Program Management New Incidents Screen

Updated on May 2017

Home > Program Management – Search > Incidents > New Incident

Business Purpose:

The **Program Management New Incident** page allows the user to create a new or update an existing incomplete incident report. Incidents are to be 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. To create a new Incident report, from the **Program Management Incidents** listing screen, click the New Incident action button to go to a new Incident detail page.
2. To update/view an existing Incident, from the **Program Management Incidents** listing screen, click on the **Incident ID**.
3. Using the icon, select the **Date of Incident*** (mandatory).
4. Using the dropdowns, select the **Time of Incident** and indicate am or pm via the radio buttons.
5. Click Add to add the **Clients Involved** from a pop-up search via Client First Name, Last Name and Gender search.
6. Click Add to add **Staff Involved*** (min. of at least 1 staff) via a listing of staff for the current Program.
7. Enter name & information of any **Witnesses**.
8. Check off any **Others Involved**.
9. Check off any **Client Issues** that applies.
10. Check off any **Disposition** that applies.
11. Check off any **Nature of Incident** that applies.
12. Enter **Location of Incident**.

13. Enter the **Incident Details**.

14. Enter **Restriction Information** if any.

15. From dropdown, indicate if **Charges** were **Laid**?

16. Enter **Police Report#** if any.

17. Enter Police Officier **Badge Number** when applicable.

18. Enter any detailed **Investigation Recommendation**(s).

19. Enter who **Conducted** the **Investigation**.
20. Using the icon, select the **Investigation Date**.

21. Enter any **Follow up Information**.

22. Enter who **Completed** the **Follow up**.
23. Using the icon, select the **Follow up Date**.

24. Check if the **Report** is **Complete/Signed**?

25. Click on Save to save the new or updated Incident report.

26. Click on Close to go back to the Incidents listing page.

Important Notes: