



Identifying and Reporting Unusual Incidents During Family Time Visits (UIRs)

The Family Time contract defines *unusual incident* as: “circumstances or events that concern a child’s health, safety or well-being or may impact the child’s well-being.” Some incidents require **Immediate Notification** to the Social Worker, followed up by an email and Sprout report. Other incidents require **Notification Within 24 Hours** via a Sprout report only.

Immediate Notification to DCYF requires staff to:

1. Speak with, or leave a voice mail for, the child’s assigned Social Service Specialist or their immediate supervisor;
2. Follow mandated reporting requirements; and
3. Provide written documentation of concerns to the child’s assigned DCYF Social Service Specialist within twenty-four (24) hours from the telephone contact via secure e-mail.

Immediate Notification is required in the following situations:

1. Staff must provide immediate notification to DCYF when they become aware of the following safety concerns:
 - a. An allegation of child abuse or neglect;
 - b. A parent/child relapses with drugs/alcohol;
 - c. A new safety concern surfaces that is not addressed in the referral or safety plan; and/or
 - d. Any safety concerns related to a missed visit or appointment.
2. Staff must also 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:
 - a. Physical self-abuse or abuse of others;
 - b. Sexual assaults or sexual behaviors that are age inappropriate;
 - c. Severe behavioral incident(s) unlike the child’s ordinary behavior;
 - d. Running away;
 - e. Any incident that may necessitate medical attention or hospitalization;
 - f. An unexpected adverse reaction to medication, food, etc.;
 - g. A child’s caregiver, or person incorporated into the child’s safety plan, is injured or dies; or
 - h. Suicidal threats or behaviors made by the child.

Notification within twenty-four (24) hours is required in the following situations:

1. Change of Address or Contact Information
Shall notify the child’s assigned DCYF Social Service Specialist in writing by secure email within twenty-four (24) hours when staff learns a parent has a change of address or has new contact information.
2. 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.



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Recommended Reporting / Best Practices

Examples of Unusual Incidents that FIN recommends reporting include, but are not limited to:

- Injuries that occur at the visit and result in a visible mark or may lead to a visible mark
- Observation of a child having a mark or injury when they arrive to the visit.
- Child self-reports of illness or injury
- Person who is not included on the referral attempts to join/attend a visit

If in doubt on whether a UIR is necessary, play it safe and submit a report. The examples above are not meant to limit the scenarios that should be reported.

Please remember that some unusual incidents require a call to DCYF Intake. Again, if you are unsure or if you are unable to get ahold of a SW or their supervisor regarding an incident concerning a child's health, safety or well-being, please call DCYF Intake:

Region 1: 800-557-9671

Region 2: 855-420-5888

For any questions on this process, please reach out to the FIN Compliance Team at:
Compliance@FamilyImpactNetwork.org.