



OREGON YOUTH AUTHORITY
Policy Statement
Part I – Administrative Services



Subject:

Director’s Incident Notification and Report

<i>Section – Policy Number:</i> E: Information Management – 1.0		<i>Supersedes:</i> I-E-1.0 (03/12) I-E-1.0 (06/10) I-E-1.0 (07/06) I-E-1.0 (08/05)	<i>Effective Date:</i> 06/28/2013	<i>Date of Last Revision:</i> 06/28/2015
Related Standards and References:	<ul style="list-style-type: none"> ▪ Incident Notification, Report, and Review Matrix ▪ Attachment A: OYA Notification Tree ▪ OYA policies: I-E-3.3 (Information Security Incident Response) I-E-3.0 (Media Relations) III-A-1.0 (Youth Incident Reports [Field]) III-D-3.4 (Suicide Prevention in Community Placements) II-D-2.2(Suicide Prevention in Close Custody) ▪ OYA form: YA 0026 (Director’s Incident Report) 			
	Related Procedures:	<ul style="list-style-type: none"> ▪ Facilitywide procedure: FAC I-E-4.0 Youth Incident Report (YIR) 		
Policy Owner: Communications Manager		Approved:  _____ Fariborz Pakseresht, Director		

I. PURPOSE:

This policy describes when and how OYA staff will notify the Director’s Office of significant incidents.

II. POLICY DEFINITIONS:

Cabinet: An executive group that provides oversight of agency operations.

Director’s Office: For notification purposes, Director’s Office staff include the agency director, deputy director, public policy and government relations manager, and communications manager.

Excessive Force: A type or amount of force beyond that which is reasonably necessary to control the situation and achieve the correctional objective; or the continued use of physical intervention after it is no longer reasonably necessary.

Information Security Incident: A single or a series of unwanted or unexpected information security events that result in harm, or pose a significant threat of

harm to information assets, OYA, or a third party and require non-routine preventative or corrective action.

Physical Intervention: Direct physical contact where reasonable force is applied to a youth against resistance, either to restrict movement or mobility or to disengage from harmful behavior.

Suicide Attempt: Incomplete, potentially lethal effort to complete suicide.

III. **POLICY:**

Within the course of OYA daily operations, incidents may occur that require verbal notification to the Director's Office.

Such incidents are likely to be of significant concern or interest to central administration or the public. These incidents may also affect agency actions, outside entities (such as regulatory, health, or safety agencies), procedures, or policy. Such incidents may potentially attract media attention.

It is **imperative** that the Director's Office is verbally notified and aware of all such incidents. This notification is separate and apart from, and may be in addition to, any other required reporting through a Youth Incident Report (YIR).

The Director's Office will coordinate media contact, including media requests for information about specific incidents. If contacted directly, staff will refer media representatives to the Director's Office.

IV. **GENERAL STANDARDS:**

A. Significant Incidents Requiring Notification

The nature of the incident determines whether a verbal notification is made to the Director's Office. Incidents that require immediate verbal notification to the Director's Office include, but are not limited to:

1. Staff death (on or off duty);
2. Youth death;
3. Attempted youth suicide;
4. Any youth or staff emergency or non-routine offsite medical care;
5. Death or injury of a member of the public as a result of an alleged action by a youth or staff;
6. Any incident involving a youth in OYA custody or staff that potentially results in media interest or inquiry (e.g., high profile crime, family member threatening to notify media, incident included call from media or stakeholder, incident requires community awareness);

7. Loss of functional control of a facility or housing unit that required a staff recall or law enforcement response;
8. An escape, attempted escape, or unauthorized leave from close custody;
9. Any incident that required emergency community response involving a youth in OYA custody or staff who is on duty (e.g., ambulance, fire department, law enforcement).
10. Any staff use of excessive force on a youth or other person, regardless of whether an injury occurred.
11. A single or a series of unwanted or unexpected information security events that result in harm, or pose a significant threat of harm to information assets, OYA, or a third party and require non-routine preventative or corrective action. Also known as an "information security incident."

See OYA policy I-E-3.3 (Information Security Incident Response) for more information.

B. Director's Office Notification

1. Staff will start the OYA Notification Tree (Attachment A) within the first hour after the staff member becomes aware of the incident. The notification tree must be completed within two hours. Notification must be verbal (in-person or by telephone) or by text message.

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2. Voicemail, faxes, or e-mails are **not** appropriate initial notification methods.

If voicemail is reached, staff must leave a message alerting the recipient to the incident and stating that they are calling the next person in the notification tree.

3. Staff will continue to follow the OYA Notification Tree up to 24 hours from their initial notification to report significant updates following the incident.

Examples include a change in medical condition or arrest. If updates are not of an emergency nature, e-mail may be used instead of verbal or text message notification.

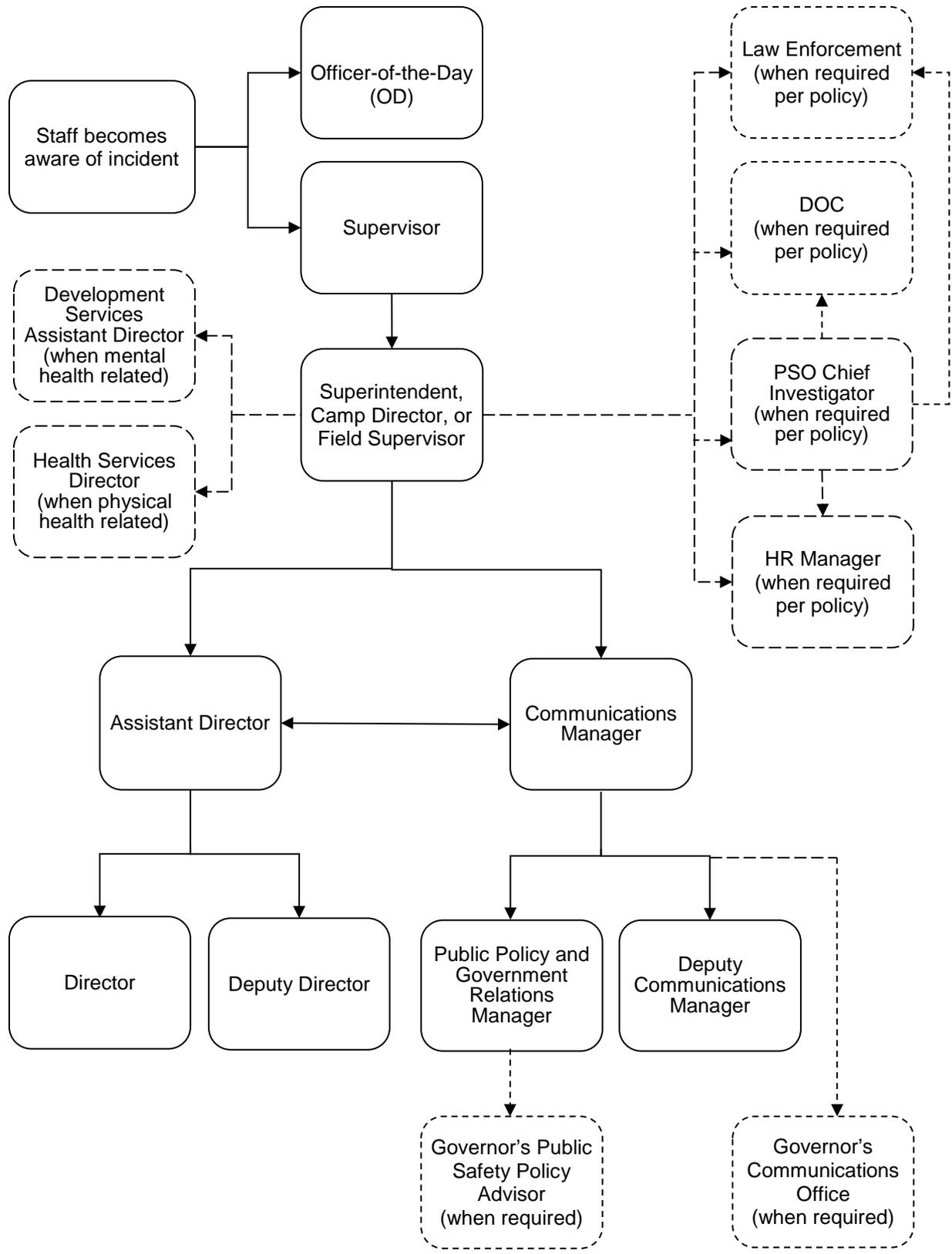
C. Director's Incident Report

Written notification must be provided to the OYA Cabinet within 24 hours, including holidays and weekends, unless otherwise specified by the director or designee.

1. When the incident is documented in a YIR, the written notification may be generated from the YIR.

2. Incidents not documented in a YIR must be documented using OYA form YA 0026 (Director's Incident Report).
- D. Director's Office staff will determine when public notification is necessary. (See OYA policy I-E-3.0 Media Relations).

V. LOCAL OPERATING PROCEDURE REQUIRED: NO



Key: —> Arrow points to the person (in the box) who **must** be notified.
 - - -> Arrow points to the person (in the box) who **may** be notified.