

ARKANSAS DEPARTMENT OF HUMAN SERVICES  
DIVISION OF DEVELOPMENTAL DISABILITIES SERVICES  
DDS DIRECTOR'S OFFICE POLICY MANUAL

<u>Policy Type</u>	<u>Subject of Policy</u>	<u>Policy No.</u>
Administrative	Incident Reporting Procedural Guidelines	1027

Procedural Guidelines for DHS Policy 3002-I, Incident Reporting.

1. The employee(s) or volunteer(s) first having knowledge of a reportable incident shall immediately report to the on-site administrator (specific chain of reporting will be according to procedures developed at the program site).
2. The employee(s) or volunteer(s) utilizing Attachment #1 will immediately document the incident details and provide the form to the on-site administrator.
3. Within one (1) hour of determination of an applicable incident, the on-site administrator will make verbal/fax notification to the following individuals:
  - A. DDS Director/Designee  
682-8665  
  
NOTIFY IN ALL INCIDENTS
  - B. DHS Advocate: Marsha Smith  
682-8650  
  
NOTIFY IN ALL INCIDENTS
  - C. DDS Licensure  
682-8697  
  
NOTIFY IN ALL INCIDENTS IN COMMUNITY PROGRAMS

Replacement Notation: This procedural guideline replaces DDS Commissioner's Policy #1027 effective December 14, 1981 and January 8, 1987.

Effective Date: December 1, 1993

Sheet 1 of 4

References: DHS Policy 3002-I plus attachments.

Administrative Rules & Regulations Sub Committee of the Arkansas Legislative Council : November 4, 1993.

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4. Additional notifications will be made to the following individuals/offices when specific incident(s) occur:

X-Notification

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Attachment 2 shall be utilized for documenting notification and made a part of incident/investigative files.

5. The on-site administrator will initiate and ensure prompt investigation, when required and unless otherwise directed by outside agencies (i.e., Law Enforcement, Coroner, State Medical Examiner, Prosecuting Attorney). Internal investigation will be conducted according to DDS Procedural Guidelines for Investigation if the incident is at a state operated institution/program.
6. The on-site administrator will be the primary point of contact with external sources unless otherwise determined.
7. The on-site administrator will submit a written report (summary to-date or final report) of the incident/investigation within three (3) days of the initial reporting to all those initially notified, and any external authority so requesting.
8. The on-site administrator will submit a final report/investigative file of any reported incident, within time frames established by applicable Policy, depending on the specific incident. All final reports will be forwarded to the appropriate Supervisor. The DDS Director shall provide report copies to all those initially notified, External Authorities and/or others as necessary/requested.
9. The on-site administrator is responsible for the development of on-site procedures, in the absence of Departmental/Divisional Policy/Procedure, specific to the following items which comply with DHS Policy #3002-I and DDS Procedural Guidelines #1027 as well as those incidents not covered by #3002-I and #1027.
  - A. Unusual Client Deaths and/or Serious Injuries
  - B. Absence (Run-away) and Search Procedures
  - C. Criminal Activity
  - D. Maltreatment - Prevention, Reporting and Investigating
  - E. Natural Disasters (Emergency Preparedness)
  - F. Serious Accidents
  - G. Disruption of Service

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10. On-site procedures shall include but not necessarily be limited to the following:

- A. Reporting/Notification requirements
- B. Staff/Volunteer Responsibilities
- C. Documentation
- D. Training Requirements for Staff
- E. Specific tasks/assignments (who does what, when) of staff
- F. Applicability to DHS Policy #3002-I



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°	and	LOCAL	DIVISION	OF		
°	CHILDREN	AND	FAMILY	SERVICES:	X	X
			X			
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°	INDIVIDUAL	OVER	18			
°	(ADULT	PROTECTIVE	SERVICES)			
°	1-800-482-8049	or	682-2441	X	X	X
		X				
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°	OFFICE	OF	LONG	TERM	CARE	X
	X	X	X			
°	682-8487					
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°	OFFICE	OF	EMERGENCY	SERVICES		
°	Office:					
	X					
°	Home:					
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°	ARKANSAS	DEPARTMENT	OF	HEALTH		
		X				
°	661-2316					
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°	DIRECTOR,	COTTAGE	LIFE/TEAM	X	X	X
°	LEADER					
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°	NURSING	SERVICES	ADMIN.	X	X	X
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°	SOCIAL	SERVICES		X		X
	X	X	X	X		
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°	DIRECTOR,	HAB	&	TRAINING	X	
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°	PHYSICIAN				X	
					X	
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°	PARENT/GUARDIAN	(NEXT	OF	KIN)	X	
	X	X	X	X		
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°	OTHER:					
°	OTHER:					
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X = Notification



° <b>and</b> LOCAL DIVISION OF								
° CHILDREN AND FAMILY SERVICES:	X	X	X					
° X								
° INDIVIDUAL OVER 18								
° (ADULT PROTECTIVE SERVICES)								
° 1-800-482-8049 or 682-2441	X	X	X					
° X								
° OFFICE OF LONG TERM CARE	X	X	X	X	X	X	X	X
° X								
° 682-8487								
° OFFICE OF EMERGENCY SERVICES								
° Office:							X	
° Home:								
° ARKANSAS DEPARTMENT OF HEALTH								X
° 661-2316								
° DIRECTOR, COTTAGE LIFE/TEAM	X	X	X					
° LEADER								
° NURSING SERVICES ADMIN.	X	X	X					
° SOCIAL SERVICES	X	X	X				X	X
° X   X								
° DIRECTOR, HAB & TRAINING	X							
° PHYSICIAN	X	X	X					
° PARENT/GUARDIAN (NEXT OF KIN)	X	X	X				X	X
° X   X								
° OTHER:								

X = Notification





