# Vocational Rehabilitation Standards for Providers Manual Chapter 3: Basic Standards

Effective 08/01/2025

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3.2.11 Incident Reporting

An incident is an unusual or unexpected event that compromises or may compromise the health or safety of individuals or the security of property.
The contractor is responsible for reporting all incidents, including but not limited to, the following:

* Breach of confidentiality;
* Fraud, abuse, misconduct, or waste;
* Events that put the health and safety of customers and contractor staff at risk;
* Allegations of abuse, neglect, or exploitation;
* Emergency evacuations;
* Emergency medical services;
* Emergency room treatment;
* Hospitalization; or
* Death.

If an incident is a threat to health or safety, secure the individual’s safety and immediately contact law enforcement, emergency medical personnel, and the appropriate investigatory agency.

To report an incident, the contractor must notify the VR counselor,supervisor, and/or the Regional Quality Assurance Specialist (Q)/Reginal Program Support Specialist (RPSS) as soon as possible, but within 48 hours of the incident, or 24 hours if law enforcement is involved.

The VR3446, Incident Report must also be completed by the contractor and submitted to the Q or RPSS assigned to the provider’s headquarters within 48 hours of the incident, or 24 hours if law enforcement is involved.

**Exception:**

Communication access service contractors are not subject to VR-SFP Chapter 3 Incident Reporting. Instead, they are required to follow the [Code of Professional Conduct – Registry of Interpreters for the Deaf](https://www.hhs.texas.gov/providers/assistive-services-providers/board-evaluation-interpreters-certification-program/code-professional-conduct) or the [Code of Professional Ethics - Association for Court Reporters and Captioners (NCRA.org)](https://www.ncra.org/home/professionals_resources/NCRA-Code-of-Professional-Ethics).

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