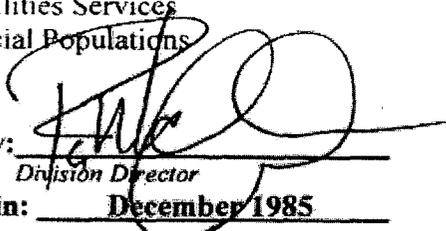


Delaware Health & Social Services  
Division of Developmental Disabilities Services  
Community Services & Adult Special Populations

Title: Emergency Contact System

Approved By: 

Division Director

Written By: DDDS Policy Committee

Date of Origin: December 1985

Date of Current Review/Revision: September 2010

I. PURPOSE

To establish guidelines for the operation of an emergency contact system for Community Services (CS) and Adult Special Populations (ASP).

II. POLICY

Twenty four hour a day emergency network of communication shall be available to providers to ensure timely and adequate response to individuals who receive services from the Division of Developmental Disabilities Services (DDDS) Community Services and Adult Special Populations.

III. APPLICATION

Community Services/Adult Special Populations Staff  
Stockley Center Switchboard Operator  
Contracted Provider Agencies  
Shared Living Providers

IV. DEFINITIONS

- A. Assigned Case Manager: The DDDS Case Manager who has been designated as coordinator of services to the individual/Provider in question.
- B. Administrative On-Call Person: The assigned CS/ASP administrator assigned to respond to issues identified in the Emergency Contact System policy.
- C. Off-Duty Hours: Those times when the DDDS offices are not normally staffed including weekends, holidays, states of emergencies and weekdays from 4:30 p.m. through 8:00 a.m. the following morning.
- D. On-Call Cell Phone: A cell phone designated solely for the purpose of communicating emergency information to and from the designated On-Call Person. Separate cell phones shall be maintained for Kent/Sussex Region of Community Services (CS), the New Castle County region of CS, and the Adult Special Populations Program.

**IV. DEFINITIONS (continued)**

- E. On-Call Laptop: A portable laptop computer containing files that minimally includes Emergency Data Forms (EDF) for all people served within CS/ASP, Regional Residential Listings, provider information, critical policies and employee contact information. A separate laptop computer shall be maintained for Kent/Sussex region and the New Castle County region in Community Services.
- F. On-Call Person- The employee who has the responsibility to serve as the emergency contact person for either region of Community Services or the Adult Special Populations Program.
- G. Shared Living: A DDDS residential status given to approved providers of service who give supervision, support, protection, inclusion in a family and services as identified in the person's ELP.
- H. Therap Emergency Data Form (EDF): A document located on the on-call laptop which has all the recorded data on each individual receiving residential services in Community Services that might be relevant to a crisis situation listed on the Crisis Matrix (see exhibit A). This electronic file replaces the Social Assessment Update that was previously used.

**V. STANDARDS**

- A. The Emergency On-Call System shall be available to all Providers regardless of the Service Region in which they live or provide services.
  - 1. Kent/Sussex Community Services Service Region - Call the Kent/Sussex on-call worker @ (302) 236-3774.
  - 2. New Castle Community Services Service Region- Call the New Castle County Community Services on-call worker @ (302) 598-1585.
  - 3. Adult Special Populations (ASP)- Call the ASP on-call worker @ 302-943-3699.
- B. The Stockley Center Switchboard operator shall be contacted at 302-933-3000 if the attempted contact with the on-call worker is unsuccessful.
- C. The Stockley Center Switchboard operator shall contact the assigned administrative on-call person if the regional on-call cell phone is unresponsive.
- D. The Emergency On-Call System shall not be used for routine matters which can be handled during regular business hours.
- E. The DDDS Shared Living Care Coordinator/Designee shall ensure that prospective Shared Living providers are instructed on how to access the emergency contact system
- F. Provider Agencies shall utilize their own agency on-call procedures prior to reporting incidents to the Community Services or Adult Special Populations on-call staff, in accordance with Exhibit A.
- G. The On-Call Laptop Computer shall contain a list of current contact numbers of all the Community Services professionals statewide. It shall also include a current Emergency

**V. STANDARDS (continued)**

Data Form (EDF) for each individual receiving residential services, a current listing of each group home including its telephone number and address, the names of individuals living in the home, and assigned DDDS team members, a current listing of Shared Living homes including the licensed capacity for the home, telephone number and address.

- H. Community Services and Adult Special Populations professionals and the Stockley Center Switchboard operator shall not, under any circumstances, release personal contact information of DDDS employees. The DDDS employee has the right to release their contact information as he/she chooses.
- I. One Community Services staff member for Kent/Sussex Region, one for the New Castle Region of the Community Services and one staff member for the Adult Special Populations program shall be designated as the on-call persons during off-duty hours.
- J. During off-duty hours, the designated On-Call Person(s) shall have available at all times, his/her service region's On-Call Laptop Computer and the assigned on-call cell phone.
- K. DDDS Community Services/Adult Special Populations and Residential Contractors shall develop an alternative emergency contact system to take effect when natural disasters/State of Emergencies interrupts the established flow of communication. Such shall be communicated to all staff and made available to the DDDS Director of Policy Development, upon request.

