Chapter 2: Professional Practices	**Policy #** 2.12	**Page:** 1 of 5
Subject: Reportable Events	**Standards**: ACA: JTS-3A-09, 3A-18, JDF-3A-09, 3A-18	
Effective Date: 12/15/08	**Revised Date:** 10/21/10, 5/1/13, 6/27/14	

I. PURPOSE: To ensure that factual information regarding significant events is addressed effectively and timely.

II. POLICY: The Division of Youth Rehabilitative Services leadership is committed to providing and maintaining environments that are safe and without unnecessary and foreseeable risks to the health and well-being of the youth being served and the staff providing services. Reportable Events will be reported to the Director's Office to ensure immediate and appropriate administrative responsiveness to unanticipated adverse events involving youth and staff. This policy applies to the DYRS units of Secure Care and Community Services.

III. DEFINITIONS:

A. Critical Reportable Events

1. Death (youth in custody or staff on duty).
2. Suicide attempt which includes psychiatric hospital admission of a youth from a DYRS operated or contracted program or emergency room visit as a result of a suicide attempt.
3. Hospital admission (for medical reasons) of a youth from a DYRS operated or contracted program and the admission is for unanticipated illness or physical injury.
4. Escape from a state operated residential program, state contracted Level IV or Level V residential program, residential alternatives to secure detention or an escape of a registered sex offender that is court committed to a community-based or a residential placement.
5. Institutional Abuse or child abuse resulting in arrest of an employee or provider in a Department operated or contracted program for the maltreatment of a child active with the Department.
6. Any incident/issue that may attract media attention or our receipt of a direct inquiry from the media.
7. The failure of a youth to return from home pass from a state operated or contracted program.

B. Non-Critical Reportable Events

1. Allegation of institutional abuse.
2. Natural disasters (tornado, floods) or man-made disasters (bomb threat, bio-terrorism, hostage event, civil disturbance or risks that have potential for child harm or significant program disruption).

3. Significant event or activity (riot, work or program stoppage).
4. Self injurious behavior (client attempts to hurt themselves, i.e., scratching, superficial cutting, hitting head against the wall, etc.).
5. Medication errors/lapses.
6. Infection/illness that may have been caused by conditions in the program facility (non-life threatening).
7. Child/youth arrest for delinquency occurring in a state or contracted program.
8. Illegal contraband or items dangerous to the program.
9. Any legal/court issue that may require the Director's Office intervention (i.e., discharge error, non-supervised youth in the community).
10. Arrest of an employee of a contracted program for an incident that may affect security, child or public safety.
11. Removal of an employee from duty as a result of a performance issue that may affect security or child safety (i.e. intoxication or drug use while on duty, etc.).
12. Other significant events in a community facility or behaviors presenting a safety risk to self or others in the state operated programs.
13. Injury or medical condition resulting in the need for an unscheduled and un-anticipated outside medical attention that does not result in hospitalization.

III. PROCEDURES:

A. Notification to Division Director

1. When a **Critical** reportable event occurs, the DYRS Deputy Director is to be notified immediately, via telephone, by the Secure Care or Community Services Administrator (or designee). The Deputy Director will notify the DYRS Director. If the Deputy Director is not available or does not respond within thirty (30) minutes of the call, the Division Director shall be notified immediately by the Secure Care or Community Services Administrator (or designee). These are person-to-person communications. The critical event reporting form shall be submitted to the Director's Office by Noon on the first business day of notification from the provider.

2. When a **Non-Critical** reportable event occurs, the verbal report from the Secure Care or Community Services administrator (or designee) may occur via a message center (voicemail, e-mail).

B. Secure Care Notification Requirements: When a Reportable Event occurs involving secure care youth, staff and/or circumstances, the following procedures are to be followed in conjunction with the respective facilities policies/procedures:

1. Verbal Notification Requirement for **Critical** Reportable Events:

   a. Secure Care Direct Care Staff: Due to the 24-hour staffing in secure care, person-to-person immediate verbal notification to the supervisor on duty is required. If there is no supervisor on-duty, staff shall make immediate and direct notification through the chain of command resulting in the facility administrator or designee notifying the Division Deputy Director or Director if the Deputy is not available.

