



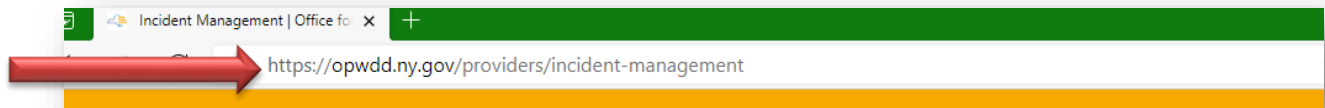
Notification of Person Centered Services Incident Management Policies and Procedures

Person Centered Services is committed to connecting people to the care, support and opportunities that maximize their quality of life. Part of that commitment involves adhering to the laws and regulations that govern the services you receive from us, which helps us provide the best possible services, while keeping you safe.

Person Centered Services' policies and procedures include information about how we handle incidents affecting your well-being. Additionally, regulations require that all mandated reporters for programs certified or operated by OPWDD must report to the NYS Justice Center and OPWDD Incident Management Unit (IMU) whenever there is a reasonable cause to suspect that a reportable incident has occurred. Our incident management processes are based on the laws and regulations issued by New York State, which include OPWDD Part 624 regulations.

Instructions on how to access this information:

- ▶ Electronically by typing the following directly into the address bar of your web browser: <https://opwdd.ny.gov/providers/incident-management>



- ▶ OPWDD also has an informative brochure, “Learning About Incidents”, that provides an overview of incidents and reporting requirements that is accessible online (or request a written copy from us) by typing in: <https://opwdd.ny.gov/system/files/documents/2020/03/047-learning-about-incidents-102319.pdf>

Note: If you need help accessing these links or would like this notice sent to you electronically, you can reach out to your Care Coordinator or our QA Department as indicated below.



- You can ask us for copies of the information mentioned above (paper and/or electronic), including our own Incident Management Policies, by submitting a written request to your Care Coordinator or emailing us directly at PCS-QA-OPWDD@personcenteredservices.com

If you have any questions or concerns about the information in this notice, feel free to contact Person Centered Services' **Incident Hotline** during business hours at 716-324-5101.

Note: If you are subjected to, witness, or are made aware of any abuse or neglect involving you and/or your child(ren), please contact Child Protective Services (CPS): 1-800-342-3720 if under age 18 or Adult Protective Services (APS): 1-800-342-3009- if over age 18.

If CPS/APS is contacted and/or becomes involved with you and/or your family members, please discuss this with your Care Coordination staff, or our Quality Assurance/Corporate Compliance department.

IMPORTANT: If you need to reach Person Centered Services **after** business hours (including weekends and holidays), you may contact our after-hours answering service at **1-833-200-0678** for **immediate assistance**.