

# Alta California Regional Center Special Incident Report (SIR) Flow Chart For Vendor or Long Term Care Facility

## WHAT TO DO WHEN A "SPECIAL INCIDENT" OCCURS:

Incident occurs  
Witnesses it, Suspects it or Informed of it



### STEP 1: PHONE\*

Notify Alta California  
If Community Care Licensing Licenses your program/facility,  
Send/fax report to your specialist name & number

For Mandated Reporting Incidents Only:

If consumer is living independently  
or with family:  
Send report to Adult Protective  
Service  
Phone Number: \_\_\_\_\_

If consumer is living in a Long  
Term Care facility or residential  
care home: Send Report to  
Ombudsman Services of Northern  
California  
Phone Number: \_\_\_\_\_

Immediately but no later than 24 hours



### STEP 2: WRITE

\*When in doubt, write it out  
Staff person involved or person designated by your agency completes:  
ACRC SIR form #552X  
If this is a Mandated Report incident: Ombudsman/APS: Form SOC #341  
or CPS: form # SS-8583

Immediately but no later than 48 hours



### STEP 3: FAX\* or E-mail\*

Fax completed SIR form to:  
Alta California Regional Center/SIR Desk  
(Service Coordinator will receive a copy of written SIR from the SIR Desk)

**FAX # (916) 978-6619**

E-Mail: [sdesk@altaregional.org](mailto:sdesk@altaregional.org)

Immediately but no later than 48 hours

This will also meet Title 17 regulations for reporting Special Incidents