
Program Management Incidents Screen

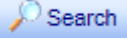
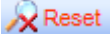
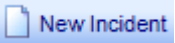
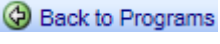
Updated on March 2017

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Business Purpose:

The **Program Management (Incidents)** page displays a listing of all the Incidents documented for the Program. Incidents are recorded whenever an event of significance takes place at the Shelter Program location. These events are defined by the Toronto Shelter Standards.

How to:

1. From the **Program Management** screen, click the [Incidents](#) option from the navigator. This will take you to the Program Management screen with the **Incidents** tab.
2. The Incidents listing can be searched by entering any combinations of **Client ID**, **First or Last Name**, **Incident Date** and **Status**, then click the  **Search** action button. Click the  **Reset** action button to reset or blank out the search criteria for a new search.
3. The Record per page parameter can be changed by selecting a different value from the dropdown, at the upper right hand part of the Incidents listing.
4. The column headings in the listing: **Incident ID**, **Incident Date** and **Status**, can all be clicked to sort in ascending or descending order. The other two columns are **Clients Involved** and **Print**.
5. Click on an Incident ID number to see the detailed **Incident Information**.
6. Click on [Print](#) to print a PDF of the Incident Detail Report.
7. Click the  **New Incident** action button to create a new incident report.
8. Click the  **Back to Programs** action button to go back to the **Program Management – Search** screen.

Important Notes: