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|  | <p style="text-align: center;"><b>STARBRIDGE<br/>POLICIES &amp; PROCEDURES MANUAL</b></p>                        |
| SECTION:                                                                          | <b>Irregular Situations – Events that Occur Under the Auspices of Another OPWDD Agency (Incident Management)</b> |
| SITE(S) / PROGRAM(S):                                                             | All Sites/Programs Certified or Funded by OPWDD                                                                  |
| President/CEO Approval:                                                           | Date Approved: 05/27/2026                                                                                        |
| Board of Directors Approval: (Meeting Minutes)                                    | Date Approved: 05/27/2026                                                                                        |
| Date(s) Reviewed and/or Revised: 05/22/2024, 05/15/2025, 05/19/2026               |                                                                                                                  |

Starbridge is responsible to report events or situations that occur to individuals supported while under the auspices of another Office for People with Developmental Disabilities (OPWDD) agency. Starbridge will notify the agency under whose auspices the event or situation occurred by completing the Irregular Situation process.

It is the responsibility of the agency whose auspices the situation is alleged to have occurred to report, investigate, review, correct, and monitor the situation. After reporting the event or situation, if Starbridge is not satisfied that the situation will be or is being investigated or handled appropriately, it shall bring the situation to the attention of OPWDD.

If more than one agency provides services to the individual, Starbridge will determine the responsible agency that is designated to intervene in events or situations that meet the definition of Part 624 – reportable incidents, notable occurrences and Part 625 – physical, sexual, or emotional abuse, active, passive, or self neglect; or financial exploitation. The responsible agency – in the order stated:

1. Residential facility, including a family care home;
2. Certified day program (if the individual is receiving services from more than one certified day program, the responsible agency shall be the agency that provides the greater duration of service on a regular basis);
3. MSC or PCSS;
4. HCBS Waiver services including respite services provided at a free-standing respite facility or services under the Care at Home Waiver;
5. FSS, ISS and/or Article 16 clinic services;
6. Any other service certified, operated, or funded by OPWDD.

**PROCEDURES TO IMPLEMENT IMMEDIATELY UPON OCCURRENCE OR  
DISCOVERY OF EVENT OR SITUATION THAT IS UNDER THE AUSPICES OF  
ANOTHER OPWDD AGENCY – IRREGULAR SITUATION (PART 1)**

**STAFF RESPONSIBLE     PROCEDURES**

ALL present when event  
situation occurs or  
discovered

1. Renders assistance to the supported individual immediately, intervening or terminating the situation if necessary. Calls for additional assistance from others if needed.
2. If medical examination or treatment is thought to be necessary, calls to obtain emergency medical care (911).
3. If the event or situation occurs in a certified setting or operated by OWPDD and falls in the definition of reportable incidents (allegations of abuse/neglect or significant incident), must report the event or situation to the Justice Center.
4. Immediately notify Program Director/Manager/Coordinator of the program under which the supported individual receives Starbridge services.

Program Director /  
Manager / Coordinator

1. Starbridge (discovering agency) shall make a written record of the report by completing an Irregular Situation form (Part I).
2. Forwards the completed Irregular Situation form to Quality Improvement Director.

President/CEO

1. When there is reasonable cause to believe a crime against a person may have occurred in a facility or program of any other service provider licensed, certified, funded, or operated by a State Agency the Executive Director of that facility or program shall be notified as soon as possible unless the President/CEO of the facility is alleged to have committed the crime.

Quality Improvement  
Director

1. Reviews the Irregular Situation form to determine if the event or situation meets the definitions of Part 624 or Part 625.
2. Notifies the Quality Department of the agency under whose auspices the situation occurred that Starbridge has initiated an Irregular Situation report. The notification will be completed by phone and faxing/emailing (encrypted) the Irregular Situation to the responsible agency.
3. Upon receipt from the responsible agency, reviews the Part II Irregular Situation form ensuring that the event or situation has been/will be properly reported and investigated.
4. If suspected/determined that the responsible agency did not report and/or investigate the situation, will notify OPWDD's Incident Management Unit.

**PROCEDURES TO IMPLEMENT IMMEDIATELY UPON DISCOVERY OF EVENT  
OR SITUATION THAT IS UNDER THE AUSPICES STARBRIDGE  
IRREGULAR SITUATION (PART II)**

**STAFF RESPONSIBLE**

**PROCEDURES**

Quality Improvement  
Director

1. Upon notification from the discovering agency, determines if the event or situation falls within the definitions of Part 624 or Part 625.
2. Contacts the Program Director to complete the appropriate process to address the Irregular Situation (Part I).
3. Completes Irregular Situation (Part II).
4. Forwards the completed Irregular Situation (Part II) to the discovering agency (via fax or encrypted email) informing the outcome of the review.

Program Director

1. Depending on the event or situation, completes an Internal Event, OPWDD 147 form, or 150 form.