

MUI IMMEDIATE ACTION SUGGESTIONS

This list is not all encompassing, but rather these are suggested immediate actions that the MUI Department has historically accepted for specific incidents. Some of these can be utilized for any category of MUI, and there are other action steps that can be taken to ensure immediate safety that are not listed here. Also, these immediate action suggestions should be combined to address a single incident as appropriate. As a reminder a sole immediate action of notifying someone at Summit DD, to include the MUI Department, is never an acceptable immediate action alone. Summit DD staff are not first responders, and as such are not in a position to take immediate steps to ensure someone's safety. All reported incidents must have an immediate action.

Possible for Physical/Emotional Abuse or Neglect

- **For all Physical Abuse allegations involving DSP PPI, that PPI must be suspended from all schedules pending investigation per DODD**
- Call 911 for immediate assistance for medical or active criminal acts
- Call local law enforcement jurisdiction to report non-active criminal acts or to request a wellness check. The wellness check is the least we can do for any neglect or abuse category
- Notify CSB if incident involves juvenile. Notify APS if incident involves a senior citizen
- Provider calls internal nursing service or individual's PCP for medical consultation
- General assessment for Injury
- Took to ER/Stat-Care for additional medical treatment
- Removing staff/PPI from schedule (required for Physical Abuse) or from performing specific direct care duties such as med administration pending investigation
- Make sure staff/PPI is not working alone with individuals served
- Random visits from management/administrators for increased monitoring during service periods related to the allegations
- Re-train staff on needed services/supports as appropriate prior to them working again
- Conducted CPR/Heimlich Maneuver or other life saving techniques as appropriate
- Temporarily increased supervision/other services & supports of involved individuals
- Helping an individual to block PPI's phone number or social media access to person served
- Provider getting back-up staffing when there is a

no call/no show or staff leave shift

- Emergency Respite placement if living with the PPI or if the allegation causes an unsafe living situation in the individual's home that cannot be remedied by other means

Possible for Misappropriation/Exploitation:

- Securing an individual's funds, meds, or other property in the home or an alternative location
- Reimbursing any allegedly misused funds to ensure they have funds for immediate needs
- Ensuring an individual has food in their home. This can be done by provider temporarily purchasing food or SCBDD staff providing foodbank info from Akron Street Card to individual/team
- Canceling affected credit cards/bank accounts/food stamp cards & notifying financial institutions of the alleged fraud
- Perform a free credit check
- In cases of missing controlled substance, have staff drug tested
- Ensure that the individual has enough medications to not miss any doses. If doses will be missed, contact the PCP/Pharmacy/Stat Care to obtain more meds
- Look into getting a payee for individual
- Make a Police Report

Possible for Sexual Abuse, Peer-to-Peer Sexual Act, or Prohibited Sexual Relations:

- For all Sexual Abuse allegations involving DSP PPI, that PPI must be suspended from all schedules pending investigation per DODD
- Immediately notify law enforcement or 911

- If alleging sexual abuse/assault, take to the hospital for a rape kit and STI testing
- Ensuring the PPI/other peer cannot access the victim pending investigation
- Linking the victim to The Summit County Rape Crisis Center for services/supports
- Removing staff PPI from schedule (required for Sexual Abuse) pending investigation to ensure they are not working with any individuals
- Notify CSB if incident involves juvenile. Notify APS if incident involves a senior citizen
- Emergency Respite placement if living with the PPI or if the allegation causes an unsafe living situation in the individual's home that cannot be remedied by other means

Possible for Failure to Report & Rights Code Violations:

- Retrain staff/mandatory reporter on MUI reporting procedures & process
- Retrain staff on individuals' rights
- Remove staff from schedule pending investigation
- Assess for injury & obtain treatment if applicable

Possible for Attempted Suicide:

- Call poison control if ingested a foreign substance
- Call 911 for immediate assistance for medical care
- Conducted CPR/Heimlich Maneuver or other life saving techniques as appropriate
- Removing unsafe object(s) involved in the incident from the individual's environment

Possible if Related to Falls or other Significant Injuries:

- Increased mobility/transfer supports to involved individuals (i.e. if falling while walking, more staff hands on assistance with mobility)
- Removing tripping hazards or ensuring proper footwear/clothing are in use to prevent future falls
- Assess for injuries
- Took to ER/Stat-Care for additional medical treatment
- Call 911 for immediate assistance for severe medical needs
- Scheduling an appointment to or actually fixing broken adaptive equipment
- Follow medical follow-up protocols as appropriate

Possible if Related to Choking or other Medical Emergencies:

- Prompt individual to slow or down while eating moving forward
- Staff will temporarily alter how food is prepared pending SLP eval
- Staff will be re-trained on specialty diets
- Conducted CPR/Heimlich Maneuver or other life saving techniques as appropriate
- Took to ER/Stat-Care for additional medical treatment
- Call 911 for immediate assistance for severe medical needs
- Use of Epi-pen for allergic reactions
- If a Medication error with no known negative effects, calling the primary care physician or other medical professional for further guidance should always be done

Possible for Peer-to-Peer Acts

- Separate individuals (physically if necessary) for peer acts
- Take one or both of the individuals on an outing/activity to allow them to cool down
- Prompting a peer to give back stolen money or other property
- Helping an individual to block other individuals involved phone number or social media access to person served
- Assess for injuries & treat any as appropriate
- Call 911 for immediate assistance for medical or active criminal acts
- Call local law enforcement jurisdiction to report non-active criminal acts or to request a wellness check
- Any other suggested immediate action for any abuse category, misappropriation, or exploitation

Possible for Missing Individuals:

- Conducting search for missing persons & calling the police to assist if needed
- Increase supervision as appropriate once found
- Assess for injury and/or ask the individual if any issues occurred while missing, further follow-up as appropriate

Possible for Unapproved Behavioral Supports, Unanticipated Hospitalizations, and/or Law Enforcement incidents:

- If incarcerated, ensuring medical & medicinal needs are relayed to the jail
- Increasing Supervision levels
- Retrain staff on proper crisis intervention techniques
- Remove the target of aggression from the individuals environment
- Conduct CPR/First-Aid as needed
- Provider calls internal nursing service or individual's PCP for medical consultation
- General assessment for Injury. Obtain treatment if needed
- Took to ER/Stat-Care for additional medical treatment
- Notify Parole/Probation Officer

Death MUIs:

- Non-accidental deaths do not require immediate actions
- Accidental deaths will require immediate actions if a certified DD provider or staff (in)action directly contributed to or caused the accidental death. In this case refer to the suggested actions above as appropriate If alleging sexual abuse/ assault, take to the hospital for a rape kit and STI testing
- Ensuring the PPI/other peer cannot access the victim pending investigation
- Linking the victim to The Summit County Rape Crisis Center for services/supports
- Removing staff PPI from schedule (required for Sexual Abuse) pending investigation to ensure they are not working with any individuals
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Scan the code to visit [summitdd.Org/mui](https://summitdd.org/mui) for additional details about the mui process.