



IMMEDIATE NOTIFICATION PROTOCOL FOR OYA RESIDENTIAL PROVIDERS

When is immediate notification required?

When incidents occur that are serious enough to raise safety, programmatic, or other serious concerns.

Examples of these include but are not limited to:

- Reporting of youth who have absconded/run from placement
- Allegations of abuse or neglect involving a program staff or youth
- Emergency medical services (ambulance response, admission into hospital, surgery, ER visit, broken bones)
- Motor vehicle accident involving youth
- Disturbances or evacuation of youth (riot, bomb threat, police response)
- Youth in custody of local law enforcement with a new law violation or significant violation of parole/probation agreement.
- Law enforcement request to interrogate youth
- Significant suicidal or self-harming behaviors
- Death

Normal Business Hours (Monday-Friday 8:00 am-5:00 pm)

- 1) Immediate verbal notification to the youth's JPPO or their Supervisor. If you are not able to make direct verbal contact, call MacLaren at 503-980-6890 or 503-980-6891 to inform them of the incident and ask they notify the Field Officer of the Day (OD). If you need to speak with the OD, ask dispatch to have them call you. If you do not request to speak with the OD, they will only call if additional information is needed by OYA.
- 2) Immediate verbal or electronic notification to OYA Community Resources Unit (CRU).
 - a. For verbal call your CRU Tech/Contract Administrator (and OYA Certifier if it involves a proctor home).
 - b. For electronic email your CRU Tech/Contract Administrator (and OYA Certifier if it involves a proctor home) and label as "Immediate Notification". If you receive an out of office notification, forward the information to CommResources@oya.oregon.gov.
- 3) Submission of incident report within one business day.

After Business Hours (Including Weekends and Holidays)

- 1) Call MacLaren at 503-980-6890 or 503-980-6891 to inform them of the incident and ask they notify the Field Officer of the Day (OD). If you need to speak with the OD, ask dispatch to have them call you. If you do not request to speak with the OD, they will only call if additional information is needed.
- 2) Notify JPPO and CRU Tech/Contract Administrator (and OYA Certifier if it involves a proctor home) of incident. If you receive an out of office notification, forward the information to CommResources@oya.oregon.gov.
- 3) Submission of incident report within one business day.

Youth Runaways

Follow the protocol above. When speaking with MacLaren it is helpful to have the following information: youth name/age, county of jurisdiction, JPPO, description of clothing and last known whereabouts. The OD will be able to authorize a warrant for youth on **PAROLE**. With youth on **PROBATION**, an immediate warrant is not possible. With these youth the additional step of filing a runaway report with your local Law Enforcement agency is necessary. Unless the youth is pending a new charge, it is unlikely the youth will be taken into custody if located before the court issues a warrant.

If a youth has significant suicidal or self-harming behaviors that can't be managed in our program, what should I do?

Take the youth to the local hospital and follow immediate notification protocol. If the hospital declines to admit 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."
- 2) Call MacLaren 503-980-6890 or 503-980-6891 to inform dispatch you must speak with the OD. If you do not hear anything within the hour, call MacLaren back.
- 3) Once you speak with the OD explain 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 name and contact information for the hospital available.
- 4) If the youth is assessed and determined by the hospital to need sub-acute care or psychiatric residential treatment (PRTS), the program should not agree to take the youth back without direction from OYA. The program will work with the OD to develop a safety plan which may include measures such as a roommate, extra staff and increased/continuous safety checks.

If upon hospital assessment you believe it is safe for the youth to return to your program, notify MacLaren dispatch so they can inform the OD the youth has returned to program. Additional safety planning should still occur.

The phone numbers for MacLaren aren't working. What should I do?

Though very rare, MacLaren may experience difficulties with the phone system. In those circumstances contact can be made at 503-341-9764 or 503-982-3695.