



## DDDS Community Services Procedure Emergency Notification System CS PRO 203

Revision Date	Sections Revised	Description of Revision
<03/25/2021>	4.d.1	Addition of who to call if DDDS Administrator On-Call does not answer/return call
<03/16/2021>	All	Origination date
Director of Community Services Signature/Date: <i>Cory Ellen Bowie</i> , MSS, MLSP 03/25/2021		<b><i>Live signature is located in the Office of the Director of Community Services</i></b> Effective: <03/25/2021>



## DDDS Community Services Procedure Emergency Notification System CS PRO 203

### 1. Purpose

Establishes a notification system for critical event and emergency reporting to the Division of Developmental Disabilities Services Community Services (DDDS) during non-business hours.

### 2. Scope

All Contracted Providers of Residential Habilitation, Supported Living, Day Habilitation, Community Participation, Pre-Vocational Services, Supported Employment, Nurse Consultation, Behavioral Consultation, Respite and Personal Care  
DDDS Community Services staff

### 3. Standards

**The Emergency Notification System state-wide reporting phone number is:  
302-538-1681**

- 3.1 A provider administrator shall notify DDDS of critical events or emergencies, outlined below, that occur during DDDS non-business hours, within one (1) hour of the event/emergency, or as soon as the event is stable. **Calling DDDS emergency notification system does not satisfy any other applicable mandatory reporting requirements.** Critical events or emergencies are defined as:

- Any event that may require a formal response from the DDDS Division Director/designee or the Department of Health and Social Services (DHSS) Secretary's Office
  - Unexpected fatality of a DDDS service recipient(s)
  - Police involvement due to violent crime and/or arrest of a service recipient(s)
  - Sexual assault by or toward a service recipient(s)
  - A Silver or Gold Alert for a service recipient(s) initiated by Police Department
  - An emergency resulting in displacement of a service recipient(s)
- a. Direct Support Professional staff shall not call the DDDS Emergency Notification System directly. Only the provider administrator shall notify DDDS of critical events or emergencies during non-business hours.

- 3.2 A provider administrator is to report the following information when calling the Emergency Notification System:
- Name of everyone (staff, service recipients and/or others) involved in event
  - Provider/agency responsible for oversight of the service recipient(s)
  - Address of service recipient(s) involved in event
  - What occurred
  - What has been done to ensure safety and to respond to the critical event or emergency
  - What is left to do to respond to and stabilize the immediate situation
- 3.3 Providers shall report any reportable event(s) (critical or non-critical) to the appropriate DDDS team member the next business day regardless of report to Emergency Notification System, in accordance with DDDS and DHSS policies and procedures.
- 3.4 All providers shall use the Emergency Notification System state-wide phone number regardless of DDDS service region.
- 3.5 Designated DDDS Community Services supervisory staff manage the Emergency Notification System on a rotating on-call basis. DDDS staff assigned to be on-call for the Emergency Notification System may be required to provide additional supports related to calls received.
- a. A DDDS Administrative Specialist is assigned to manage the Emergency Notification System on-call schedule and distribution to all DDDS Community Services supervisory staff.
  - b. The DDDS Administrative Specialist assigned to manage the on-call schedule shall arrange for calls into Emergency Notification System to be forwarded to the state-issued cell phone of the DDDS staff assigned to be on-call.
  - c. DDDS staff assigned to be on-call for the Emergency Notification System shall keep their state-issued cell phone on and remain available to answer and return calls promptly during non-business hours for the duration of the period they are scheduled to be on-call.
  - d. For all changes to the on-call schedule, identified on-call personnel must secure coverage and notify their supervisor and the DDDS Administrative Specialist assigned to manage the on-call schedule to make adjustments to on-call schedule.
- 3.6 Providers shall utilize their own internal procedures to support and provide direction to staff and service recipients in times of emergencies, crises, and other unanticipated/unusual events. Providers shall designate an appropriate staff member to act as provider administrator during non-DDDS business hours and shall guarantee there is a mechanism in place to ensure provider staff know who to contact in an emergency or critical event.

