

INCIDENT REPORTING

POLICY

(Ref. 10 CCR 2505-10 8.608.6)

Metro Support Services, Inc. (MSS) is committed to the personal and human rights of the individuals for whom it provides services and supports. MSS will ensure that all alleged incidents are reported appropriately and expeditiously to all necessary parties. Incident Report notification will include the individual and all responsible parties with legal authority (guardians, law enforcement, Adult Protective Services, and the Case Management Agency); other parties (e.g. other team members, family members who have no legal authority and advocacy representatives) will be notified only with the consent of the individual. MSS will ensure that all incidents are thoroughly investigated, as necessary, in coordination with the Community Center Board. Incident reports are to be written in Therap under the heading GER for the following:

- **Any diagnosis or presumptive positive diagnosis of COVID-19**
- Injury to a person receiving services;
- Lost or missing persons receiving services;
- Medical emergencies involving persons receiving services must be reported to the agency administrator and the Community Center Board within 24 hours.
- Hospitalization of person receiving services must be reported to the agency administrator and the Community Center Board within 24 hours.
- Death of persons receiving services;
- Errors in medication administration;
- Incidents or reports of actions by persons receiving services that are unusual and require review;
- Allegations of abuse, mistreatment, neglect, or exploitation;
- Use of safety control procedures;
- Use of emergency control procedures; and
- Stolen personal property belonging to a person receiving services.
- **Allegations of mistreatment, abuse, neglect and exploitation**

MSS DEFINITION:

Critical incidents are those in which:

- **Allegations of mistreatment, abuse, neglect and exploitation which also involve one of the following factors:**
 - Injury or death
 - Adverse medical health outcome
 - When a crime against a person in service may have been committed by an employee, contractor or volunteer of any agency providing services.
 - Exploitation of a person in services that result in potential loss in excess of \$300.

- When there is police involved in an allegation of MANE
- **Serious injuries or other medical crises or occurrences requiring immediate emergency medical treatment to preserve life and limb or resulting in an emergency admission to the hospital or death.**
- **Incident when person was a victim of a serious crime.**
- **Serious criminal offense by a person receiving services.**
- **Media interest or involvement in a situation.**
- **Missing persons in which the safety of the person is at risk, the missing person may pose a risk to the general public, and other exacerbating circumstances exist that clearly increase the seriousness of the risk (i.e., severe weather, onset of psychiatric episode, recent contact with other people who might exploit or victimize the person, etc.)**
- **Any diagnosis of (or presumptive positive diagnosis of) COVID-19**

In the event an incident/accident involves suspected abuse, mistreatment, neglect or exploitation, MSS, will follow the Policy and Procedure on Abuse, Mistreatment, Neglect and Exploitation.

NOTIFICATION: