

**UCP Central PA
INCIDENT MANAGEMENT
POLICY & PROCEDURES**

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General Overview

Individual abuse/neglect is **not** tolerated under any circumstances. Intentional action or inaction by anyone that results in abuse is prohibited. To protect the rights of the people we serve, as well as all employees, it is the policy of UCP CENTRAL PA to **immediately** report and/or investigate any allegations of individual abuse/neglect in a fair and consistent manner. It is imperative that agency staff err on the side of protecting the safety of people in our care. To that end it is critical that any issue that you consider unusual, or outside of the standards of normal behavior be immediately reported to a Point Person (see attached list of current People), and/or the Program Manager/Supervisor for your program. An allegation of abuse may involve something you see, something you hear or something you learn about from others. The allegation may involve a staff member, another participant, a family member, or someone uninvolved with the individual. In other words, we need to be aware of potential abuse of an individual by anyone in any setting.

Any employee who witnesses or has knowledge of an act of abuse, alleged abuse, neglect or any other reportable incident is required to report immediately **to a Point Person and/or a Program Manager/Supervisor.** Failure to do so is a serious violation of agency policy and is subject to disciplinary action, up to and including termination. Employees are protected by the agency “Whistleblower” policy, which guarantees no reprisals will be brought by the agency against any employee who reports abuse/neglect according to agency procedures. Upon receipt of any report of alleged individual abuse, the Program Manager/Supervisor or Point Person makes all notifications required by regulation.

When reporting an allegation of abuse to a Point Person or Program Manager/Supervisor you will immediately be asked to provide maximum cooperation. Your highest priority will be to ensure the safety of the participant who is allegedly being abused. Secondly, you will be asked to “secure the scene” when possible, to ensure that any evidence remains exactly as it was during the proposed incident when the Certified Investigator, or other appointed representative arrives to begin the investigation. You will be interviewed by the investigator and asked to provide a written statement of the incident.

Any alleged incident of physical or sexual abuse, as well as neglect may result in a report of the incident to the police department by the President/CEO or Senior Director of Operations.

All staff including administrative, fiscal, maintenance and staff directly working with individuals are trained in agency policies and procedures regarding incident management. There is an initial training during new hire orientation, and each program conducts an annual retraining. After each training, employees sign a statement that they have received instruction in and understand the policy and procedures. The signed statements are kept in the employee’s personal file.

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Upon the initial selection of UCP CENTRAL PA as a service provider, and annually thereafter, either the individual participant or parent/guardian receives information regarding our incident management policies and procedures. These policies include an affirmation of our responsibility to notify law enforcement, a “no reprisal” statement assuring an individual reporter that he/she will not face reprisal by reporting abuse/neglect and a list of agencies a participant/family can contact if the participant/family suspects or experiences abuse/neglect.

Individuals/parents/guardians sign a statement for UCP CENTRAL PA files that they have received this information. The signed statements will be kept in the individual participant’s file.

The reporting and investigative procedures for each program follow, proper adherence ensures timeliness, accuracy, and appropriate documentation for all reportable incidents.

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Office of Developmental Programs (ODP) Incident Management Procedures
These procedures are for the following services: Residential, Community Participation Supports, Home & Community Habilitation, Respite, Employment, Life Sharing, and Agency with Choice

Programs that receive funding through the Office of Developmental Programs must follow Department of Human Services definitions and procedures. We are mandated reporters of suspected abuse and neglect occurring within our agency by employees, or outside of the agency, by others.

Abuse is defined as: a deliberate or careless act by a person, including another individual receiving services, which may result in mental or physical harm.

The Office of Developmental Programs recognizes five (5) types of abuse per the Incident Management Bulletin #00-21-02, effective July 1, 2021. They include:

Misapplication/Unauthorized Use of Restraint (injury) – The use of a restraint that does not follow ODP’s regulatory requirements, the misapplication of an approved restraint technique, or the use of a restraint that results in an injury requiring treatment beyond first aid. Examples include, but are not limited to, the following, all of which are prohibited:

- Prone position physical restraints.
- Any physical restraint that inhibits digestion or respiration, inflicts pain, causes embarrassment or humiliation, causes hyperextension of joints, applies pressure on the chest or joints or allows for a free fall to the floor.
- Any physical restraint that is used more than 30 cumulative minutes within a two-hour period.
- Chemical restraints
- Mechanical restraints

Misapplication/Unauthorized Use of Restraint (no injury) – The use of a restraint that does not follow ODP’s regulatory requirements or the misapplication of an approved restraint technique. Examples include, but are not limited to, the following, all of which are prohibited:

- Prone position physical restraints
- Any physical restraint that inhibits digestion or respiration, inflicts pain, causes embarrassment or humiliation, causes hyperextension of joints, applies pressure on the chest or joints or allows for a free fall to the floor
- Any physical restraint that is used more than 30 cumulative minutes within a two-hour period
- Chemical restraints
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Physical – An act which causes or may cause physical injury to an individual, such as striking or hitting. Physical injuries may or may not be present with physical abuse. Allegations of physical acts without obvious signs of injury must be reported. Monitoring or body checks may be necessary to look for signs of injury after initial discovery of the incident. In addition, injuries attributed to a staff person or another individual receiving services that require treatment beyond first aid or an inpatient admission to a hospital are to be reported as abuse.

If the incident involved an injury, common examples of situations that may be present with physical abuse include, but are not limited to:

- A patterned bruise, no matter its size, that is in the shape of an identifiable object such as a belt buckle, shoe, hanger, fingermark, etc.
- Unexplained serious injuries or multiple bruises, cuts, abrasions.
- A spiral fracture.
- Dislocated joints.
- Bilateral bruising, which is bruising on both sides of the body (e.g. the top of both shoulders, both sides of the face or inside of both thighs).
- Bruising to an area of the body which does not typically or easily bruise (e.g. midline stomach, breasts, genitals, inner thighs or middle of the back).
- Injuries that are not consistent with what is reported to have happened.
- Injuries explained as caused by self-injury to parts of the body the individual has not previously injured or cannot access.

Psychological – An act which causes or may cause mental or emotional anguish by threat, intimidation, humiliation, isolation, or other verbal or nonverbal conduct to diminish another. Examples include, but are not limited to:

- Bullying, rejecting, degrading, and terrorizing acts.
- Disregard for privacy during personal care.
- Paid caregiver ignoring an individual, including, but not limited to:
 - Active ignoring (that is not part of an approved plan) such as ignoring a call or request for help/assistance.
 - Passive acts, such as non-essential use of a cellphone (or another electronic device), watching TV, etc.
- Threats of isolation.
- Yelling, name-calling, blaming, and shaming.
- Mimicking or mocking an individual's voice, speech, behaviors, etc.
 - Statements that are intended to humiliate or infantilize, including insults, threats of abandonment or institutionalization and other controlling, dominant or jealous behavior.

