

## A. Reporting to Employee and Community Assistance (ECA)

Any Miami-Dade Fire Rescue employee who encounters a person, whether it is a patient or under other circumstances, and they believe this person could benefit from assistance obtained through the Elder-Links Program or other community service providers should:

1. In the ePCR, select a secondary “IMPRESSION” of Elder-Links in order to activate the BioView Alert which informs the Employee and Community Assistance (ECA) of the request. All pertinent information related to the request should be noted in the “NARRATIVE” section of the ePCR.
2. Complete an Elder-Links/Community Services Referral Form through the MDFR intranet at <http://mdfrnet/apps/elderlinks/> utilizing the ePCR tablet or the station desktop.
3. If mdfrnet is unavailable, send the completed form via fax to the:

### Employee and Community Assistance (ECA) Elder-Links

Office #: [786-331-4925](tel:786-331-4925) or [786-331-4932](tel:786-331-4932)

Fax #: [786-331-4399](tel:786-331-4399)

## B. Reporting Abuse, Neglect or Exploitation of Children or Vulnerable Adults

As defined by Florida Statute 415, any Fire Rescue employee who knows or has reasonable cause to suspect abuse, neglect, self-neglect, vulnerable or exploitation of a child or adult will immediately report such knowledge or suspicion to the Department of Children and Family Services (DCF) Florida Abuse Hotline. When the above conditions are witnessed by an employee, the following procedures should be applied:

1. Call the Florida Abuse Hotline **1-800-96-ABUSE (1-800-962-2873)** and report the incident. Upon contact with Florida Abuse Hotline counselor, please document counselor’s name and identification number.

**NOTE:** A call to the Florida Abuse Hotline is no longer a time consuming process. The State of Florida requires that a report be made by an eyewitness, rather than a third party caller.

2. Complete an Elder-Links / Community Services Referral Form through the MDFR intranet at <http://mdfrnet/apps/elderlinks/>. Please include the Florida Abuse Hotline counselor’s name and identification number in the Incident Information section of the form.

**NOTES:** If you are interrupted while filling out the Elder-Links referral form, click **Submit** and your form will be saved. You can access your form later on the MDFR intranet at <http://mdfrnet> > **Applications > Elderlinks (Records Submitted)** and upon completion, click **Update**, and the updated information will be saved and submitted.

If unable to submit the form online, fax the completed form to the Employee and Community Assistance (ECA) Elder-Links Program at **Fax# 786-331-4399** for follow-up with the Department of Children and Family Services.

DO NOT fax forms to the Florida Abuse Hotline, as there is no guaranteed process to know that it has been received.

### **C. Additional Information**

1. If the abused, neglected, self-neglected or exploited person is in immediate need of medical assistance and access to the patient is denied by a person or persons on the scene, the Unit OIC will request police to respond for assistance.
2. In situations where there is reasonable cause to suspect that a criminal violation involving an incident of second party abuse or neglect has been attempted or committed, the Unit OIC will request police to respond to initiate an investigation.
3. Response by a law enforcement agency to the incident scene or transportation to a hospital does not release the Unit OIC from the responsibility of reporting the incident to the Florida Abuse Hotline.
4. The Elder-Links Program assists individuals no matter the age. The core function of Elder-links is:
  1. Mandated reporting
  2. Magnify opportunities for services
  3. Mitigate frequent callers
  4. Monitor skilled nursing facilities by processing complaints