Incident Investigation Module

User Guide – V 12.0

April 22, 2024

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Incident Investigation

Some organizations are required to submit specific detail of workplace incidents to their Workers Compensation partner within a specific time frame, usually 48 hours. Parklane's Incident Investigation Module is ideal for this application. Working in conjunction with the Incident Reporting Module, the Incident Investigation Module is designed to help you manage your day-to-day tasks in occupational health and safety both efficiently and effectively.

Getting Started

Access to the Incident Investigation module must be initiated by the Administrator of the Parklane System. Once enabled, the Module name will appear in the home screen menu of the Parklane application.

Prior to entering an Investigation there is some prep work to define the tables contained in the Incident Investigation Module.

Tables

Type, Causes and Corrections

Injury, Equipment & Appointments

Root Cause

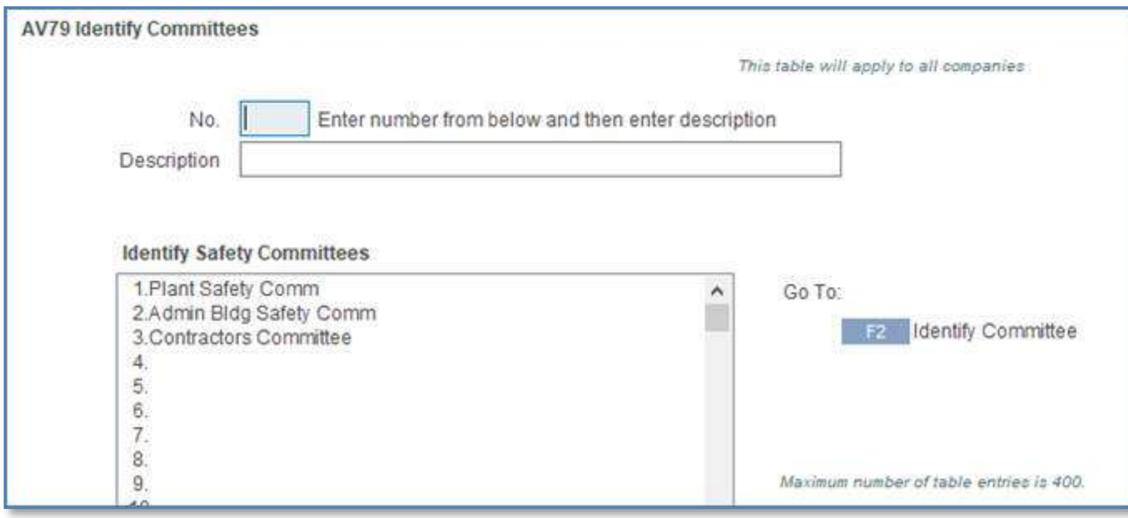
There are a few tables that will be accessed by this module. If your organization uses Parklane's Incident Reporting Module, you will be accessing these tables directly, and there is no need to create new ones. These pre-defined tables include the "Type Causes and Corrections", "Injury, Equipment & Appointments" and "Root Cause". In the rare case your organization does not use Parklane's Incident Reporting Module, these tables will have to be created.

Seriousness of Injury

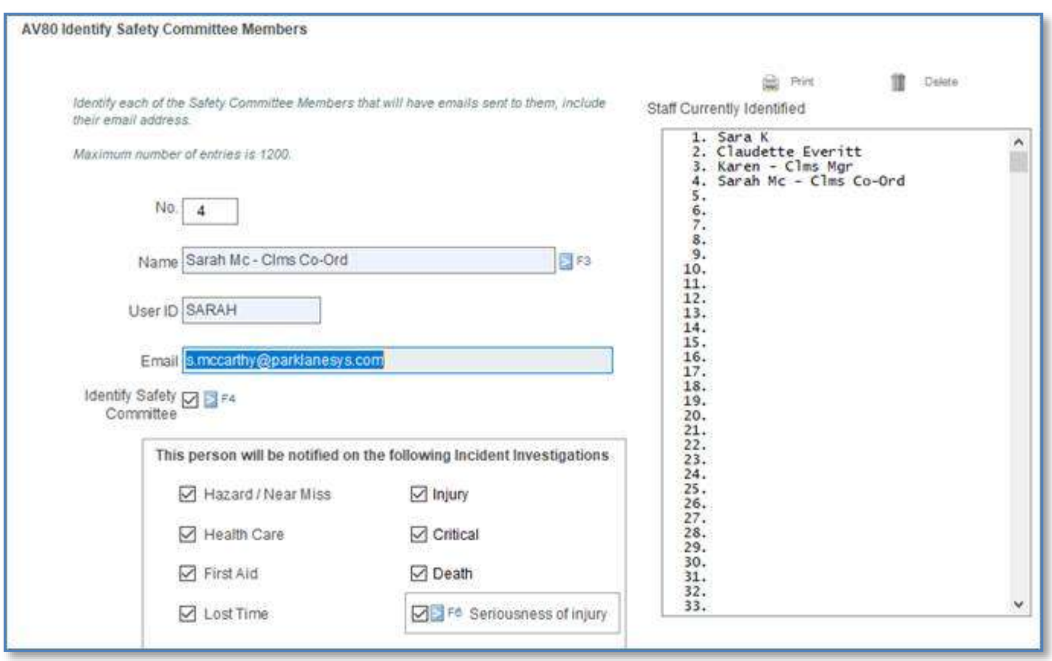
A table that is proprietary to this Module is the **Seriousness of Injury** table. A maximum of 400 entries are allowed. The **Go To F1** button will show any existing entries and they can be modified or added to by clicking on the appropriate line number. Table descriptions may be changed after they have been used, however, the Module stores the description name in the individual record once that record has been selected and saved.

Identify Safety Committees
Identify Safety Committee Members

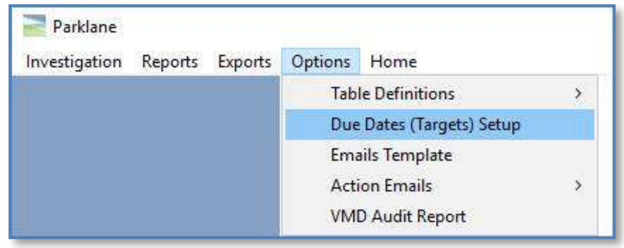
There are two tables that will be accessed in this Module. The first identifies the names of the Safety Committees and the second is the names of the members of each Committee. Select the **Identify Committees F2** button to reveal the existing entries. New committees can be entered by selecting the first available blank number and entering the name in the Description field. A total of 400 entries are permitted.



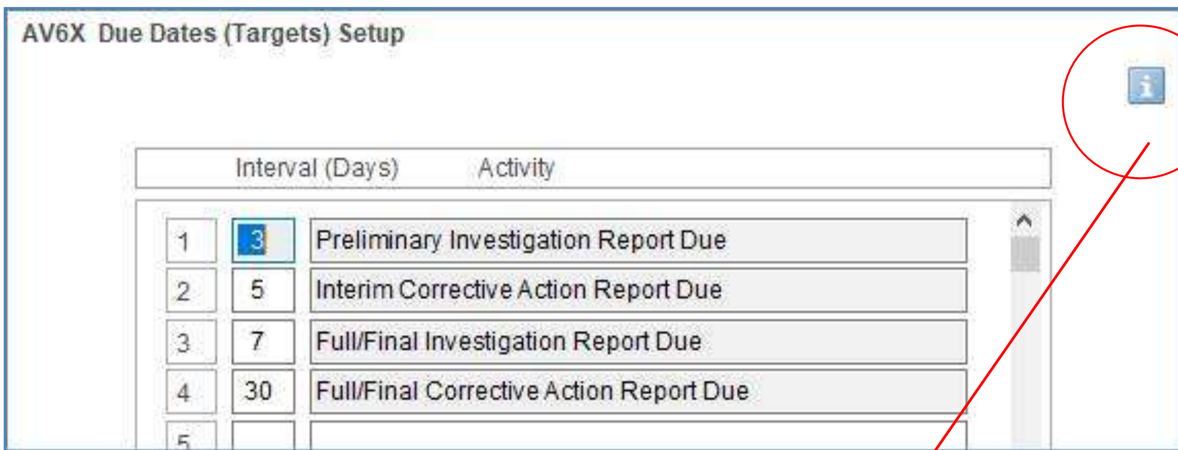
Individuals can belong to more than one committee. Select the **Identify Committee Members** option. This panel also allows members to receive emails when a preliminary (or final) investigation reports is submitted. The report is attached to this notification. The check boxes allow for the selection of which members receive emails based on the type of investigation.



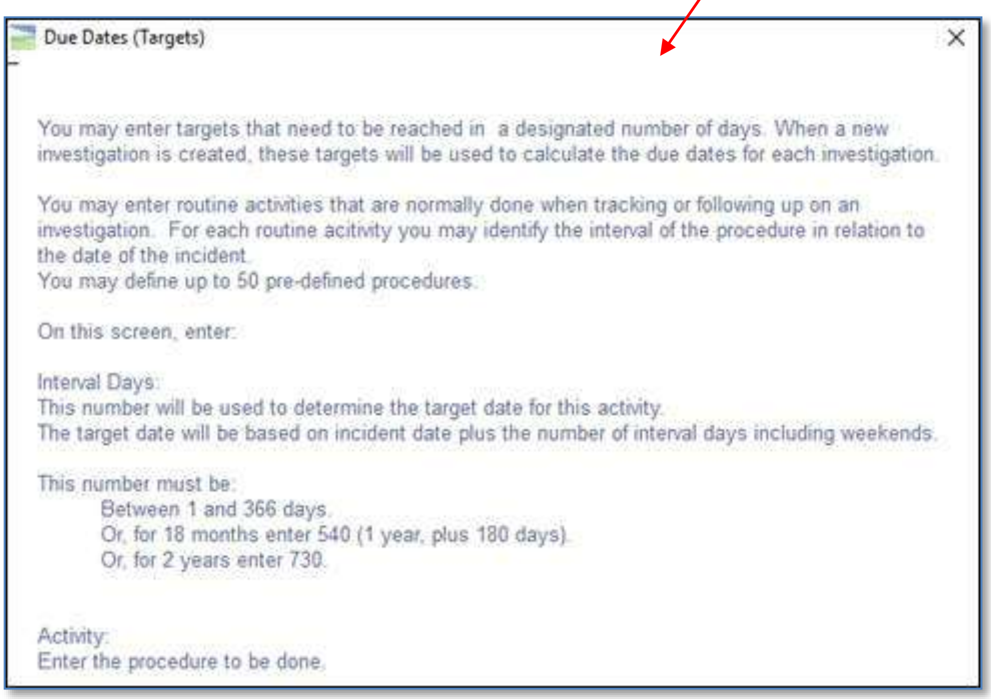
Due Dates



The **Due Dates** table will determine the time permitted for each type of report to be completed and submitted. The interval should be entered in **Days** from the time of occurrence of the incident. The first four activities are fixed (the interval can still be changed), however, there is room for a total of 50 activities.



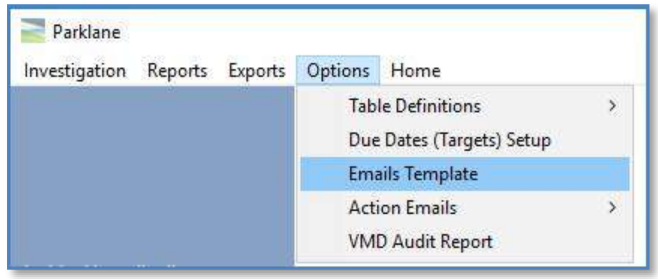
At any time throughout this Module, the **Information** icon is available to further explain each function. The rules for the Due Dates are explained in this dropdown.



Email template

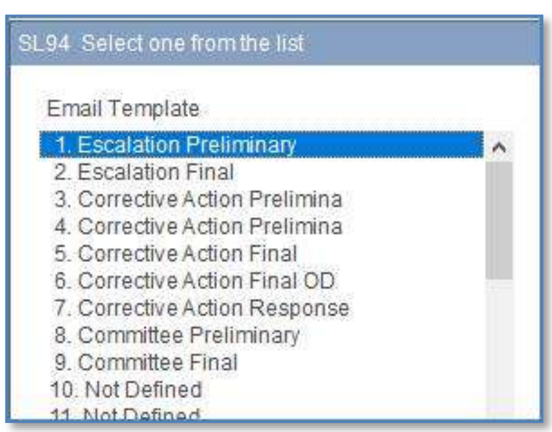
There are 9 pre-programmed email notification templates available to customize. Each custom email is sent at a specific time or when a specific action takes place.

The templates allow you to customize: From, Subject, Email Body, and portion of any PDF attachments (if applicable) that are sent with them.

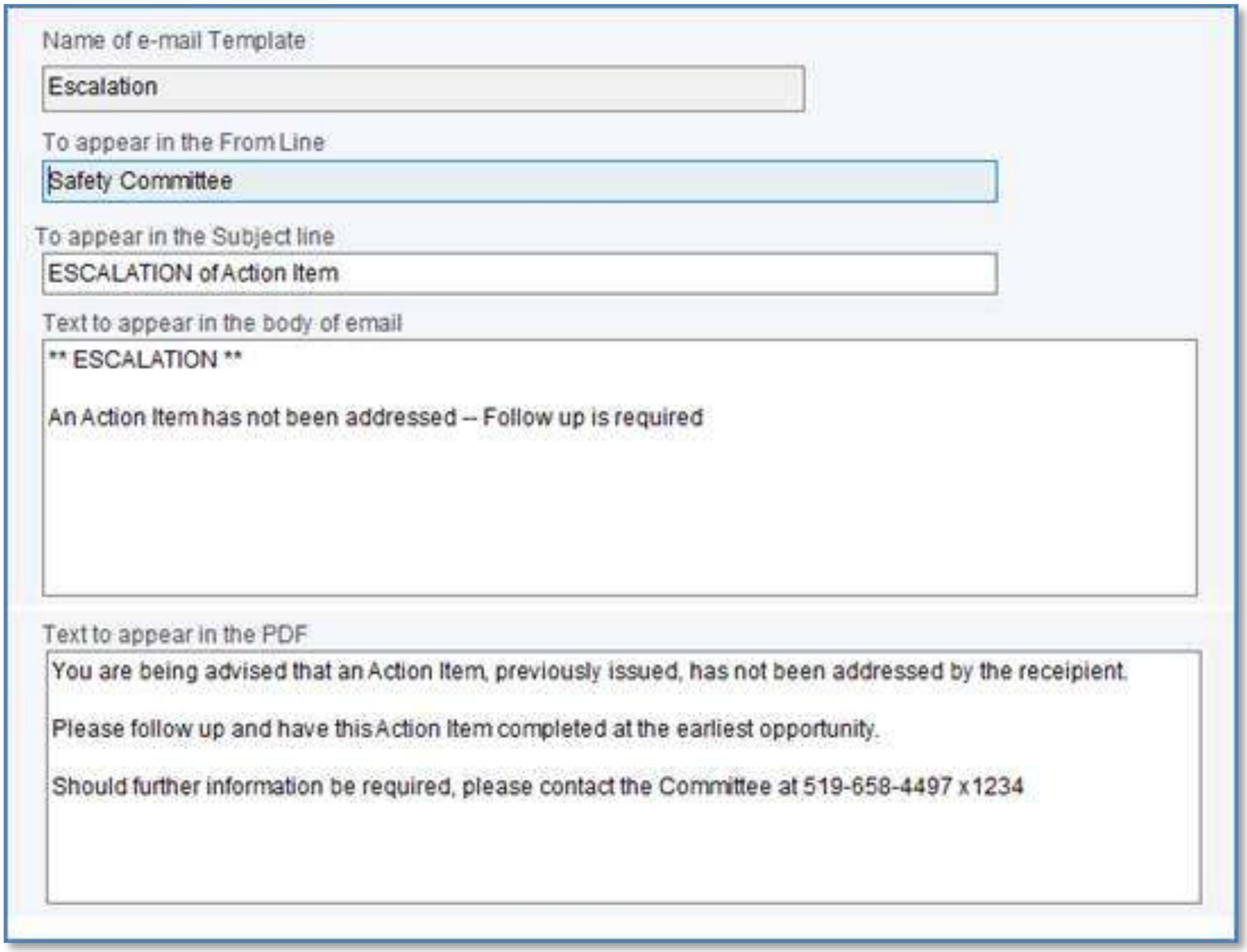


1. **Escalation Preliminary**: This notification is sent when a preliminary report is not printed/submitted by the due date and is escalated to the manager. (Includes PDF attachment)
2. **Escalation Final**: This notification is sent when a final report is not printed/submitted by the due date and is escalated to the manager. (Includes PDF attachment)
3. **Corrective Action Preliminary**: This notification is send to the person responsible for addressing a preliminary corrective action. Email automatically includes a hyperlink which will bring the recipient to a response webpage to describe actions taken. (Includes PDF attachment)
4. **Corrective Action Preliminary OD (Overdue)**: This notification is sent to the personal responsible for addressing a preliminary correction action when it becomes overdue. (Includes PDF attachment)
5. **Corrective Action Final**: This notification is send to the person responsible for addressing a final corrective action. Email automatically includes a hyperlink which will bring the recipient to a response webpage to describe actions taken. (Includes PDF attachment)
6. **Corrective Action Final OD (Overdue):** This notification is sent to the personal responsible for addressing a final correction action when it becomes overdue. (Includes PDF attachment)
7. **Corrective Action Response**: This notification is sent to the investigating supervisor when a response comes in via online response form regarding a corrective action.
8. **Committee Preliminary**: This notification is sent to the health and safety committee members informing them of a completed preliminary report.
9. **Committee Final:** This notification is sent to the health and safety committee members informing them of a completed final report.

Email Templates



Email Template Sample



Name of e-mail Template

Escalation

To appear in the From Line

Safety Committee

To appear in the Subject line

ESCALATION of Action Item

Text to appear in the body of email

** ESCALATION **

An Action Item has not been addressed -- Follow up is required

Text to appear in the PDF

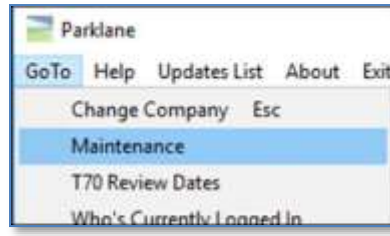
You are being advised that an Action Item, previously issued, has not been addressed by the receipient.

Please follow up and have this Action Item completed at the earliest opportunity.

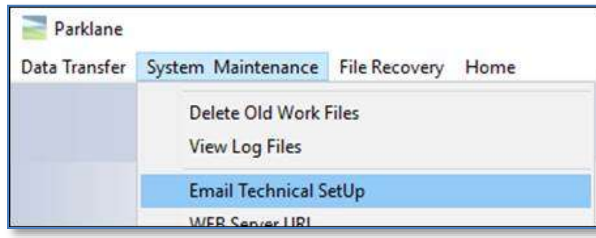
Should further information be required, please contact the Committee at 519-658-4497 x1234

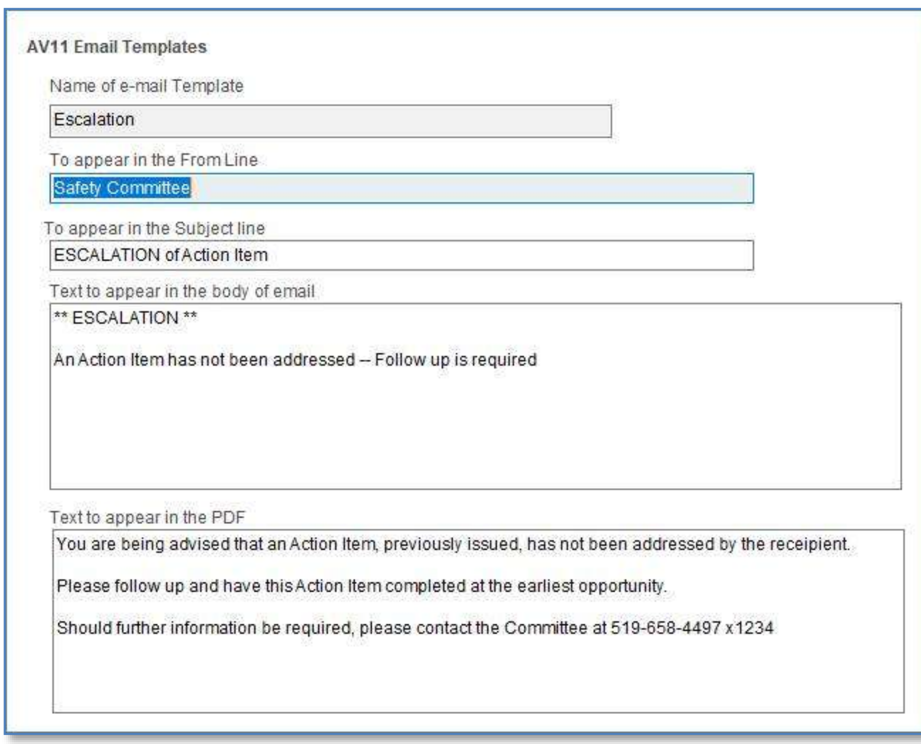
Action Emails

The **Action Emails** option allows the setup of email notifications to be sent to various personnel when a user performs one of the actions shown. Ensure that the email protocol has been set up under the **Maintenance** panel on Parklane's opening panel, by clicking **Email Technical Setup**. This may require consultation with your I.T. Support Team.



