

Licking County Board of Developmental Disabilities

Administrative Policy Manual

Policy: Crisis Intervention and 24-Hour on-call

Board Approved: 8/89
Revised: 2/98, 1/02, 1/04, 1/06
Reviewed: 04/10, 8/14, 04/18
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Policy:

The Licking County Board of Developmental Disabilities, hereinafter referred to as the Board, ensures the availability of a 24-hour crisis on-call system in response to emergency situations involving eligible persons. These are situations that may threaten the life, safety, or health of a person with a developmental disability.

The crisis on-call system is available for emergencies that occur outside of normal operating hours. The Board’s normal hours of operation are Monday through Friday, 8:00 a.m. to 4:30 p.m. Eligible persons, families, and providers are encouraged to make contact with the Board for assistance anytime during normal operating hours.

This policy and guidelines apply to eligible persons, families, legal guardians, Board staff, and provider staff. In accordance with Ohio Administrative Code (OAC), a person’s eligibility may be determined concurrently with his or her receipt of crisis intervention services.

The Board’s Crisis Intervention and 24 hour on-call system provides the Board and providers of specialized services the mechanism necessary to meet the “immediate” reporting requirements specific to 5123:2-17-02 of the Ohio Administrative Code, Incidents Adversely Affecting Health and Safety.

Service coordination staff performs on-call responsibilities and receive training specific to the on-call function.

Procedures:

- 1) After 4:30 p.m. and before 8:00 a.m. on weekdays and all day on weekends and holidays, the Board may be reached in an emergency by contacting The Crisis and Information Center operated by Pathways of Licking County at (740) 345-HELP, (740) 345-4357, toll free at 1-800-544-1601 or by dialing 211.
- 2) The Center staff will gather pertinent information and contact the Board staff member on-call. The on-call staff member will contact the caller, assess the situation, advise as necessary, and document the call.
- 3) Consistent with OAC 5123:2-17-02, any Board and/or provider staff must make an “immediate” report to the Mid-East Ohio Regional Council of Government (MEORC) via phone (740-507-6080) or email (potentialmui@meorc.com) no later than four (4) hours after discovery of any of the following circumstances:

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- a) Physical, Verbal, or Sexual Abuse
- b) Exploitation
- c) Misappropriation
- d) Neglect
- e) Suspicious or accidental death
- f) When the provider has received inquiries from the media regarding an Major Unusual Incident.
- g) Peer-to-Peer Act