



OYA EMERGENCY NOTIFICATION PROTOCOLS - PROVIDERS

When is emergency notification required?

Upon the occurrence of incidents that are of a nature serious enough to have safety, programmatic, possible media interest/attention or contractual impact.

Examples of Emergency include but are not limited to:

- Allegations of abuse or neglect involving a program staff or youth in Contractor's care
- Emergency medical services.
- Motor vehicle accident involving OYA youth.
- Disturbances or evacuation of OYA youth (riot, bomb threat, police responds to a situation involving youth offenders in Contractor's care etc.)
- OYA youth in custody of local law enforcement with a new law violation or significant violation of parole/probation agreement.
- Reporting of OYA youth who have absconded from placement / Runs.
- OYA youth injury requiring **emergency medical attention**.
- Significant suicidal behavior or significant self-harm behaviors.
- Death of OYA youth.
- Law enforcement request to interrogate youth (Licensing notification not required).

What is the notification process during business hours, Monday-Friday 8 a.m. to 5 p.m.?

- 1) Immediately notify JPPO verbally, if you are unable to reach to JPPO contact the JPPO supervisor.
- 2) Immediately report incidents either verbally or electronically to the OYA Community Resources Unit.
 - a. For verbal notification please call your Community Resource Liaison, if the liaison does not answer, leave a message and then dial "0" to be transferred the support staff line. Relay the information to the support staff, or leave a message on that line as well if it is not answered in person. If you need to call the support staff, Tessa Schwass, direct phone number is 503-373-7595.
 - b. For electronic communication, please email your Community Resources Liaison. **Please write "Emergency Notification" in your subject line.**
- 3) Fax or email written Incident Reports within 24 hours of the incident to the JPPO, OYA Community Resources and the DHS Licensing Unit if applicable. Please write "**Emergency Notification**" on the fax cover sheet or email subject line.

What is the notification process after hours – evenings, weekends, and holidays?

- 1) Call MacLaren at 503-981-9531 press 0 and notify them of the incident and ask them to notify the On-call Field Supervisor. If you need the On-call Field Supervisor to call you back, ask MacLaren to have the On-call Field Supervisor call you. If you do not need to talk with the On-call Field Supervisor they will only call you if they need additional information from you.
- 2) Email or leave voicemail for JPPO regarding incident.
- 3) Email or leave voicemail for OYA Community Resource Liaison regarding the incident.
- 4) Fax or email written Incident Reports within 24 hours of the incident to the JPPO, OYA Community Resources and the DHS Licensing Unit if applicable. Please write "**Emergency Notification**" on the fax cover sheet or email subject line.



If a youth runs from program after hours what do I need to do?

Follow the after-hours notification process described above. When you call MacLaren let them know the youth ran and ask them to notify the OD Field Supervisor. If the OD Field Supervisor needs, or wants, more information, they will contact the Program. It is helpful to have the following information available when you call:

- Youth's name and age
- Youth's current location or where they ran from
- Brief description of situation and time they ran
- County of original jurisdiction/commitment
- OYA Parole/Probation Officer's name
- Program name and phone number

Parole Youth:

When Parole youth run from program - MacLaren will file an "APB" and/or will contact the OD Field Supervisor.

Probation Youth:

In addition to calling MacLaren you will **also Contact local law enforcement to file the runaway report,** and send an email to both the JPPO and PO's supervisor (this is just in case one of them is unavailable). The PO will then request a warrant from the Court.

If the youth has suicidal behavior/ideation after hours what should I do?

If a youth is exhibiting suicidal behaviors/ideation that cannot be managed in the program, take the youth to the hospital, follow the after-hours notification process when the youth is taken to the hospital.

If hospital declines admitting the youth for a mental health hold, and you do not believe you can keep the youth safe:

1. Tell the hospital social worker:
"I cannot keep this youth safe." AND
"OYA is the legal guardian (not me) and they hold the authority for decision making (not me)."
2. Call MacLaren YCF (MYCF) **503-981-9531 press 0,**
3. Notify MacLaren staff to have the OD Field Supervisor return your call immediately. If you do not hear anything within the hour, call MacLaren back.
4. Once you get the call from the OD, notify them that you have a youth who is at the hospital for a mental health crisis, and the hospital is unwilling to admit the youth. Please have the phone number and contact name from the hospital available for the OD.

If the hospital declines admitting and determines the youth is not a danger to themselves youth can be returned to the program. Notify MacLaren that the youth has returned to the program and ask that they notify the OD Field Supervisor.

If the youth is assessed and determined by the hospitals social service worker to need sub-acute care, the program/foster home is not to agree to take the youth back without direction from OYA. OYA will handle the communication with the hospital accordingly.