



NH Department of Health & Human Services
Division for Children, Youth & Families

DCYF Standard Operating Procedure

1099.2 ON-CALL PROCEDURES

Policy Directive: **21-36**

Effective Date: **June 2021**

Implements Policy: **1099**

Approved:

Joseph E. Ribsam, Jr., DCYF Director

This SOP defines how to report case-related critical incidents on weekdays during the hours of 4:30 pm to 8:00 am, weekends, and holidays.

Procedure

The following information is to support the implementation of the above referenced policy. This document shall not preclude staff from using their professional judgement based on individual circumstances, consistent with the requirements of the policy.

- I. On-Call staff immediately report any critical incident, as outlined in policy, to the On-Call Supervisor and provide (to the best of their ability) the information identified in IV-B below.

- II. The On-Call Supervisor immediately notifies (by phone) the identified On-Call Administrator (who notifies the Bureau Chief of Field Services) and provides the information outlined in IV below (as available) for the following situations:
 - A. Death (or apparent imminent death) of a child;
 - B. Abduction of a child;
 - C. Significant crime occurred while a child was present, such as:
 1. Homicide, committed by an adult in the household or a youth;
 2. Individual in critical condition; or
 3. Hostage situation reported by, or confirmed with, law enforcement;
 - D. A parent/guardian or child is in critical condition;
 - E. An employee is assaulted by a household member in the course of their duties;
 - F. An employee is in an serious accident resulting in hospitalization or death while working;
 - G. An employee has not returned from an assignment as expected and cannot be located (by phone or through their emergency contacts); or

- H. Media coverage (or media requests) relative to a critical incident as outlined in this section.
- III. When a critical incident does not meet the above criteria, the On-Call Supervisor consults with the assigned Administrator for guidance as necessary and ensures the appropriate notifications are made as outlined below.
- IV. For all critical incidents, the On-Call Supervisor:
- A. Emails Central Intake (as applicable) to provide an update on any CPS On-Call response or to report concerns of abuse or neglect as soon as possible (but no later than 8:00 am);
 - B. Emails the assigned Supervisor the following information (as available) before 8:00 am the next business day:
 - 1. The reporting individual's name, phone number, and agency/organization;
 - 2. The name and date of birth (DOB) of the individual(s) involved in the event;
 - 3. The location, date, and time of the event;
 - 4. A description of the event, including what, when, where, and how the event happened;
 - 5. Other relevant information, as well as the identification of any other individuals involved;
 - 6. Whether the police were involved due to a crime or suspected crime;
 - 7. The identification of any media that had reported the event.; and
 - 8. The details of any On-Call response; and
 - C. Follows up with the assigned Supervisor (or designee) by phone at 8:00 am the next business day.
- V. The detailed email to the assigned Supervisor serves as On-Call's response documentation of the critical incident and is placed in the Assessment/case file.
- VI. The assigned Supervisor completes the reporting process as outlined in SOP 1099.1 upon notification of the incident.

Frequently Asked Questions

Q1. Is it considered a critical incident if I cannot secure placement for a child?

- A** If you cannot secure placement for a child, it is not considered a critical incident and a Critical Incident Report (Form 1099) is not necessary. However, if all efforts to secure placement have failed, the On-Call Supervisor needs to contact the assigned On-Call Administrator for further instruction.

Q2. Is it a critical incident if DCYF has custody of a child and cannot locate them?

- A** If DCYF has been granted custody of a child, but cannot locate them, it is not considered a critical incident and a Critical Incident Report (Form 1099) is not required. However, (specific to CPS), if all efforts to locate the child (including contacting collaterals such as extended family and involving law enforcement) have been exhausted the On-Call Supervisor needs to contact the assigned On-Call Administrator for further instruction.

Glossary and Document Specific Definitions

A - B C - D E - F G - I J - L M - N O - Q R - S T - V W - Z

Document Change Log

PD	Modification Made	Approved	Date
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