TCP's Emergency Incident Hotline

Overview:

In current practice, all TCP subcontractors are contractually required to submit Critical Incident Reports (CIRs) and Unusual Incident Reports (UIRs) to TCP within 24 hours of the occurrence of the incident or within 24 hours of being made aware of the incident. As it is understood that some incidents require immediate attention from TCP, TCP has implemented an Emergency Incident Report Hotline Number that providers are required to utilize in effort to report emergency incidents to TCP immediately. Please be advised that the implementation of the Emergency Incident Report Hotline **will not** replace the current protocol in place that requires providers to submit UIRs and CIRs to TCP via the UIR and CIR Smartsheets Tracker within 24 hours. The Emergency Incident Report Hotline Number should **only** be utilized to report emergency incidents. Please be advised that the submission of a UIR or CIR to TCP's Smartsheets Tracker is still required **in addition to** reporting the emergency incident to the Emergency Incident Report Hotline.

What incidents are classified as an "emergency incident"?

- A client is found to be in possession of a weapon while at a program facility
- A client or staff member is assaulted with the use of a weapon (i.e a staff member or client is wounded by stabbing or gunshot wound)
- The occurrence of a physical altercation between a client and an employee and/or security personnel
- A client obtains life threatening injuries in result of a physical altercation that requires medical attention
- Power outage at a program facility that lasts longer than one hour

How soon should the emergency incident be reported to the Emergency Incident Hotline?

Emergency Incidents should be reported to TCP via the Emergency Incident Hotline within two (2) hours from the occurrence of the incident.

How does the Emergency Incident Report Hotline Work?

Provider staff will be required to contact the Emergency Incident Report Hotline using the following telephone number:

719-884-6739

After contacting the hotline number, staff will be prompted to provide the following information:
- Name of the employee submitting the report
- Phone number
- Email Address
- Employee title
- Provider
- Program Name
- Brief Description of the incident

After submitting the report via the Emergency Incident Hotline Number, this information will be provided directly to TCP staff for awareness. TCP staff will reach out to program staff following receipt of the report.

If there are any questions regarding the Emergency Incident Report Hotline, please contact Ashley Coard, acoard@community-partnership.org.