Online Incident Reporting

- Employee
- Supervisor

User Guide - V 12.0

January 10, 2023



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Overview

Employee & Supervisor Incident Reporting

The timely and consistent reporting of incidents and accidents is crucial in today's fast paced multi-facility environment.

Parklane's web-based Employee and Supervisor Report of Incident Option provides the highest level and most cost effective method to quickly identify and capture, at source, potential problems before they become major issues.

Managing information starts with complete, timely and accurate reporting. Information about incidents, however slight they may appear at the time, requires specific actions that can trigger approvals, notifications, escalations and actions. Parklane is excited to announce the immediate



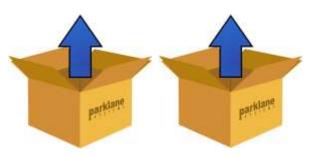
availability of its latest solution... the Employee and Supervisor Incident Report option.

Working in conjunction with the Incident Reporting Module, this web-based option is intended for those customers who have a requirement for employees and supervisors/managers to enter incident detail at the source, from any location that has access to the internet or company intranet. This intuitive web-based product is the first in a number of entry forms that will work in conjunction with Parklane's entire suite of products.

The Employee & Supervisor Report of Incident feature will generate the following benefits for your organization:

- Improves reporting compliance.
- Expands your reporting window on-line supervisors and managers submit concise, pertinent forms electronically ... no more paper reporting and no time delay in getting the incident detail to you.
- Supervisors and Managers can report incidents anywhere there is access to the internet or company intranet.
- No more paper incident forms becoming misplaced or lost among piles of documents.
- Management and their employees will provide first hand, all relevant details of the incident for statistical and regulatory reporting.
- Immediate and automatic notification to the OH&S staff that an incident has been generated.
- Eliminates the need for OH&S staff to re transcribe the detail streamlines the data entry function and eliminates the duplication of effort, resulting in valuable time and resource savings for the OH&S staff.
- Eliminates legibility and deciphering issues and the associated loss of productivity due to corrective time and effort.
- Virtually no effort on your part to set up and implement.

System Set Up Required



Before being able to record incidents via the Supervisor Incident Report, your company must complete several steps. An application must be installed on a compatible web server.

The web service can run on both Windows and Linux platforms. The Parklane application and web server can reside on the same or separate servers. The Supervisor/Employee Report Options must also be set up in Parklane's Incident Reporting Module.

Web Menu

Access to the Employee and Supervisor Incident Report main menus are via a short cut on the desktop, or through a 'favourite' in a web browser. There is no other set up required by the user. All set up procedures are done on the web server. Contact Parklane for installation instructions.



Under **Settings**, a company logo may be added which will appear on the Introduction page for the Supervisor and/or the Employee Forms. Contact Parklane Support for detailed assistance.

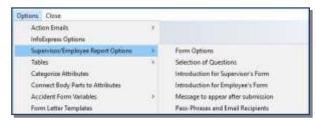


Options

Prior to any data being received by Parklane, the setup of the Supervisors/Employee Options must be completed in the Parklane Incident Reporting Module. From Incident Reporting Main Menu, select **More> Options> Supervisor/Employee Report Options.**

Form Options

The Form Options panel allows the administrator of Parklane's Incident Reporting Module to select specific access and email options related to the Supervisor, Employee and Violence & Harresment forms. If multi-company, a separate Form Options

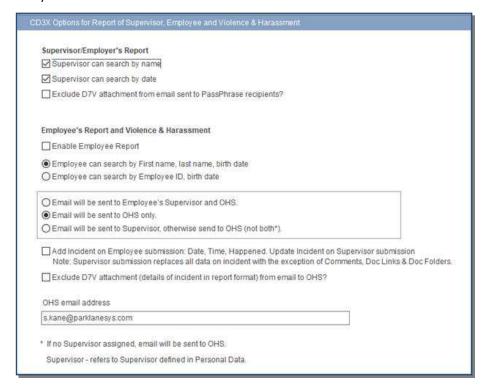


Harassment forms. If multi company, a separate Form Options panel should be completed for each company/location that is within the IR Module.

When opting to use the Employee Incident Reporting, complete that portion of the panel. Select the appropriate field to enable the Employee Report option. Next, select the options by which the employee and supervisor are able to search for information. If the Supervisor search options are unchecked, the Employee Report Retrieval will default to the Submission ID only which is noted on the email notification. Email notification options can be selected based on the Client's choice.

Before the employee's Supervisor can receive the email notification two processes must be done:

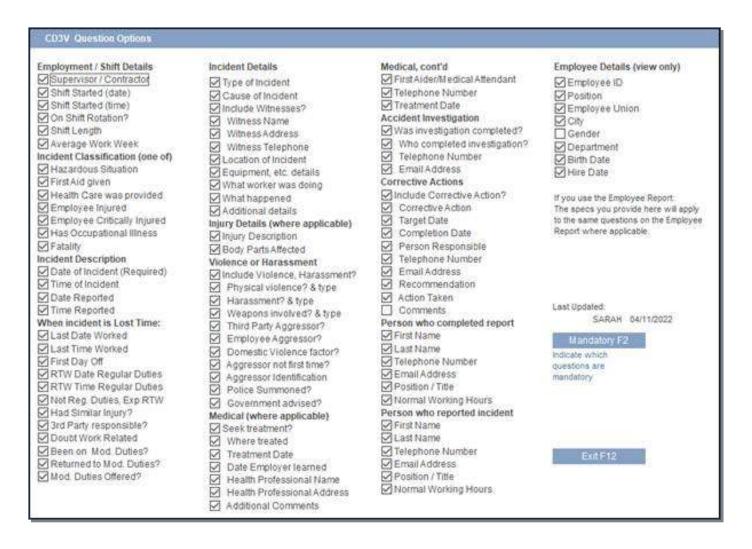
- 1. In Personal Data the employee's supervisor must be populated (see Import Employee's Supervisor (OLIR) under Options)
- 2. In Personal Data the employee's email address must be populated (add manually or include in your Data Transfer download)



Selection of Questions

Next, select the information from the data base that will be hidden or mandatory on the screen of the person completing the Incident Report. All questions default to be shown. Deselect any questions that are not to appear on the report form. If opting to use the Employee Report, the specifications selected here will be the same on the Employee Report where applicable.

