

Your Child

Name _____

Service Start Date _____

Your Support & Service Coordinator (Case Manager)

Name _____

Telephone No. _____



STATE OF WISCONSIN

Department of Health Services
Division of Long Term Care
dhs.wisconsin.gov

P-00069A (05/2009)

Incident Reporting Consumer Guide for Children

State of Wisconsin
Bureau of Long Term
Support

While your child is receiving CLTS Waiver services, we want to be sure they remain **safe and healthy at all times!** As a parent, you can help ensure your child's safety by informing us of any incident you see, hear or suspect has put your child in danger.

Have any of the actions listed below occurred or you suspect they have? If so, please call your Service Coordinator (Case Manager) immediately.

- ⇒ Do you know or suspect your child has been abused or neglected *by anyone*?
- ⇒ Did your child have a bad or adverse reaction because someone made a mistake in dispensing his/her medication(s), and had to receive medical attention?
- ⇒ Did the police respond to a call to investigate something that happened or that you suspect happened? *[Not including something that is already a part of your child's individual service plan (ISP)].*
- ⇒ Has your child caused significant damage to your home or anyone else's property as a result of a behavioral outburst?
- ⇒ Did your child's service provider put your child in isolation, or used restraints on your child? *(You do not have to report it if it was already included and ap-*

proved as part of your child's ISP. If you are unsure if it is a part of the ISP, please check with your Service Coordinator.)

When should you call?

Whenever an event happens that is not part of your child's ISP, and that you believe has put your child's safety and well-being at risk, call your Service Coordinator *as soon as possible or within 24 hours of the occurring event.*

What if you are not sure if the event was considered dangerous?

Call your Service Coordinator. Part of the coordinator's responsibility is to help you decide if you need to report the event.

What will happen when you call?

Your Service Coordinator will **ask you questions** about what may have or has happened. She/he will **work with you**

and/or your child's service providers to resolve the problem and make sure the event does not happen again. Your Service Coordinator will **write a report** that describes what happened and what steps the coordinator has taken to make sure it will not occur again. The report is then sent to the State Department of Health Services (as required by law). The State Department of Health Services keeps track of all incidents to be sure it does not happen again to your child or any other child receiving services.

What if there is an emergency?

Call 9-1-1 immediately if there is an emergency and your child needs help right now! After the emergency is resolved, you must notify your Service Coordinator.