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The act of taking, transmitting, or displaying an electronic image (in any medium including social media, personal computers, cell phones, etc.) of an individual that is intended to shame, degrade, humiliate, or otherwise harm the personal dignity of an Individual.

- o When an individual witnesses an incident for which they were not the intended victim, but it causes or has caused mental or emotional anguish.

Seclusion – The involuntary confinement of an individual in an area from which the individual is prevented from leaving. This includes verbal instruction or any explicit or implicit intimidation that indicates to an individual that they may not leave a room, regardless of whether the individual has the ability to physically remove himself or herself from the situation.

Examples include, but are not limited to, the following prohibited acts:

- o Placing an individual in a locked room. A locked room includes a room with any type of engaged locking device such as a key lock, spring lock, bolt lock, foot pressure lock, device or object, or a person physically holding the door shut.
- o Placing an individual in a room from which they are unable to exit independently due to the general accessibility of the room (i.e. wheelchair ramps, transitions, etc.), features of the door hardware (i.e. handles that do not meet the accessibility needs of the individual), or any other obstacle that prevents an individual from exiting.

Sexual Abuse - Any attempted or completed nonconsensual sexual act. The act may be physical or non-physical and achieved by force, threats, bribes, manipulation, pressure, tricks, violence or against an individual who is unable to consent or refuse. Sexual abuse includes any act or attempted act that is sexual in nature between a paid service provider staff and an individual regardless of consent on the part of the individual.

- o **Rape** - The penetration, no matter how slight, of the vagina or anus with any body part or object, or oral penetration by a sex organ of another person, without the consent of an individual. This includes when an individual was made, or there was an attempt to make the individual, penetrate another person (including the target).
- o **Sexual Harassment** - Sexual advances that do not involve physical contact between an individual and a target. This type of sexual abuse can occur in many different venues (e.g., home, school, workplace, in public, or through technology).
- o **Unwanted Sexual Contact** - Intentional touching or molesting, either directly or through the clothing, of the genitalia, anus, groin, breast, inner thigh, buttocks,

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or any other body part without consent. This includes making an individual touch or molest another person (including the target).

- **Other** - Any sexual abuse of an unknown type at the time of the report or sexual abuse that does not conform to other secondary category options.

Neglect – The failure to obtain or provide the needed services and supports defined as necessary or otherwise required by law, regulation, policy, or plan (ISP, Behavior Support Plan, safety plan, etc.). This includes acts that are intentional or unintentional regardless of the obvious occurrence of harm.

- **Failure to Provide Medication Management** – An event that may cause harm or lead to inappropriate medication use while the medication is in the control of the person(s) charged with administration. Incidents of this nature include when harm occurs to the individual, the medication error occurs over more than one consecutive administration or an individual receives medication intended for another individual.
- **Failure to Provide Needed Care** – The failure to obtain or provide the needed services and supports.
- **Failure to Provide Needed Supervision** – The failure to provide attention and supervision, including leaving individuals unattended. This is based upon the supervision care needs in the ISP or recommendations or requirements from a court of law or as a condition of probation or parole.
- **Failure to Provide Protection from Hazards** – The failure to protect an individual from health and safety hazards as part of routine care, service provision or as outlined in the ISP.
- **Moving Violation** – Any staff or volunteer receiving a moving violation citation during the provision of services to an individual regardless if operating an entity's vehicle or personal vehicle.

Passive Neglect – The inability to provide supports due to environmental factors which are beyond the control of an unpaid caregiver because of lack of experience, information, resources, or ability. Passive neglect is reportable if there are no current risk mitigation strategies in the ISP that specifically address the area of passive neglect. Passive neglect is reported by an individual's SCO.

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Self-Neglect – An action or lack of action by an individual that results in the individual denying himself or herself proper care, supports and services. Self-neglect is reportable if there are no current risk mitigation strategies in the ISP that specifically address the area of self-neglect. Self-neglect is reported by an individual’s SCO.

Exploitation – An act or course of conduct by a person against an individual or an individual’s resources without informed consent or with consent obtained through misrepresentation, coercion, or threats of force, which results in monetary, personal, or other benefit, gain, or profit for the target, or monetary or personal loss to the individual. Exploitation should be reported regardless of the actual or perceived value of the loss.

There are 7 secondary categories of Exploitation. These include:

- **Failure to Obtain Informed Consent** – An intentional act or course of conduct by a person which results in the misuse of an individual’s consent or failure to obtain consent.
- **Material Resources** – The illegal or improper act or process of a person using the material resources or possessions of an individual for his or her own personal benefit or gain.
- **Medical Responsibilities/Resources** – An act or course of conduct of a person that results in an individual paying for medical care or items that are normally covered by insurance or other means.
- **Missing/Theft of Medications**– Missing medications without explanation or theft of medications.
- **Misuse/Theft of Funds** – The illegal or improper act or process of a person using the funds of an individual for his or her own personal benefit or gain. This includes misuse or mismanagement by a representative payee or other responsible party, theft of money, Supplemental Nutrition Assistance Program (SNAP) benefits, or soliciting monetary gifts from an individual.
- **Room and Board** – Requiring an individual to pay for items that are covered as part of room and board charges, charging more than allowable rates for room and board, or charging for a service or support that is included in a rate for which a provider is or will be reimbursed. This includes any situation in which the individual is required to pay for the same item/service twice.

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- **Unpaid Labor** – The illegal or improper act or process of a person who is using an individual to perform unpaid labor that would otherwise be compensated in a manner consistent with labor laws.

Additional incidents required to be reported to a Point Person are:

Behavioral Health Crisis Event- An event or situation that exceeds the individual’s current resources and coping mechanisms that causes the individual to experience extreme disorganization of thought, hopelessness, sadness, confusion, panic, or other emotional distress. The event includes action(s) by an individual that pose a danger to themselves or others and are unable to be mitigated without the assistance of law enforcement, mental health, or medical services.

- **Community-Based Crisis Response** – An event in which law enforcement or emergency services respond to and resolve without transport to another location for intake, assessment or treatment.
- **Facility-Based Crisis Response** – An event in which law enforcement or emergency services respond to and an individual is transported to a psychiatric facility, including crisis facility, or the psychiatric department of an acute care hospital for evaluation or treatment that does not result in an admission.
- **Immediate Arrest and Incarceration Crisis Response** - An event in which law enforcement responds to a behavioral health crisis event and arrests, charges and incarcerates an individual without first obtaining a mental health evaluation/admission at a facility designated to provide such services.
- **Psychiatric Hospitalization (involuntary)** – An involuntary inpatient admission to a psychiatric facility, including crisis facility, or the psychiatric department of an acute care hospital for evaluation or treatment.
- **Psychiatric Hospitalization (voluntary)** – A voluntary inpatient admission to a psychiatric facility, including crisis facility, or the psychiatric department of an acute care hospital for evaluation and treatment.

