



Incident Management Family Guide

Announcement 22-048

AUDIENCE:

All audiences

PURPOSE:

To ensure Individuals and Families are provided access to Incident Management resources and training reminding providers of their role and responsibilities in sharing information and providing education on this topic.

DISCUSSION:

In an effort to ensure individuals are equipped with the tools necessary to report and be afforded protections from abuse, neglect and exploitation, both **Chapter 6100 and the Incident Management Bulletin 00-21-02** require that Providers of Home and Community-Based services ensure that individuals, families and persons designated by the individual are offered education and information about incident management policies and procedures that is presented in a format that meets their communication needs. ¹ Additionally, once an incident occurs, Providers must ensure that Individuals, and persons designated by individuals, are notified within 24 hours of discovery of an incident relating to the individual. The Provider shall also educate staff persons, others and the individual based on the circumstances of the incident. The Provider must also ensure that the incident report, or a summary of the incident, the findings and the actions taken, redacted to exclude information about another individual and the

reporter, unless the reporter is the individual who receives the report, shall be available to the individual, and persons designated by the individual, upon request. ².

As previously noted in ODP Announcement 21-071 published on 10/13/2021, the **Incident Management Family Guide**, *When Something Bad Happens to Someone I Care About or Support*, was introduced with the announcement of Incident Management (IM) Bulletin trainings that were made available via MyODP. The Incident Management Family Guide was developed by and for families to provide information about incident management processes and to address some of the common questions and concerns they may have when they witness or are informed of something bad happening to their loved one.

The Family Guide is one of two helpful guides that was introduced by the Responding to Incidents course. The Family Guide can be used to begin a conversation that acknowledges and responds to many of the family's concerns. It can also be used to guide important discussions related to potential individual risks and agency policies and procedures related to incident management.

¹ Incident Management Bulletin 00-21-02 Section III. a

² § 6100.401(c) (e); 6100.405(d)

The Incident Management Family Guide provides answers to the following questions:

- *What is an Incident?*
- *What can I do if I suspect that something bad has happened or if I witness health or safety concerns or any inappropriate conduct?*
- *Who do I report my concern to when recognizing a suspected incident?*
- *Do I have to give my name? Can I make an anonymous report?*
- *What information will I need to give?*
- *How will the person I care about be supported and protected physically and emotionally when an incident is reported?*
- *How am I/the person I care about protected from retaliation by the provider agency when a suspected incident, including abuse, neglect, exploitation is reported?*
- *Will the alleged perpetrator of the incident be removed from the care of the person I care about while the investigation is being conducted?*
- *What happens after an incident is reported? How long will the process take?*
- *Can I get a copy of the Incident Report?*
- *How can I stay informed during the process?*
- *What happens when incidents are confirmed or not confirmed?*
- *What can I do if I am not satisfied with the investigation findings or how an incident was managed?*
- *What will be done to protect the person I care about from future harmful events/occurrences*

Below is a link to the course which contains the webcast series **Responding to Incidents** and two guides, the **Incident Management Family Guide- When Something Bad Happens to Someone I Care About or Support** and **A Guide to Victim's Assistance**:

<https://www.myodp.org/course/view.php?id=1782>

For all inquiries or complaints regarding services, ODP encourages parties to contact ODP's Customer Service Line: 1-888-565-9435 (TTY number: 1-866-388-1114). A Customer Service team member will answer calls during normal business hours, which are from 8:30 AM to 4:00 PM, Monday through Friday. While a customer service team member is assisting one caller, other calls will be routed to voicemail and those calls will be returned as quickly as possible. Please be advised that the TTY Customer Service Number does not have voicemail. However, people who are hearing impaired may utilize PA Relay (711) to leave a voicemail if their calls cannot be answered at that time.

Callers after these hours, or on holidays, may leave a confidential message on voicemail. Please clearly state your name, telephone number with area code, and the best time during business hours to reach you. Please also include detailed information regarding your question or concern.

General questions will be answered by the Office of Developmental Programs (ODP) customer service team, but questions relating to specific situations will be referred to the appropriate ODP regional office or subject matter expert. The caller will be contacted by the end of the next business day to obtain additional follow-up information.

ADDITIONAL RESOURCES:

[Adult Protective Services Media Toolkit](#)

[More Information on Department of Human Services \(DHS\) Adult Protective Services \(APS\)](#)

[Bulletin 00-21-02, Incident Management](#)

[Charting the LifeCourse-Training and Resources](#)