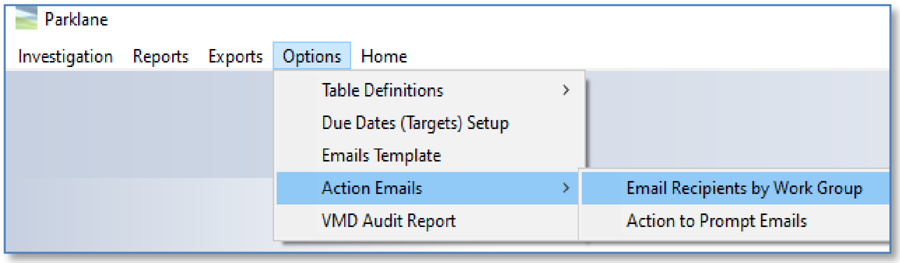
Note: Before using this feature, all users and recipients must be setup in **Security**.



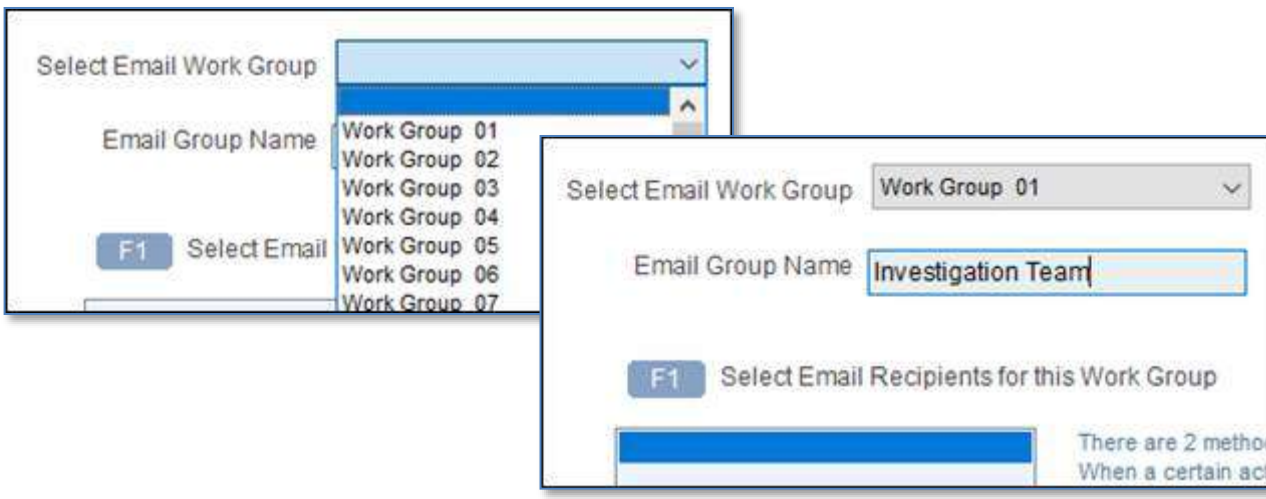


There are two options for sending Action Emails. An email will be sent to everyone that is in the email list for the specific **Action**, or an email will be sent to those who are in the same **Work Group** as the User.

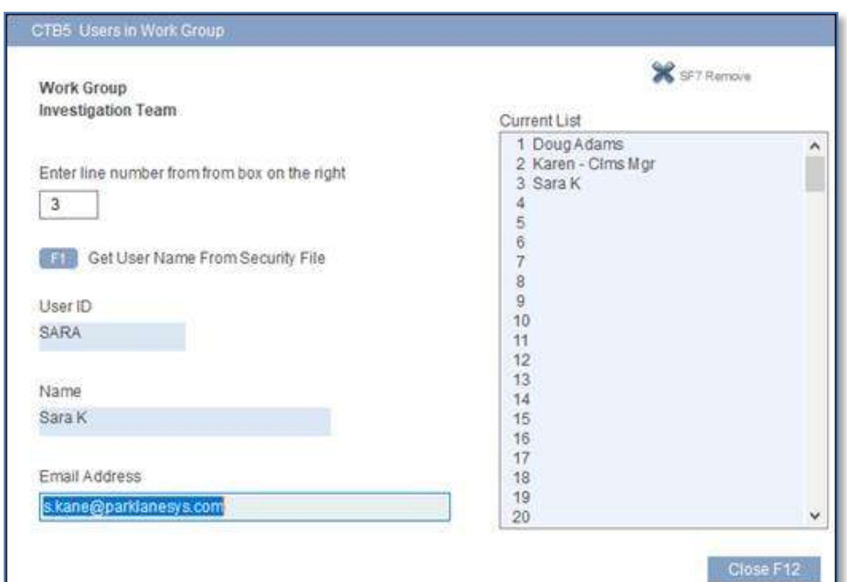
Work Groups must be pre-defined when choosing the second option. Click on **Options/Action Emails/Email Recipients by Work Group**.



Click on the drop down for **Select Email Work Group** and click on a work group heading to rename the **Email Group Name**.

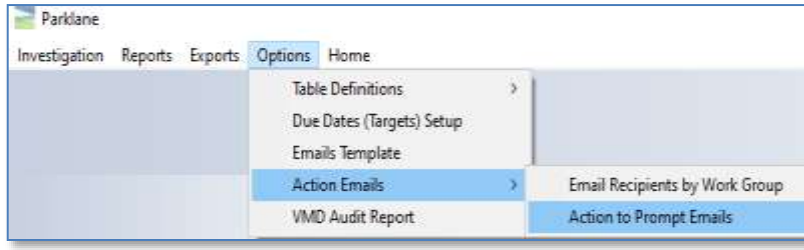


Click on **F1>** and begin to select the email recipients for this Work Group. Enter the next available line number and click **Get-F1** to select the email recipient from the list provided. Up to 200 email recipients may be selected per Work Group.



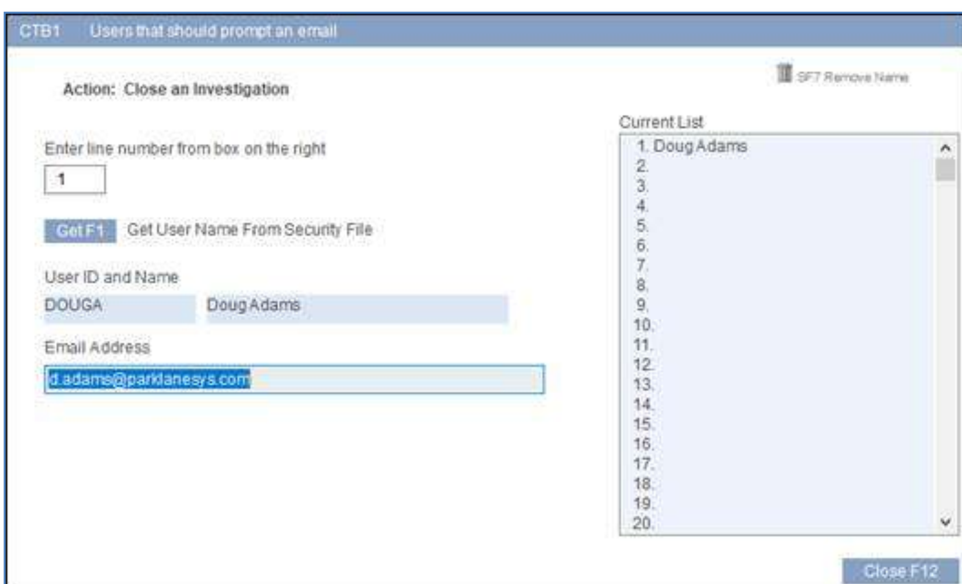
When an **Action** occurs, the system will determine what **Work Group(s)** the User is located in and will send an email to all other recipients within the Work Group(s).

To setup the **Action Emails** click on **Options/Action to Prompt Emails** and select the action(s) that should prompt an email notification.

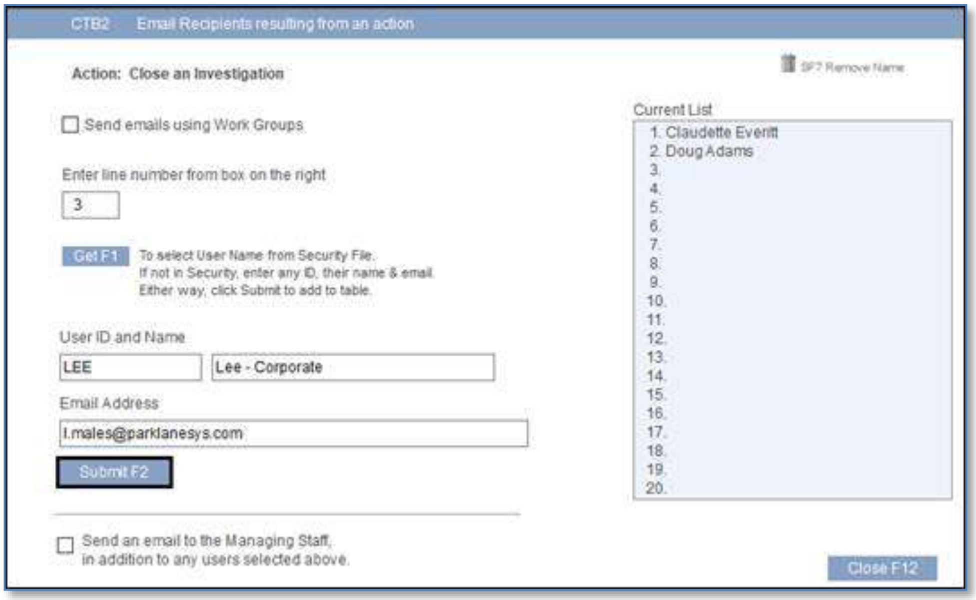


For each Action shown, you can indicate which users will prompt an automatic email and which person(s) or workgroups will receive the email. Check the Action that should prompt an email.

