

# How to Report an MUI

(Major Unusual Incident)



Riverside  
Developmental  
Disabilities

*Miami County's Local Board of  
Developmental Disabilities*

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

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

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

When calling, provide: your name and the agency you work for, a phone number where you can be reached, the individual's name you are reporting an incident for, a brief description of the incident, and what you have done to ensure the individual's health and welfare.

Incident or allegation of: **Accidental or Suspicious Death, Exploitation, Misappropriation, Neglect, Peer-to-Peer Act, Physical Abuse, Sexual Abuse or Verbal Abuse**, the provider must:

- Call the MUI Hotline **immediately, but no later than 4 hours** after discovery of the incident
- Submit a written Incident Report to Riverside **by 3:00 p.m. the next business day.**
- If staff is removed from the schedule, notify them of an investigation, but not what it is about.

Incident or allegation of: **Exploitation, Failure to Report, Misappropriation, Neglect, Peer-to-Peer Act, Physical Abuse, Sexual Abuse or Verbal Abuse** that may constitute a criminal act, the provider must:

- **Immediately report to law enforcement by calling 911**
- For a child under the age of 21, call Miami County Children's Services: 937-335-4103.
- Call the MUI Hotline **immediately, but no later than 4 hours** after notifying law enforcement
- Submit a written Incident Report to Riverside **by 3:00 p.m. the next business day.**

Incident or allegation of: **Prohibited Sexual Relations, Rights Violations, Failure to Report, Attempted Suicide, Non-Accidental/Non-Suspicious Death, Medical Emergency, Missing, Significant Injury, Law Enforcement, Unapproved Behavior Support and Unscheduled Hospitalization**

- Report to the MUI Hotline **on the same day the MUI occurs, or the discovery of the MUI, but no later than 3:00 p.m. the next business day**
- Submit a written Incident Report to Riverside **by 3:00 p.m. the next business day.**

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

*(An Incident Report, Email or Fax is not official notification of the MUI)*

Submit Incident Reports to:

Email: [IR@riversideddd.org](mailto:IR@riversideddd.org) Fax: 937-332-3496

Paper copy to: 1625 Troy-Sidney Road in Troy, please mark: Attention IA

**Questions? Please call Becky Snell, QI Director, at 937-440-3027.**