



TN

Department of
Children's Services



Incident Reporting Manual

for Youth Development Centers and Detention Centers

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Incident Reporting

All incidents involving children/youth, occurring within the jurisdiction of the Department of Children's Services (DCS) AND housed in Division of Juvenile Justice Youth Development Centers (YDCs) or Detention Centers will be documented in the applicable *incident reporting* section in ***TFACTS***.

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Part 1

Definition of Incidents

To facilitate reporting, a list of incidents and definitions likely to occur is located as a collateral document in DCS Policy [1.4, Incident Reporting](#). While the list is not inclusive, it is meant to be used as a guide by those individuals responsible for reporting incidents.

Documenting Incident Reports

All incidents involving youth will be documented on the applicable *incident reporting* section in **TFACTS**. Those individuals responsible for reporting incidents are also referred to DCS Policy [1.4, Incident Reporting](#), for additional information. For YDCs only, all incidents that solely involve staff will be documented and reported appropriately through Human Resources and/or Internal Affairs, refer to DCS Policy [1.16, Internal Affairs Investigations](#), for additional information. Detention Centers should follow their appropriate protocol and policies in these situations.

ALWAYS, regardless of placement type, any allegation of abuse or neglect of a child/youth will be reported to the Child Abuse Hotline.

If users are not able to view a child/youth in **TFACTS**, or if there is system failure, form [CS-0496, Incident Report](#) will be used for reporting incidents. The incident report must be emailed immediately to the appropriate Staff outlined in DCS Policy [1.4, Incident Reporting](#), Section A, 1, c).

If unable to submit or email the incident report, DCS staff or Provider staff, must notify the appropriate DCS staff within twenty-four (24) hours or immediately upon notification of the incident.

Part 1

Procedures for Youth Development Centers and Detention Centers

Time Frames for Reporting Incidents

Significant Incidents

All significant incidents must be reported in the appropriate incident reporting screens in TFACS within twenty-four (24) hours of the incident occurring, or immediately upon notification of the incident. Significant incidents include, but are not limited to the following:

- ◆ Abduction
- ◆ Major Event at Agency
- ◆ Runaway/Escape
- ◆ Death or serious injury to child/youth
- ◆ Sexual Abuse as defined in Policy 18.8 (PREA)
- ◆ Any incident that results in injury or hospitalization of child/youth

Some significant incidents must be reported by telephone to the appropriate designees. Specifically, YDC Superintendent/designee and Deputy Commissioner of Juvenile Justice/designee must be **immediately** contacted about the following significant incidents occurring at YDCs:

- ◆ Disturbances;
- ◆ Failure of the infrastructure (power, water, etc.);
- ◆ Escape (YDC) or failure to return; and
- ◆ Death or serious injury to a youth or staff

If one of the significant incidents listed above occur at a Detention Center, it must be reported by telephone **immediately** to the appropriate DCS Division of Quality Control/designee.

All other Incidents

All other incidents are to be reported in the appropriate incident reporting screens in **TFACTS** within two (2) business days of the incident occurring, or immediately upon notification of the incident.

Guidelines for Reporting Incidents

Reports must contain summary information and must contain specifics of the incident. Such specifics must include, but not be limited to:

- ◆ Injuries sustained;
- ◆ Individuals involved in the incident who are not otherwise specifically involved with DCS;
- ◆ Contact with outside law enforcement agencies;
- ◆ Contact with individuals associated with the media; and
- ◆ On-going investigations by DCS Internal Affairs or Child Protective Services/Special Investigation Units.

Additional information on Incident Reporting can be found in the following locations:

- ◆ DCS Policy [**1.4, Incident Reporting**](#)
- ◆ DCS Policy [**20.26, Accident/Injury Reporting in Youth Development Centers**](#)
- ◆ Form [**CS-0166, Accident/Incident/Injury Report**](#)
- ◆ Form [**CS-0311, Facility Incident Report**](#)
- ◆ Form [**CS-0890, Incident Debriefing**](#)
- ◆ Form [**CS-0496, Incident Report**](#)
- ◆ Form [**CS-0165, Student Seclusion Placement**](#)
- ◆ Form [**CS-1021, Seclusion Monitoring**](#)