

On-Call Procedures

The Carroll County Board of DD (CCBDD) utilizes a pager notification and voice message system for emergencies and after hour MUI reporting. This pager system is available 24 hours per day 7 days per week.

The Carroll County Board of DD 24 hour hotline notification system can be reached by dialing 1-800-240-6733.

On-Call Procedures:

The Carroll County Board of DD Service and Supports Administration (SSA) Department is in charge of emergency notifications. A pager rotation schedule is accessible through the CCBDD Gatekeeper Calendar. Each SSA takes a weekly turn in carrying the pager notification phone and is responsible for monitoring the emergency notification system, no less than 1 time per 24 hour period and responding to pager calls/voice messages, once notified of a call/message. The SSA will follow-up with the caller regarding any questions or concerns. Please note time and date you received pager notification and date, time, and person you followed-up with.

The SSA will ensure the provider has notified Law Enforcement, Child Services, Coroner, etc., if applicable. The SSA will follow-up the next business day to make sure the report is received from the provider agency. They will send copy of report to MEORC, as soon as the report is received. The SSA will notify the assigned SSA of the individual(s) involved in the incident, details, follow-up and MEORC final determination.

Provider Responsibilities:

It is the responsibility of the provider to determine that an incident meets or potentially meets MUI criteria.

Once determined a MUI or potential MUI, the provider is responsible for contacting, if applicable, law enforcement, coroner, and children services, and to ensure safety of others. The provider is to contact the pager notification system immediately after the incident has occurred or its discovery and ensure that a detailed report is faxed or emailed to the CCBDD as soon as possible, but no later than 1:00 pm the next business day following the initial knowledge of the potential or determined MUI.

Also, it's the provider's responsibility to report any sexual/physical/verbal abuse, deaths or misappropriation to local law enforcement immediately along with Incident Report following knowledge of the incident. The coroner needs to be contacted immediately following any deaths.

Please provide dates and times of notifications, badge number, and name.

Caller Procedure:

It is requested that the caller to the pager system to leave a message with the following information:

- Full Name
- Date
- Time
- Facility Name (if applicable)
- Phone Number
- Detailed Message of emergency/incident
- Measures taken to ensure safety
- Names of people involved (if applicable)
- Law Enforcement (Badge number & name) or Coroner Notification (if applicable)

Effective Date: 1-4-2016

Approved by: Mathual J. Campbell, Superintendent

Revised Date: 8-22-2018

Approved by: Mathual J. Campbell, Superintendent