Indicate which questions will be mandatory by selecting Mandatory F2.



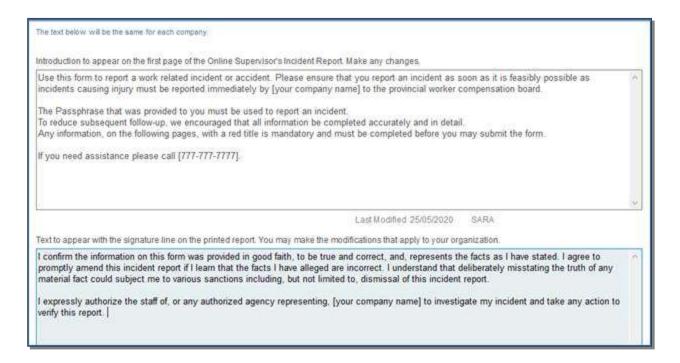
Any question selected here, will require a response on the Incident Report form.

<u>Note</u>: It is recommended that Completion Date and Action Taken remain NOT mandatory. The Recommendation Field (or Recommendation/<u>Plan</u> field on the online form) will allow the supervisor to detail their plans for action, should they not have had time yet to investigate between the incident time and the time of submitting the incident report. As they often have not had a chance to perform an action, it is important this is left NOT mandatory. They will have an opportunity to reply with their actions at a later time if the Automatic Corrective Action Email Notification feature is enabled.

CD3W Mandatory Question		
Employment / Shift Details Supervisor / Contractor Shift Started (date) Shift Started (filme) On Shift Rotation? Shift Length Average Work Week Incident Classification (one of) Hazardous Situation First Aid given Health Care was provided Employee Injured Employee Critically Injured Has Occupational Eliness Fatality Incident Description Date of Incident Time of Incident Time of Incident Date Reported Time Reported When Incident is Lost Times Last Time Worked First Day Off RTW Date Regular Duties Not Reg. Duties, Exp RTW Had Similar Injury? 3rd Party responsible? Doubt Work Related Been on Mod. Duties? Returned to Mod. Duties? Mod. Duties Offered?	Incident Details Type of Incident Cause of Incident Include Witnesses? Witness Name Witness Address Witness Address Witness Telephone Location of Incident Equipment, etc. details What worker was doing What happened Additional details Injury Details (where applicable) Injury Details (where applicable) Injury Details (where applicable) Physical violence. Harassment? Physical violence? & type Harassment? & type Weapons involved? & type Weapons involved? & type Third Party Aggressor? Employee Aggressor? Domestic Violence factor? Aggressor not first time? Aggressor identification Police Summoned? Government advised? Medical (where applicable) Seek treatment? Where treated Treatment Date Date Employer learned Health Professional Address Additional Comments	Medical, cont'd First Aider/Medical Attendant Telephone Number Treatment Date Accident Investigation Was investigation completed? Who completed investigation? Telephone Number Email Address Corrective Actions Include Corrective Action? Corrective Action Target Date Completion Date Person Responsible Telephone Number Email Address Recommendation Action Taken Comments Person who completed report First Name Last Name Last Name Last Name Telephone Number Email Address Position / Title Normal Working Hours Person who reported incident First Name Last Name Cast Name

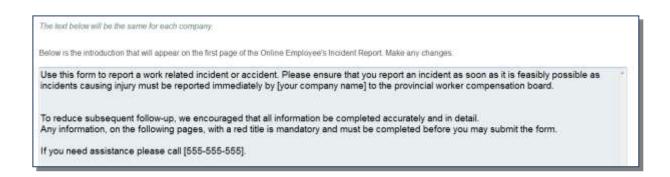
Introduction for Supervisor's Form

The introduction panel contains two parts. Part one is the text that will show on the initial entry screen of the Supervisor Incident Report. Part two is the text that will appear with the signature line on the printed report.



Introduction for Employee's Form

This panel is the text that will show on the initial entry screen of the Employee's Incident Report.



Message to appear after submission

This panel contains two parts. Part one is the text that will appear following the Supervisor Form submission. Part two is the text that will appear following submission of the Employee Form.

If taking advantage of the Automatic Corrective Action Email Feature, this area can be used to detail instructions to the supervisors on how to use this form. Alternatively, you can paste the hyperlink (found on the tutorial section of the Resource Page) that will take the supervisor to instructions on replying to a corrective action email.

You can utilize the Message after Instruction field with reminders to the submitting supervisor that they will be receiving an email with a link to reply with their corrective actions at a later date.

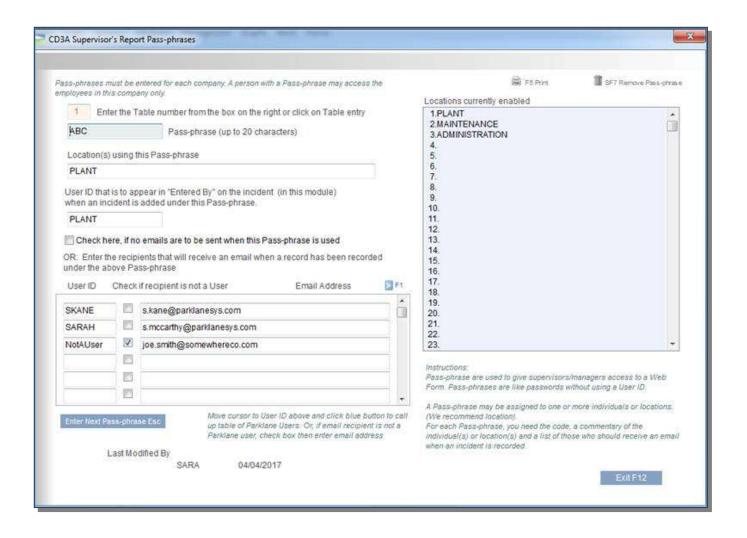


Pass-Phrases and Email Recipients

The final step in the set up process is the assigning of Pass-Phrases. Pass-Phrases are used to give supervisors/managers access to the Web Form. A Pass-Phrase may be assigned to a location or an individual. Parklane recommends location.