Death - All deaths are reportable. Deaths attributed to or suspected to have been the result of abuse or neglect require additional reporting in the appropriate corresponding category. In addition, any critical incidents that are discovered during an investigation into a death require additional reporting in the appropriate corresponding category.

Fire – A situation that requires fire personnel or other safety personnel to extinguish a fire, clear smoke from the premises, etc.

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Law Enforcement Activity - Law enforcement activity that occurs during the provision of service or for which an individual is the subject of a law enforcement investigation that may lead to criminal charges against the individual. This includes law enforcement responding to a possible crime when an individual is in the community or in a vehicle.

- **Individual Charged with a Crime/Under Police Investigation** – When an individual is formally charged with a crime by the police or when an individual is informed, he or she is suspected of committing a crime, and charges may be forthcoming. All charges or suspected charges related to a Behavioral Health Crisis Event should be reported as such and not as a law enforcement activity.
- **Licensed Service Location Crime** – A crime such as vandalism, break-ins, threats, or actual occurrences of acts that may result in harm, etc. that occur at the provider’s service location.

Missing Individual - An individual is considered missing when they are out of contact for more than 24 hours without prior arrangement or the individual is in immediate jeopardy when missing for any period. Based on an individual’s history, safety skills, and familiarity with the area, an individual may be considered in jeopardy before 24 hours elapse. In addition, when police are contacted about a missing individual or the police independently find and return an individual, this is a reportable incident regardless of the amount of time an individual has been missing.

- **In Jeopardy** - The unexpected or risky absence of any duration for an individual whose absence constitutes an immediate danger to the individual or others.

Rights Violation – An unauthorized act which improperly restricts or denies the human or civil rights of an individual, including those rights which are specifically mandated under applicable law, regulation, policy, or plan. This includes acts that are intentional or unintentional regardless of the obvious occurrence of harm.

- **Civil/Legal** – Any violation of civil or legal rights afforded by law. This includes the right to vote, speak freely, practice religious choice, access law enforcement and legal services, as well as participate in local, state or national government activities.
- **Communication** – The failure to support an individual to communicate at all times. This includes a failure to obtain needed communication evaluations, assistive devices or services; provide communication support; or maintain communication devices in working order.
- **Health** – The failure to support choice and opportunity related to health care. This includes failure to inform and educate an individual about physical or behavioral

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health evaluations and assessments, changes in health status, diagnosis information, test results, medications, treatment options, etc. This also includes the denial of the right of an individual to make informed health care decisions.

- **Privacy** – Any violation of an individual’s safely exercised choice to be free from being observed or disturbed by others. This includes an individual’s choice to maintain the privacy of his or her physical person, living area, possessions, electronic social media (emails, posts on the internet, accounts, content, or any similar items), communication with others (whether in face-to-face meetings, phone, email, physical mail, or any other correspondence), use of image or likeness without the expressed permission of the individual (including videos or photos taken of the individual for promotional, marketing or any other purpose), or any similar area where a reasonable expectation of privacy exists.
- **Services** – Any violation of an individual’s right to control services received. This includes when an individual refuses to participate in, voices a concern about, or wants to make a change to a service, and the ISP team does not address these choices. Individuals have the right to participate in the development and implementation of their ISPs and can choose where, when, and how to receive needed services. This also includes the right to control specific schedules and activities related to services.
- **Unauthorized Restrictive Procedure** – Any restrictive procedure (other than a physical, chemical, or mechanical restraint) that does not follow ODP’s guidelines related to restrictive procedures or is prohibited by ODP. Restrictive procedures limit an individual’s movement, activity or function; interfere with the individual’s ability to acquire positive reinforcement; result in the loss of objects or activities that an individual values; or require an individual to engage in a behavior in which, given the freedom of choice, the individual would not engage.

Serious Illness – A physical illness, disease, or period of sickness that requires hospitalization. This includes an elective surgery that requires a hospitalization.

- **Chronic/Recurring** – An illness, condition or disease that is persistent or otherwise long-lasting in its effects for which an individual has had previous treatment or diagnosis.
- **New** – An acute illness, condition or disease for which an individual has not previously received treatment. This includes acute illnesses, conditions or diseases that may become chronic in the future.

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Serious Injury – Any injury that requires treatment beyond first aid. This includes injuries that receive an assessment or treatment at an emergency room, urgent care center, primary care physician office, etc., or that require hospitalization. Assessment by emergency medical services that did not require a visit to one of the locations listed above for treatment is not reportable. Serious injuries that are treated by a medical professional (i.e. doctor, nurse, etc. that is used by the organization) on-site are reportable.

- **Choking** – When food or other items become lodged in the back of the throat and the cause is not attributed to neglect. Choking incidents are only reportable when they require interventions, such as back blows, abdominal thrusts or the Heimlich maneuver.
- **Injury Accidental** – Injury (other than self-inflicted) with a known cause at the time of the report.
- **Injury Self-Inflicted** – Injury with a known cause at the time of the report that can be attributed to an intentional action of an individual to cause harm upon himself or herself.
- **Injury Unexplained** – An injury with no known cause at the time of the report.
- **Medical Equipment Failure/Malfunction** – Any medical equipment failure or malfunction that requires intervention by a medical professional. This does not include routine maintenance or care of medical equipment.
- **Pressure Injury (decubiti, pressure ulcer, pressure sore, bedsore)** – Injuries to skin and underlying tissue resulting from prolonged pressure on the skin, regardless of stage and including an injury that is unstageable. This includes initial diagnoses, newly affected areas of the body, as well as a diagnosis that becomes worse over time.

Site Closure – The emergency closure of a licensed or provider operated service location for one (1) or more days. This is reported as a site incident report and does not apply to individuals who reside in homes owned, rented or leased solely by the individual or family member.

Suicide Attempt – The intentional and voluntary attempt to take one’s own life. A suicide attempt is limited to the actual occurrence of an act and does not include suicidal threats or ideation. If medical treatment was sought after a suicide attempt, it should be reported under suicide attempt as a primary category in all cases, and not as serious injury or illness.

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- **Injury/Illness that Requires Medical Intervention** – An individual sustained an injury or became ill due to a suicide attempt and required medical treatment beyond basic first aid.
- **No Injury/Illness that Requires Medical Intervention** – An individual did not sustain an injury or become ill due to a suicide attempt and did not require medical treatment beyond first aid.

