BCPSLS re:act re:spond Adult Abuse & Neglect

How do I follow-up on a re:act report?

1. Click on the link sent to you by email to open the re:act report, or login to BCPSLS re:act. The “Approval status” will indicate “New.” Change the status to “Investigation underway.” This status will apply while all aspects of the investigation are completed. Click “Save.” **Note:** You will not be able to proceed until the approval status has been changed to “Investigation underway.”

2. Review the “Initial designated agency & designated responder” fields for accuracy. To change the designated responder to someone else within your facility, remove your name and select a different name from the list.

3. If you are required to “Handover the investigation to another designated responder in a different facility / program,” leave the record as “Investigation underway,” answer “Yes” to the handover question and click “Save.” Click “Create a new action” and complete all relevant fields to handover the investigation. Click “Submit action.” The person you assigned the action to is now responsible for all aspects of completing the investigation, including closing the record.

4. Click on the “Affected adult” ID number to open the contact form and review the details. Click on “Check for matching contacts.” If you locate an exact match (name and demographics), click “Choose” and “Create new link.” If a match is not found, click “Cancel,” change the approval status to “Approved” and click “Save.” If you search for this person again for a future record, their name will be an approved contact.

5. If there are other contacts identified that need to be added to the record, click on “Create a new Other Contact link” and follow the same process as you did for the “Affected adult.”

6. Click on the “Details” panel and review the case information entered by the reporter. Update information, if required (*For example:* “Degree of harm”). Changes can be viewed by clicking “Audit trail.”

7. Click on the “Investigation” panel and enter as much information as you can:
   - Prior to beginning your investigation, indicate if you suspect there is abuse, neglect and/or self-neglect.
   - Did you interview the adult? What actions did you take? Why didn’t you interview the adult if you answered “No.”
   - Which AGA tools were utilized?
   - Use the “Investigative notes” field to document information relating to the investigation process.
   - Click “Save.”

BCPSLS re:act

8. Click on the “Outcomes of investigation” panel and document your completed investigation:
   - Confirm if the adult can/cannot seek support and/or assistance
   - Indicate the confirmed abuse, neglect and/or self-neglect
   - Complete the outcomes checklist and provide a closing statement to conclude the investigation
   - Click “Save”

9. Click on the “Email” panel and send an email via BCPSLS re:act. **Note:** Only those with permissions to BCPSLS re:act can access the record by using the email link. Use this section for all correspondence pertaining to the record.

10. Click on the “Templates & document” panel to:
    - Attach documents by clicking “Attach a new document” and follow instructions to upload (*For example:* assessments / POA / revocations / support and assistant plans). **Note:** documents saved in this panel can be attached to an email in the “Email” panel.
    - To view a template of the record, choose a template from the dropdown list in the “Templates & documents” panel and click “Merge in MS Word.” A document will be generated and saved in the “Documents” section.

11. Complete and close the record by returning to the “Reference, names & links” panel. Change the approval status to “Closed” and click “Save.” If your process is to assign your Designated Responder Coordinator (DRC) to review and close the record, change the approval status to “Awaiting DRC approval” and choose the DRC from the list located in the “Initial designated agency & designated responder section” and click “Save.”

Frequently Asked Questions:

What if I forget my password?

Go to BCPSLS re:act and click “Forgot your BCPSLS re:act password or locked out?” Type in your login ID (firstname.lastname) and click “Continue.” A link will be emailed to you. Follow the instructions to create a new password.

How do I change the Designated Responder/Designated Responder Coordinator to another person at my facility?

Change the approval status to **“Investigation underway,**” remove your name from the Designated responder field, type in the last name of the person, select the name required from the list and click “Save.”

What if I don’t know who to assign the record to?

Change the approval status to **“Investigation underway,**” remove your name from the Designated responder field, select “I DON’T KNOW” from the list and click “Save.”