009

Reporting Abuse, Neglect or Mistreatment

Who is a caregiver, provider?

- A caregiver is any agency or individual responsible for the health and welfare of a person with a disability by providing for or directly providing assistance in meeting daily living needs. This can include a family member.
- A Provider is an individual, agency or other legal entity with day to day responsibility for the operation of services or supports or facilities regulated by the DDS. A provider may be a DDS employee or a contact-vendor employee

What are some types of abuse, neglect and mistreatment?

- Physical abuse, the use of physical force against someone in a way that injures or causes pain to that person.
- Emotional/verbal abuse, the use of threatening, humiliating, or intimidating words or actions
- Neglect/omission of care, failing to provide needed care for a person resulting in injury, or placing them at risk
- Sexual abuse, when someone is forced to engage in unwanted, sexual activity or exploitation without their express permission or knowledge
- Financial exploitation, the illegal or improper use of another person's funds, property or assets

Are you required to report abuse, neglect and mistreatment?

As a person who is paid to care for or with an individual with a disability in a public facility or private home, you are a **mandated reporter** and you have a legal responsibility to report. Failure to report may be punished by a fine of up to \$1,000.

How do you make a report?

- Call the Disabled Persons Protection Commission (DPPC) at **1-800-426-9009**.
- In case of emergency call 911 first and then call DPPC.

If the individual is at risk of being abused again, contact someone who can provide for their immediate safety while the investigation is ongoing

What happens next?

- DPPC will perform a risk assessment to determine whether protective services are warranted.
- Protective services are immediate interventions to protect the victim from further abuse.
- The State police detective unit at the DPPC will also review the case. Law Enforcement will get involved if a crime is suspected.
- DPPC may conduct the investigation themselves, or assign it to Developmental Services (DDS) investigations unit.