The following categories of reportable incidents are required to be reported within 72 hours after the occurrence of the incident. UCP’s practice is reporting in EIM within 24 hours.

- **Medication Error**: Any practice with the “Rights of Medication Administration” as described in the ODP Medication Administration Training Course. A medication error occurring during a time when an unpaid caregiver is responsible for the administration of medication is not reportable. An individual’s refusal to take medication is not reportable as a medication error. This includes wrong medication, wrong dose, wrong time, wrong route, wrong form, wrong position, wrong technique/method, omission and wrong person.
- **Physical Restraint** – A physical hands-on method that restricts, immobilizes, or reduces an individual’s ability to move his or her arms, legs, head, or other body parts freely. A physical restraint may only be used in the case of an emergency to prevent an individual from immediate physical harm to herself or himself or others. Restraints that are permitted by ODP policies and procedures, regulations or laws are to be reported as physical restraints. All other restraints shall be reported as abuse.
 - **Human Rights Team Approved Restrictive Intervention** – Any physical restraint that is applied in an emergency situation that is part of an approved ISP that contains a restrictive procedure.
 - **Provider Emergency Protocol** – Any physical restraint that is applied in an emergency situation that is part of a provider emergency restraint protocol. This restraint is not part of an individual approved ISP that contains a restrictive procedure.

The following incidents we be reported when directed by ODP. OPD will provide specific guidance and direction on what to report, as well as the timelines to report, related to the following emergencies:

- **Declared Emergency** - An event, such as an occurrence of a natural catastrophe, technological accident, or human-caused event that has resulted in, or could potentially cause, severe property damage, deaths, and/or multiple injuries such as, but not limited to,

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public health emergencies, emergency declarations, major declarations, etc.. A Declared Emergency is declared by Federal, State, County, or Municipal officials.

- **Public Health Emergency** - An event such as a disease or natural disaster that causes, or has the potential to cause, harm to a significant number of individuals and is declared as a Public Health Emergency by Federal or State officials. Public Health Emergencies are to be reported within timeframes that are specific to the nature of the event and as directed by ODP.
 - **Outbreaks** - The occurrence of disease cases in excess of normal expectancy. The number of cases varies according to the disease-causing agent, and the size and type of previous and existing exposure to the agent.
 - **Epidemic** - A disease that affects a large number of people within a community, population, or region.
 - **Pandemic** - A disease that affects a large number of people that is spread over multiple countries or continents.
 - **Natural Disasters** - An event such as a flood, earthquake, storms, hurricanes, tornados, blizzards, etc.
 - **Bio-Terrorist Attacks** - The intentional release or dissemination of biological agents. These agents are bacteria, viruses, insects, fungi, or toxins, and may be in a naturally occurring or a human-modified form.

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UCP will assign a state certified investigator to investigate the following Incident Management Categories:

1. Abuse -All categories
2. Deaths-when participant receives services/supports from UCP
3. Exploitation- All categories
4. Neglect-All categories
5. Rights Violation – All categories
6. Serious injury
 - Injury accidental
 - Injury unexplained
 - Choking
 - Pressure injury
7. Sexual abuse -All categories
8. Suicide attempt -All categories

Any person who witnesses/is notified of an incident of abuse, suspected abuse, or neglect must notify an agency Point Person immediately after the safety of the individuals involved has been assured. This is the case regardless of whether agency staff is directly involved in the act of abuse/neglect. The Point Person then assumes responsibility to ensure that a certified investigator is assigned and that reports are entered into EIM (Enterprise Incident Management) the state reporting system that tracks incidents within HCSIS (Home Community Services Information System) immediately. The final report must be completed, reviewed by UCP Management and submitted in EIM within 30 days, unless an extension has been requested and granted. If the need for an extension is contemplated, the Point Person must contact the Senior Director of Operations in advance of the 30-day expiration to discuss reasons for the need for extension and to receive advance approval for such a request. Please remember that it is UCP's policy to thoroughly investigate and close every EIM incident well within the 30-day requirement. The Point Person and the Incident Reporter will work together to complete the final report timely. It is the responsibility of the point person to ensure that every reportable incident is investigated and brought to a conclusion in the most expeditious manner possible.

Any staff accused of abuse, suspected abuse, or neglect will be separated from the victim and placed on paid administrative leave immediately pending the outcome of the investigation. If the abuse/neglect is confirmed, the accused staff will receive disciplinary action up to and including termination. If the abuse/neglect is not confirmed or is inconclusive, the employee will be brought back from administrative leave. The identified target staff will not be permitted to work directly with any other participant during the investigatory process.

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In incidents of abuse or suspected abuse, the individual is to be informed of his or her rights and options related to contacting law enforcement. The individual, family members or persons designated by the individual are provided with timely response to questions or concerns related to the incident.

Responsibilities When Witnessing, Being Informed of Allegations or Suspecting Abuse/Neglect:

Initial Reporter: An initial reporter is any person who witnesses or experiences the incident, is informed of an allegation of an incident, or is the first to discover or recognize the signs of an incident. Initial reporters may be individuals receiving services, family members, community members or service system staff. If the initial reporter is a UCP employee, the following steps must be taken.

1. Respond to the situation by taking immediate action to protect the individual's health, safety and welfare and their rights.
2. Immediately notify their supervisor for assignment to a Point Person.
3. In the absence of a supervisor, incident should be reported to the Senior Director of Operations, or President/CEO.
4. Document observations about the incident in a narrative report.
5. Comply with the applicable laws and regulations for incidents of alleged abuse, neglect or exploitation.

Point Person: The point person is a person that receives information from an initial reporter and is responsible to manage the incident from beginning to end. This person is to ensure that all incident management activities are completed for each incident. The point person is the point of direct contact for an incident and must be available to respond to questions related an incident. The point person must ensure the following items.