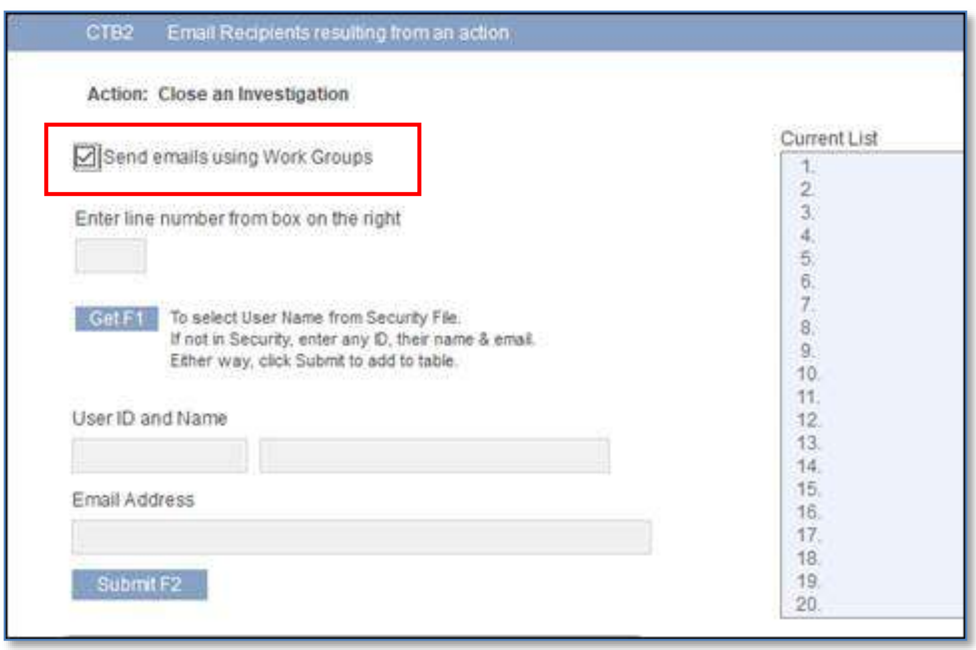
Click the **Action By** box which will activate a pop-up window. On this window indicate the users that will prompt an email to be sent. Up to 120 users can be identified.



Next, click the **Email To** box which will activate another pop-up window. On this window indicate the people who will be the recipients of the email. Up to 20 recipients can be identified.



Alternatively, click on the check box to **Send emails using Work Groups**. Once checked, all other fields will be grayed out. As previously described, when an **Action** occurs, the system will determine what **Work Group(s)** the User is located in and will send an email to all other recipients within the Work Group(s).



Each time an Action is executed by a listed User, the Recipient will receive an email advising that the Action occurred.

Notification of User Action

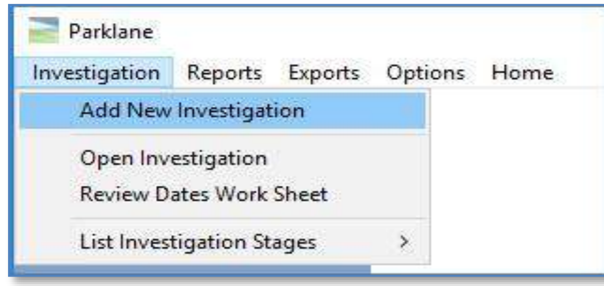
Health Safety Application [noreply@parklanesys.com]

Sent: Mon 20/12/2021 2:17 PM

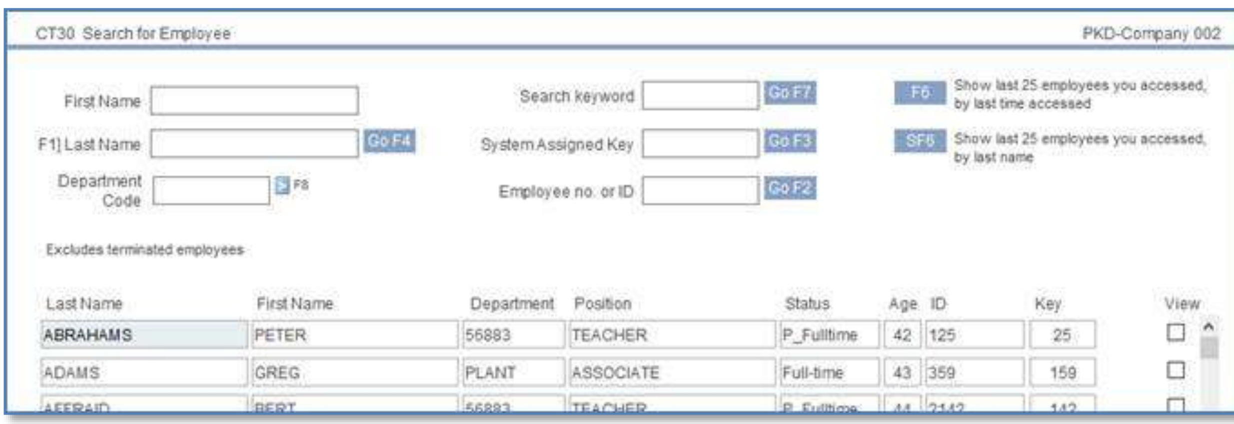
To: k.ferrell@parklanesys.com

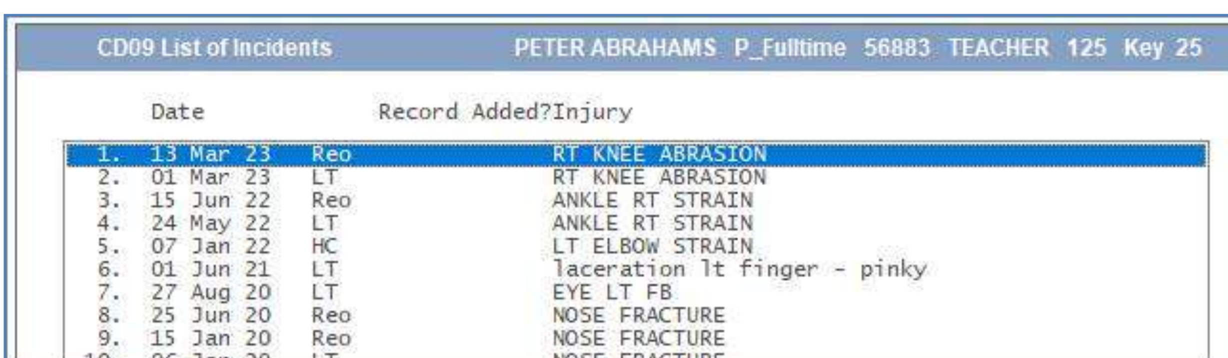
```
The following action was taken in the Parklane System.
--
Module: Accident Investigation
Action: Cancel an  Investigation
--
Date: 20 Dec 21 at 14:16
User: Karen Ferrell
--
3051 Claudette/Karen Test
--
Incident Investigation # :  0000027
Date of Incident :  15 Sep 21
Injured Worker : ANDERSON, ROBERT
Injury : BURN
Location :
--
Please do not reply to this automated message.
```

Add New Investigation



There are two ways to add a new investigation. The first is the drop down menu from the top tool bar, and the second is the sidebar menu on the main panel. Either selection method will take you to the **Search For Employee** panel to select the employee and then the incident related to the investigation. The **Description** panel will open. This panel also displays a sidebar menu which provides additional panels for data entry to the new investigation.





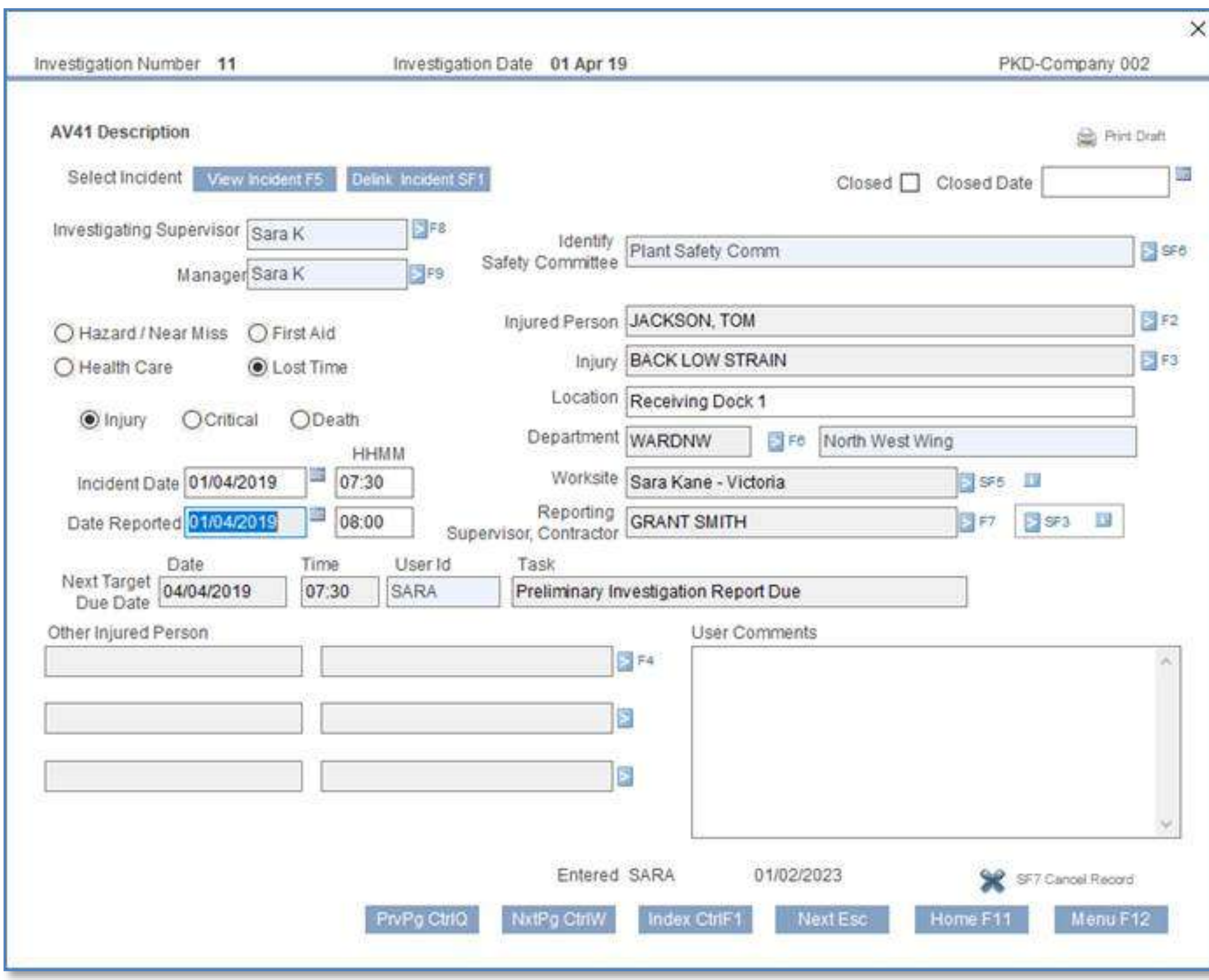
Preliminary Investigation

Description

Several fields from the incident record will auto-fill various panels of the investigation record to reduce duplication. Apart from **Other Injured Person**, **Comments** and **Closed Date**, all fields are mandatory.

