

**APS
Adult Protective Services**

**CPSL
Child Protective
Services Law**

**OAPSA
Older Adult Protective
Services Act**

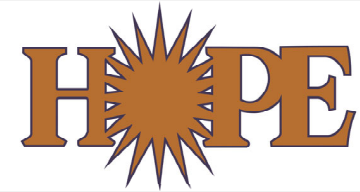
In addition to meeting the requirements from the Department of Human Services and Office of Developmental Programs, all staff are considered mandatory reporters as defined by Child Protective Services Law (CPSL), Adult Protective Services Act (APS), or Older Adult Protective Services Act (OAPSA).

For more information on:
Policy & Procedure or on Incident
Management and Individual Risk
Mitigation please call:

**THE HOPE HELP-LINE
570-326-3745 xHELP
(4357) .**

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Incident Management Information for Individuals, Families and Legal Guardians



Hope Enterprises, Inc.

*Enhancing the lives of people with
developmental disABILITIES by provid-
ing them with caring supports and
responsive services*

570-326-3745



2401 Reach Road
Williamsport, PA 17701
www.HopeAbility.org

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Incident Management

Purpose:

This brochure is a brief introduction to *Incident Management* and will provide a brief overview of the *Hope Enterprises Incident Management Policy*.

The primary focus of Incident Management is to ensure the health and safety, enhance the dignity, and to ensure the rights of individuals receiving services.

It is the intent of Hope to fully comply with all pertinent laws and regulations related to Incident and Risk Management through prevention, recognition, management and reporting of incidents.

How are incidents handled?

Issues or incidents should be immediately reported to any Hope Enterprises staff member.

Every staff is an *Initial Reporter* and is mandated to report the incident to a *Point Person*.

A *Point Person* receives verbal or other reports or allegations of incidents from individuals, families and initial reporters. They are to safeguard the individual, ensure that incident reports are submitted, communicate with others involved in investigations, follow-up, and review incidents.

Some incidents require the assignment and of a *Certified Investigator*.

What is a Reportable Incident?

- **Death.**
- **Suicide attempt.**
- **Hospitalization.**
- **Psychiatric hospitalization.**
- **Emergency room visit.**
- **Abuse as follows:**
 - Physical abuse.**
 - Psychological abuse.**
 - Sexual abuse.**
 - Verbal abuse.**
- **Improper or unauthorized use of restraint.**
- **Individual to individual abuse.**
- **Neglect.**
- **Missing person.**
- **Law enforcement.**
- **Injury requiring treatment beyond first aid.**
- **Fire.**
- **Misuse of funds.**
- **Rights violation.**
- **Emergency closure.**
- **Restraint.**

What should I expect after an Incident is reported?

The *Point Person* will contact you concerning the status of the incident or investigation. You will receive a summary of the incident or investigatory results. Unless extenuating circumstances are present, a status report should not exceed 30 days.

What is RISK MITIGATION and how can HOPE Enterprises help?

- We will remedy the incident. We will also conduct an analysis to determine the root cause and include corrective actions in the individual's incident report.
- Update strategies to address risk factors and risk levels.
- Work cooperatively with the Supports Coordinator to update the ISP to integrate identified risk mitigation factors and strategies into the individual's ISP and monitor for updates.
- Provide training to the individual and/or staff on identified risk factors and mitigation strategies.
- Implement identified strategies to reduce the level of risk of an incident or negative outcome from occurring.