

## MEMORANDUM

TO: All RCRC Consumers, Families, and Service Providers  
FROM: Clay Jones, Executive Director, RCRC  
DATE: January 3, 2010  
RE: Attached Whistleblower Policy Statement

Attached to this memo you will find a copy of Redwood Coast Regional Center's new Whistleblower Policy. This policy is required by the Department of Developmental Services (DDS) of all regional centers, beginning January 1, 2011.

A whistleblower policy is a guide that explains how a person or service provider agency can report a concern or complaint about their local regional center or a regional center vendor (service provider). The attached policy explains the types of concerns or complaints that a person could make under the whistleblower policy. The concerns that one would report under the whistleblower policy are referred to as "improper activities." Reported concerns could be an improper activity by either the regional center or by a service provider (regional center vendor providing services). Certain concerns that are already covered by other laws, such as a concern about your regional center IPP (Individual Program Plan), have a different way to solve the complaint (in the case of your IPP, it would be through the Fair Hearing process).

If you have questions about whether or not your concern should be reported through the whistleblower process or through a different process, please call the appropriate person listed on page 2 of this policy.

Regional centers and service providers *may not* retaliate (take action against) persons who report a concern or complaint about an improper activity. If you report such a concern or complaint, the regional center or the service provider will make every effort to keep your identity confidential; however, there *may* be times when the regional center or service provider is required by law to share your name.

Please take the time to read through the attached policy statement, and please do call your regional center Service Coordinator or one of the persons on page 2 if you have questions about it.