



Disability Development Resources, LLC
Providing... Direction. a Difference. Results.

INCIDENT REPORTING POLICY

Under Titles VI and VII, of the Civil Rights Act of 1964 and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, and the Age Discrimination Act of 1975, DDR prohibits discrimination in admissions, programs, services, activities or employment based on race, color, religion, sex, national origin, age, and disability. DDR must make a reasonable accommodation to allow a person with a disability to take part in a program, service, or activity. For example, this means that if necessary, DDR must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that DDR will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible.

Direct Support Professionals are required to complete an incident report in the event that an incident occurs, which could potentially impact the health and well-being of an individual being served by DDR or in the community. All incidents will be treated with attention to detail to ensure the safety and well-being of those involved.

Incidents include, but are not limited to:

- a) death of individual;
- b) potentially dangerous situations due to neglect of the individual;
- c) allegations of sexual, physical, programmatic, verbal/emotional abuse;
- d) suicide threats and attempts;
- e) individual missing;
- f) accidental injuries which may or may not result in medical intervention
- h) violation of an individual's rights
- i) provider and/or member fraud;
- j) complaints about a community residential setting, resident or the licensee;
- k) allegations of inappropriate sexual behavior;
- l) use of behavior management techniques not part of a behavior treatment plan;
- m) theft or loss of individual's money or property;
- n) use of emergency measures (CIT);
- o) medication errors such as:
 - waste of medications;
 - giving medication to the wrong individual;
 - wrong method of medication administration;
 - wrong dosage administered; or
 - missed medications.
- p) community disturbances in which the individual or the public may have been placed at risk;
- q) circumstances which pose a threat to health, safety or welfare of individuals such as loss of air conditioning, loss of water or loss of electricity;
- r) unplanned hospitalization or emergency room visit in response to a illness, injury, medication error;
- s) unusual weather conditions or other disasters resulting in an emergency change of operations;
- t) DSP drug use;
- u) DSP violating no-smoking policy.

Note: Fraudulent billing will be reported in an incident report.

If the incident is of a life-threatening nature or a medical emergency, appropriate medical personnel or authorities should be notified immediately.

When an incident involving one or more DDR Consumers occurs, the DSP will take the following steps:

1. DSP should assess the level of severity and determine what action is appropriate (i.e., calling 911, performing CPR or First Aid, calling Director, other method of intervention, etc.)
2. Call DDR's Director as soon as possible following the incident and notify of any corrective action
3. Notify the Consumer's guardian/responsible person (depending on the incident, DDR's Director may do this)
4. Note the timelines of occurrences as accurately as possible
5. Write the incident report
6. Provide the incident report to DDR as soon as possible, **but no later than within 24 hours**

DDR expects that the DSP will use common sense when evaluating if an incident report is necessary. If in doubt, DDR expects that the DSP will contact the Director to discuss or complete and submit an incident report. Incidents may occur which involve parties other than Consumers. Again, common sense should be used in evaluating the appropriateness of completing an incident report. In the event the incident involves anyone other than a Consumer, the report will be provided as required and followed up within the timeline.

Certain people, such as medical professionals, psychologists, social workers, support coordinators, peace officers and other people who have the responsibility for the care of a child or a vulnerable adult, including Direct Support Professionals, are designated by law as **mandatory reporters**. As **mandatory reporters**, DSPs are required to report any and all behavior towards individuals with developmental disabilities that constitute abuse, neglect or any of the incidents listed above.

DDR's procedure/timelines

DDR's Director must report all incidents within 24 hours of occurrence to the support coordinator and guardian/responsible person. If a support coordinator is unavailable, the District I After Hours Incident Reporting line will be utilized (602.375.1403). All paperwork is to be completed and submitted within one (1) working day of incident (if the incident occurs on a Friday night, Saturday or Sunday, the report must be completed and submitted by Monday morning). Reports should be faxed or hand delivered to DDR's Director, who will also serve as the Incident Management Liaison with DDD's investigation team. The Director will conduct a Fact-Finding/Investigation of the incident and take the necessary steps for resolution and future prevention of the situation. A copy of the incident report is provided to the Consumer's guardian/responsible person with a copy going to the Consumer's support coordinator, all within two (2) business days of the incident. A copy of the report will be maintained in the appropriate file(s) at DDR. The privacies/identities of the parties will be protected as deemed necessary.

