



How to Report an MUI (Major Unusual Incident)

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.**

When calling, please be prepared to provide the following information: your name and the agency you work for, your phone number, the individual'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:

Exploitation, Failure to Report, Misappropriation, Neglect, Peer-to-Peer Act, Physical Abuse, Sexual Abuse, or Verbal Abuse that may constitute a criminal act:

- **Immediately report to law enforcement by calling 911.**
- Call the MUI Hotline immediately, but no later than 4 hours after the incident occurred.

Accidental or Suspicious Death, Exploitation, Misappropriation, Neglect, Peer-to-Peer Act, Physical Abuse, Sexual Abuse, or Verbal Abuse:

- Call the MUI Hotline **immediately, but no later than 4 hours** after the incident occurred.
- If staff is removed, notify them of an investigation but not what it is about.

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

- Call the MUI Hotline **on the same day the MUI occurs or upon the discovery of the MUI, but 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
- Mail: 1625 Troy Sidney Road, Troy, Ohio 45373

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.)