Preliminary Investigation

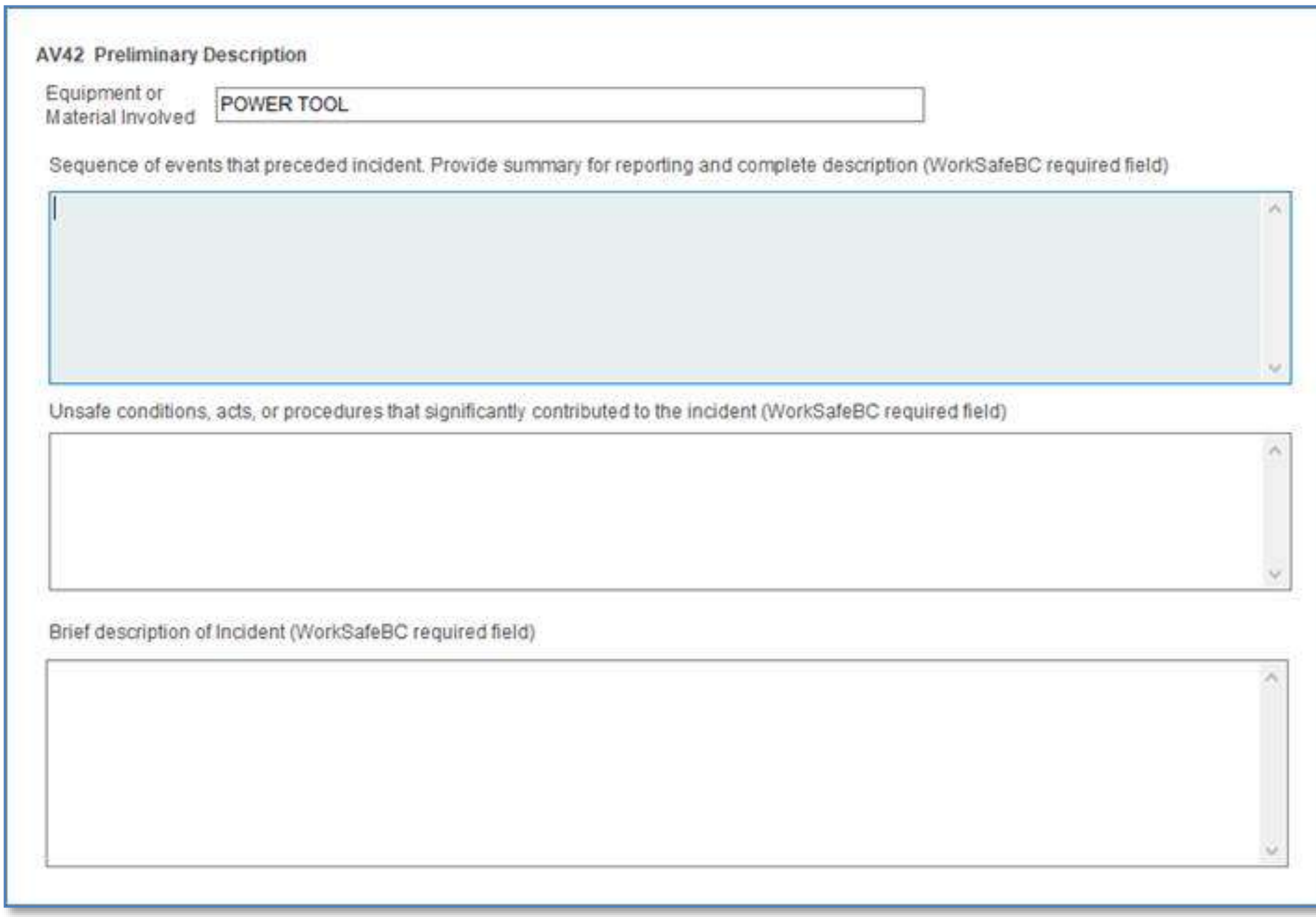
Description
Preliminary Description
Initial Medical Treatment
Reported & Witnesses
Interim Corrective Action
Type of Occurrence
Additional Details
Preliminary Investigators
Review & Send Prelim Inv



Preliminary Description

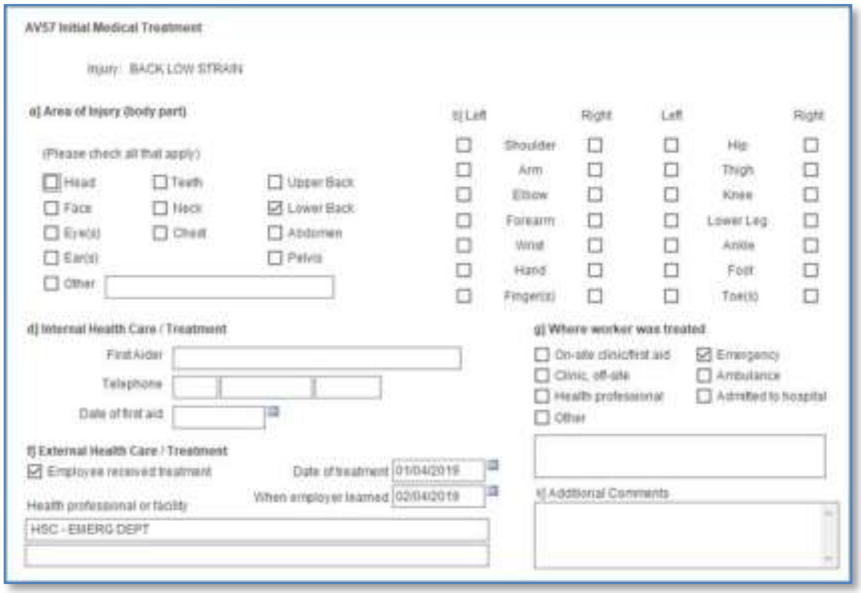
The Preliminary Description panel permits the addition of data including:

- Equipment of Material Involved (Will autofill from Incident record)
- Sequence of events (Summary for reporting and complete description)
- Unsafe conditions, acts, or procedures that significantly contributed to the incident.
- Brief description of incident.



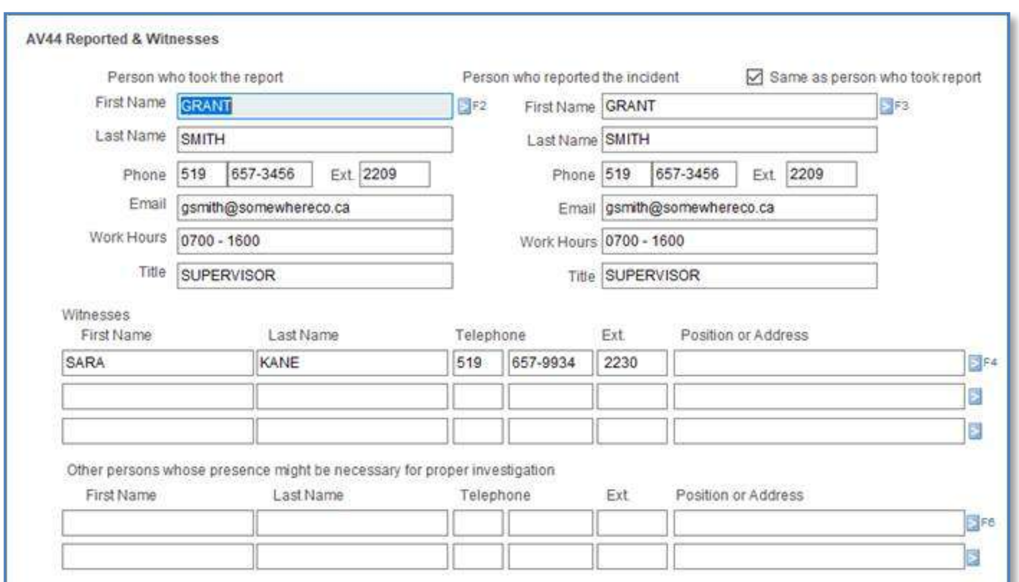
Initial Medical Treatment

The Initial Medical Treatment panel provides for the area of injury, the internal and external health care/treatment and where the worker was treated. If present, these fields will auto-fill from the incident record. Fields may be overwritten if necessary.



