

# SAN GABRIEL/POMONA REGIONAL CENTER

## The Reporting of Special Incidents to the Regional Center

Revised April 2005

San Gabriel/Pomona Regional Center has revised our system for you to report special incidents. As you know, special incidents reports (SIRS) must be reported to a regional center **within twenty four (24) hours** of the occurrence of the incident. SIRS can be reported directly to the service coordinator by calling them on the telephone. However, we request that you do not use this method if the service coordinator is not immediately available to receive your phone call. . As you know, service coordinators spend the majority of their time away from their offices visiting clients, and may not be available when a SIR needs to be made. For this reason, we have expanded the options available to you to report SIRS.

### NEW ALTERNATIVES TO REPORT SPECIAL INCIDENTS

The new special incident reporting system provides three (3) new alternatives for you to report SIRS. These alternatives include:

1. **Completing and submitting a special incident report form using the SG/PRC website at [www.sgprc.org](http://www.sgprc.org)** The website has an electronic SIR form that you can complete and submit to us. Select Vendor Services and then select Special Incident Report. If this method is utilized, and the SIR is submitted within 24 hours of the incident, it will meet the requirements for both the telephone/verbal reporting of SIRs, as well as the requirement to submit a written SIR within 48 hours. If a telephone/verbal report has already been made, you may also use this method to meet the requirements for submitting the written SIR.
2. **Leaving a detailed voice message regarding a special incident on a dedicated phone line** The phone number is: **909 868-7612**. The message should include the client's name, UCI# or DOB, service coordinator's name, date and time of incident, description of the incident, and your name and phone number. This method only meets the requirement for the telephone/verbal reporting of a SIR. A written SIR must also be submitted within 48 hours of the incident.
3. **Sending a special incident report by facsimile (fax)** This dedicated fax phone number for this is: **909 620-1453**. Any other SG/PRC fax numbers should not be used to send SIRs to SG/PRC. In addition, no other types of documents should be sent using this SIR fax number. If you use this method within the first 24 hours after occurrence of an incident, then you will have met the requirements for both the telephone/ verbal and written submission of SIRS. This method can also be utilized if you have already reported a SIR to an SC by telephone, but need to meet the requirement for submission of the written SIR.

All of the above alternatives are available twenty four (24) hours a day, seven (7) days per week.

### ISSUES REQUIRING IMMEDIATE ASSISTANCE

#### Assistance During Regular Office Hours

If you also need the immediate assistance of a regional center staff member during office hours, and the service coordinator is not available, please ask the operator to connect you with the service coordinator's supervisor or another supervisor who is available.

#### Assistance After Office Hours

If you need the immediate assistance of a regional center staff member after office hours, call the regional center main phone number at **909 620-7722**. A recording will direct you to press "0" in order to reach the answering service. Tell the operator that you need to speak with the manager who is "on-call". Examples of SIRS in this category include the death of a client, any allegation of abuse, and serious illnesses and injuries.

**If you have any questions please contact Edward Kutik, Director, Client Services, San Gabriel/Pomona Regional Center at 909 868-7517.**