**VI. PROCEDURES**

Responsibility	Action
On-Call Person	<ol style="list-style-type: none"> <li>1. Responds immediately to the on-call cell contacts via the on-call cell phone. Interviews the caller relative to the cause of the emergency contact.</li> <li>2. Assesses the problem and provides the necessary response.</li> <li>3. If incident requires an Emergency Temporary Living Arrangement (ETLA) during off-duty hours, refers to the Shared Living-Respite provider list located on the On-Call Laptop relative to alternative emergency housing and make all necessary arrangements including transportation to this placement.</li> <li>4. Consults the Crisis Matrix (Exhibits A and B) to determine if Administrative On-Call needs to be informed of the incident.</li> <li>5. Documents the nature of the on-call contact and action taken in an e-mail communication. Forwards to the applicable team members and assigned CS/APS Case Manager and copies the applicable Regional Program Director the next regular working day.</li> </ol>

Stockley Center Switchboard Operator	6. Contacts the assigned administrative on-call person if the caller reports that he/she has unsuccessfully contacted the regional on-call telephone number or received no response after ten (10) minutes.
Assigned DDDS Case Manager	7. Documents information provided by the on-call worker into a Therap T log for the applicable person(s).
Regional Administrative Assistant	8. Maintains current information in the on-call laptop computer.

**VII. REFERENCES**

None

**VIII. EXHIBITS**

- A. Community Services Agency Crisis Matrix
- B. Shared Living Crisis Matrix

**EXHIBIT A**

**Community Services & Adult Special Populations/Agency On-Call Notification Crisis Matrix**

<b>INCIDENT</b>	<b>AGENCY STAFF</b>	<b>AGENCY ON-CALL</b>	<b>DDDS ON-CALL</b>	<b>DDDS ADMIN. ON-CALL</b>
Fire in Home	1) Call 911 ( Fire Department) 2) Call Agency On-Call	Call DDDS On Call	Call DDDS Admin On-Call	Call C/S Asst. Dir. to Report
Death Suspected	1) Call 911 (Ambulance) 2) Call Office of Chief Medical Examiner, as required by Death of Indiv. Policy (302-577-3420- NCC or 302-933-3050- Kent and Sussex Co. 3) Call Agency On-Call	Call DDDS On-Call	Call DDDS Admin On-Call	Call C/S Asst. Dir. to Report
Police Involvement	1) Call 911 (Police) 2) Call Agency On-Call	Call DDDS On Call	Call DDDS Admin. On-Call	Call C/S Asst. Dir. to Report
Missing Individual	1) Call 911 (Police) 2) Call Agency On-Call	Call DDDS On Call	Call DDDS Admin. On-Call	Call C/S Asst. Dir. to Report
Emergency Room visit, Ambulance or Hospitalization	1) Call 911 (Ambulance) 2) Call Agency On-Call	Call DDDS On-Call to report hospitalization and/or outcome of ER visit	Call DDDS Admin. On-Call to report hospital admissions and significant injuries	-----

**EXHIBIT A****Community Services & Adult Special Populations/Agency On-Call Notification Crisis Matrix (cont)**

INCIDENT	AGENCY STAFF	AGENCY ON-CALL	DDDS ON-CALL	DDDS ADMIN. ON-CALL
Auto Accident	1) Call 911 (Ambulance and/or Police) 2) Call Agency On-Call	Call DDDS On-Call	Call DDDS Admin. On-Call	Call CS Assistant Director to Report
Suspected Abuse, Neglect, Mistreatment, Financial Exploitation, Significant Injury	1) Call DDDS On-Call 2) Call Agency Designee per agency protocol		Report to PM #46 Coordinator next working day	
Evacuation from the Home	Call Agency On-Call	Call DDDS On Call	Call C/S Admin. On-Call to Report	Call CS Assistant Director to Report

**EXHIBIT B**

**SHARED LIVING IMMEDIATE NOTIFICATION CRISIS MATRIX**

<b>INCIDENT</b>	<b>SHARED LIVING PROVIDER</b>	<b>DDDS ON-CALL</b>	<b>ADMIN. C/S ON-CALL</b>
Fire in Home	1) Call 911 (Fire Department) 2) Call DDDS On-Call	Call DDDS Admin On-Call	Call CS Asst. Dir. to Report
Death Suspected	1) Call 911 (Ambulance) 2) Call DDDS On-Call	Call DDDS Admin On-Call	Call CS Asst. Dir. to Report
Police Involvement	1) Call 911 (Police) 2) Call DDDS On-Call	Call DDDS Admin On-Call	Call CS Asst. Dir. to Report
Missing Individual	1) Call 911 (Police) 2) Call DDDS On-Call	Call DDDS Admin On-Call	Call CS Asst. Dir. to Report
Emergency Room visit, Ambulance or Hospitalization	1) Call 911 (Ambulance) 2) Call DDDS On-Call	Call DDDS Admin On-Call	-----
Auto Accident	1) Call 911 (Ambulance and/or Police) 2) Call DDDS On-Call	Call DDDS Admin On-Call	Call CS Asst. Dir. to Report
Suspected Abuse, Neglect, Mistreatment, Financial Exploitation, Significant Injury	1) Call DDDS On-Call	Report to PM #46 Coordinator next working day	
Evacuation from the Home	1) Call DDDS On-Call	Call DDDS Admin On-Call	Call C/S Asst. Dir. to Report