

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT ON DISABILITY SERVICES**



DEPARTMENT ON DISABILITY SERVICES	Policy Number:
Responsible Program or Office: Office of the Deputy Director, DDA	Number of Pages: Two (2)
Date of Approval by the Director:	Number of Attachments: None
Effective Date:	Expiration Date, if Any:
Supersedes Policy Dated: August 1, 2003 MRDDA Rapid Response Officer	
Cross Reference and Related Polices: Incident Management and Enforcement Unit Policy; Incident Management and Enforcement Policy	
Subject: Duty Officer	

1. PURPOSE

The purpose of this policy is to ensure that the Developmental Disabilities Administration (“DDA”) has a system to ensure that staff are available to advise, guide and support people who receive services from DDA and their support teams during an “emergency” (defined below) that may occur outside of regular DDA business hours; and that people who receive services from DDA and their support teams are aware of how to request afterhours assistance.

2. APPLICABILITY

The policy applies to all DDA Management Supervisory Services (“MSS”) Employees (Grade MS-12 and above), designated by the DDS Director based on employees’ job classification, experience, clinical knowledge, and training, as well as knowledge of government agencies and providers/vendors who provide services to people receiving supports from DDA’s service delivery system.

3. AUTHORITY

The authority and functions of the Department on Disability Services (“DDS”) are set forth in D.C. Law 16-264, the “Department on Disability Services Establishment Act of 2006,” effective March 14, 2007 (D.C. Official Code § 7-761.01 *et seq.*), and D.C. Official Code § 7-761.07(c)-(d), and vest DDS’ Director with legal authority to issue this policy.

4. DEFINITIONS

Emergency – Any issue, whether person- or provider-related, that requires or may require the immediate assistance or intervention of DDA staff. Such issues include, but are not limited to, serious behavioral episodes; medical crises; serious and/ or imminent physical or psychological danger; any issues adversely affecting a person’s health, wellbeing or care; danger or displacement caused by fires, utility outages, or flood; and staff shortages.

5. POLICY

It is DDS’ policy to provide continuous supervisory coverage for emergency situations and natural and/or national disasters that may occur during non-duty hours for all people who receive services and supports as part of DDA’s service delivery system, as well as to provide afterhours advice, guidance, and support to DDA staff, vendors/providers, family/community members, and other government entities, as needed.

6. RESPONSIBILITY

The responsibility for this policy is vested in DDS’ Director; its implementation is the responsibility of the Deputy Director, DDA.

7. STANDARDS

- A. DDS shall establish and maintain a duty office system, including but not limited to enacting procedures for how the Duty Officer system will be staffed, officer tours of duty, officer compensation, officer orientation and expectations including incident reporting and other documentation requirements. Through the Duty Officer system, DDA supervisory staff shall be available 24 hours per day, seven days per week to assist with any emergency situations that may affect people who receive supports from DDA’s service delivery system; and to advise, guide, and support DDA staff, service providers, and family members, and other members of the public..
- B. The Duty Officer’s primary responsibility is to ensure the health, safety and well-being of the people involved.
- C. All members of the Duty Officer Roster shall receive training and orientation before serving as a Duty Officer.
- D. DDS shall designate a Department coordinator for D.C. government agencies.
- E. On at least an annual basis, DDA shall provide information on the Duty Officer system to everyone who receives services and their support teams.
- F. DDS shall post the after-hours telephone number on its website.

Comment [VGC1]: RSS: So will all of the guidance about what’s expected of the Duty Officer in terms of reporting, responsiveness, other notifications, etc.?

Laura L. Nuss, Director

Date