

**Incident Management at Aspire of WNY for Office for People With Developmental Disabilities (OPWDD) Services  
Important Information for Individuals receiving services and Families/Guardians/Advocates**

What happens when an incident occurs or is discovered?	Investigation and Review	Resources
<ul style="list-style-type: none"> <li>❖ Immediate Corrective and Protective actions are taken to ensure health and safety and prevent the incident from happening again</li> </ul>	<ul style="list-style-type: none"> <li>❖ An investigation is a systematic collection of information to describe and explain an event or a series of events</li> </ul>	<p><a href="#"><u>Aspire Incident Policies and Resources</u></a></p>
<ul style="list-style-type: none"> <li>❖ Immediate Notifications are made to:               <ul style="list-style-type: none"> <li>❖ NYS Justice Center (JC) for all OPWDD Certified Facilities</li> <li>❖ OPWDD for all OPWDD Certified, Non-Certified, and Funded Services</li> <li>❖ Aspire Incident Management Unit (AIM)</li> <li>❖ Division Vice President</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>❖ An investigation of all incidents (Reportable Abuse and Neglect, Reportable Significant Incidents, Serious Notable Occurrences and Minor Notable Occurrences) is required of all OPWDD agencies</li> <li>❖ This process is in place to protect individuals and employees while Aspire determines what happened and how to prevent the incident from happening again</li> </ul>	<p><b>Regulations that Govern Incident Management:</b></p>
<ul style="list-style-type: none"> <li>❖ Other Notifications within 24 hours:               <ul style="list-style-type: none"> <li>• Service Recipient (when appropriate)</li> <li>• Parent/Active Family member/Guardian/Advocate</li> <li>• Medicaid Service Coordinator (MSC)</li> </ul> </li> <li>❖ Law enforcement (when it is suspected a crime may have been committed)</li> </ul>	<ul style="list-style-type: none"> <li>❖ All possible witnesses will be interviewed</li> <li>❖ All documentary evidence is reviewed and copies are maintained</li> <li>❖ Aspire makes every effort to complete investigations within 30 days</li> <li>❖ Sometimes the JC or OPWDD may investigate the incident</li> </ul>	<p><a href="#"><u>OPWDD Resources about Incidents</u></a></p>
<ul style="list-style-type: none"> <li>❖ Your rights under Jonathan’s Law:               <ul style="list-style-type: none"> <li>❖ Right to have a meeting to discuss corrective actions</li> <li>❖ Report on actions taken (OPWDD148) will be sent within 10 days</li> <li>❖ Right to request a copy of the OPWDD 147 (request must be in writing)</li> <li>❖ Right to request the outcome of investigations of Reportable Incidents</li> <li>❖ Right to request a copy of the investigation report of Reportable Incident (request must be in writing)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>❖ Aspire’s Special Incident Review Committee (SIRC) has representation from Aspire’s Board of Directors, Agency Administration, Clinical staff, a Direct Support Professional, a Service Recipient, and a member of an advocacy organization</li> <li>❖ SIRC meets every 28 days to review all Reportable Incidents, Serious Notable Occurrences</li> <li>❖ There is a Sub-Committee that reviews Minor Notable Occurrences</li> </ul>	<p><a href="#"><u>Justice Center Information for Individuals and Families</u></a></p>
<ul style="list-style-type: none"> <li>❖ Chapter 394:               <ul style="list-style-type: none"> <li>• Requires Aspire to notify Personal Representatives of Service Recipients that the Service Recipient may be interviewed during the course of an investigation</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>❖ The Justice Center reviews the investigation record and makes the final determination about the finding for Incidents accepted as Reportable Abuse and Neglect</li> <li>❖ OPWDD reviews the investigation record for all incidents reported as abuse and neglect and all Deaths</li> <li>❖ OPWDD reviews the final investigation report for all Reportable Significant incidents, Serious Notable Occurrences, and Minor Notable Occurrences</li> <li>❖ OPWDD and the Justice Center have access to Aspire’s incident information through OPWDD’s Incident Reporting Management Application (IRMA)</li> </ul>	<p><b>Note: Paper copies of policies and regulations will be provided upon receipt of written request.</b></p> <p><b>Written requests can be addressed to:</b>  <b>Maria Torgalski</b>  <b>VP of Quality</b>  <b>2356 North Forest Road</b>  <b>Getzville, NY 14068</b></p>