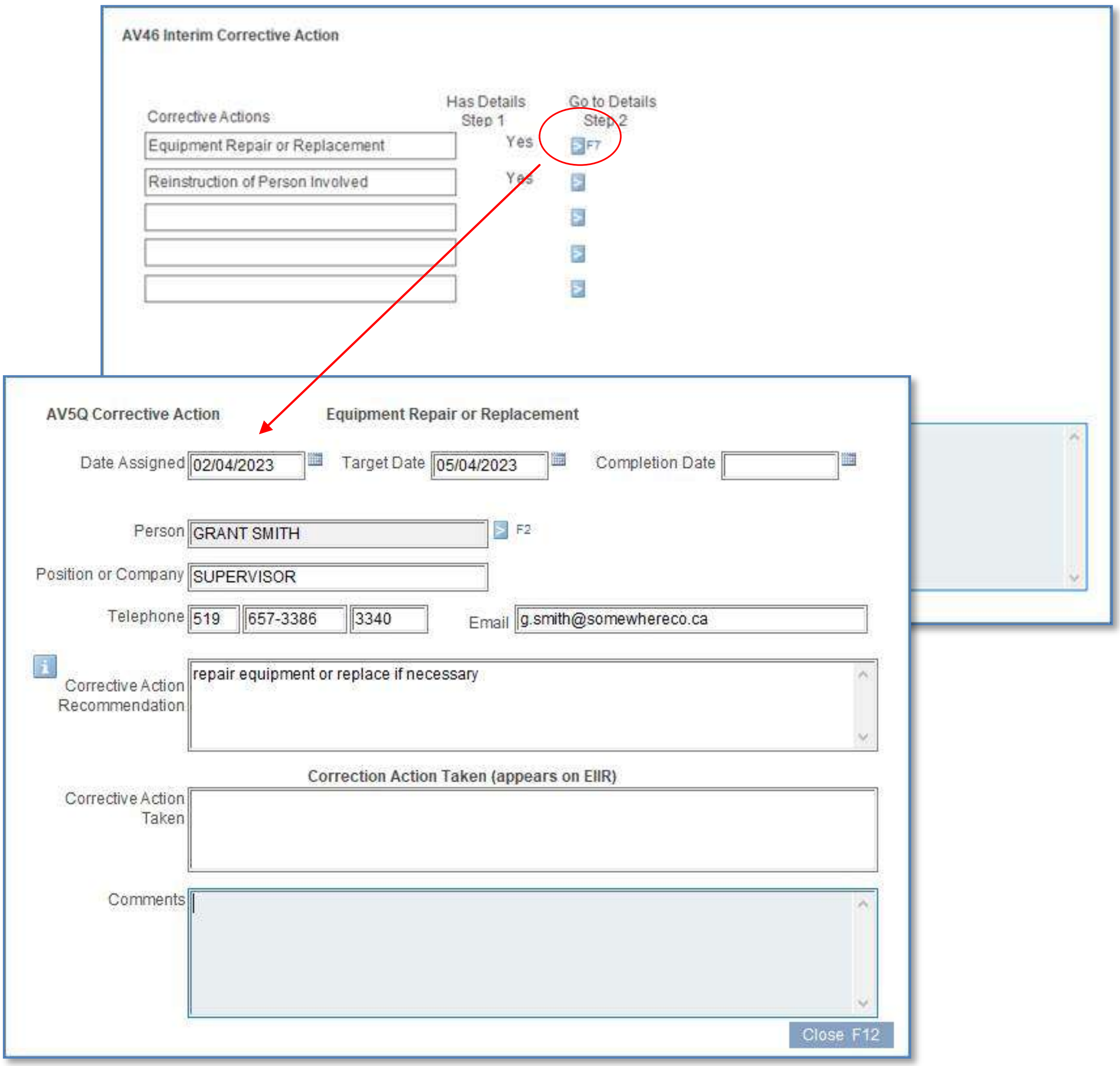
Reported & Witnesses

The Reported & Witnesses panel provides for the name and details of the person who took the report, the person who reported the incident and the names and details of the incident witnesses. If present, these fields will auto-fill from the incident record. Additional fields are provided for the entry of other personal whose presence might be necessary for proper investigation.



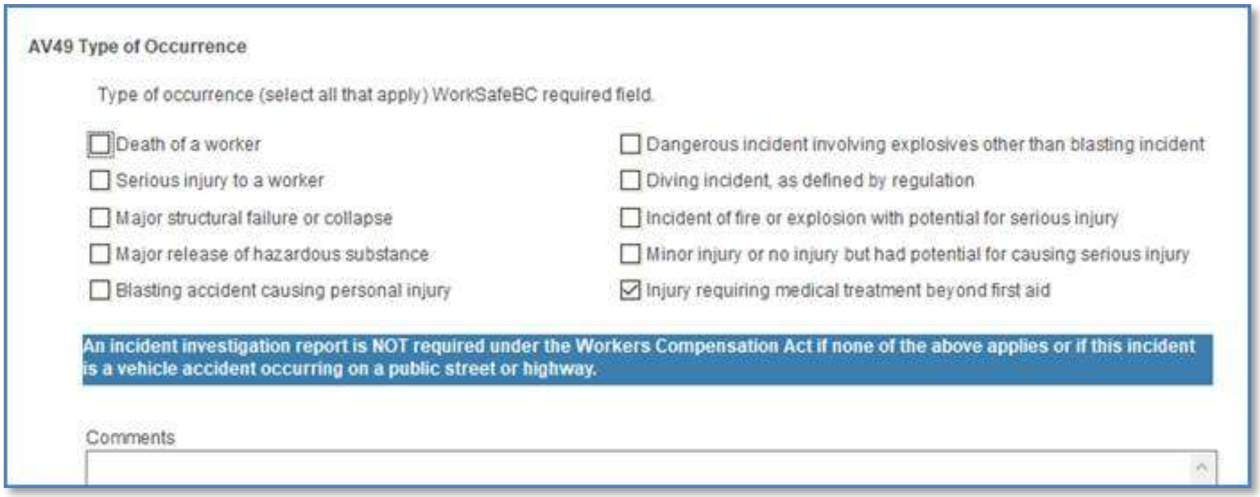
Interim Corrective Actions

The Interim Corrective Actions panel auto-fills the corrective actions from the incident report. If required, additional corrective actions can be added by clicking F6 and selecting from the dropdown menu. Details related to each corrective action can be entered by selecting F7 and completing the date assigned and target date. Identify the individual responsible by selecting F2 to search and select. If the email address is provided or manually entered, an email will be sent upon exiting this panel. Manually enter text to describe the detail of the corrective action. An email containing the corrective action will automatically send once you exit the module.



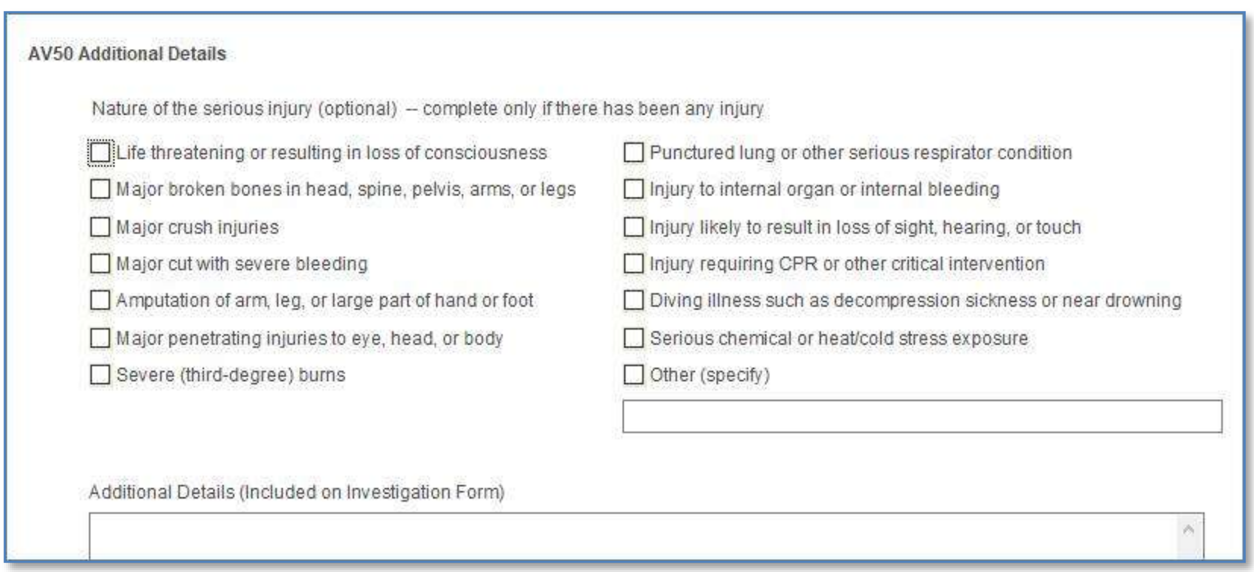
Type of Occurrence

Choose one or more types of occurrence(s) must be selected on the **Type of Occurrence** panel. It should be noted that an incident investigation report is not required under the BC Workers Compensation Act if none of the occurrence types apply, or if the incident is a vehicle accident occurring on a public street or highway.



Additional Details

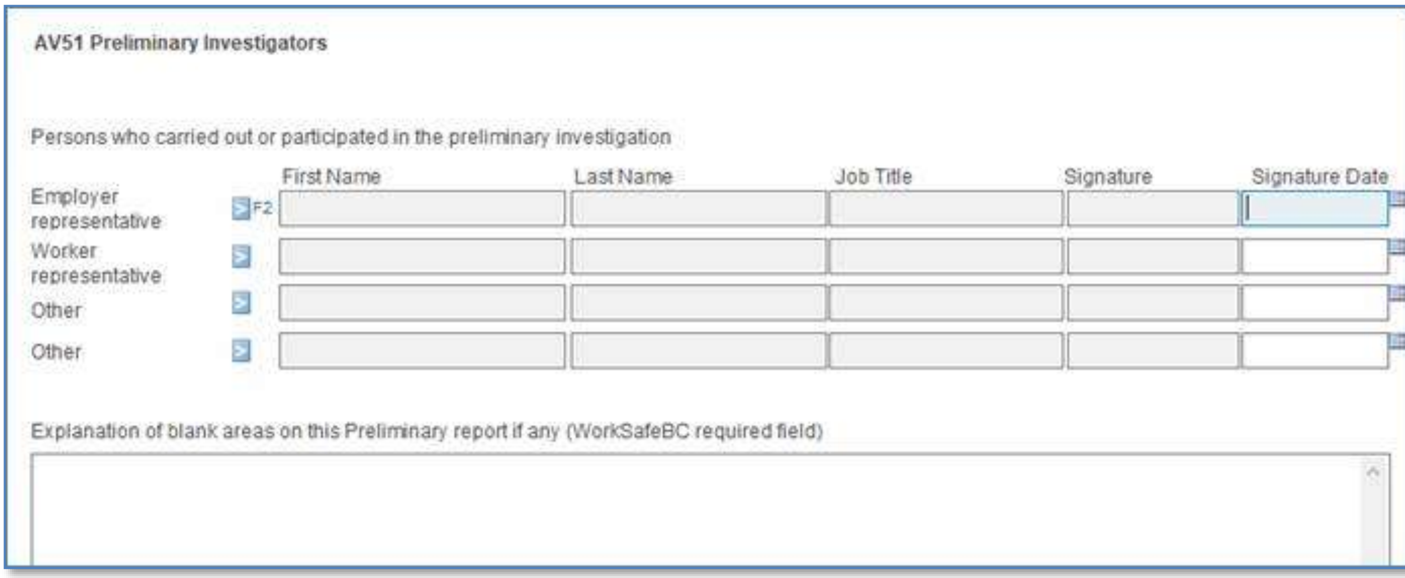
The Additional Details panel allows for the optional tagging of the nature of the serious injury and detailed comments that will be included on the Investigation Form.



