

## ILLINOIS DEPARTMENT OF HUMAN SERVICES, DIVISION OF REHABILITATION SERVICES, CRITICAL INCIDENT DEFINITIONS

Critical Incidents include, but are not limited to, the following:

Death, HSP Enrollee	Contractor shall report deaths of an unusual nature to HFS OIG and DHS-DRS. Criteria for reporting deaths of an unusual nature include, but are not limited to, a recent allegation of Abuse, Neglect or exploitation, or that Enrollee was receiving home health services at time of passing. Contractor shall cooperate in any investigation conducted by HFS OIG or DHS-DRS.
Death, Other parties	Events that result in significant event for Enrollee. For example, Enrollee's caregiver dies in the process of giving Enrollee bath, thereby leaving Enrollee stranded in home without care for several days. Passing of immediate family members is not necessary unless the passing creates a resulting turn events that are harmful to Enrollee.
Physical abuse of Enrollee	Non-accidental use of force that results in bodily injury, pain or impairment. Includes but not limited to being slapped, burned, cut, bruised or improperly physically restrained.
Verbal/Emotional abuse of Enrollee	Includes but is not limited to name calling, intimidation, yelling and swearing. May also include ridicule, coercion, and threats.
Sexual abuse of Enrollee	Unwanted touching, fondling, sexual threats, sexually inappropriate remarks or other sexual activity with an adult with disabilities.
Exploitation of Enrollee	The illegal use of assets or resources of an adult with disabilities. It includes, but is not limited to, misappropriation of assets or resources of the alleged victim by undue influence, by Breach of fiduciary relationship, by fraud, deception, extortion, or in any manner contrary to law.
Neglect of Enrollee	The failure of another individual to provide an adult with disabilities with, or the willful withholding from an adult with disabilities of the necessities of life including but not limited to food, clothing, shelter, or medical care
Sexual Harassment by provider	Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature that tends to create a hostile or offensive work environment.
Sexual Harassment by Enrollee	Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature that tends to create a hostile or offensive work environment.

Sexually problematic behavior	Inappropriate sexual behaviors exhibited by either the Enrollee or individual provider which impacts the work environment adversely.
Significant Medical event of Provider	A recent event to a provider that has the potential to impact upon an Enrollee's care.
Significant Medical Event of Enrollee	This includes a recent event or new diagnosis that has the potential to impact on the Enrollee's health or safety. Also included are unplanned hospitalizations or errors in medication administration by provider.
Enrollee arrested, charged with or convicted of a crime	In an instance where the arrest, charge, or conviction has a risk or potential risk upon the Enrollee's health and safety shall be reported.
Provider arrested, charged with or convicted of a crime	In an instance where the arrest, charge, or conviction has a risk or potential risk upon the Enrollee's health and safety shall be reported.
Fraudulent activities or theft on the part of the Enrollee or the Provider	Executing or attempting to execute a scheme or ploy to defraud the Home Services program, or obtaining information by means of false pretenses, deception, or misrepresentation in order to receive services from our program. Theft of Enrollee property by a provider, as well as theft of provider property by an Enrollee is included.
Self-Neglect	Individual neglects to attend to the individual's basic needs, such as personal hygiene, appropriate clothing, feeding, or tending appropriately to medical conditions.
Enrollee is missing	Enrollee is missing or whereabouts are unknown for provision of services.
Problematic possession or use of a weapon by an Enrollee.	Enrollees should never display or brandish a weapon in staff's presence. Any perceived threat through use of weapons shall be reported. In some cases, persons with SMI are not allowed to possess firearms, and this shall be documented if observed.
Enrollee displays physically aggressive behavior	Enrollee uses physical violence that results in harm or injury to the provider.
Property damage by Enrollee of \$50 or more	Enrollee causes property damage to in the amount of \$50 or more to provider property.
Suicide attempt by Enrollee	Enrollee attempts to take own life.
Suicide ideation/threat by Enrollee	An act of intended violence or injurious behavior towards self, even if the end result does not result in injury.

# ILLINOIS DEPARTMENT ON AGING ELDER ABUSE AND NEGLECT PROGRAM

The program provides services to people over the age of sixty (60) and to adults with disabilities age eighteen (18) to fifty-nine (59) who may be victims of abuse as prescribed below:

- **Confinement** means restraining or isolating, without legal authority, an older person for reasons other than medical reasons ordered by a Physician.
- **Emotional Abuse** means verbal assaults, threats of maltreatment, harassment, or intimidation intended to compel the older person to engage in conduct from which he or she wishes and has a right to abstain, or to refrain from conduct in which the older person wishes and has a right to engage.
- **Financial Exploitation** means the misuse or withholding of an older person's resources by another person to the disadvantage of the older person or the profit or advantage of a person other than the older person.
- **Physical Abuse** means causing the inflictions of physical pain or injury to an older person.
- **Sexual Abuse** means touching, fondling, sexual threats, sexually inappropriate remarks, or any other sexual activity with an older person when the older person is unable to understand, unwilling to consent, threatened, or physically forced to engage in sexual activity.
- **Passive Neglect** means a caregiver's failure to provide an eligible adult with the necessities of life including, but not limited to, food, clothing, shelter, and medical care. This definition does not create any new affirmative duty to provide support to eligible adults, nor shall it be construed to mean that an eligible adult is a victim of neglect because of healthcare services provided or not provided by licensed healthcare professionals.
- **Willful Deprivation** means willfully denying medications, medical care, shelter, food, therapeutic devices, or other physical assistance to a person who, because of age, health, or disability, requires such assistance and thereby exposing that person to the risk of physical, mental, or emotional harm because of such denial; except with respect to medical care or treatment when the person has expressed an intent to forego such medical care or treatment and has the capacity to understand the consequences.

# **ILLINOIS DEPARTMENT OF HEALTHCARE AND FAMILY SERVICES**

## **INCIDENT REPORTING FOR SUPPORTIVE LIVING FACILITIES**

Examples of incidents that must be reported to the Department include, but are not limited to the following:

- Abuse or suspected Abuse of any nature by anyone, including another Resident, staff, volunteer, family, friend, etc.
- Allegations of theft when a Resident chooses to involve local law enforcement.
- Elopement of Residents/missing Residents
- Any crime that occurs on facility property
- Fire alarm activation for any reason that results in on-site response by local fire department personnel. This does *not* include fire department response that is a result of Resident cooking mishaps that only cause minimal smoke limited to a Resident's apartment and that do not result in any injuries or damage to the apartment. Examples of what do not need to be reported include, but are not limited to: burnt toast or burnt popcorn.
- Physical injury suffered by Residents during a mechanical failure or force of nature
- Loss of electrical power in excess of an hour
- Evacuation of Residents for any reason