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| <b>Topic:</b> Notifications   | <b>Department:</b> All programs and services |
| <b>Original effective date:</b> 7/2013  | <b>Last revision date:</b> 4/2019            |
| <b>Owner:</b> Incident Manager  | <b>Frequency of reviews:</b> As needed       |
| <b>Internal/Regulatory Reference(s) (all that apply):</b> OPWDD Regulation-Part 624 |  |
| <b>Related documents/Links:</b> Event Report Form, Notification Form                |  |

**Policy**

People are free from abuse and neglect.

**Additional Information**

Upon discovery of an incident, the agency standard is to ensure efficient and consistent communication among the administrative team relative to intermediate events, 147 and 150 incidents. During non-business hours, notifications to the CEO, COO, CFO, and agency administrators shall be achieved through calling extension 1511 at the administrative office building.

This standard is not meant to alter or affect who is notified for different types of events, only the means by which this specific type of notification is achieved.

**This standard and procedure is only to be used during after-hours. After-hours is defined as between 4:30 pm and 8:00 am each weekday, from 4:30 pm Friday to 8:00 am Monday, and all agency holidays.**

| <b>Procedure</b>   |                                   |
|--|-----------------------------------|
| <b>Task:</b>   | <b>Responsible party:</b>         |
| Anytime that a 147 or 150 is filed during after-hours, AOD 1 on-call staff / Site Managers / Designee are still required to directly notify the AOD 2 on-call staff regarding the event.   | AOD 1<br>Site Manager<br>Designee |
| Based on established 147 / 150 policy and procedure, when it is appropriate to notify A Vice President and/or the CEO, COO, or CFO in response to an intermediate event, 147, or 150 incident; appropriate staff will call the administrative office building. <ul style="list-style-type: none"> <li>- Listen carefully to the instructions on the voice-mail system and when prompted to do so, staff will enter extension 1511.</li> <li>- When prompted to leave a message, staff will provide the following information: their name, their title/position, the name of the individual involved in the incident, the location of the incident, a brief, but comprehensive summary of the incident, the current status of the incident, and any plans that have been made relative to it and the number at which you can be reached should there be questions.</li> </ul> | AOD 1<br>Site Manager<br>Designee |
| Once this call has been placed, the CEO, COO and Vice President lines of the notification form can be filled in, or on the intermediate event report form as appropriate.  | AOD 1<br>Site Manager<br>Designee |
| As additional information becomes available, follow-up calls can be made as appropriate.   | AOD 1<br>Site Manager<br>Designee |
| For truly urgent or emergent situations during after-hours which require live notification and/or guidance, please call the appropriate party.   | AOD 1<br>AOD 2                    |

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|--|-----------------------------------|
| <ul style="list-style-type: none"> <li>- For AOD 1, this would be AOD 2</li> <li>- For AOD 2, this would be the COO or designee.</li> </ul>  | Site Manager<br>Designee          |
| Will check the voicemail system no less than the morning following the after-hours period. <ul style="list-style-type: none"> <li>- Information will be communicated to the CEO, COO, Senior Director, Vice President, and any others deemed appropriate.</li> <li>- As appropriate, calls will be made to the person leaving the message to ensure understanding of the situation or to clarify the classification of the event.</li> </ul> | Incident<br>Manager /<br>Designee |

**Document revision record:**

| Revision Date | Release Date | Reason for change | Approver |
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