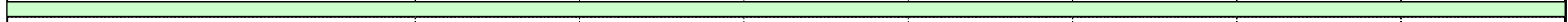


STEL 67 When STEL Managers cannot be reached, please call the STEL Crisis Line at 716-366-7792 Ext. 9 . Leave a message including your name, program, and phone number. If no response within 15 minutes, please try again. If no response after the second attempt, begin calling STEL personnel on their cell or the home numbers listed.	KEY: CELL & HOME PHONE NUMBERS Lynn Calpin, Assistant Executive Director: 716-680-1146 Jennifer Nagel, Quality Assurance Director: 716-410-4164 Sheila Horch, Quality Management Coordinator: 716-680-5365 Thomas Whitney, Executive Director: 716-499-1764	Cell 716-680-1146 716-410-4164 716-680-5365 716-499-1764	Home 716-662-3236 716-672-5014
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CRISIS MATRIX ORDER OF ACTION

CRISIS	#1	#2	#3	#4	#5	#6	#7
DEATH OF RESIDENT	Ambulance	Manager	Asst. Res. Mgr.	Lynn Calpin	Jennifer Nagel	Sheila Horch	Thomas Whitney
ALLEGATIONS OF ABUSE/NEGLECT (Abuse and neglect involves an act or failure to act by an employee.)	†The Justice Center 1-855-373-2122 www.justicecenter.ny.gov/home	Manager/ Asst. Res. Mgr.	Lynn Calpin	Jennifer Nagel	Sheila Horch	Thomas Whitney	Police (if directed/necessary)
SIGNIFICANT INCIDENTS: (Significant incidents occur on program premises or when the resident was under the actual or intended supervision of a custodian when the event occurred.)	Manager	Asst. Res. Mgr.	Lynn Calpin	Jennifer Nagel	Sheila Horch	Thomas Whitney	Police (if directed/necessary)
Crime	Manager	Asst. Res. Mgr.	Lynn Calpin	Jennifer Nagel	Sheila Horch	Thomas Whitney	Police (if directed/necessary)
Financial Exploitation	Manager	Asst. Res. Mgr.	Lynn Calpin	Jennifer Nagel	Sheila Horch	Thomas Whitney	Police (if directed/necessary)
Fire / Fire Setting	Fire Department	Manager	Asst. Res. Mgr.	Lynn Calpin	Jennifer Nagel	Sheila Horch	Thomas Whitney
Injury of Unknown Origin*	Manager	Asst. Res. Mgr.	Lynn Calpin	Jennifer Nagel	Sheila Horch	Thomas Whitney	Police (if directed/necessary)
Missing Resident	Manager	Asst. Res. Mgr.	Lynn Calpin	Jennifer Nagel	Sheila Horch	Thomas Whitney	Police (if directed/necessary)
Mistreatment: Unauthorized restraint or seclusion Inappropriate use of time out or intentional improper administration of medication.	Manager	Asst. Res. Mgr.	Lynn Calpin	Jennifer Nagel	Sheila Horch	Thomas Whitney	Police (if directed/necessary)
Sexual Assault	Manager	Asst. Res. Mgr.	Lynn Calpin	Jennifer Nagel	Sheila Horch	Thomas Whitney	Police (if directed/necessary)
Sexual contact between children	Manager	Asst. Res. Mgr.	Lynn Calpin	Jennifer Nagel	Sheila Horch	Thomas Whitney	Police (if directed/necessary)
Suicide attempt	Manager	Asst. Res. Mgr.	Lynn Calpin	Jennifer Nagel	Sheila Horch	Thomas Whitney	Police (if directed/necessary)

Falls by residents**	Manager	Asst. Res. Mgr.	Lynn Calpin	Jennifer Nagel	Sheila Horch	Thomas Whitney	Police (if directed/necessary)
Fights**	Manager	Asst. Res. Mgr.	Lynn Calpin	Jennifer Nagel	Sheila Horch	Thomas Whitney	Police (if directed/necessary)
Medication error**	Manager	Asst. Res. Mgr.	Lynn Calpin	Jennifer Nagel	Sheila Horch	Thomas Whitney	Police (if directed/necessary)
Other Incident**	Manager	Asst. Res. Mgr.	Lynn Calpin	Jennifer Nagel	Sheila Horch	Thomas Whitney	Police (if directed/necessary)
Self-abuse**	Manager	Asst. Res. Mgr.	Lynn Calpin	Jennifer Nagel	Sheila Horch	Thomas Whitney	Police (if directed/necessary)
Verbal aggression by residents**	Manager	Asst. Res. Mgr.	Lynn Calpin	Jennifer Nagel	Sheila Horch	Thomas Whitney	Police (if directed/necessary)
RESIDENT INJURED	Ambulance	Manager	Asst. Res. Mgr.	Lynn Calpin	Jennifer Nagel	Sheila Horch	Thomas Whitney
RESIDENT SERIOUSLY ILL	Ambulance	Manager	Asst. Res. Mgr./Family	Lynn Calpin	Jennifer Nagel	Sheila Horch	Thomas Whitney
STAFF INJURED OR SERIOUSLY ILL	Ambulance	Manager	Asst. Res. Mgr.	Lynn Calpin	Jennifer Nagel	Sheila Horch	Thomas Whitney
VEHICLE ACCIDENT	Police/Ambulance (if necessary)	Manager	Asst. Res. Mgr.	Lynn Calpin	Jennifer Nagel	Sheila Horch	Thomas Whitney
MEDIA ATTENTION EVENT	Manager	Asst. Res. Mgr.	Lynn Calpin	Jennifer Nagel	Sheila Horch	Thomas Whitney	
EXPOSURE INCIDENT	Manager	Asst. Res. Mgr.	Lynn Calpin	Jennifer Nagel	Sheila Horch	Thomas Whitney	
FACILITY EMERGENCY	Manager	Asst. Res. Mgr.	Lynn Calpin	Jennifer Nagel	Sheila Horch	Thomas Whitney	
COMMUNITY WIDE DISASTER/EMERGENCY	Manager	Asst. Res. Mgr.	Lynn Calpin	Jennifer Nagel	Sheila Horch	Thomas Whitney	



† Call Justice Center or complete on-line intake incident form found on the website.

Revised October 2020

* In some cases definitions are abbreviated. The revised 14 NYCRR Part 524 contains full incident definitions.

** Meets definition of Significant Incident reportable to JC and OMH only when resulting in serious injury or harm.

Contact family if directed or necessary.
