




ORIENTATION & TRAINING

INCIDENT REPORTS

Incident Reports

You should complete an incident report, here, when the following events occur. The report is NOT part of the client's chart. Complete it online here.  Incident Reports are completed in the NON BILLABLE NOTE (select IR from the drop-down menu)

- You had to call the abuse hotline.
- You were injured or attacked while seeing a client.
- Your client died.
- Something that doesn't feel right

Should I Report it?

1-800-96-ABUSE

Any person who knows, or has reasonable cause to suspect, that a child is abused, abandoned, or neglected by a parent, legal custodian, caregiver, or other person responsible for the child's welfare is a mandatory reporter. § 39.201(1)(a), Florida Statutes.

When in doubt, call and see if they want to take the report (after all, it's YOUR license - or future license - at stake!) - Follow this link

<https://www.myflfamilies.com/service-programs/abuse-hotline/report-online.shtml>

VERY IMPORTANT

If you ever get a phone call from DCF, DJJ, or any other person claiming to be investigating a claim (other than the claim you yourself reported of course), never talk to that person about the client without first having a RELEASE OF INFORMATION form signed by the client. You cannot even acknowledge that you are that person's therapist.

Clinical Staffing

We are all professionals, and we are supposed to use common sense when addressing an issue. But sometimes we want to consult with a colleague in order to gain a better perspective. Please follow this guideline:

- Case Manager – email your TCM Supervisor in your area.
- In Orange/Osceola/Seminole - you can reach out to Jacy Mesch (jacy@lukascounseling.org) with any clinical concern or clinical question.
- In Volusia, Jacksonville Areas - you can reach out to Molly Giannotta (molly@lukascounseling.org) with any clinical concern or clinical question.
- Everywhere Else - you can reach Max at max@lukascounseling.org for any general question, clinical concern, etc.

Furthermore, if you are not licensed, you should ALWAYS consult and staff the case with your Qualified Supervisor first. Make sure the clients on your caseload have all signed a Release of Information (on our website) so that you can share details with him/her.