To add a Pass-Phrase, enter number 1. If adding an additional Pass-Phrase, click on **Enter Next Pass-Phrase**, Esc and enter the next subsequent number. In the next field, identify the Pass-Phrase that will be used by a location. Tab and enter the Location name. Tab and provide an ID that will appear in the "Entered By" field of the incident.

The remaining fields provide email options. Tag the check box if emails are not to be sent when this Pass-Phrase is used. Otherwise, continue by entering a User ID. If a Parklane User, the ID must be entered exactly as it appears in Security. Click the **F1** button and select the User from the list provided. If the recipient is not a Parklane User, tag the check box. Tab and enter the email address of that individual.



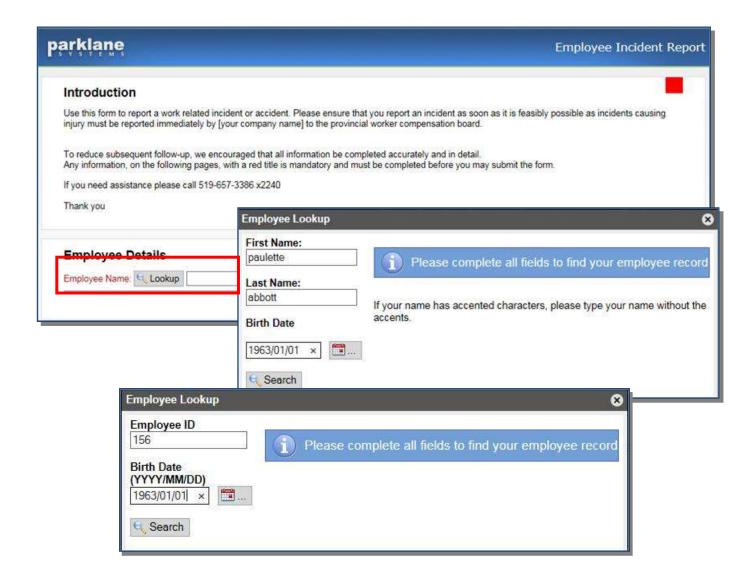
Employee Incident Report

Report An Incident

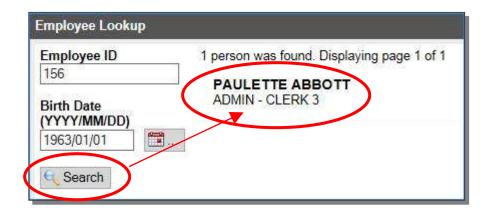
The employee will access the Employee Incident Report via a short cut on their desktop, or through the company intranet.



Depending on the Form Options setup, the employee will have one of two login options. Either by entering their First Name, Last Name and Birth Date or by entering their Employee ID and Birth Date.



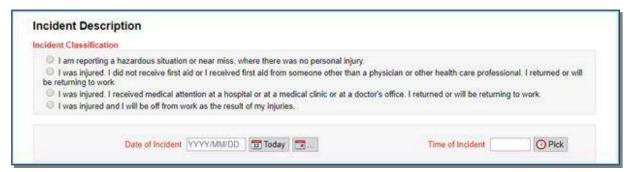
Click Search. Once the employee's name appears to the right of the entry fields, click on the name to open the blank incident record.



The employee should enter the name of his/her supervisor and the contact information.

The process for describing an incident will vary with the type of incident involved. The panel below shows the information that will appear on the panel.

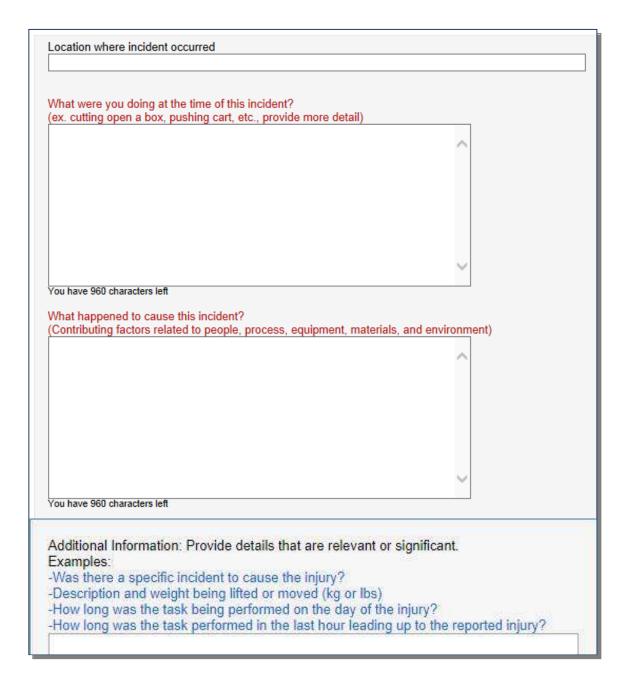




If there is a witness the information can be added here. Additional witnesses can be also added or deleted.

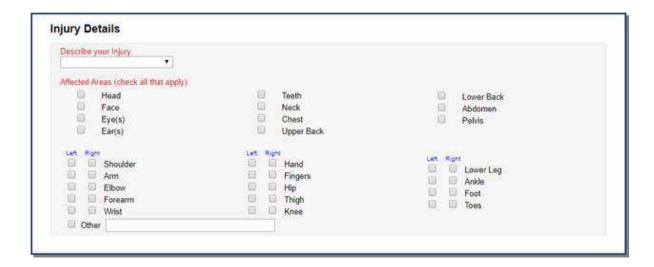


Areas are provided to enter details of the location, further detail of what happened and any other detail which might be pertinent to the incident. Comments in each box are limited to 960 characters.



