

**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
❖ Immediate Corrective and Protective actions are taken to ensure health and safety and prevent the incident from happening again	❖ An investigation is a systematic collection of information to describe and explain an event or a series of events	<b>Aspire of WNY Incident Policies and Resources</b>
❖ 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>	❖ 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 ❖ This process is in place to protect individuals and employees while Aspire determines what happened and how to prevent the incident from happening again	<a href="https://opwdd.ny.gov/system/files/documents/2023/02/final-part-624-handbook-updated-with-memo-2_16_23.pdf">https://opwdd.ny.gov/system/files/documents/2023/02/final-part-624-handbook-updated-with-memo-2_16_23.pdf</a>
❖ 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> ❖ Law enforcement (when it is suspected a crime may have been committed)	❖ All possible witnesses will be interviewed ❖ All documentary evidence is reviewed and copies are maintained ❖ Aspire makes every effort to complete investigations within 30 days ❖ Sometimes the JC or OPWDD may investigate the incident	<b>OPWDD Resources about</b> <a href="http://opwdd.ny.gov/system/files/documents/2024/04/0001-incidents-and-investigations-2-002.pdf">HTTP://opwdd.ny.gov/system/files/documents/2024/04/0001-incidents-and-investigations-2-002.pdf</a>
❖ 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>	❖ 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 ❖ SIRC meets every 28 days to review all Reportable Incidents, Serious Notable Occurrences ❖ There is a Sub-Committee that reviews Minor Notable Occurrences	<a href="https://www.justicecenter.ny.gov/system/files/documents/2022/02/investigations-guidance-for-individuals-and-families_0.pdf">https://www.justicecenter.ny.gov/system/files/documents/2022/02/investigations-guidance-for-individuals-and-families_0.pdf</a>
❖ 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>	❖ The Justice Center reviews the investigation record and makes the final determination about the finding for Incidents accepted as Reportable Abuse and Neglect ❖ OPWDD reviews the investigation record for all incidents reported as abuse and neglect and all Deaths ❖ OPWDD reviews the final investigation report for all Reportable Significant incidents, Serious Notable Occurrences, and Minor Notable Occurrences ❖ OPWDD and the Justice Center have access to Aspire’s incident information through OPWDD’s Incident Reporting Management Application (IRMA)	<b>Note: Paper copies of policies and regulations will be provided upon receipt of written request.</b>  <b>Written requests can be addressed to:</b> <b>Michele Dodson</b> <b>VP of Quality</b> <b>2356 North Forest Road</b> <b>Getzville, NY 14068</b>