



## Instructions for Completing San Andreas Regional Center Special Incident Report Form (SIR) - Verbal and Written Notification

### Verbal Notification:

During Business Hours (Monday through Friday, 8am - 5pm): Provider to call the consumer's assigned Service Coordinator (SC). If the SC doesn't answer, do not leave a voice message.

If Provider does not speak directly to the SC, call the SARC office where the consumer's assigned SC is based. Ask the receptionist to connect you with the Officer of the Day (OD) for the unit the assigned SC works in. If the Provider doesn't speak with the OD, they can leave a voice message on the OD's phone, as it is the OD's responsibility to check for calls. Please include the following information in the voice message: Consumer name, UCI, vendor name, vendor number, date of incident, and a brief description of incident. Provider to respond back to OD's return call.

After Business Hours, On Holidays, Weekends: Provider to call the SARC office for the county the consumer resides in. An after-hours answering service will address the call and have the assigned "On-Call Manager" contact the provider within 30 minutes.

- County: Santa Clara County: Call: 408- 374-9960 (San Jose office)
- County: Monterey, San Benito: Call: 831- 900-3636 (Salinas office)
- County: Santa Cruz: Call: 831- 900-3737 (Watsonville office)

**Written Notification (SIR FORM):** Visit [www.sanandreasregional.org](http://www.sanandreasregional.org) and select the "Service Providers" tab. Scroll down to "Special Incident Reporting" and select "Link to Special Incident Report Form."

The SIR form is in Microsoft Word format. Type the required information into each of the fields.

For those fields that have check boxes , double-click when you want to add an X. A message saying "Check Box Form Field Options" comes up. Select the button for "checked" in the section called "Default Value."

Choose as many types of Incidents as are appropriate to the situation.

Name and save the completed form in your facility's computer system.

Compose an email to the SIR email address for that individual's Service Coordinator's office.

Attach the SIR to the email.

If you are unable to email the SIR, print it out and send it to the correct fax number for the Service Coordinator's office.

Submit the SIR by email within 24 hours of the incident. **Only fax if absolutely necessary!**

Do not send it directly to the Service Coordinator.

Do not drop it off at the lobby.

**For questions, call SIR Desk at 408-341-3440.**

Please send the completed SIR via email to the San Andreas office where the individual's Service Coordinator is based.

San Jose office:	<a href="mailto:sirsanjose@sarc.org">sirsanjose@sarc.org</a>	Fax: 408-281-6960
Salinas office:	<a href="mailto:sirsalinas@sarc.org">sirsalinas@sarc.org</a>	Fax: 831-424-3007
Watsonville office:	<a href="mailto:sirwatsonville@sarc.org">sirwatsonville@sarc.org</a>	Fax: 831-728-5514