

## **Reporting Tree**

### **Alleged Abuse, Neglect or Victimization**

#### **Consumer is the Victim of a Crime:**

- Police or sheriff for where the crime occurred (with consumer's permission)
- Vendor management
- Applicable licensing agency
- RCOC
  - SIR Hotline: 714-796-5335
  - SIR Fax: 714-796-5800
  - SIR Email: SIRemail@rcocdd.com

#### **Alleged Abuse/Neglect of a Child Occurring at a Public School:**

- Police or sheriff for the city where the school is located
- Vendor management
- Applicable licensing agency
- RCOC
  - SIR Hotline: 714-796-5335
  - SIR Fax: 714-796-5800
  - SIR Email: SIRemail@rcocdd.com

#### **Alleged Abuse/Neglect Occurring at Residential Facility or Hospital (Adult):**

- Long-Term Care Ombudsman 714-479-0107 (phone) or local law enforcement
- Vendor management
- Applicable licensing agency
- RCOC
  - SIR Hotline: 714-796-5335
  - SIR Fax: 714-796-5800
  - SIR Email: SIRemail@rcocdd.com

#### **Alleged Abuse/Neglect Occurring at Residential Facility or Hospital (Child):**

- Child Protective Services 714-940-1000 (phone) or local law enforcement
- Vendor management
- Applicable licensing agency
- RCOC
  - SIR Hotline: 714-796-5335
  - SIR Fax: 714-796-5800
  - SIR Email: SIRemail@rcocdd.com

#### **Alleged Abuse/Neglect NOT Occurring at Residential Facility or Hospital (Adult):**

- Adult Protective Services 800-451-5155 (phone) or local law enforcement
- Vendor management
- Applicable licensing agency
- RCOC
  - SIR Hotline: 714-796-5335
  - SIR Fax: 714-796-5800
  - SIR Email: SIRemail@rcocdd.com

**Alleged Abuse/Neglect NOT Occurring at Residential Facility or Hospital (Child):**

- Child Protective Services 714-940-1000 (phone) or local law enforcement
- Vendor management
- Applicable licensing agency
- RCOC
  - SIR Hotline: 714-796-5335
  - SIR Fax: 714-796-5800
  - SIR Email: SIRemail@rcocdd.com

**Consumer In Possible Immediate Danger Situation:**

- Law enforcement for location of consumer = request welfare check
- Vendor management
- RCOC
  - SIR Hotline: 714-796-5335
  - SIR Fax: 714-796-5800
  - SIR Email: SIRemail@rcocdd.com

**Consumer Makes Specific Threat to Harm Another Person or Property**

- *Tarasoff* requires reporting to either the intended victim or law enforcement

**When to Call RCOC's After-Hours On-Call:**

- In the following situations, RCOC's after-hours on-call person should be contacted at 714-796-5100 as soon as possible:
  - Death
  - Injuries or hospitalizations which require immediate follow-up for medical consents or treatment plans by RCOC
  - Missing Persons Report has been filed
  - Medical emergency or change in health status where the consumer's death may be imminent or health is seriously compromised
  - Incidents of alleged abuse/neglect which require immediate QA attention
  - Incidents that may result in media attention

Report other types of incidents to the applicable licensing agency as required by your agency or as required by regulations.

Health Care Licensing Phone: 714-456-0630  
Health Care Licensing Fax: 714-456-0643

Community Care Licensing Phone: 714-703-2858  
Community Care Licensing Fax: 714-703-2868