Chapter 14
Mandatory Reporting

See DDA Policy 6.12 Mandatory Incident Reporting Requirements for Residential Services Providers

Questions to answer when calling CRU:

- SAY and SPELL your name and give your position
- What agency do you work for?
- In what city?
- SAY and SPELL the person’s name who you are concerned about?
- What is the person’s address and phone number at their home?
- What is the nature of the abuse or neglect incident?
  - Client to Client physical assault
  - Staff to Client physical assault
  - Injury of unknown source
  - Suspected assault/abuse (non sexual)
  - Alleged Sexual Assault/Exploitation
  - Exploitation/misappropriation of client property/funds
  - Possible neglect (Note: It is not possible to have client to client neglect).
  - Other Types of Client incident (ie: fear of imminent harm to clients)
  - Medication error
- Briefly describe the incident
- What was the date and time of incident (if known) or when discovered?
- If there is a known/alleged perpetrator – SAY and SPELL their name
- Supervisor contact name?
- Phone number at office?
- Address of office?