2. Verbal Notification Requirement for **Non-Critical** Reportable Events:

   a. Secure Care Direct Care Staff: Due to the 24-hour staffing in secure care, non critical reportable events are transmitted from staff to supervisor and on-site administration with equal urgency as critical events.
   b. Secure Care Facility Administration: Notification from the facility administrator to the Division Deputy Director or Director may be made to their message center (voice mail, email) as opposed to the person-to-person requirement for critical reportable events.

3. Written Report Requirements for Reportable Events:

   a. **Critical** Reportable Events: A written Critical Reportable Event Form is to be completed by the supervisor on duty, reviewed by each level of the chain of command and forwarded to the Deputy Director's Office within **24-hours** of DYRS first learning about the Critical Reportable event. Assignments shall be as follows:

      - The supervisor on duty shall be responsible for completing and electronically forwarding a DYRS Critical Reportable Event Form through the facility chain of command for administrative review before the end of their shift.
      - The Superintendent or designee shall be responsible for reviewing and forwarding the final draft of the DYRS Critical Reportable Event Form to designated staff in the Director's Office.

b. **Non-Critical** Reportable Events: A written Non-Critical Reportable Event Form is to be completed by the supervisor on duty, reviewed by the facility Administrator and forwarded by the facility Administrator to the Director's Office within **24-hours** of DYRS first learning about the Non-Critical Reportable event.

C. Community Services Notification and Communication Requirements:

When a Reportable Event occurs involving youth that are under DYRS Community Service supervision either within the community and/or in a contracted program, the following procedures are to be followed: When a Probation Officer or Community Services Administrator (Supervisor, Regional Manager, or Chief) are the first to learn or receive information about a Reportable Event, that employee must check the youth's FACTS record to see if any other Divisions are active with the youth. The DYRS staff member receiving first notification shall insure that information concerning the Reportable Event is communicated to all other active service Divisions. In addition, the following internal DYRS communication shall also take place:

1. Verbal Notification Requirement:

a. Person-to-person immediate verbal notification through case management chain of command. The Administrator on Duty (AOD) shall immediately notify the Deputy Director via telephone. If the Deputy Director is not available or does not respond within thirty (30) minutes of your call, the Division Director shall be notified immediately by the Community Services Administrator (or designee). Should the Critical Reportable Event involve a contracted provider, staff shall also notify the assigned Contract Administrator and their supervisor unless the event was first reported to the contract unit.

b. When a **Non-Critical** reportable event occurs, the verbal report from the Community Services administrator (or designee) may occur via a message center (voicemail, e-mail).

2. Written Report:

a. **Critical** Reportable Events: A written Critical Incident Form is to be completed, reviewed by the immediate supervisor and Regional Manager and forwarded by the Chief to the Director's Office within **24-hours** or by Noon the next business day of DYRS first learning about the Critical Reportable event. Assignments shall be as follows:

- The Probation Officer shall be responsible to complete and electronically forward a Critical Reportable Event form to their immediate supervisor for review as soon as possible to allow adherence to the 24-hour timeframe. The Supervisor shall submit the report to the Regional Manager and Chief for a final review prior to the submission timeline.

- The Probation Officer shall be responsible to send up follow-up information through the supervisory chain of command related to the Critical Reportable Event following the initial report as additional and/or more detailed information becomes available.

b. **Non-Critical** Reportable Events:

- The assigned Probation Officer shall complete the Non-Critical Reportable Event report through the supervisory chain of command using the Non-Critical Reportable Event form within **72-hours**. A copy of this report shall also be forwarded to the assigned Contract Manager if under the supervision of a contracted provider.

Review Date:	*Reviewed By:*
6/27/14	Nancy S. Deitz
5/16/16	Nancy S. Deitz