Preliminary Investigators

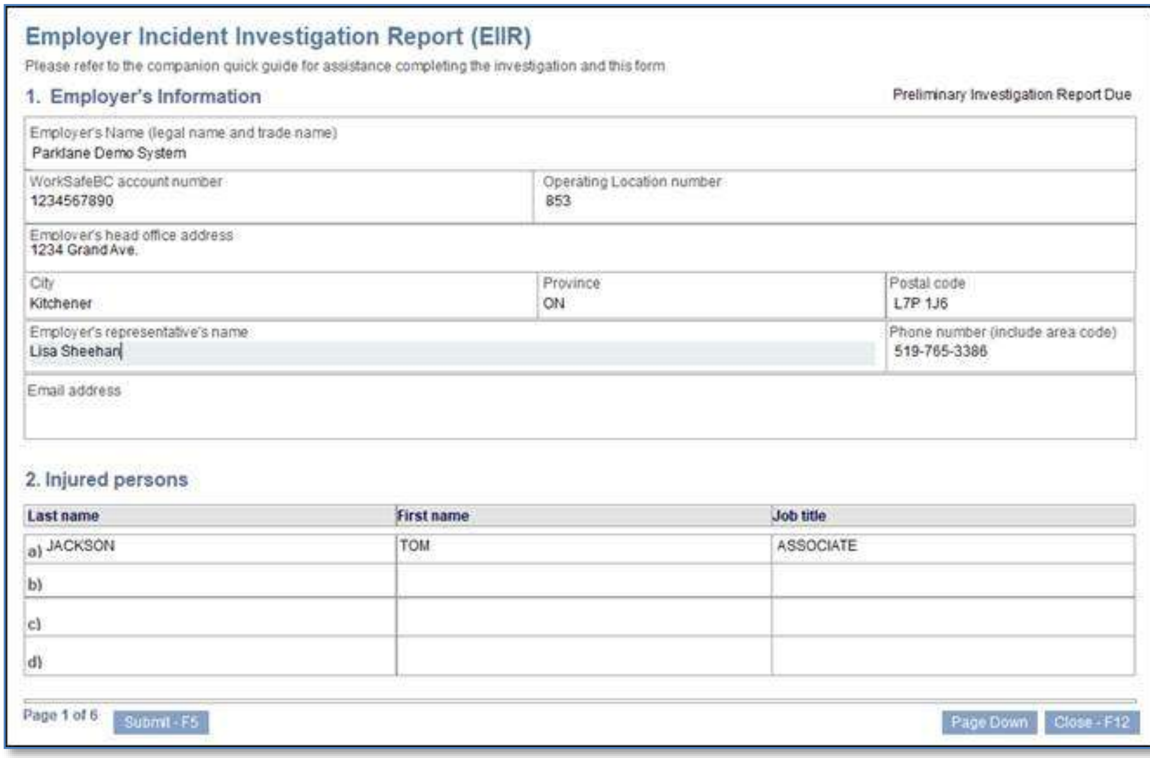
On this panel, identify the individuals who carried out or participated in the preliminary investigation by selecting F2 to search and select. A calendar is provided to select the date of signature by the selected individual.

An additional field is provided for text entry of an explanation of blank area on the preliminary report, if any which will be included on the Investigation Form.



Review & Send Preliminary Investigation

Select Review & Send Prelim(inary) Inve(stigation) from the sidebar. The system will open a six page incident investigation report which has been auto-filled based by the data entered on previous panels. If required, that information can be revised, or if blank, data can be entered on the report. Once revised or entered, that data will update the associated panel in which the field resides. Once complete, select **Submit – F5** to send an email with report attachment to the designated Safety Committee. Due Dates (Targets) associated with the completion of this report will be marked Done.



Employer Incident Investigation Report (EIIR)

Please refer to the companion quick guide for assistance completing the investigation and this form

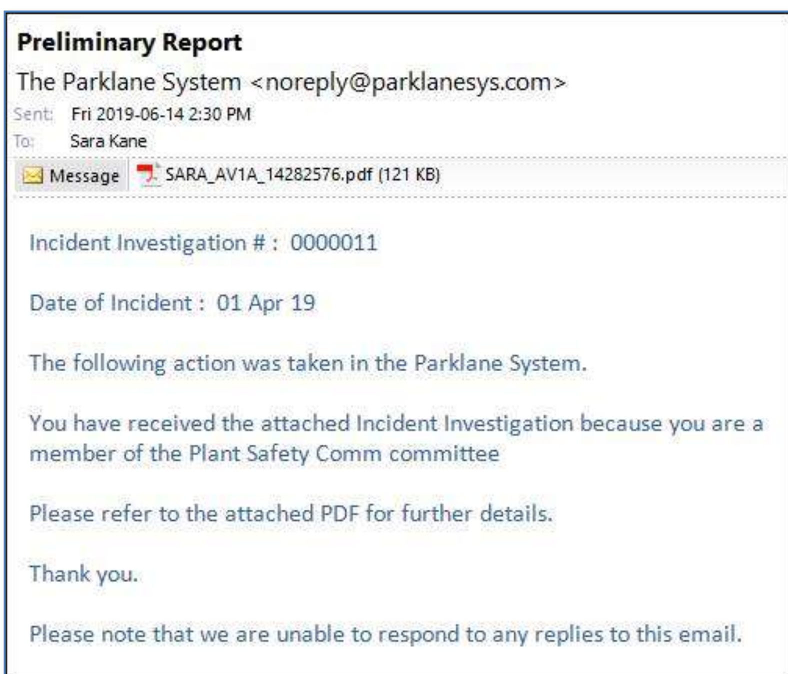
1. Employer's Information — Preliminary Investigation Report Due

Employer's Name (legal name and trade name) Parklane Demo System		
WorkSafeBC account number 1234567890	Operating Location number 853	
Employer's head office address 1234 Grand Ave.		
City Kitchener	Province ON	Postal code L7P 1J6
Employer's representative's name Lisa Sheehan		Phone number (include area code) 519-765-3386
Email address		

2. Injured persons

Last name	First name	Job title
a) JACKSON	TOM	ASSOCIATE
b)		
c)		
d)		

Page 1 of 6 Submit - F5 Page Down Close - F12



Preliminary Report

The Parklane System <noreply@parklanesys.com>

Sent: Fri 2019-06-14 2:30 PM

To: Sara Kane

Message SARA_AV1A_14282576.pdf (121 KB)

Incident Investigation # : 0000011

Date of Incident : 01 Apr 19

The following action was taken in the Parklane System.

You have received the attached Incident Investigation because you are a member of the Plant Safety Comm committee

Please refer to the attached PDF for further details.

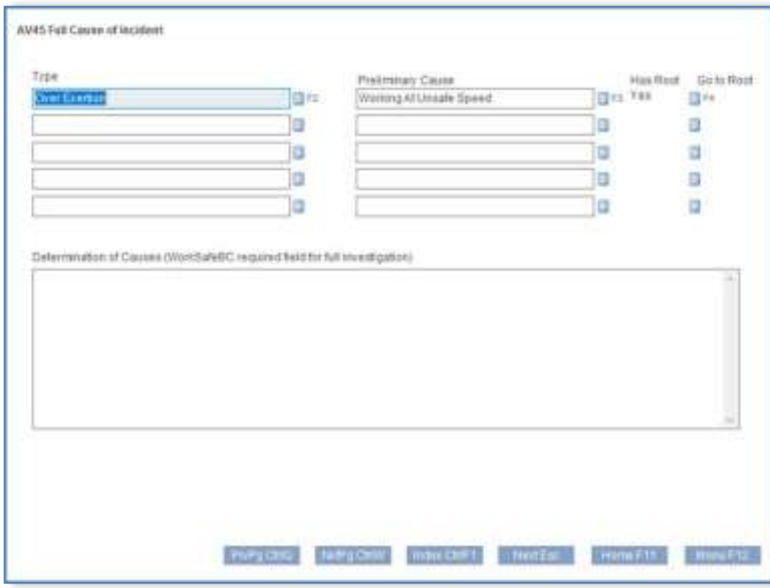
Thank you.

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

Full Investigation

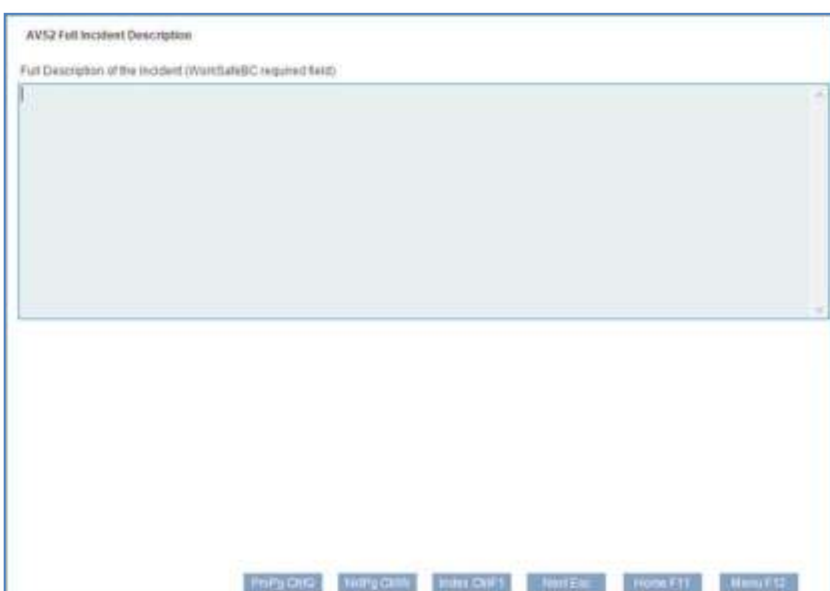
Full Cause of Incident

The Full Cause of Incident panel provides for the type, preliminary and root causes of the incident. These fields will auto-fill from the incident record. If required, additional types, causes and root causes can be added by clicking and selecting from the associated dropdown menu. An additional field is provided for text entry of the determination of causes which will be included on the Full Investigation Form.



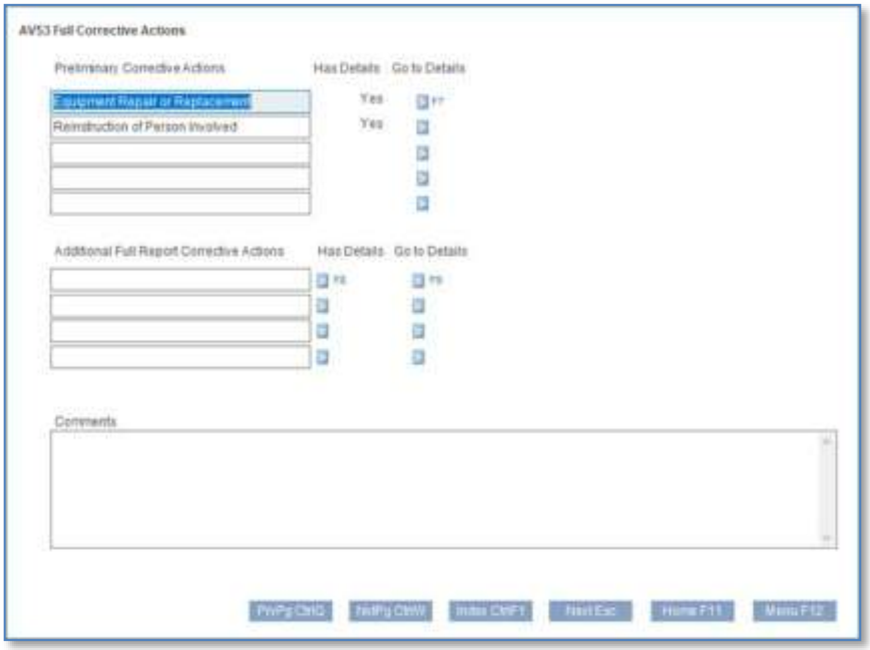
Full Incident Description

This panel provides for manual text entry of a full description of the incident which will be included on the Full Investigation Form.