If this was a Hazardous incident, the **Submit** button will appear at this point. If the incident was a First Aid, Health Care or Lost Time, the employee must complete additional information prior to submission.

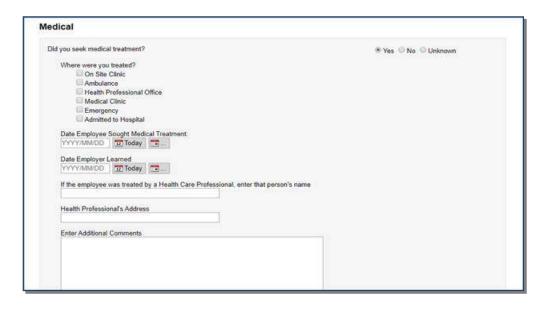
If continuing, the **Injury Detail** is entered by selecting a description of the injury from the drop down menu and checking the affected area(s) of the body.



Continue by indicating whether **Medical** treatment was sought.



If Yes, indicate where treatment was provided.

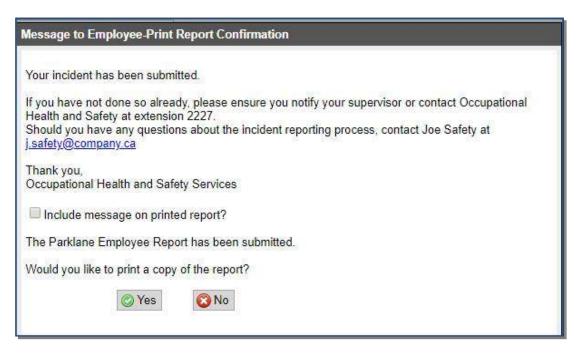


Upon completion, click on the **Submit** button. If any fields are incomplete the employee will receive a warning and also the missed information field will be outlined in red.

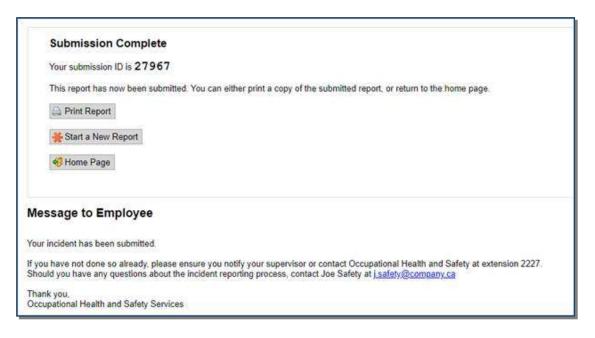




If all fields are correct and the Submit button is selected, the employee will receive a Print Report Confirmation. If a message was entered under **More> Options> Supervisor/Employee Report Options> Message to appear after submission**, that message will be included in the confirmation. In addition, there is an option to include that same message on the printed copy of the report.



Once the employee has made their print option selection the system will indicate the submission is complete, provide a submission ID number and options to proceed. If the options to include the message on the printed report was selected, that will also appear on the submission complete panel.

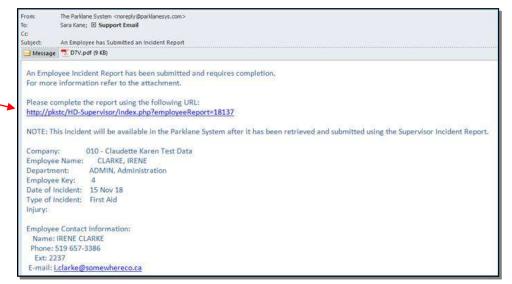


A successful completion will also generate an email to the supervisor for further detail.

Retrieving An Employee Incident

The Supervisor login screen can be accessed by clicking on the link in the email from the employee,

or also via the short cut on the desktop. The administrator of the Parklane system will have set up a Pass-Phrase the supervisor will enter here.





An attachment is included which provides additional incident details.







Or, if the Supervisor search options were unchecked, the Employee Report Retrieval will default to the **Submission**ID number which is noted on the email notification.

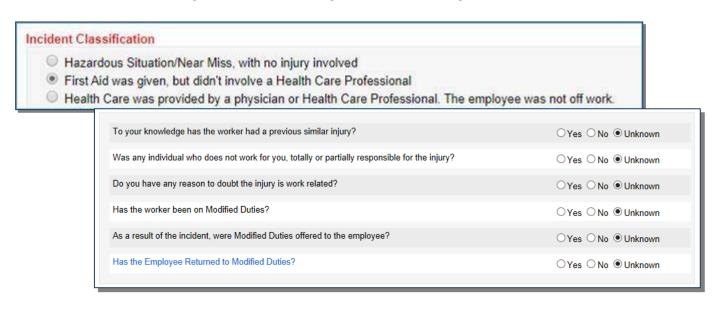
The supervisor will now have access to the completed Employee Incident Report by clicking **Retrieve an Employee Report**.

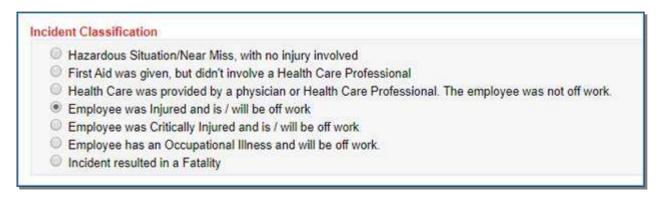


The Incident panel allows for the entry of the type of incident. The process for describing an incident will vary with the type of incident involved. Each selection will generate an additional appropriate panel for completion.



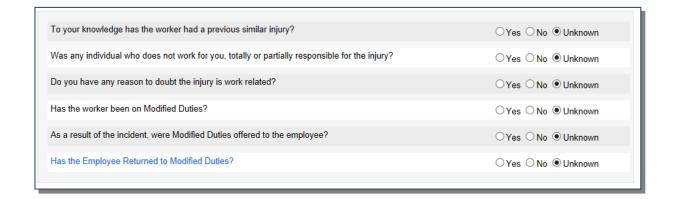
Selection of the First Aid was given radio button will generate the following screen.



