



Developmental Disabilities Resource Center

Quality ▪ Dignity ▪ Choice

## Critical Incident Types and Definitions

- A critical incident is an actual or alleged event that creates the risk of serious harm to the health or welfare of a person.
- A critical incident may endanger or negatively impact the mental and/or physical well-being of a person.



### Death:

- **All client deaths** must be reported



### Injury/Illness:

- An injury or illness that **requires treatment beyond first aid** which includes lacerations requiring stitches or staples, fractures, dislocations, loss of limb, serious burns, skin wounds, pneumonia, urinary tract infections, etc.
- An injury or illness requiring immediate emergency medical treatment to preserve life or limb.
- An emergency medical treatment that results in admission to the hospital.



### Damage to Person's Property/Theft:

- Deliberate damage, destruction, theft or use of a client's belongings or money.
- Deliberate diversion (giving of medications to someone other than who it is prescribed) of medications.



### Medication Management Issues:

- Issues with medication dosage, scheduling, timing, set-up, compliance and administration or monitoring which **results in harm or an adverse effect which necessitates medical care.**
- The name of the medication must be reported.



Developmental Disabilities Resource Center

Quality ▪ Dignity ▪ Choice



### Missing Person:

• A person who is identified as missing by law enforcement, staff, family, caregivers, or other natural supports. The service plan determines when the person is missing (i.e. if someone is gone longer than allotted alone time)



### Criminal Activity:

• Any illegal activity that is allegedly committed by the waiver participant in which there is law enforcement involvement; Examples include, but are not limited to: arrests, incarceration, criminal court appearances/charges, illegal drug use, and shoplifting.  
• Violation of probation or parole that potentially will result in the revocation of probation/parole.  
• Any criminal offense that is committed by a waiver participant that results in immediate incarceration.



### Unsafe Housing/Displacement:

• Unsafe housing is any home or living space which does not provide a safe and healthy environment.  
• Displacement is the removal of the client from a home or living space due to natural disaster (fire, flooding, etc....) or eviction.



### Other:

• Serious issues that do not yet have their own category of critical incident type.  
• Includes substance abuse, victim of crime, suicide ideation, self-injurious behaviors, critical service interruption, etc. These must pose an immediate danger to the person (i.e. ongoing alcoholism is not a critical incident)





Developmental Disabilities Resource Center

Quality • Dignity • Choice

## MISTREATMENT OF ADULTS



“**Abuse**” means any of the following acts or omissions committed against a person with an intellectual and developmental disability:

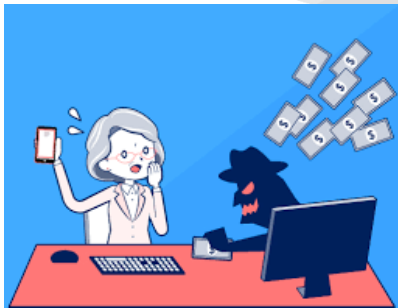
1. The nonaccidental infliction of physical pain or injury, as demonstrated by, but not limited to, substantial or multiple skin bruising, bleeding, malnutrition, dehydration, burns, bone fractures, poisoning, subdural hematoma, soft tissue swelling, or suffocation;
2. Confinement or restraint that is unreasonable
3. Sexual conduct between any paid provider and a person receiving services or any nonconsensual sexual conduct outside of paid providers



### “**Caretaker Neglect**”

1. The caretaker does not provide the following in a timely manner and with the degree of care that a reasonable person in the same situation would exercise: adequate food, clothing, shelter, psychological care, physical care, medical care, habilitation, supervision, or other treatment necessary for health or safety
2. A caretaker knowingly uses harassment, undue influence, or intimidation to create a hostile or fearful environment
3. Withholding, withdrawing, or refusing of any medication, any medical procedure or device, or any treatment, including but not limited to resuscitation, cardiac pacing, mechanical ventilation, dialysis, artificial nutrition and hydration. Any medication or

medical procedure or device, in accordance with any valid medical directive or order, or as described in a palliative plan of care, is not deemed caretaker neglect.



### “**Exploitation**” means an act or omission committed by a person who:

1. Uses deception, harassment, intimidation, or undue influence to permanently or temporarily deprive a person with an intellectual and developmental disability of the use, benefit, or possession of anything of value
2. Employs the services of a third party for the profit or advantage of the person or another person to the detriment of the person with an intellectual and developmental disability
3. Forces, compels, coerces, or entices an at-risk adult to perform services for the profit or advantage of the person or another person against the will of the person

with an intellectual and developmental disability

4. Misuses the property of a person with an intellectual and developmental disability in a manner that adversely affects the person with an intellectual and developmental disability’s ability to receive health care or health care benefits or to pay bills for basic needs or obligations.