1. All actions needed to protect the health, safety rights and welfare of the individual are taken following the initial notice of the incident.
2. Ensure referrals to victim's assistance services is offered and support access services is provided when an individual expresses an interest in these services.
3. If the incident involves abuse, suspected abuse, or alleged abuse, the following are notified as appropriate:

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- Adult Protective Services
 - Child Protective Services
 - Older Adult Protective Services
 - The individual and persons designated by the individual, unless the person is designated as the target.
 - The Department of Aging and Department of Human Services
 - The designated Managing Entity (AE)
 - The county government office responsible for the intellectual disability program, if applicable.
 - The individual is informed of his or her rights and options related to contacting law enforcement.
 - The individual and his/her family members are provided with timely response to questions and concerns regarding the incident.
4. Ensure the target is separated from the victim (55 Pa. Code 6100.46)
 5. Enter the initial incident report in EIM (Enterprise Incident Management) within 24 hours of discovery.
 6. Enter the final section of the report within 30 calendar days of discovery of the incident. If an Extension is needed, the Point Person shall submit to the Department a valid reason for the Extension and follow up on all comments received from initial or final management reviews.
 7. If the individual is deceased, information is sent to the County ID Program/AE and the appropriate regional office or uploaded to be part of the Electronic incident report. This includes the Lifetime Medical History, copy of the Death Certificate, Autopsy Report, discharge summary from the final hospitalization if the individual died while in the hospital, results of the most recent physical examination as well as any recent health and medical assessments completed. The point person will also ensure a copy of the entire investigative file is provided to the appropriate authorities.
 8. Ensure there is a timely response to complaints about a service that is related to the incident management or investigation process. This communication must be provided in the communication method preferred by the individual.

UCP will post/update the listing of trained UCP point persons and certified investigators at each of its facilities...If questions arise regarding who qualifies for either role staff should contact their Supervisor or Manager for clarification.

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The Investigatory Process:

1. The Point Person notifies the Senior Director of Operations who assigns a Certified Investigator to investigate the abuse/neglect allegation.
2. The Point Person contacts the appropriate Director, Senior Director of Operations, or the President/CEO to apprise of situation and confirm appropriate authorities to notify as indicated in #3 of their responsibilities.
3. The police may be notified in coordination with the Senior Director of Operations (or CEO), in the event of physical abuse, sexual abuse, psychological abuse, or neglect. Improper use of restraints founded to also be physical or psychological abuse is also reported to the police.

The Director, Senior Director of Operations and the President/CEO have the right to exercise appropriate judgment and make a determination to not call the police if the action, while by definition is abuse, is not something the police would have responsibility to investigate.

4. All staff must refrain from discussing the incident with anyone except the Certified Investigator during the investigatory process. Failure to do so will result in disciplinary action, up to and including termination.
5. Staff members are expected to willingly participate in any investigation. Staff members who refuse to answer questions posed by the Certified Investigator or provide false information will be subject to disciplinary action, up to and including termination.
6. Staff may have another employee present when meeting with the Certified Investigator; the person cannot be employed at the site where the investigation is taking place, as that could compromise the investigation. The other employee shall not interfere with the investigation; any employee whose behavior interferes with the investigation shall be removed from the meeting and may be subject to discipline.
7. All files compiled by the Certified Investigator are the property of UCP and will be submitted within 5 days of the investigation debrief in the required sealed envelope to be stored under lock and key at the UCP Corporate Office. Access to the investigation file will be limited to ensure the chain of custody is maintained. The investigatory file is not entered into a person's personnel file. The targeted staff is not allowed access to the investigatory file.

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8. The Certified Investigator will complete the CIR (certified investigation report) and forward copies of the document to the administrative review team (Program Manager, Division Director, Senior Director of Operations, Quality Manager, and Human Resources) in preparation for the administrative review. The certified investigator will present their findings during the administrative review meeting and once completed will enter the certified investigator report in EIM (Enterprise Incident Management). The administrative review team will discuss the findings of the investigation and issue a determination. A member of the administrative review team will complete the administrative review screens in EIM and notify the appropriate point person. The determination will be entered into the final section of the EIM (Enterprise Incident Management) report by the designated point person. The administrative review team will agree on any corrective action plan to implement and decide on any disciplinary action if a target identified is an employee of the organization.

9. If a Certified Investigation determines that an allegation of abuse or neglect has been confirmed the accused employee may be terminated depending on the facts of the case.

Office of Child Development and Early Learning (OCDEL) Incident Management Procedures

These procedures are for the following services: Early Intervention & Family Support Services

Programs that receive funding from through the Office of Child Development and Early Learning must follow the PA Child Protective Services Law (CPSL) and the PA Department of Human Service's ChildLine and Abuse Registry procedures for reporting and investigating. We are mandated reporters of suspected abuse and neglect occurring within our agency by employees, or outside of the agency, by others.

Pennsylvania's Child Protective Services Law (2016) defines abuse/Neglect:

Child abuse, according to the CPSL, means intentionally, knowingly, or recklessly doing any of the following:

- Causing bodily injury to a child through any recent act or failure to act.
- Fabricating, feigning, or intentionally exaggerating or inducing a medical symptom or disease, which results in a potentially harmful medical evaluation or treatment to the child through any recent act.
- Causing or substantially contributing to serious mental injury to a child through any act or failure to act or a series of such acts or failures to act.
- Causing sexual abuse or exploitation of a child through any act or failure to act.
- Creating a reasonable likelihood of bodily injury to a child through any recent act or failure to act.

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- Creating a likelihood of sexual abuse or exploitation of a child through any recent act or failure to act.
- Causing serious physical neglect of a child.
- Causing the death of the child through any act or failure to act.
- Engaging a child in a severe form of trafficking in persons or sex trafficking, as those terms are defined under section 103 of the Trafficking Victims Protection Act of 2000 (114 Stat. 1466, 22 U.S.C. § 7102).

Child abuse also includes certain acts in which the act itself constitutes abuse without any resulting injury or condition. These recent acts include any of the following:

- Kicking, biting, throwing, burning, stabbing, or cutting a child in a manner that endangers the child.
- Unreasonably restraining or confining a child, based on consideration of the method, location or the duration of the restraint or confinement.
- Forcefully shaking a child under one year of age.
- Forcefully slapping or otherwise striking a child under one year of age.
- Interfering with the breathing of a child.
- Causing a child to be present during the operation of a methamphetamine laboratory, provided that the violation is being investigated by law enforcement.
- Leaving a child unsupervised with an individual, other than the child's parent, who the parent knows or reasonably should have known was required to register as a Tier II or III sexual offender or has been determined to be a sexually violent predator or sexually violent delinquent.

“Recent” is defined as an abusive act within two years from the date the report is made to ChildLine. Sexual abuse, serious mental injury, serious physical neglect, and deaths have no time limit.

Staff members within UCP CENTRAL PA's Childhood Programs are mandated reporters of child abuse. Mandated reporters, including law enforcement officials, are required by law to report suspected child abuse/neglect immediately to the ChildLine Abuse Registry*.

The first offense of willful failure to report is a second-degree misdemeanor. Penalties are increased to a third-degree felony if the mandated reporter willfully fails to report child abuse that is a felony of the first degree or higher and the mandated reporter has direct knowledge of the nature of the abuse. For multiple offenses, a felony of the third degree is committed, increasing if the abuse of the child is a felony of the first degree or higher.