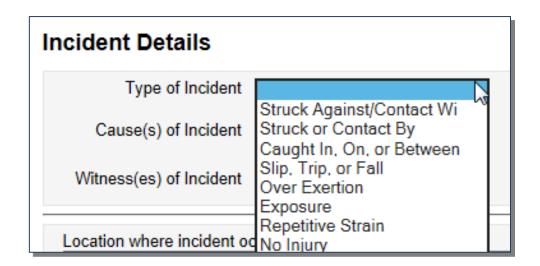


Selection of the Employee was injured and is/will be off work radio button will generate the following screens.

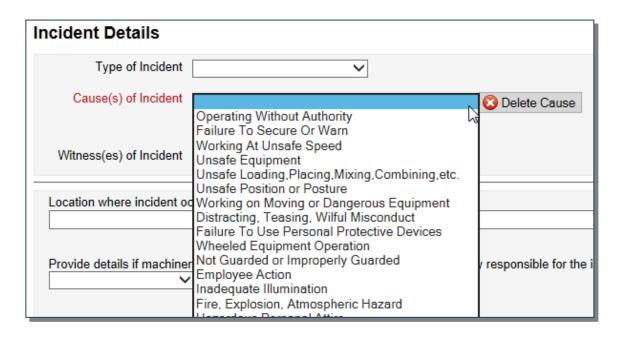




Click on the dropdown to see the available Incident Type.



Click on the Cause(s) dropdown to select the cause.



Additional causes can be added with the Add a Cause button.

Cause(s) of Incident

Add a Cause

Witnesses can be added or deleted.

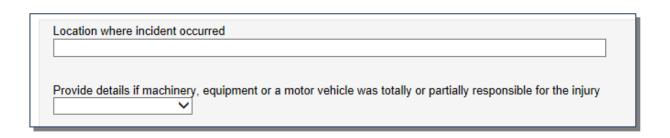
Witness(es) of Incident

Address:

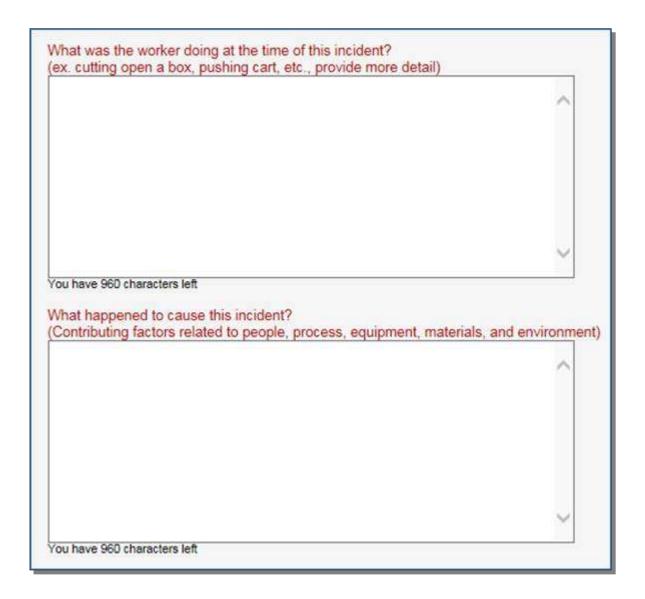
Address:

Add a Witness

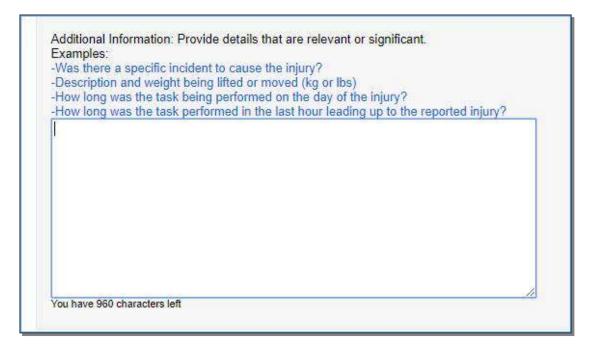
Enter the location where the incident occurred. Click the drop down for machinery, equipment or vehicle that was involved.



The two fields entered by the employee which describe what the worker was doing and what happened to cause the incident will appear here. These fields cannot be changed from the original submission of the employee.



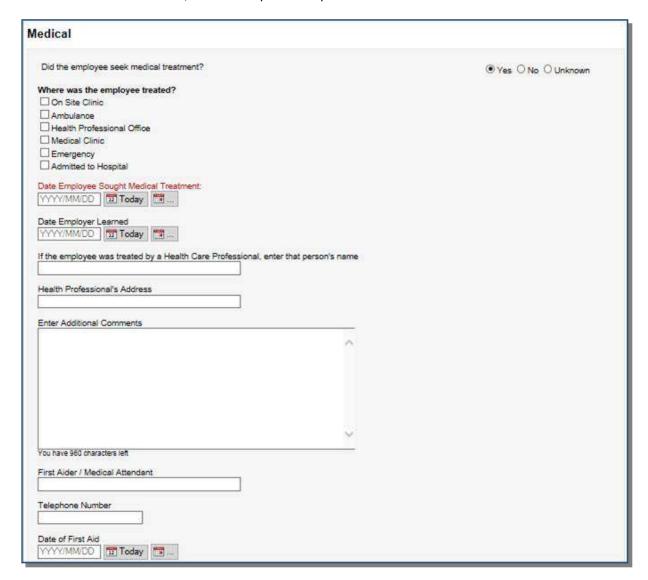
The additional detail information field can be edited at this point.



If an injury was selected in the Incident Description panel, the following will appear as the employee completed.



