





To ensure that SIRs are delivered to the Service Coordinator (or Officer of the Day) in a timely manner, the following designated methods are available for your use in submitting incident reports.

Special Incidents Reports (SIRs) must be reported to the regional center within 24 hours of the time the incident occurred.

**ALL METHODS LISTED BELOW ARE AVAILABLE
24 HOURS A DAY, 7 DAYS PER WEEK.**

1.		VOICE MESSAGE: (909) 710-8810	A dedicated phone line to leave a detailed voice message regarding a special incident within 24 hours of occurring. Please note: If you use this option, a written SIR report is still required to be submitted to the regional center within forty-eight (48) hours of the occurrence of the incident.
2.		FAX: (909) 710-8810	A dedicated line for you to send a special incident report by facsimile (fax). Any other SG/PRC fax numbers should not be used to send SIRs to SG/PRC.
3.		E-mail: SIRS@sgprc.org	A dedicated email address for you to send a special incident report by e-mail. Any other SG/PRC e-mails should not be used to send SIRs to SG/PRC. If you email the SIR, the email must be encrypted in order to stay in compliance with HIPPA regulations.
4.			Electronic Submission via RightSignature Scan the QR Code and it will take you to the RightSignature secure site to submit your special incident report directly to SG/PRC

FOR ISSUES REQUIRING IMMEDIATE ASSISTANCE

This includes death of a client, any allegation of abuse, and serious illnesses and injuries.

Please call the main SG/PRC Office number at (909) 620-7722

During office hours, ask for the Officer of the Day in the assigned unit.

After office hours, follow the directives to reach the on-call person for the agency 24/7.

For questions, please contact our SIR Coordinators
Kristin Gener at (909) 710-8788 or kgener@sgprc.org
Joshua Bernal at (909) 710-8786 or jbernal@sgprc.org