



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. Our incident management processes are based on the laws and regulations issued by New York State (OPWDD/DOH). You can access this information by:

- Visiting OPWDD's website at:
https://opwdd.ny.gov/opwdd_resources/incident_management/home

and/or

- Providing us with a written request for paper copies of any of the information discussed above, including our own Incident Management Policies.

If you have any questions about this information, feel free to contact Person Centered Services' **Quality Assurance and Corporate Compliance Department** during business hours.

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**.