3.7 The DDDS staff assigned to cover the Emergency Notification System shall evaluate provider reports to determine if Director of Community Services or designee require immediate notification. The Director of Community Services or designee shall be notified immediately of the following critical events:

- Any event that may require a formal response from the DDDS Division Director/designee or DHSS Secretary’s Office.
- Any event resulting in an unexpected fatality of a DDDS service recipient(s)
- Displacement of service recipient(s) due to fire, catastrophic weather event, or any event that requires the activation of the provider’s emergency relocation procedures
- Any event resulting in a service recipient being taken into police custody

a. The Director of Community Services or designee shall be notified via text message or phone call, and with a follow-up email. Information shared through text message must be limited and must not include any protected health information. The follow-up email will provide a short summary of reported event. The DDDS staff making the email notification shall “cc” both Assistant Directors of Community Services, the appropriate Regional Program Director and, if the event is a reportable incident, the Office of Incident Resolution Administrator.

## 4. Procedure

**Action by:**

**Action:**

**DDDS Administrative Specialist**

- a. **Maintains** Emergency Notification System and on-call schedule.
- b. **Call forwards** the designated Emergency Notification Phone number to assigned on-call DDDS staff’s state-issued cell phone every Monday morning.

**Provider Administrator**

- c. **Assists** provider agency front line staff with resolving issues and ensuring safety of all involved.
- d. If a critical event or emergency occurs, **calls** DDDS Emergency Notification System number **(302-538-1681)** within one (1) hour of the event/emergency, or as soon as the event is stable.
  - 1. If the DDDS Administrator On-Call does NOT answer or return call from Provider Administrator within 30 minutes, Provider Administrator **calls** DDDS Chief of Operations at **302-893-3044** to report.

- e. In the event of unanticipated service recipient fatality, **reports** to Medical Examiner's Office within 1 hour of death.
- f. In accordance with Delaware State law and other applicable regulations, policies, and procedures, **reports** event to the police, Adult Protective Services, or other oversight agencies as appropriate and mandated.

**DDDS Administrator On-Call**

- g. **Receives** notification call and determines, per DDDS regulation, policy, standards, and standard 3.7 of this procedure, if event should be immediately reported to the Director of Community Services or designee.
- h. If immediate report is required:
  - 1. **Texts or calls**, the Director of Community Services or designee information related to the notification. Information shared through text message must be limited and must not include any protected health information.
  - 2. **Emails** the Director of Community Services, both Assistant Directors of Community Services, and cc appropriate Regional Program Director and Office of Incident Resolution Administrator (if appropriate) detailed information related to the notification.
- i. If immediate notification is not required:
  - 1. On the next business day, **emails** Director of Community Services and both Assistant Directors of Community Services with a summary of all notification calls received during non-business hours.
- j. **Ensures** provider administrator has made or will make any other appropriate notifications such as to the police, Medical Examiner's Office, Adult Protective Services, etc.

**Director of Community Services or designee**

- k. **Determines** if any further action is required and notify the Division Director, if appropriate.

**Provider**

- l. **Conducts** all follow-up activities to ensure the health and safety of the service recipient is maintained.
- m. **Reports** critical event to all appropriate DDDS staff, other team members if applicable, and any other applicable oversight agencies the next business day per DDDS and DHSS policies and procedures.

- n. **Completes** all mandatory documentation of event in the electronic case record as required by DDDS policies and procedures.
- o. In event of service recipient death, **notifies** Consultative Nurse (if applicable) and Support Coordinator/Community Navigator the next business day via phone and/or email.

## 5. References

DHSS Policy Memorandum #65 Mortality Review Committee

DDDS Policy Death of an Individual

DDDS Policy Abuse, Neglect, Mistreatment, Financial Exploitation, and Significant Injury