



## How to Report an MUI (Major Unusual Incident)

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The Miami County Board of Developmental Disabilities (Riverside) operates a Major Unusual Incident (MUI) Hotline for anyone to call **24 hours a day, 7 days a week, 365 days a year** to report an MUI.

**MUI Hotline: (937) 440-3001**

**\*If after hours, tell the HelpLink staff you need to speak with the SSA On-Call.**

Provide the following information: your name and the agency you work for, your phone number, the person's name you are reporting on, a description of the incident, how you have kept the individual safe and if you have contacted 911.

**For Incidents or Allegations of:**

**Accidental or Suspicious Death, Exploitation, Misappropriation, Neglect, Peer-to-Peer Act, Physical Abuse, Prohibited Sexual Relations, Sexual Abuse, Verbal Abuse** or when a provider has received an inquiry from the media regarding an MUI,

- Call the MUI Hotline **immediately, but no later than 4 hours** after the incident occurred.

**For ANY allegation of a Criminal Act:**

- **Immediately** report to the law enforcement **by calling 911**.
- Document the time, date and name of person notified of the alleged criminal act.
- Call the MUI Hotline **immediately, but no later than 4 hours** after the incident occurred.

**For Incidents or Allegations of:**

**Failure to Report, Rights Code Violation, Attempted Suicide, Death (other than accidental or suspicious), Medical Emergency, Missing Individual, Significant Injury, Law Enforcement, Unanticipated Hospitalization and Unapproved Behavior Support,**

- Call the MUI Hotline **upon the discovery or no later than 3:00 P.M. the next business day**.

**Abuse or Neglect for a child under 21:**

- Call **Children's Services** immediately at **(937) 335-4103, Monday – Friday from 8:00 A.M. to 5:00 P.M.**, and ask for the "Intake Department." **On weekends, holidays, or after 5:00 P.M. during the week, please call 911.**

**After the MUI is Reported:**

Please submit an **Incident Report (IR)** to Riverside by **3:00 P.M. the next business day** in one of the following ways.

- Email: **IR@riversidedd.org**
- Fax: (937) 332-3496
- Deliver in person to: 1625 Troy Sidney Road, Troy, Ohio 45373

**All initial MUI reports must be made verbally by calling the MUI Hotline.**

An Incident Report, email or fax is not official notification of the MUI.

***All Yearly MUI Reports and Monthly UI Logs should be sent to IR@riversidedd.org.***