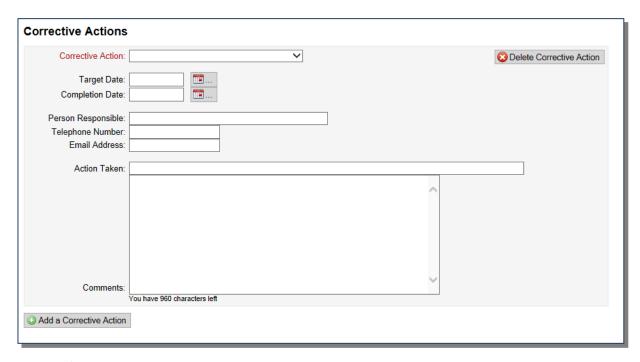
If medical treatment was involved, Yes on this panel will provide an area to enter further detail.



Selection of **Yes** on the Accident Investigation Report will provide an area to complete further details.



If no Corrective Action were listed, there is an opportunity to add them here.



The Supervisor/Manager should enter their name and contact information here.

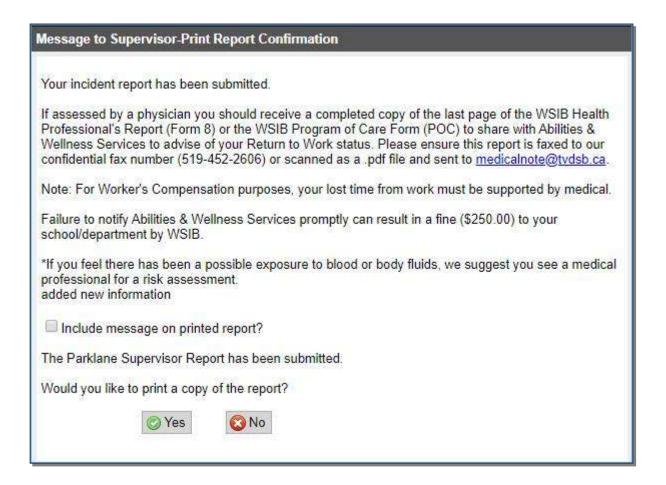


Upon completion, click on the **Submit** button. If any fields are incomplete the user will be notified of all missed information fields outlined in red.

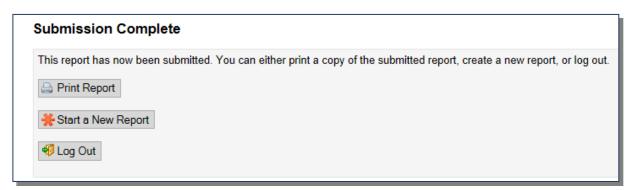




If all fields are correct and the Submit button is selected, the supervisor will receive a Print Report Confirmation. If a message was entered under More> Options> Supervisor/Employee Report Options> Message to appear after submission, that message will be included in the confirmation. In addition, there is an option to include that same message on the printed copy of the report.



Once the supervisor has made their print option selection the system will indicate the submission is complete, provide a submission ID number and options to proceed. If the option to include the message on the printed report was selected, that will also appear on the submission complete panel.



Supervisor Incident Report

The Supervisor login screen can be accessed via the short cut on the desktop. The administrator of the Parklane system will have set up a Pass-Phrase the supervisor will enter here.

Accessibility Settings allow for the change of colour/style of the page settings to High Contrast. This can be done while a page/form is open. The form does not need to be reloaded.





Select Lookup to access the correct employee.

The supervisor will now see the Employee Details and will begin scrolling down to enter the incident information.



The Incident panel allows for the entry of the type of incident. The process for describing an incident will vary with the type of incident involved. Each selection will generate an additional appropriate panel for completion.



Selection of the First Aid was given radio button will generate the following screen.



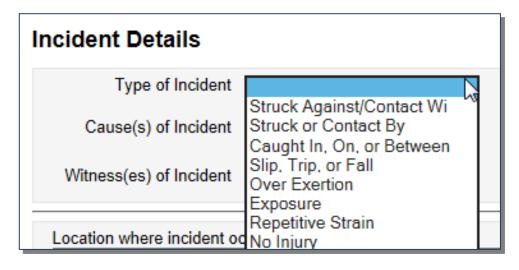
ide	nt Classification
0	Hazardous Situation/Near Miss, with no injury involved
0	First Aid was given, but didn't involve a Health Care Professional
0	Health Care was provided by a physician or Health Care Professional. The employee was not off work
•	Employee was Injured and is / will be off work
0	Employee was Critically Injured and is / will be off work
0	Employee has an Occupational Illness and will be off work.
0	Incident resulted in a Fatality

Selection of the Employee was injured and is/will be off work radio button will generate the following screens.

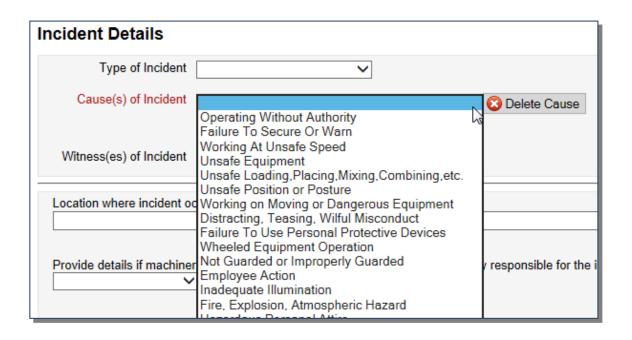


To your knowledge has the worker had a previous similar injury?	○Yes ○No ●Unknown
Was any individual who does not work for you, totally or partially responsible for the injury?	○Yes ○ No ● Unknown
Do you have any reason to doubt the injury is work related?	○Yes ○ No ● Unknown
Has the worker been on Modified Duties?	○Yes ○ No ● Unknown
As a result of the incident, were Modified Duties offered to the employee?	○Yes ○No ●Unknown
Has the Employee Returned to Modified Duties?	○Yes ○ No ● Unknown

Click on the dropdown to see the available Incident Type.



Click on the Cause(s) dropdown to select the cause.