If willful failure to report continues, while the mandated reporter knows or has reasonable cause to believe the child is being actively abused, the offense is considered a first degree misdemeanor except when the abuse to the child constitutes a felony of the first degree or higher. In this instance, the penalty is a felony of the third degree. ****

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When a child enters a Childhood program, his/her parents will be provided written notification indicating UCP CENTRAL PA's responsibilities as a mandated reporter.

Responsibilities When Witnessing or Suspecting Abuse/Neglect:

1. Any Childhood Program staff person who witness abuse/neglect of a child must first ensure the safety of the child involved if this is presently threatened.
2. Any staff person of the Childhood Program who witnesses abuse and/or neglect of a child or has reasonable cause to suspect abuse and/or neglect of a child must **immediately** file a report with the ChildLine.
3. The Childhood Program Staff notify their supervisor within 24 hours of making a report to ChildLine. The supervisor then documents the incident on an unusual incident log.

The Investigatory Process:

1. The Childhood Program staff person reports **immediately**, by phone or online, the suspected abuse and/or neglect, to ChildLine and to their immediate supervisor within 24 hours, regardless of the identity of the suspected perpetrator.
2. Trained intake specialists at ChildLine forward the report to county Children and Youth and, if necessary, to law enforcement, for investigation***.
3. All reports to ChildLine of sexual or physical abuse and neglect are confidential.
4. If the Childhood Program staff makes a **verbal report** they must follow up with a **written report** to the investigating county Children and Youth agency within 48 hours. The only exception to this sequence is in the case of an emergency or if the abuse is occurring in the immediate present. Under these circumstances, the staff witness first calls 911 and then follows the ChildLine procedures. If the Childhood Program staff makes the report electronically, they are to print a copy of the report for their records.
5. Once the report is made to ChildLine, UCP Central PA has no further reporting or investigative involvement.
6. PA law requires the District Attorneys and Children and Youth agencies conduct joint investigations of child abuse*. The investigation team must include a health care provider, a law enforcement official, and a county Children and Youth employee who specializes in child abuse.
7. This investigation team files criminal charges against the perpetrator, if necessary*.

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8. In situations where a UCP Central PA Early Intervention Program employee is observed or is accused of suspected abuse and/or neglect, the county Early Intervention Program or provider agency are notified within 24 hours using the EI Reportable Incident Form in accordance with OCDEL Announcement EI-08 #02 and the employee is removed from the child's service plan and placed on administrative leave. (If the allegation warrants, the employee will be removed from all child cases during the investigation process.) The Early Intervention Program Supervisor engages in an internal investigation with a team (Early Intervention Program Supervisor, County Service Coordinator, the HR Director, and the SDO) to simultaneously conduct an internal investigation to collect evidence, report status of perpetrator, and describe steps taken by and conclusion of the provider agency or County EI Program as a result of the investigation. This internal investigation is not to interfere with other investigations. The internal investigation shall be completed within 10 business days of initiation.

The County EI Program reviews the completed provider agency's investigation report and either approves or requests additional information within 5 business days of receipt. Once the County EI program has approved the provider agency's investigation report, the County EI Program forwards a copy of the incident report and provider's investigation to OCDEL.

If the alleged act is unfounded or unable to be determined by the ChildLine investigation, but the internal finding is that the staff member did violate code of conduct, licensure, or ethics, the suspension time is unpaid, and appropriate personnel action is taken. This action could include retraining, or result in termination.

9. Within 30 days from the written report to ChildLine, the Director of Childhood Programs submits a written request to the county Children and Youth agency, for written notification of final status of the investigation, (founded, indicated, or unfounded) and the services provided to protect the child.

*Commonwealth of Pennsylvania, Department of Public Welfare 2002. "Recognizing and Reporting Child Abuse in Pennsylvania: A Guide for Mandated Reporters.

**Commonwealth of Pennsylvania, Department of Public Welfare. 1985. "Mandated Reporters: Professionals Who Work With Children." Publication #336.

***ChildLine and Abuse Registry. 2004. Retrieved from:

www.dpw.state.pa.us/child/childabuseneglect/003670361.htm

**** <http://www.pa-fsa.org/Mandated-Reporters/Understanding-Mandated-Reporting/Penalties-for-Failing-to-Report>

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Office of Long-Term Living (OLTL) Incident Management Process

Through OLTL (PA Office of Long-Term Living) we are mandated reporters of suspected abuse occurring within our agency by employees, or outside of the agency by others.

Abuse is defined as: Any act of failure to act on the part of a caregiver that results in death, serious physical or emotional harm, sexual abuse or exploitation, or presents an imminent risk of harm. Abuse is reported from the victim's perspective, not that of the person committing the abuse.

- **Physical Abuse:** An intentional physical act that causes or may cause physical injury to an individual, such as striking, kicking, applying noxious or potentially harmful substances or condition to an individual.
- **Emotional Abuse:** An act or verbalization or other person that may inflict emotional harm, invoke fear, or humiliate, intimidate, degrade or demean an individual.
- **Sexual Abuse:** An act or attempted act of rape, incest, sexual molestation, sexual exploitation or sexual harassment, and inappropriate or unwanted touching of an individual by another.
- **Financial Exploitation:** An intentional act or course of conduct that results in the loss or misuse of the consumer's money or personal property.
- **Neglect:** The intentional or reckless failure to provide care and services necessary to preserve the physical and mental health, safety and welfare of the consumer.

Upon entrance to the program, and annually thereafter, each participant receives confidential written notification that:

- UCP CENTRAL PA is legally bound to immediately report incidents of physical or sexual abuse and neglect to local law enforcement and the appropriate regulatory agency.
- UCP CENTRAL PA must immediately contact the appropriate regulatory agency in other cases of abuse, such as financial and emotional.
- Lists various agencies that consumers may contact if they feel they are being abused or mistreated.
- Assures consumers that they will not face any reprisals if they report abuse/neglect by a caregiver.

Responsibilities When Witnessing/Suspecting Abuse/Neglect

1. All Home Care staff, including Attendants, and Community Integration Specialists, who witness, suspect, or are notified of incidents of participant neglect, physical, emotional, or

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sexual abuse, or financial exploitation **immediately** make a verbal report to their Program Manager.

2. The Program Manager **immediately** reports the incident to the Division Director and completes a written Incident Report.

