



Types of Critical Incidents and Actions Taken by TCP, Subcontractors

| Type of Critical Incident | Examples of Allegation | Response | Responsible Entity | CIR Action |
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| Assault | <ul style="list-style-type: none"> Client struck another client with his fists or object | <ul style="list-style-type: none"> Immediately Call 911 to obtain assistance from responsible entity Submit CIR to TCP within 24 hours of occurrence | Metropolitan Police Department (MPD) | <ul style="list-style-type: none"> Submit CIR, including: <ul style="list-style-type: none"> MPD or PSPD responding officer' name, badge number and contact number Submit CIR, including MPD report |
| Threat | <ul style="list-style-type: none"> Adult client verbally threatened to harm another adult client or provider staff | | Protective Services Police Department (PSPD) | |
| Controlled Substance | <ul style="list-style-type: none"> Client found holding drug paraphernalia Client found using drugs | | | |
| Fire | <ul style="list-style-type: none"> Electrical fire Fire resulting from a cigarette Food preparation fire Fire from a natural disaster | | Fire and Emergency Management Services (FEMS) | <ul style="list-style-type: none"> Submit CIR, including: <ul style="list-style-type: none"> Responding FEMS on-site supervisor's name and contact information Obtain the FEMS reference number (report or dispatch number) from FEMS on-site supervisor, if available |
| Refusal of Professional Medical Care | <ul style="list-style-type: none"> 911 was called, but client refused medical care: <ul style="list-style-type: none"> On-site treatment; Transport to hospital | <ul style="list-style-type: none"> Submit CIR to TCP within 24 hours of occurrence or CIR to TCP Complete TCP Refusal of Medical Care Waiver Form | Fire and Emergency Medical Services (FEMS) | <ul style="list-style-type: none"> Submit CIR, including TCP Refusal of Medical Care Waiver Form Retain information in Provider and Client files |
| Professional Medical Care | <ul style="list-style-type: none"> 911 was called Client was transported to a hospital | <ul style="list-style-type: none"> Immediately Call 911 to obtain assistance from responsible entity Submit CIR to TCP within 24 hours of occurrence | Fire and Emergency Medical Services (FEMS) | <ul style="list-style-type: none"> Submit CIR, including: <ul style="list-style-type: none"> FEMS responding staff names, contact numbers, and ambulance or engine number Name of hospital transported to Client's treatment status, if known Obtain the FEMS reference or dispatch number |



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| Mental Health Evaluation | <ul style="list-style-type: none"> Client threatening to commit suicide Client is incoherent | <ul style="list-style-type: none"> Immediately Call DBH (202) 673-2200 to obtain assistance from responsible entity Submit CIR to TCP within 24 hours of occurrence | Department of Behavioral Health (DBH) Comprehensive Psychiatric Emergency Program (CPEP) | <ul style="list-style-type: none"> Submit CIR, including: <ul style="list-style-type: none"> Client's treatment status, if known Case manager's name and contact information, if known Obtain the DBH or CPEP reference or referral number |
| Injury | <ul style="list-style-type: none"> Client slipped while walking into facility and bruised knee | <ul style="list-style-type: none"> Submit CIR to TCP within 24 hours of occurrence | Fire and Emergency Medical Services (FEMS) | <ul style="list-style-type: none"> Submit CIR to TCP |
| Death | <ul style="list-style-type: none"> Client suffers a seizure and stops breathing | <ul style="list-style-type: none"> Immediately Call 911 to report death, obtain assistance from responsible entity Submit CIR to TCP within 24 hours of occurrence Submit Fatality Report to TCP within 24 hours of occurrence | Office of the Chief Medical Examiner (OCME) | <ul style="list-style-type: none"> Submit CIR, including: <ul style="list-style-type: none"> OCME reference number Case manager name and contact information, if known Cause of death, if known Notify decedent's next of kin, if known Submit Fatality Report to TCP |
| Abuse or Neglect | <ul style="list-style-type: none"> Minor child has bruises on arms Minor child left unattended in residential unit Frail elderly adult customer needs emergency assistance with basic needs | <ul style="list-style-type: none"> Immediately Call CFSA at (202) 671-SAFE (7233) to report alleged or suspected child abuse or neglect to obtain assistance from responsible entity Immediately Call Adult Protective Services (APS) at (202) 541-3950 to report alleged or suspected adult abuse, neglect or exploitation to obtain assistance from responsible entity Submit CIR to TCP within 24 hours of occurrence | <u>Child Abuse or Neglect:</u> Child and Family Services Administration (CFSA) <u>Adult Abuse, Neglect & Exploitation:</u> Metropolitan Police Department (MPD) | <ul style="list-style-type: none"> Submit CIR, including: TCP Fatality Report (if applicable) <ul style="list-style-type: none"> Date reported to CFSA and identify CFSA operator number to whom report was made; identify parties involved Date reported to APS and identify the assigned case manager to whom report was made; identify parties involved |