Additional causes can be added with the Add a Cause button.

Cause(s) of Incident

Add a Cause

Witnesses can be added or deleted.

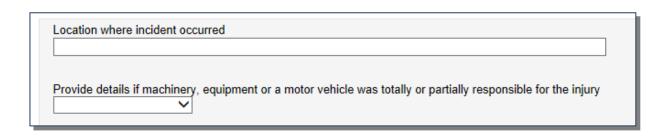
Witness(es) of Incident

Address:

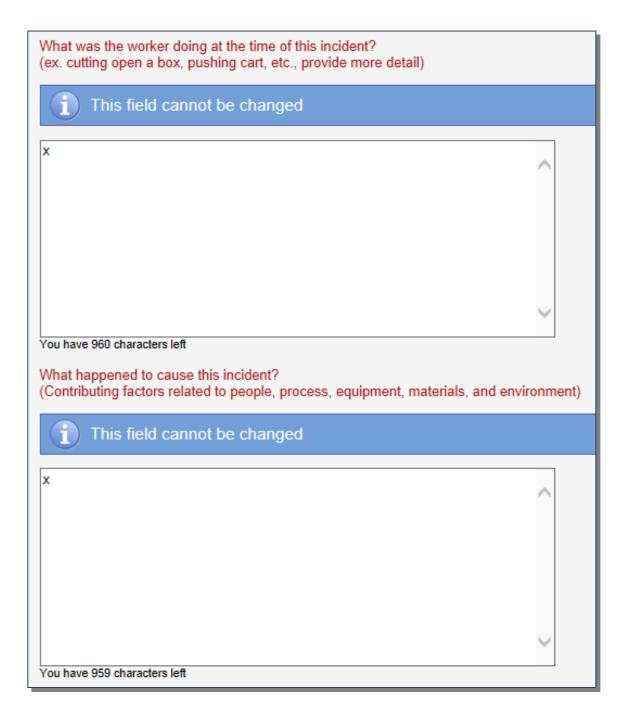
Address:

Add a Witness

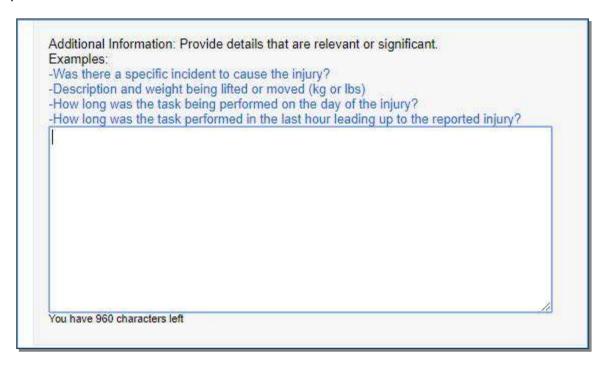
Enter the location where the incident occurred. Click the drop down for machinery, equipment or vehicle that was involved.



Describe what the worker was doing and what happened to cause the incident.



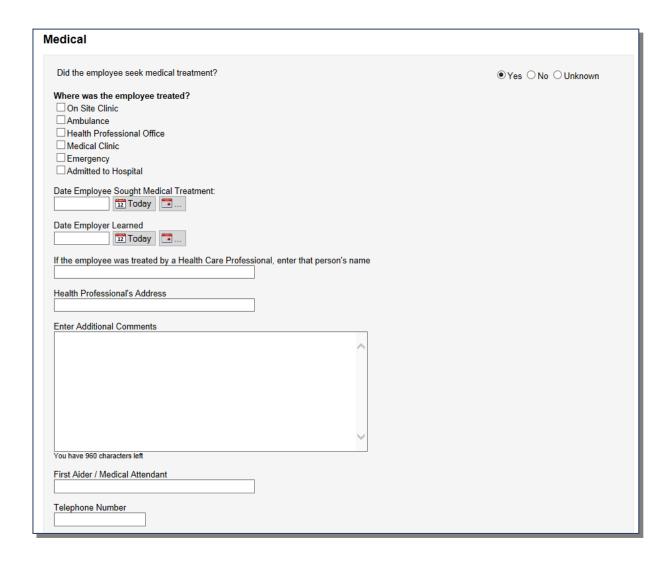
Enter any additional detail information.



From the drop down, select the Injury Description and tag the corresponding checkbox for the Affected Area(s).



If medical treatment was involved, Yes on this panel will provide an area to enter further detail.



Selection of **Yes** on the Accident Investigation Report will provide an area to complete further details.

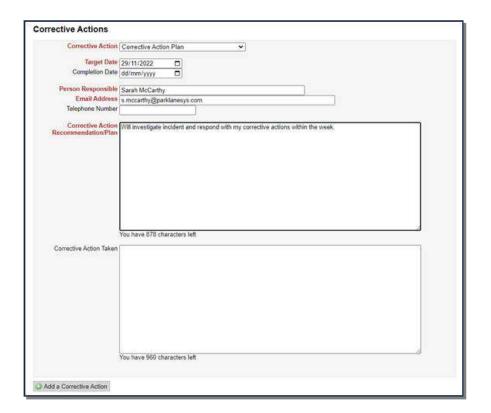


If no Corrective Action(s) were listed, there is an opportunity to add them here.



The supervisor has the opportunity here to either assign corrective actions to someone, or indicate their own plans for corrective actions once they find out more about the incident. Supervisors can add their email address and name to the Person Responsible field. Then detail their plans for action in the Recommendation/Plan text field. If no action has been completed yet (as in most cases), then they will have the ability to reply at a later time (if feature is activated). Therefore, for this reason, it is recommended that the Corrective action and the Completion date fields be set as NOT mandatory.

If the completion date field and the corrective action field *are* complete at time of submission, the email will not be sent.



Sample of Email Received

The supervisor (or other recipient) will receive an email with a PDF attached. The text of the email and text in the PDF is customized in the **Email Template** section of Incident Reporting Options.