The Investigatory Process:

1. All instances of abuse alleged against a Home Care employee are subject to an internal investigation. This is initiated by the relevant Program Manager, and the investigatory team also includes the Director, and where staff are accused, the HR Director, and the Senior Director of Operations.
2. The internal investigation will occur within three to five days from the initial report.
3. Participants alleging financial exploitation will be notified of their right to contact the police.
4. In all cases of physical or sexual abuse or neglect, regardless of the identity of the suspected perpetrator, the Director will verbally report the incident **immediately** to local law enforcement.
5. The verbal report is followed up by a written report to law enforcement within 48 hours.
6. If charges of alleged physical or sexual abuse or neglect are against a UCP CENTRAL PA employee, the employee is suspended immediately, pending the results of the investigation.
7. In cases of emotional and financial abuse, regardless of the identity of the suspected perpetrator, the Program Manager verbally reports the allegations to the appropriate agency, such as Pennsylvania Protection and Advocacy, Area Agency on Aging, Office of Special Programs, etc., **immediately**.
8. The verbal report to the oversight agency is followed by a written report within 48 hours.
9. The Division Director will decide whether agency employees suspected of financial exploitation should be suspended or assigned to another consumer.
10. If charges against a suspended UCP CENTRAL PA employee prove unfounded subsequent to an in-house and/or police investigation, the employee will be reinstated and assigned to a new participant. If the charges are founded, the employee will be terminated immediately.
11. The Division Director or the Program Manager involved will do follow-up within 30 days, with the agency and/or authorities notified to verify that the reported abuse/neglect has been/is being investigated.

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Whistleblower Policy

Effective October 22, 2004, and revised March 29, 2010, the following policy is added as a standalone policy, although it has been included within other policies related to employees coming forward with information regarding violation of agency policies and procedures and, employee and consumer rights.

Part I – Section E

Policy for Protection from Retaliation

Pennsylvania law provides job-related protections that apply to a UCP Central PA employee who makes a report in good faith of such matters as abuse, neglect, wrongdoing or waste. It is UCP Central PA policy to encourage each employee to make a report in good faith or cooperate with authorities, and to comply with these laws to the fullest extent. UCP Central PA therefore commits to reassure each employee that such action will not result in interference, discrimination, retaliation or intimidation. For this reason, UCP Central PA restates in this policy various protections that may apply to employees.

From the Child Protective Services Law, 23 Pa.C.S. § 6311, applicable to report of abuse or neglect of a child:

(d) CIVIL ACTION FOR DISCRIMINATION AGAINST PERSON FILING REPORT.--Any person who, under this section, is required to report or cause a report of suspected child abuse to be made and who, in good faith, makes or causes the report to be made and, as a result thereof, is discharged from his employment or in any other manner is discriminated against with respect to compensation, hire, tenure, terms, conditions or privileges of employment, may commence an action in the court of common pleas of the county in which the alleged unlawful discharge or discrimination occurred for appropriate relief. If the court finds that the person is an individual who, under this section, is required to report or cause a report of suspected child abuse to be made and who, in good faith, made or caused to be made a report of suspected child abuse and, as a result thereof, was discharged or discriminated against with respect to compensation, hire, tenure, terms, conditions or privileges of employment, it may issue an order granting appropriate relief, including, but not limited to, reinstatement with back pay. The department may intervene in any action commenced under this subsection.

From the Older Adults Protective Services Law, 35 P.S. § 10225.302, applicable to reports of abuse or neglect of an older adult (including a care-dependent person):

(c) RETALIATORY ACTION; PENALTY.--Any person making a report or cooperating with the agency, including providing testimony in any administrative or judicial proceeding, and the victim shall be free from any discriminatory, retaliatory or disciplinary action by an employer or by any other person or entity. Any person who violates this subsection is subject to a civil

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lawsuit by the reporter or the victim wherein the reporter or victim shall recover treble compensatory damages, compensatory and punitive damages or \$5,000, whichever is greater.

(c.1) INTIMIDATION; PENALTY.--Any person, including the victim, with knowledge sufficient to justify making a report or cooperating with the agency, including possibly providing testimony in any administrative or judicial proceeding, shall be free from any intimidation by an employer or by any other person or entity. Any person who violates this subsection is subject to civil lawsuit by the person intimidated or the victim wherein the person intimidated or the victim shall recover treble compensatory damages, compensatory and punitive damages or \$5,000, whichever is greater.

(d) IMMUNITY.--Any person participating in the making of a report or who provides testimony in any administrative or judicial proceeding arising out of a report shall be immune from any civil or criminal liability on account of the report or testimony unless the person acted in bad faith or with malicious purpose. This immunity shall not extend to liability for acts of abuse, neglect, exploitation or abandonment, even if such acts are the subject of the report or testimony.

From the Pennsylvania Whistleblower Law, 43 P.S. §1423, applicable to good faith reports of waste or wrongdoing to an Appropriate Authority (defined as a member, officer, agent, representative, or supervisory employee of the body, agency, or organization; or a Federal, State, or local government body, agency, or organization having jurisdiction over criminal law enforcement, regulatory violations, professional conduct, or ethics, or waste):

(a) PERSONS NOT TO BE DISCHARGED. -- No employer may discharge, threaten or otherwise discriminate or retaliate against an employee regarding the employee's compensation, terms, conditions, location or privileges of employment because the employee or a person acting on behalf of the employee makes a good faith report or is about to report, verbally or in writing, to the employer or appropriate authority an instance of wrongdoing or waste.

(b) DISCRIMINATION PROHIBITED.-- No employer may discharge, threaten or otherwise discriminate or retaliate against an employee regarding the employee's compensation, terms, conditions, location or privileges of employment because the employee is requested by an appropriate authority to participate in an investigation, hearing or inquiry held by an appropriate authority or in a court action.

It is the intention of UCP Central PA to take whatever action may be needed to prevent and correct activities that violate this policy.

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Early Intervention Parent Acknowledgement

UCP CENTRAL PA's Early Intervention Program is dedicated to providing educational and therapeutic services. In order to help us provide the best services possible, we ask that everyone involved in our programs be aware of the following:

1. If you need to cancel an appointment due to illness, vacation, etc. please be sure to call the center. Likewise, our staff will contact you if there is a need for them to cancel and they will make attempts to re-schedule their cancelled appointments when schedules allow. We are required to inform service coordinators of "no shows".
2. The focus of early intervention is to give families ideas of how to incorporate developmental and therapeutic activities into their daily routines. This makes it a necessity that the child's family and/or caregiver(s) be active participants during the entire session. If a child has siblings, we do our best to have them participate and be a part of the sessions since they are present and interact with the child when we are not there.
3. It is necessary for us to have a prescription from your child's physician if your child is receiving occupational and/or physical therapy.
4. Early Intervention providers in Pennsylvania are mandated reporters and by law must report suspected child abuse and neglect to Children and Youth.
5. UCP CENTRAL PA assures consumers/parents/guardians that if they report suspected child abuse or neglect by a caregiver, they will face no reprisals by UCP CENTRAL PA, such as discontinuation of services or any other negative consequences.