Developmental Disabilities Resource Center

Quality ▪ Dignity ▪ Choice

## MISTREATMENT OF CHILDREN

### ABUSE:

**Physical Abuse** means any non-accidental physical injury (ranging from minor bruises to severe fractures or death) as a result of punching, beating, kicking, biting, shaking, throwing, stabbing, choking, hitting (with a hand, stick, strap, or other object), burning, or otherwise harming a child, that is inflicted by a parent, caregiver, or other person who has responsibility for the child. These injuries are considered abuse regardless of whether the caregiver intended to hurt the child. Physical discipline, such as spanking or paddling, is not considered abuse as long as it is reasonable and causes no bodily injury to the child.

**Sexual Abuse** means the employment, use, persuasion, inducement, enticement, or coercion of any child to engage in, or assist any other person to engage in, any sexually explicit conduct or simulation of such conduct for the purpose of producing a visual depiction of such conduct, and the rape, and in cases of caretaker or intra-familial relationships, statutory rape, molestation, prostitution, or any other form of sexual exploitation of children, or incest with children. Human Trafficking: the recruitment, harboring, transportation, provision, or obtaining of a person for a commercial sex act. Cyber-Sex Crimes: engaging children or youth in sexually explicit conversations. Collecting or trading pornographic images. Building relationships to encourage future face-to-face meetings and victimization

**Emotional Abuse** means a pattern of behavior that impairs a child's emotional development or sense of self-worth. It may include constant criticism, threats, rejection, withholding of love, support, or guidance.

**Institutional Abuse** occurs when any employee of any institution responsible for caring for the health, safety, or well-being of a child or youth causes a child or youth to be harmed or fails to protect a child or youth from harm.

### NEGLECT:

**Neglect is the failure of a parent or caregiver to provide for a child's basic needs.**

**Emotional Neglect:** a pattern of behavior that impairs a child's emotional development or sense of self-worth. Emotional neglect may include constant criticism, threats, or rejection, as well as withholding love, support, or guidance

**Educational Neglect:** the failure of a parent or caregiver to enroll a child of mandatory school age in school or to provide appropriate homeschooling. Educational neglect also includes inattention to a child's special educational needs or allowing chronic truancy to occur.

**Physical neglect:** failure to provide for a child's basic survival needs, such as nutrition, clothing, shelter, hygiene, and medical care. Physical neglect may also involve inadequate supervision and other forms of reckless disregard of the child's safety and welfare.

**Medical neglect:** failure to seek medical or dental treatment for a child. It is also failure to comply with medical advice for a health problem that, if untreated, could be a danger to the child. Medical neglect includes both denial of health care and delay in health care.

### Reporting of Critical Incidents:



1. Ensure the protection, safety, medical attention and support of the alleged victim
2. Call appropriate law enforcement agency (non-emergency) and obtain case number for incidents of abuse, caretaker neglect, and exploitation.
3. Notify the agency, the person's resource coordinator or after hours (5p-8a & weekends) call 303-847-9705 to report a critical incident has occurred, include a contact number, person's name, and details of the incident **within 24 hours**



**Developmental Disabilities Resource Center**

Quality ▪ Dignity ▪ Choice

## **My Critical Incident Reporting Contacts:**

**My Case Management Agency is Developmental Disabilities Resource Center**

**My Case Manager is:** \_\_\_\_\_

### **My Local Non-Emergency Law Enforcement Agency is:**

- Arvada Police Department 720-898-6900
- Gilpin County Sheriff 303-582-1060
- Golden Police Department 303-384-8045
- Lakewood Police Department 303-987-7111
- Jefferson County Sheriff 303-277-0211
- Westminster Police Department 303-658-2400
- Wheat Ridge Police Department 303-237-2220

### **My Local County Department of Human Services Adult Protective Services/Child Welfare is:**

- Jefferson County
  - Children: 303-271-HELP (4357)
  - Adult: 303-271-4673
- Adams County
  - Child: 303-412-5212
  - Adult: 720-523-2057
- Arapahoe County
  - Child: 303-636-1750
  - Adult: 303-636-1750
- Denver County
  - Child: 1-844-CO-4-KIDS (1-844-264-5437)
  - Adult: 720-944-4347

### **My Local Ombudsman/Disability Rights/Advocacy Supports Contact is:**

- The Arc of Jefferson, Clear Creek, and Gilpin Counties 303-232-1338
- The Arc of Arapahoe and Douglas Counties 303-220-9228
- The Arc of Adams County 303-428-0310
- The Arc of Colorado (Denver) 303-864-9334
- Disability Law Colorado 303-722-0300
- Colorado Cross-Disability Coalition 303-839-1775