

# Requirements for Notifications to DCYF

## **NOTIFICATIONS**

The Contractor shall notify DCYF in accordance with Exhibit D-Program Requirements, Health and Safety of DCYF Client Children, as described below when the following situations occur. Immediate verbal notification must occur followed by written notification within twenty-four (24) hours.

## **IMMEDIATE NOTIFICATION TO DCYF**

Immediate **verbal** notification to DCYF requires the Contractor to:

- Speak with the child's assigned DCYF Social Service Specialist or their immediate supervisor.
- If the assigned DCYF Social Service Specialist or supervisor is not available, press zero "0" and ask to speak to an available supervisor.
- Outside of normal DCYF business hours, the Contractor shall call Intake; and
- Follow up by providing **written documentation** of concerns to the child's assigned DCYF Social Service Specialist within twenty-four (24) hours of the incident via secure e-mail.

## **IMMEDIATE NOTIFICATION IS REQUIRED IN THE FOLLOWING SITUATIONS**

### **Safety Concerns:**

The Contractor must provide immediate notification to DCYF when they become aware of:

- An allegation of child abuse or neglect
- An allegation of child abuse or neglect
- A parent/child relapses with drugs/alcohol
- A new safety concern surfaces that is not addressed in the FT Referral
- Any safety concerns related to a missed visit.

### **Unusual Incidents:**

The Contractor must provide immediate notification to DCYF when they become aware of an Unusual Incident which may impact the child's health, safety or well-being.

Examples of Unusual Incidents include, but are not limited to:

- Physical self-abuse or abuse of others
- Sexual assaults or sexual behaviors that are age inappropriate
- Severe behavioral incident(s) unlike the child's ordinary behavior
- Running away
- Any incident that may necessitate medical attention or hospitalization
- An unexpected adverse reaction to medication, food, etc.; A child's caregiver, or person incorporated into the child's safety plan, is injured or dies
- Suicidal threats or behaviors made by the child
- Parent behaves in a manner that causes the child to exhibit signs of exceptional stress
- Parent fails to make an effort to comfort a child who is showing signs of distress
- A visit is ended early for any reason

**NOTIFICATION WITHIN TWENTY-FOUR (24) HOURS IS REQUIRED IN THE FOLLOWING SITUATIONS**

**No Show or Cancellation:**

- Notification of a No Show or a Canceled visit shall be entered into Sprout within twenty-four (24) hours of the No Show or Canceled visit.

**Change of Address or Contact Information:**

- The Contractor shall notify the child's assigned DCYF Social Service Specialist in writing by secure email within twenty-four (24) hours when the Contractor learns a parent has a change of address or has new contact information.