Child's Name _____

Parent/Guardian

Date

Witness

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Annual Participant Notification

*** USE AGENCY LETTERHEAD ***

Date

Participant name
Address

Dear Participant:

It is our policy to provide to each new participant and to all existing participants annually, a list of agencies that you may contact if you feel you are being abused or mistreated. The list of agencies and phone numbers is attached for your use, if needed.

UCP CENTRAL PA also is here for you if you need our assistance. Please do not hesitate to call us at 717-737-3477 or 1-800-998-4827.

In addition, I want you to know that if UCP CENTRAL PA staff becomes aware that you are being subjected to sexual or physical abuse by staff or family members, they are legally required to immediately report to local law enforcement. In all other cases where you are being subjected to abuse by staff or family members, such as financial, verbal, or emotional abuse, UCP CENTRAL PA must contact the appropriate agency, such as the Office of Aging, the State Attendant Care Program, the Office of Social Programs, the Department of Public Welfare, or the Office of Mental Retardation.

I also want to assure you that if you report that one of your caregivers is abusing or neglecting you, UCP CENTRAL PA will not discontinue your services or cause you other negative consequences because of your honesty.

We are here to assist you so that you are safe and comfortable in your own home and community.

Sincerely,
Janeen Latin
President/CEO

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Abuse and Assault Contacts – Central Region

ADULTS:

Army Community Service Carlisle	717-245-4357
Bethany Counseling Ministry	717-236-6083
Dauphin County Crisis Intervention	717-232-7511
Domestic Violence Services Cumberland/Perry	800-852-2102
Dickinson Law Clinic	717-243-3696
Diakon Family Life Services	717-795-0330
National Domestic Violence Hotline	800-799-7233
PA Coalition Against Abuse by Professionals	717-534-2134
PA Coalition Against Domestic Violence	(www.pcdv.org) 800-932-4632
PA Coalition Against Rape	888-772-7327
PA Disability Rights Network	717-236-8110
Pinnacle Health Behavioral Services	717-782-5218
Pressley Ridge	717-238-8118
Rape Crisis and Domestic Violence Services	(YWCA) 800-654-1211
Solias, Inc.	717-939-0519
Stevens Crisis Intervention	888-243-6033
Vet Center	717-782-3954
YWCA Carlisle	717-243-3818

Older Adults:

Cumberland County Office of Aging	717-240-6110
Dauphin County Elder Abuse & Neglect Hotline	866-723-3111
Perry County Office of Aging	717-582-2131

CHILDREN, TEEN AND YOUTH:

Boys Town National Hotline	800-448-3000
Child Help USA	800-422-4453
Childline and Abuse Registry	800-932-0313
Children’s Resource Center of Greater Harrisburg, The	717-782-6800
Cumberland County Children and Youth	717-240-6120
Dauphin County Social Services for Children and Youth	717-255-2870
Pressley Ridge	717-774-3673
Pressley Ridge	717-238-8118
National Center For Missing and Exploited Children	800-843-5678
Perry County Children and Youth Services	717-582-2131 x212
Rape Crisis and Domestic Violence Services	(YWCA) 717-238-7273
YWCA Carlisle	717-243-3818

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Abuse and Assault Contacts – Lewistown Region

ADULTS:

Domestic Violence Services.....	800-852-2102
National Domestic Violence Hotline.....	800-799-7233
PA Coalition Against Abuse by Professionals.....	717-534-2134
PA Coalition Against Domestic Violence.....	800-932-4632
PA Coalition Against Rape.....	888-772-7327
Rape Crisis and Domestic Violence Services.....	800-654-1211

AGED:

Elderly Abuse/Neglect Protective Services.....	717-242-9454
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CHILDREN, TEEN, AND YOUTH:

Boys Town National Hotline.....	800-448-3000
Child Help USA.....	800-422-4453
Childline and Abuse Registry.....	800-932-0313
National Center for Missing and Exploited Children.....	800-843-5678

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Abuse and Assault Contacts – Selinsgrove Region

ADULTS:

Domestic Violence Services	800-852-2102
Men In Training Techniques and Services.....	570-524-6161
National Domestic Violence Hotline	800-799-7233
PA Coalition Against Abuse by Professionals.....	717-534-2134
PA Coalition Against Domestic Violence.....	800-932-4632
PA Coalition Against Rape.....	888-772-7227
Rape Crisis and Domestic Violence Services.....	800-654-1211
Women In Transition	570-374-7773
or 866-SAFE-014	

AGED:

Elderly Abuse/Neglect Protective Services Union/Snyder.....	570-374-5558
or 570-524-2100	
Elderly Abuse/Neglect Protective Services Montour.....	570-784-9272
or 800-598-5001	
Elderly Abuse/Neglect Protective Services Northumberland.....	570-495-2395
or 877-622-2251	

CHILDREN, TEEN, AND YOUTH:

Boys Town National Hotline.....	800-448-3000
Child Help USA	800-422-4453
Childline and Abuse Registry.....	800-932-0313
National Center for Missing and Exploited Children.....	800-843-5678
Montour County Children and Youth	570-271-3050
or 570-275-1911	
Northumberland County Children and Youth.....	570-988-4237
Snyder County Children and Youth.....	570-374-4570
Union County Children and Youth	570-522-1330
or 570-523-1113	
Tapline.....	800-222-9016

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AWC/CPS/Residential Services Policy Receipt/Acknowledgement

**ACKNOWLEDGEMENT OF RECEIPT OF INFORMATION
ON UCP CENTRAL PA’S ABUSE/NEGLECT/EXPLOITATION POLICY & PROCEDURES**

I have received information on UCP CENTRAL PA’s abuse/neglect policies. This includes:

- The required notification of law enforcement
- The “no-reprisal” statement assuring the consumers/parents/guardians face no reprisals for reporting abuse or neglect by a caregiver
- A list of agencies to contact if participant/parents/guardians feel that consumers have been abused or neglected

Participant/Parent/Guardian Name: _____

Participant/Parent/Guardian Signature: _____

Date: _____

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Employee Training Acknowledgement

I have been trained in and understand definitions of abuse/neglect/exploitation and UCP CENTRAL PA's Incident Management and Abuse, Neglect, and Exploitations Policies and Procedures.

I have received the full packet defining and explaining Participant Abuse/Neglect, Incident Management, Restrictive Procedures, Reporting Procedures, and UCP CENTRAL PA's "Whistleblower" policy.

Employee Name

Employee Signature

Date

Trainer Signature

Date