



C. Saks Behavior Therapy Services

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Community Agency Incident Management Policy and Procedures

POLICY: Provision of timely notification and intervention to effectively respond to incidents of abuse, neglect or exploitation (ANE), death or other serious incidents.

PROCEDURES:

I. Structure

Incident Management (IM) Coordinator: Claire Saks (505) 690-7372

Internal IM Committee: Support consultants contracting with C. Saks BTS for over 2 years

II. Training:

An agency representative will attend annual DOH/DHI- sponsored training in incident management. For all support consultants/ subcontractors, a review of C. Saks written curriculum will take place within 30 days of start date and additionally, at least **annually**.

In addition, all support consultants are independently responsible for following their professional code of ethics with regard to confidentiality and duty to inform. All support consultants are also responsible to seek external clinical supervision according to licensure requirements.

III. Screening

All support consultants contracting with C. Saks BTS must be licensed and in good standing with their respective professional boards. Screening is completed through annual collection of current professional licenses and liability/risk screening questionnaires.

IV. Assuring consumer safety

First and foremost, consumer safety must be assured. Local law enforcement will be contacted if the suspected incident involves a criminal act or the consumer is suspected to be in immediate danger.

V. Notification

Reporting Abuse Neglect or Exploitation: The incident report (IR) must be provided within 24 hours to:

SCI Fax: 505-841-6691 phone: 800-797-3260

DHI Fax: 800-584-6057 or complete IR online at: http://dhi.health.state.nm.us/imb/imb_irform.php

Contact information in this policy will be reviewed at least annually or more frequently as needed.

Reporting deaths The IR should be faxed to SCI if abuse or neglect is suspected, DHI in every case and law enforcement if occurred outside of a medical facility

Reporting “Other Reportable Incidents” (ORI): ORIs include: environmental hazards, law enforcement intervention, use of emergency services. All ORIs must be reported to DHI.

Notification of other relevant parties: The Community Agency Incident Report will also be submitted to DHI, DD Waiver Case Manager, guardian, the relevant provider agency, and law enforcement in the case of a crime. a

VI. Clinical follow-up/Investigation

For cases where the C. Saks support consultant is a *non-responsible* reporter:

- a) Support consultant must confer with IM coordinators about assessment of consumer’s emotional health.
- b) If needed, the reporting support consultant will contact case manager within 24 hours to develop plan for IDT collaboration and use of DDS crisis services.
- c) Incidents are reviewed for peer consultation at meetings through C. Saks BTS.

For cases where C. Saks therapist is suspected of ANE:

- a) Clinical care will be assured by discussion of transfer to different support consultant
- b) An internal investigation will be conducted by IM coordinators/committee. This will include interviews of relevant IDT member and witnesses.
- c) Any internally substantiated incidents of ANE will result in additional reports made to the support consultant’s licensing board and in immediate termination of subcontractor agreement.