STATEWIDE INCIDENT REPORTING AFTER NORMAL BUSINESS HOURS – (weekdays 4:30 pm to 8:00 am and 24 hours on weekends & holidays)

**REPORTABLE INCIDENTS – (REQUIRED NOTIFICATION)**

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| INCIDENT TYPE | DESCRIPTION OF INCIDENT | WHO/HOW TO NOTIFY |
| **DEATH – expected**  **DEATH - unexpected** | Anticipated death of an individual receiving funding or services from DDS.  Sudden or unanticipated death of an individual receiving funding or services from DDS. | **For both anticipated and sudden or unanticipated deaths:** Notify/Leave voicemail for DDS Case Manager and the individual’s guardian or legal representative. Notify/Leave voicemail for the appropriate Regional Health Services Director. Submit DDS Death Report Form as required and submit DDS Incident Report Form 255 immediately to regional email or fax number below.  **For sudden/unanticipated deaths only:** in addition to above, also notify the appropriate Regional Director by calling the phone number indicated below. |
| **HOSPITAL ADMISSIONS** | Hospital admission of an individual supported or funded by DDS, **ONLY IF THE ADMISSION IS THE RESULT OF** **A CRITICAL INCIDENT**. (Death, severe injury, vehicle accident involving moderate or severe injury, missing person, fire requiring emergency response and/or involving a severe injury, police arrest, victim of aggravated assault or forcible rape). | Notify/Leave voicemail for DDS Case Manager and the individual’s guardian or legal representative. Submit DDS Incident Report Form 255 immediately to regional email or fax number below. |
| **MISSING PERSON** | Whereabouts unknown; supervision/pattern of behavior cause for concern; absence reported to police. | **Follow Missing Person protocol.** Notify/Leave message for DDS Case Manager. Submit DDS Incident Report Form 255 immediately to regional email or fax number below. |
| **POLICE** | Incident involving criminal investigation, arrest or police intervention. | Notify/Leave voicemail for DDS Case Manager and the individual’s guardian or legal representative. Submit DDS Incident Report Form 255 immediately to regional email or fax number below. |
| **EMERGENCY/**  **NATURAL DISASTER,**  **FIRE/SMOKE** | Emergency or disaster situation that causes structural damage or other problem(s) rendering a place uninhabitable or unsafe and requiring resident/staff relocation; fire/smoke requiring Fire Department intervention. | **Call 911 first.**  Notify/Leave voicemail for DDS Case Manager and the individual’s guardian or legal representative. Submit DDS Incident Report Form 255 immediately to regional email or fax number below. |
| **SUSPECTED ABUSE/NEGLECT** | Allegation of suspected abusive or neglectful act(s) involving individual supported or funded by DDS. | Contact appropriate abuse/neglect reporting entity listed below.Notify/Leave message for DDS Case Manager. Submit DDS Incident Report Form 255 immediately to regional email or fax number below. |
| **DO NOT RESUSCITATE (DNR)** | Clarification of an individual’s DNR status or to initiate or obtain information (re: process due to imminent need). | **For all DNR issues:** Notify/Leave voicemail for Regional Health Services Director.  **For issues requiring an immediate response:** in addition to above, notify the appropriate Regional Director. |
| **NEWS MEDIA** | Contacts by TV, radio or newspapers requesting interview or information. | Notify Regional Director by calling the phone number indicated. |

**Regional Directors’ phone numbers:**

**North Region:** (860) 250-3680

**South Region:** (860) 250-2066

**West Region:** (860) 250-2179

**Regional email addresses and fax numbers for Incident Reporting:**

**North Region:** [DDS-NR.IncidentReports@ct.gov](mailto:DDS-NR.IncidentReports@ct.gov), or fax number (860) 920-3037

**South Region:** [DDS-SR.IncidentReports@ct.gov](mailto:DDS-SR.IncidentReports@ct.gov), or fax number (860) 920-3034

**West Region:** [DDS-WR.IncidentReports@ct.gov](mailto:DDS-WR.IncidentReports@ct.gov), or fax number (860) 920-3033

***PLEASE NOTE:*** *If an incident report is emailed, it must be encrypted or secure.*

*Otherwise, it should be faxed.*

**Regional Health Services Directors’ phone numbers:**

**North Region:** (860) 263-2621

**South Region:** (860) 859-5405

**West Region:** (203) 805-7437

**Abuse/Neglect Reporting:**

**Persons age 18-59:** *DDS Abuse Investigation Division*  (844) 878-8923

**Persons under 18:** *Dept. of Children and Families*  (800) 842-2288

***PLEASE NOTE:*** *If an incident report is emailed, it must be encrypted or secure. Otherwise, it should be faxed.*

*Revised 2/9/18*

**Persons 60 and over:** *Dept. of Social Service*  (888) 385-4225