(Note: Callers to the District I After Hours Incident Reporting line must say they are a District I provider needing to speak with the District I After Hours staff [to report an incident] for switchboard routing purposes.)

DDR procedure for Fact-Finding/Investigation and any resulting Corrective Action Plan

DDR will complete interviews within thirty (30) days of incident, or sixty (60) days if an extension is granted by DDD.

A "Fact-Finding" or "Investigation" will be led by DDR's Director/Incident Management Liaison, and will be shared with DDD as necessary, or as requested. "**Fact Finding**" is defined as an informal investigation conducted to objectively verify the details of an incident and the possible need for an investigation and/or corrective action. "**Investigation**" is defined as a detailed and systematic collection of facts for the purpose of describing and explaining an incident. The goal is to substantiate whether the allegation(s) occurred, and/or what systemic issues might have contributed to the cause of the incident.

Mandatory reporting to law enforcement or other government agencies will be made as necessary, depending on the facts of the incident. DDR will cooperate with investigating agencies to protect the rights and well-being of Consumers, DSPs and other community members.

A suspension or termination letter may be issued by DDR to applicable parties within a reasonable and appropriate time as is appropriate to protect the safety of DDR Consumers and DSPs, or upon the completion of the investigation, or as deemed necessary while the investigation is in process

DDR will establish a Corrective Action Plan for the DSP, Consumer(s) and/or the company, as Fact-Finding/Investigation results deem necessary. If circumstances warrant, a Corrective Action Plan will be designed to be used during the Fact-Finding/Investigation process. The final Corrective Action Plan(s) will be outlined/distributed to all parties and implemented within ten (10) days of close of investigation. DDR's Director/Incident Management Liaison will oversee the Corrective Action Plan(s) and make adjustments as needed. An evaluation of the Corrective Action Plan(s) will be completed within fifteen (15) calendar days of implementation. Any follow-up changes to the Corrective Action Plan(s) will be made and implemented within a reasonable timeframe. A Resolution Report will be distributed to all necessary parties involved within a reasonable timeframe.

DDR's Director will issue Reinstatement of Employment/Services and/or Termination letters to parties involved as necessary within five (5) days of Resolution Report.

DDR's Director will conduct a follow-up interview by phone or in person with the Consumer/ Responsible Party and DSP to allow parties the opportunity to evaluate DDR's performance in handling the incident. Follow-up interviews will be completed within ten (10) days of Resolution Report.

TIPS FOR WRITING INCIDENT REPORTS

1. Use black ink only.
2. When correcting errors:
 - a. Correct an error by drawing a single line through it and initialing next to the error.
 - b. Never “scribble out” or mark heavily over an error.
 - c. Never use white out.
3. When more than one individual is involved in the incident:
 - a. Write a separate report for each person
 - b. Use only the person’s name for whom the IR is written. Identify the other people anonymously by their first and last initial (for example, J.S.) especially if more than 2 people are involved in the incident.
4. Be objective. Do not state opinions. State all the facts in the sequence that they occurred.
5. Be sure to include any First Aid provided, even if it was provided for a minor injury.
6. Take your time to fill out the IR completely. DO NOT fill out sections designated for DDR’s Incident Management Liaison.
7. If you contact any authorities, be sure to note the name and title of person who took the report. Also, sign your initials after the date/time entry.
8. Write narrative of incident in story format. Be as descriptive as possible.
9. If there are physical injuries or other marks on an individual, be sure to use the front/back human form diagrams and indicate location(s) using arrow(s), followed by a description.
10. Be familiar with the procedures so you can submit the report in a concise and timely manner.