Your custom text will be here:



Sample of Email Attachment

The sample below is of the PDF attachment which accompanies the email. The bottom section of this PDF is customized in the **Email Templates** section as well.

A hyperlink is included, which will open up a browser to allow for responding with corrective actions at a later date.

Parklane Systems Inc - ON

Corrective Action

Corrective Action due by 29 Nov 22

To: Sarah McCarthy

Module: Incident Reporting

Company: 001 - Parklane Systems Inc - ON

You have a Corrective Action regarding the following:

Employee Name: PETER SUMMERTON

Incident Date: 21 Nov 22 Incident Type: Exposure Injury: Burn (Heat) Location: Cafeteria

Equipment Involved:

Corrective Action: Corrective Action Plan

Corrective Action #: 0001 Target Date: 29 Nov 22

Recommended Action: Will investigate incident and respond with my corrective actions within the week.

http://pkdev16.parklanesystems.com/Test3062/hd-response/index.php?type=a&response=001-65-001217-0001-00

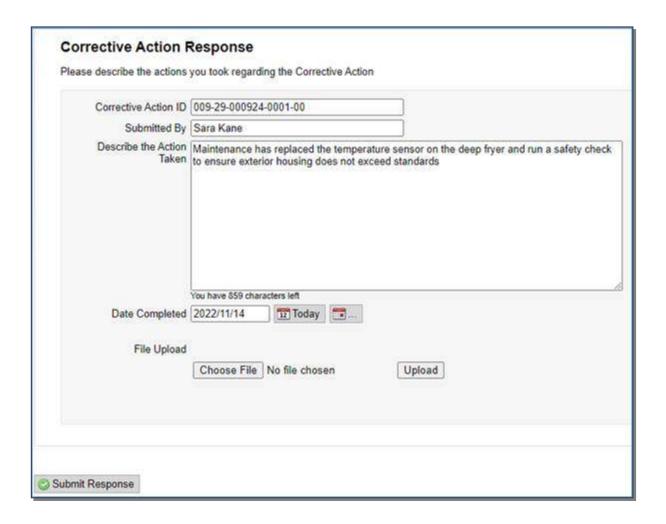
- 1. Review the recommended action associated with the incident described above.
- 2. Once you have completed the action, click on the hyperlink to reply.
- Reply with your name, the date of the corrective action and what action you took.
- Should you have any questions, call Joe Safety at 2227.

Please note that we are unable to respond to any replies to this email.

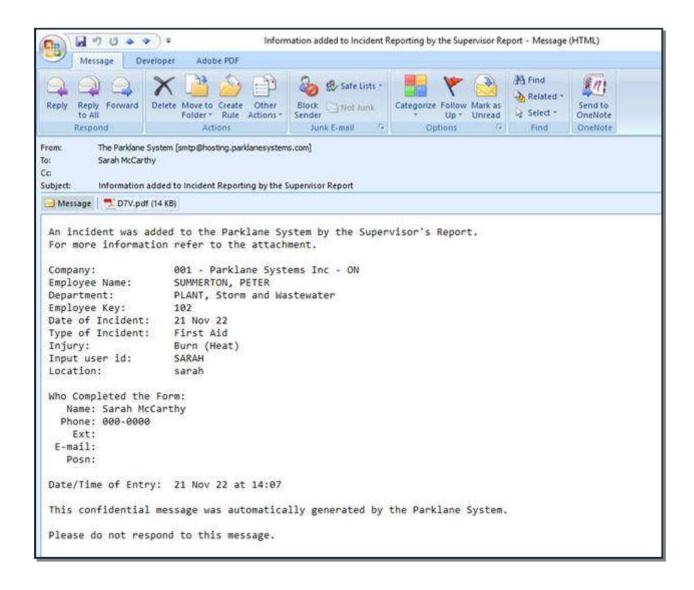
Sample of the Corrective Action Response

On this webpage the supervisor can describe the action taken after they have investigated the incident. This response will populate in the **Corrective Action** field of the incident.

Any attachments included will be automatically added to **Document Links**.



The supervisor will also receive a copy of their incident submission (if enabled in Parklane)



The Supervisor/Manager should enter their name and contact information here.



Upon completion, click on the **Submit** button. If any fields are incomplete the user will be notified of all missed information fields outlined in red.

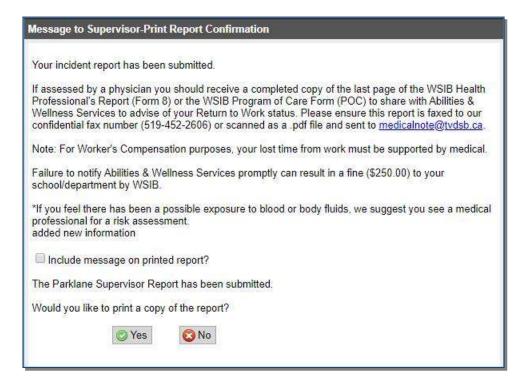




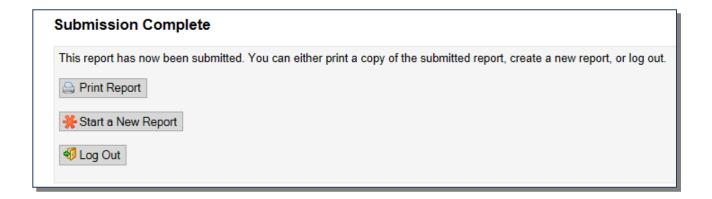
If all fields are correct, the user will receive a successful completion notification. There is also the option here to print out a copy of the completed incident.



If all fields are correct and the Submit button is selected, the supervisor will receive a Print Report Confirmation. If a message was entered under **More> Options> Supervisor/Employee Report Options> Message to appear after submission**, that message will be included in the confirmation. In addition, there is an option to include that same message on the printed copy of the report.



Once the supervisor has made their print option selection the system will indicate the submission is complete, provide a submission ID number and options to proceed. If the option to include the message on the printed report was selected, that will also appear on the submission complete panel.



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