



INCIDENT MANAGEMENT

OUR GOAL: To ensure and protect the health safety & well-being of the individual receiving support and services.

(6100.402a PA Code)

Incident Categories (Definitions found in ODP IM Bulletin 00-21-02)

Highlighted categories prompt an investigation within 24 hours of discovery of the incident.

Abuse	Rights Violation
Behavioral Health Crisis Event	Self-Neglect
Death	Serious Illness
Exploitation	Serious Injury
Fire	Sexual Abuse
Law Enforcement Activity	Site Closure
Missing Individual	Suicide Attempt
Neglect	Physical Restraint
Passive Neglect	Medication Error

**What do you do if you become aware of, suspect, or witness an incident?
“TAKE PROMPT ACTION TO PROTECT THE INDIVIDUAL’S
HEALTH, SAFTY AND RIGHTS.”**

**Ensure the victim and target have been separated to prevent recurrence.
Arrange for victims’ assistance Services if necessary.*

When the individual’s immediate needs are met, you-the initial reporter should notify

- The HRC Point Person Jennifer Tomaino (570) 470-0604 cell (all incidents)
- Ann Frazee (570) 470-3126 back up when Jennifer Tomaino scheduled unavailable
- Medical Incidents: Medical On-Call after hours.

The Point Person will give direction and guidance to the initial reporter. As soon as possible fully complete the incident management contingency form and e-mail to the Point Person @ jen.tomaino@hrcinc.org.

- All incidents must be reported within 24 hours of discovery or recognition.
- Contingency and Optima forms are housed in the HRC Dropbox and on the HRC Employee Website.
- The Point Person then enters the incident into a service system called Enterprise Incident Management.

** Targets (Individual, staff person, household member, consultant, volunteer) must be separated from the Victim for instances of alleged abuse to include misapplication or unauthorized use of restraint, physical, psychological, seclusion, sexual.*