



# YOUR QUICK REFERENCE GUIDE TO INCIDENT REPORTING

This guide is intended to assist individuals and families served by DDD, employees, approved provider agencies and other stakeholders in managing incidents effectively. While incidents inevitably occur in any setting, and usually cause some disruption, complying with the incident reporting guidelines will help to minimize negative effects, ensure actions are taken to safeguard the health and safety of the individual, and reduce the likelihood of reoccurrence.

If you have any questions about the incident reporting process, contact the Division's Office of Risk Management (ORM).

The following policies and procedures comply with the New Jersey Division of Developmental Disabilities (DDD) Circular #14, Reporting Unusual Incidents.

## Incident Reporting Guidelines:

- All entities approved to provide services to Division eligible individuals must report incidents in required time frames and cooperate in investigations.
- All documents related to an incident, including but not limited to initial, follow up and investigations reports must be kept confidential as required by **N.J.A.C. 10:41 (Division Circular #30)**.
- Stephen Komninos' Law requires ALL persons employed by, or volunteering in, any DHS-funded, licensed or regulated program, or a person providing services with indirect State funding to an individual with a developmental disability to report incidents or suspicions of abuse, neglect or exploitation. They are also required to notify guardians in-person or by phone within two hours of all incidents. | [www.nj.gov/humanservices/ddd/providers/staterequirements/komninos/](http://www.nj.gov/humanservices/ddd/providers/staterequirements/komninos/)
- Danielle's Law requires ALL persons employed by any DHS-funded, licensed or regulated program, or a person providing services with indirect State funding, to call 911 in the event of a life-threatening emergency. | [www.nj.gov/humanservices/ddd/providers/staterequirements/danielle/](http://www.nj.gov/humanservices/ddd/providers/staterequirements/danielle/)

## When you witness an incident:

### 1 Act:

Take all necessary actions to ensure the individual's immediate health and safety



### 2 Write:

Document the following in an incident report: what happened, any actions taken or planned, and who was notified



### 3 Report:

Upload the IR to DDD  
[secureupload.dhs.state.nj.us/updoc/](https://secureupload.dhs.state.nj.us/updoc/)



## Incident Reporting Authorities



Report incidents to your assigned ORM office or to the office that covers the county in which the incident occurs. Refer to the below ORM office contact information:

**PLAINFIELD** (Bergen, Essex, Hudson, Passaic, Somerset and Union Counties):

Phone: **908-561-4587**

E-Mail: **DDD-CRU.UIRS@dhs.nj.gov**

**TRENTON** (Hunterdon, Mercer, Middlesex, Monmouth, Morris, Ocean, Sussex and Warren Counties):

Phone: **609-246-3211**

Email: **DDD-CRL.UIRS@dhs.nj.gov**

**EGG HARBOR** (Atlantic, Camden, Burlington, Cape May, Cumberland, Salem and Gloucester Counties):

Phone: **609-236-3378**

Email: **DDD-SRO.UIRS@dhs.nj.gov**

**ABUSE AND NEGLECT HOTLINE**

Phone: **1-800-832-9173**

## Department of Human Services' Classifications of Incidents

**A Level Incidents** – Require an incident report the same business day or next day if incident occurs on a night, holiday or weekend.

- Abuse (physical, verbal psychological, sexual)
- Neglect
- Exploitation
- Assault with injury
- 911 not called in the event of a life threatening emergency
- Death
- Injury not related to abuse or neglect (moderate and major level)
- Medical incidents
- Unplanned hospitalizations
- Choking/Pica
- Operational
- Overdose
- Sexual assault
- Suicide attempt
- Unapproved restraint with injury
- Walkaway/elopement

**B Level Incidents** – Require an incident report by the following day after the incident occurs.

- Physical assault with staff as the victim (moderate or major level injury)
- Criminal
- Overdose
- Professional misconduct
- Unapproved restraint without injury
- Rights violation

## Additional Resources

- **DDD website for incident reporting:** [www.nj.gov/humanservices/ddd/providers/staterequirements/incidentreporting/](http://www.nj.gov/humanservices/ddd/providers/staterequirements/incidentreporting/)
- **Adult Protective Services:** [www.nj.gov/humanservices/doas/services/a-k/aps/](http://www.nj.gov/humanservices/doas/services/a-k/aps/)
- **Long Term Care Ombudsman:** [www.nj.gov/ooie/contact.shtml](http://www.nj.gov/ooie/contact.shtml)
- **DDD Resource Team:** [www.nj.gov/humanservices/ddd/individuals/healthsafety/](http://www.nj.gov/humanservices/ddd/individuals/healthsafety/)



State of New Jersey  
Phil Murphy, Governor  
Tahesha L. Way, Lt. Governor



Department of Human Services  
Sarah Adelman, Commissioner