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| Vehicle accidents or Destruction of or Damage to property | <ul style="list-style-type: none"> Client breaks glass door at shelter Contractor van involved in an accident while transporting clients | <ul style="list-style-type: none"> Submit CIR to TCP within 24 hours of occurrence Submit accident report to MPD Submit CIR to TCP within 24 hours of occurrence | <ul style="list-style-type: none"> Police Provider Insurance Company | <ul style="list-style-type: none"> Prepare and submit CIR, including actions that have been taken to resolve incident, and MPD accident report |
| Misconduct | <ul style="list-style-type: none"> Contractor staff is sexually harassing clients | <ul style="list-style-type: none"> Submit CIR to TCP within 24 hours of occurrence | TCP Programs and Monitoring Team | <ul style="list-style-type: none"> Submit CIR to TCP within 24 hours of occurrence |
| Discrimination | <ul style="list-style-type: none"> Client was not served because he/she is a member of a protected class | <ul style="list-style-type: none"> Submit CIR to TCP within 24 hours of occurrence | TCP Programs and Monitoring Team | <ul style="list-style-type: none"> Submit CIR |
| Environmental issue | <ul style="list-style-type: none"> Department of the Environment identifies an air quality issue | <ul style="list-style-type: none"> Submit CIR to TCP within 24 hours of occurrence | <ul style="list-style-type: none"> HUD Environmental Office TCP | <ul style="list-style-type: none"> Submit CIR, including actions that have been taken to resolve incident |
| System Outage | <ul style="list-style-type: none"> No electricity or heat at shelter facility | <ul style="list-style-type: none"> Submit CIR to TCP within 24 hours of occurrence | <ul style="list-style-type: none"> Provider in coordination with Pepco, WG, WSSC | <ul style="list-style-type: none"> Submit CIR to TCP, including actions that have been taken to resolve incident within 24 hours of occurrence |
| Illness | <ul style="list-style-type: none"> Numerous clients complained of flu like symptoms Client suffered severe stomach pains and headache | <ul style="list-style-type: none"> Immediately Call 911 to obtain assistance from responsible entity Submit CIR to TCP within 24 hours of occurrence | Fire and Emergency Medical Services (FEMS) | <ul style="list-style-type: none"> Submit CIR, including: <ul style="list-style-type: none"> FEMS responding staff names, contact numbers, and ambulance or engine number Name of hospital transported to Client's treatment status, if known Obtain the FEMS reference or dispatch number |



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| Theft | <ul style="list-style-type: none"> Client reported a fellow client removed his cell phone from his backpack without permission | <ul style="list-style-type: none"> Immediately Call 911 to obtain assistance from responsible entity Submit CIR to TCP within 24 hours of occurrence | Metropolitan Police Department (MPD) Protective Services Police Department (PSPD) | <ul style="list-style-type: none"> Submit CIR, including: <ul style="list-style-type: none"> MPD or PSPD responding officer 's name, badge number and contact number Advise what actions were taken to resolve incident |
| PII/Privacy/HIPPA Violation | <ul style="list-style-type: none"> Case notes are stolen from employee's vehicle | <ul style="list-style-type: none"> Submit CIR to TCP within 24 hours of occurrence Notify supervisor Notify client of compromised information (if applicable) | TCP Programs and Monitoring Team | <ul style="list-style-type: none"> Prepare and submit follow up CIR, including actions that have been taken to resolve incident, and MPD theft report (if applicable) |