

Critical incident occurs (*no* suspected abuse, neglect, exploitation, or extortion):

- STEP 1:** **Take immediate action** to ensure the participant is safe from further harm and respond to their emergency needs.
- STEP 2:** Contact the SCA/SC **immediately after** taking all necessary actions to protect the participant from further harm and respond to the participant’s emergency needs (**no later than 24 hours** after the CI’s discovery).
- STEP 3:** Enter CI into SIMS as soon as possible upon discovery, but **no later than 48 hours** after the CI’s discovery and provide all applicable descriptive information regarding the CI.
- STEP 4:** Enter follow-up case notes **within 6 business days** after the DSP receives the initial CIR or the SC’s discovery and as needed until CIR closure.
- STEP 5:** Continue to follow-up with DSP, the participant, and others **as necessary** to update the CIR in SIMS until the CIR is resolved and closed.
- STEP 6:** Participate in support team meetings to develop a plan of action in response to CIs. Provide documentation of these support team meetings.
- STEP 7:** Develop and implement strategies recommended by the participant’s support team, the LGE, and the CIRC to reduce future CIs to the participant.
- STEP 8:** Assist LGE in obtaining information/documentation for the LGE’s review, including proactive strategies that have already been tried and their results.
- STEP 9:** Document and review all CIs for each participant, analyze them for related previous CIs or trends, and consider these in future decision-making.
- STEP 10:** When concerning trends emerge, develop and implement actions to reduce CIs in the DSPA’s Quality Improvement Plan.

**NOTE: DSPAs should review SIMS daily for new CIRs and/or to follow-up on existing CIRs.**

<b>ACRONYMS:</b>	<ul style="list-style-type: none"> <li>• <b>CI:</b> critical incident</li> <li>• <b>CIR:</b> critical incident report</li> <li>• <b>DSP:</b> direct service provider</li> <li>• <b>DSPA:</b> direct service provider agency</li> <li>• <b>SC:</b> support coordinator</li> <li>• <b>SCA:</b> support coordination agency</li> <li>• <b>SIMS:</b> Statewide Incident Management System</li> </ul>	<ul style="list-style-type: none"> <li>• <b>ICF/DD:</b> intermediate care facilities for individuals with developmental disabilities</li> <li>• <b>APS:</b> Adult Protective Services</li> <li>• <b>CPS:</b> Child Protective Services</li> <li>• <b>EPS:</b> Elderly Protective Services</li> <li>• <b>HSS:</b> Health Standards Section</li> <li>• <b>CIRC:</b> Critical Incident Review Committee</li> </ul>
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**Critical incident occurs that is suspected abuse, neglect, exploitation, or extortion:**

- STEP 1:** **Take immediate action** to ensure the participant is safe from further harm and respond to their emergency needs.
- STEP 2:** Ensure that any accused staff are removed and don't have any contact with the alleged victim or other participants receiving supports and services, pending the internal investigation's outcome.
- STEP 3:**

If the abuse, neglect, exploitation, or extortion involves...	
<ul style="list-style-type: none"> <li>• <b>Child (birth to 17): immediately</b> report to CPS (1-855-452-5437) and local law enforcement. Enter into SIMS ASAP upon discovery, but <b>no later than 48 hours</b> after the CI's discovery and provide all applicable descriptive information regarding the CI.</li> <li>• <b>Elderly (60 and older): immediately</b> report to EPS (1-833-577-6532) and local law enforcement. Enter into SIMS ASAP, but <b>no later than 48 hours</b> after the CI's discovery and provide all applicable descriptive information regarding the CI.</li> <li>• <b>Nursing homes and privately-owned ICF/DDs: immediately</b> report to HSS (1-877-343-5179).</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Adult (18 to 59): immediately</b> report to APS (1-800-898-4910) and local law enforcement. Do <b>not</b> enter into SIMS. Complete step 4 below. Instead of completing steps 5 – 11, obtain APS findings from LGE and/or SCA/SC and collaborate with LGE and SCA/SC to complete any necessary follow-up and/or recommendations.</li> </ul>
- STEP 4:** Contact the SCA/SC **immediately after** taking all necessary actions to protect the participant from further harm and respond to the participant's emergency needs (**no later than 24 hours** after the CI's discovery).
- STEP 5:** Enter follow-up case notes **within 6 business days** after the DSP receives the initial CIR or the SC's discovery and as needed until case closure.
- STEP 6:** Continue to follow-up with DSP, the participant, and others **as necessary** to update the case notes in SIMS until the incident is resolved and the case is closed.
- STEP 7:** Participate in support team meetings to develop a plan of action in response to CIs. Provide documentation of these support team meetings.
- STEP 8:** Develop and implement strategies recommended by the participant's support team, the LGE, and the CIRC to reduce future CIs for the participant.
- STEP 9:** Assist LGE in obtaining information/documentation for the LGE's review, including proactive strategies that have already been tried and their results.
- STEP 10:** Document and review all CIs for each participant, analyze them for related previous incidents or trends, and consider these in future decision-making.
- STEP 11:** When concerning trends emerge, develop and implement actions to reduce CIs in the DSPA's Quality Improvement Plan.

**NOTE: DSPAs should review SIMS daily for new CIRs and/or to follow-up on existing CIRs.**