Date: October 1, 2018

To: 890, 880 and 875 Transportation Vendors

From: NBRC and R&D Transportation

Re: Updated SIR Reporting Process

As of October 1, 2018 North Bay Regional Center will be implementing an updated reporting process to ensure timely response and communication in regards to incident reporting on 895 vendors; this is an update to the original R&D Memo dated August 1, 2015 that addressed 880 and 875 contracted transportation vendors only.

* Vendors must call in all special incidents to the R&D Customer Service Department at 1-800-966-7114. Customer Service call center is open from 6am until the last rider is dropped home in the evening.
* Vendors must notify the North Bay Regional Center SIR Coordinator via phone, fax, or email of all special incidents within 24 hours
* Vendors much submit a written SIR report within 48 hours to NBRC: attn: NBRC SIR Coordinator, Fax # (707) 256-1270 or email: SIR@nbrc.net
* Vendors must submit the written SIR report within 48 hours to R&D: attn.: Customer Service, email: custserv@rdtsi.com.
* A Quality Assurance Specialist from R&D will work with the 880, 875, and 895 providers to mitigate re-occurrence of the incident and will ensure that the SIR follow up is completed. They will work closely with the Service Coordinator, Transporter, RSP, and family to ensure the follow up plan is communicated to internal staff at R&D and NBRC, as well as other parties.

Please feel free to contact NBRC Risk and Mitigation Department Manager at 707-256-1256 and/or R&D at 1-800-966-7114 with any questions; we will be available for assistance and training.