



## Policy and Procedure # 201

### Critical Event Information Communications

Approval: \_\_\_\_\_ Effective Date: 05/07/2024

**POLICY:**

Information deemed critical as defined in the following procedure will be communicated to the Executive Director (ED) of EFI immediately. This information is of the type that may require immediate action by the Executive Director and/or the Board of Directors.

**REFERENCE:** DDA Policy 6.12  
RCW 68.50.010  
RCW 68.50.020  
DSHS Administrative Policy 9.03

**PROCEDURE:**

1. In the event of serious illness or injury, employees will immediately contact their supervisor or Administrator On Call (AOC) who will notify the ED immediately.
  - A. The ED or their designee will notify the Developmental Disabilities Administration (DDA) and the clients family, legal guardian, and/or significant others.
  - B. Ensure that the following is documented in the clients records and General Event Report (GER):
    1. A description of the situation.
    2. The names and relationships of those notified.
    3. The date and time individuals were notified.
    4. The name of the person providing notification.
2. In the event of death:
  - A. The employee will call 911.
  - B. The employee will call their supervisor or AOC who will contact the Department Director.
  - C. The Department Director will notify the ED immediately.
  - D. The ED or their designee will notify the Mason or Thurston County Coroner if the death occurs somewhere other than in a health care facility and the client has not been under the care of a medical professional within the 36 hours preceding the death.
  - E. The ED or their designee will notify the clients family, legal guardian, and/or significant others.
    1. Ensure that the following is documented in the clients records and GER:
      - a. The date and time the death was reported.
      - b. Name and title of the person the death was reported to.
      - c. The names and relationships of those notified.
      - d. The date and time individuals were notified.
      - e. The name of the person providing notification.



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3. The Department Director will also notify the ED immediately of:
  - A. The serious injury or death of an employee.
  - B. The death, serious illness or injury of an immediate family member of a client or employee.
  - C. Major damage to EFI property, equipment or vehicles.
  - D. A missing client.
  - E. Any life threatening medically emergency conditions that cannot be classified as injuries and that require treatment by emergency personnel or inpatient admission.
  - F. Unscheduled visits or non-routine phone calls to a client's home or work site, by a city, county, or state elected representative or city, county, or state employee.
4. In the event that an employee is unable to contact their supervisor, AOC or Department Director, they are to contact the ED directly.