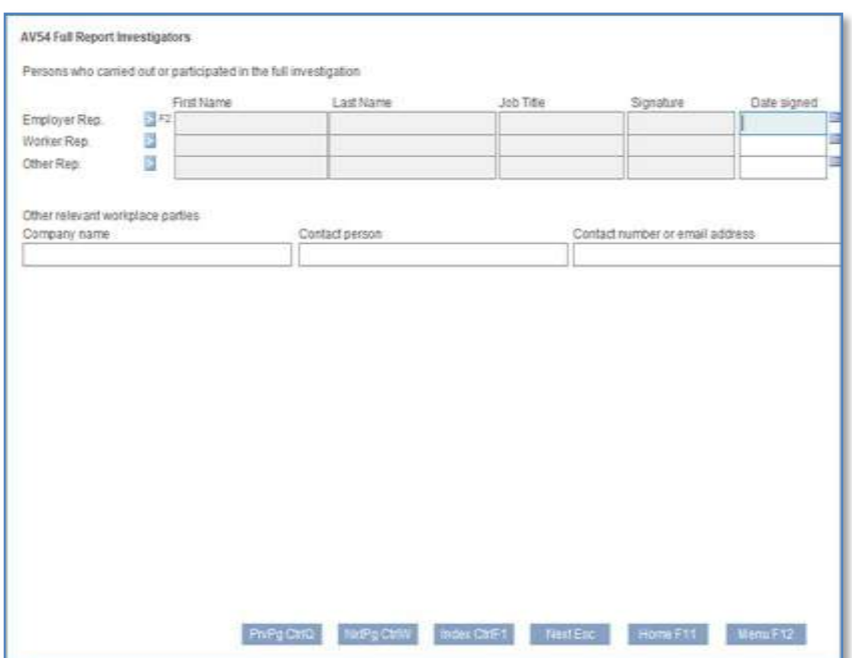
Full Corrective Actions

This panel will auto-fill the corrective actions and details from the preliminary investigation and allow for the tagging of additional corrective actions and details, as they relate to the full investigation, by clicking and selecting from the associated dropdown menu.



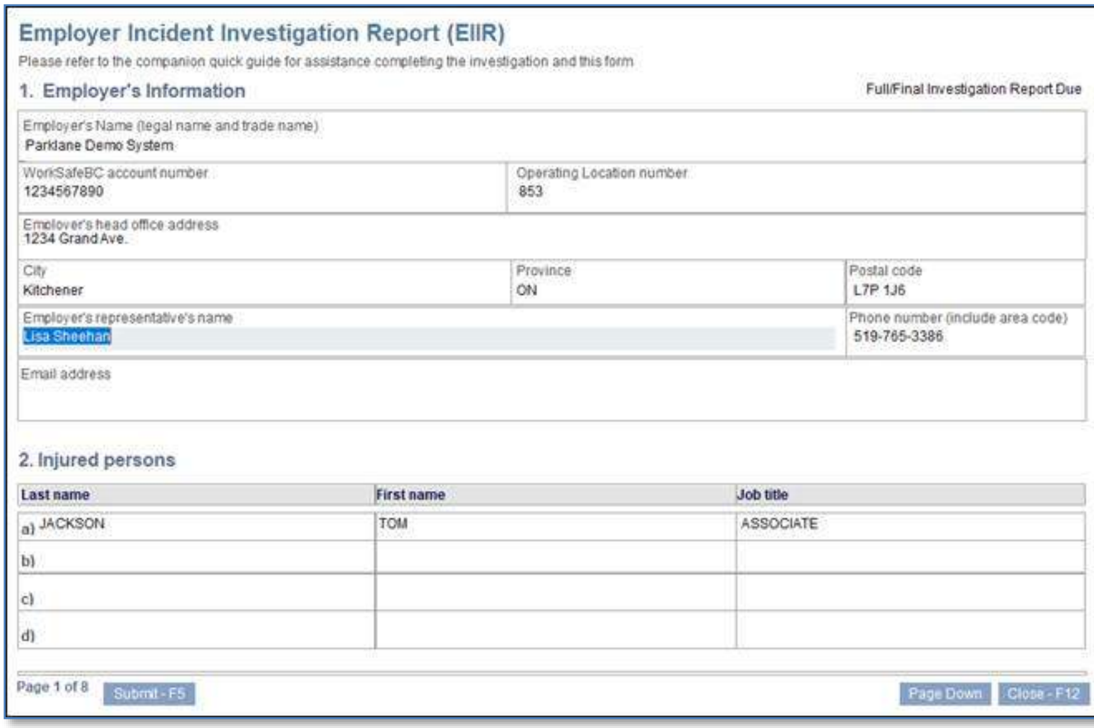
Full Report Investigators

On this panel, identify the individuals who carried out or participated in the full investigation by selecting F2 to search and select. A calendar is provided to select the date signed by the selected individual. Additional fields are provided for text entry other relevant workplace parties that may have been involved in the investigation.



Review & Send Full Investigation

When selecting Review & Send Full Inve(stigation) from the sidebar, the system opens an eight page report which has been auto-filled based by the data entered on previous panels. If required, that information can be revised or if blank, data can be entered on the report. Once revised or entered, that data will update the associated panel in which the field resides. Once complete, select **Submit – F5** to send an email with report attachment to the designated Safety Committee. Due Dates (Targets) associated with the completion of this report will be marked Done.



Employer Incident Investigation Report (EIIR)

Please refer to the companion quick guide for assistance completing the investigation and this form

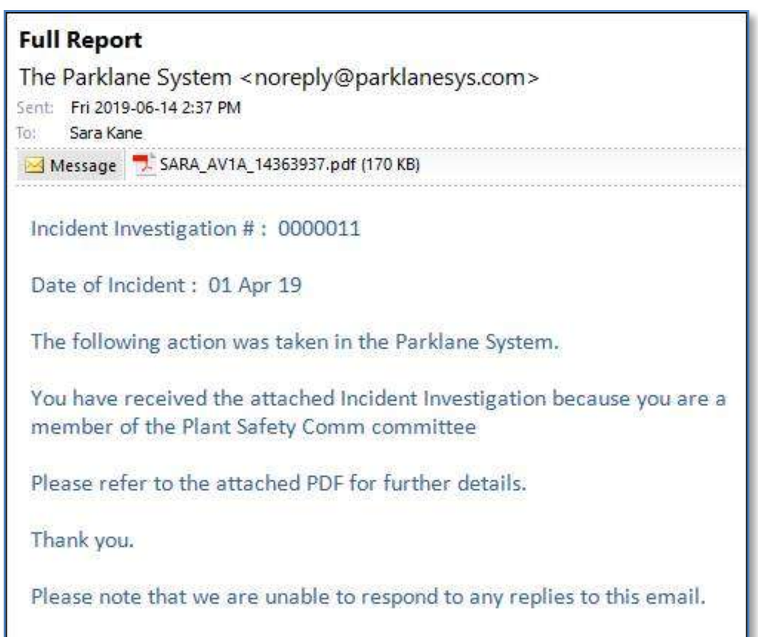
1. Employer's Information — Full/Final Investigation Report Due

Employer's Name (legal name and trade name): Parklane Demo System		
WorkSafeBC account number: 1234567890	Operating Location number: 853	
Employer's head office address: 1234 Grand Ave.		
City: Kitchener	Province: ON	Postal code: L7P 1J6
Employer's representative's name: Lisa Sheehan		Phone number (include area code): 519-765-3386
Email address:		

2. Injured persons

	Last name	First name	Job title
a)	JACKSON	TOM	ASSOCIATE
b)			
c)			
d)			

Page 1 of 8 — Submit - F5 — Page Down — Close - F12



Full Report

The Parklane System <noreply@parklanesys.com>

Sent: Fri 2019-06-14 2:37 PM

To: Sara Kane

Message — SARA_AV1A_14363937.pdf (170 KB)

Incident Investigation # : 0000011

Date of Incident : 01 Apr 19

The following action was taken in the Parklane System.

You have received the attached Incident Investigation because you are a member of the Plant Safety Comm committee

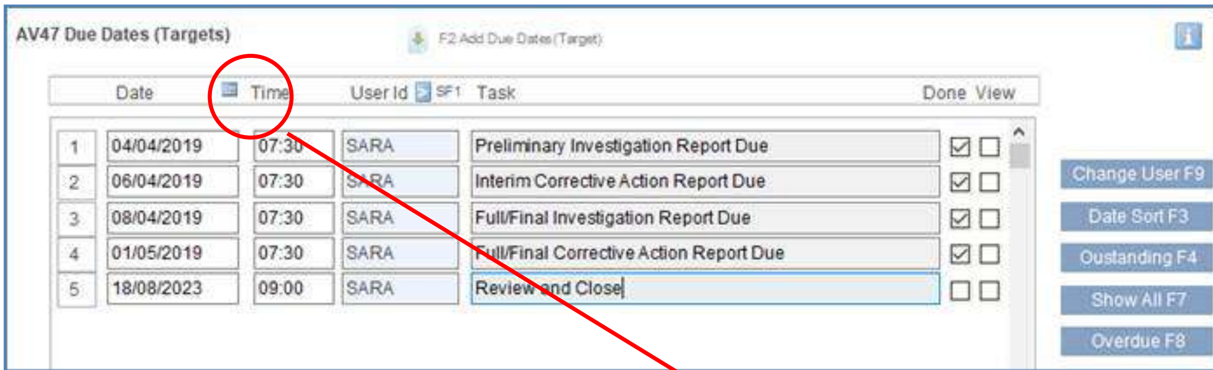
Please refer to the attached PDF for further details.

Thank you.

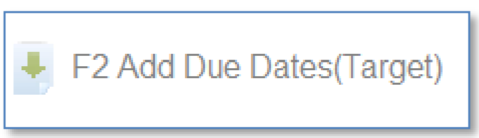
Please note that we are unable to respond to any replies to this email.

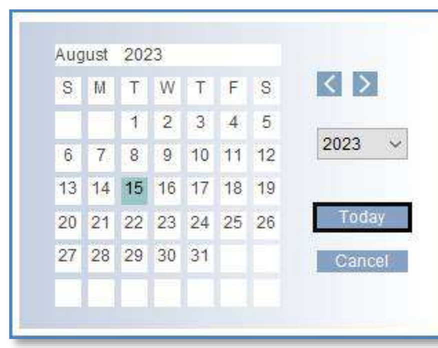
Other

Due Dates (Targets)



A drop down calendar allows an easy method to enter the due dates of the upcoming tasks. The first four tasks are pre-populated and others can be added through the selection of the **F2 Add Due Dates (Target)** button.



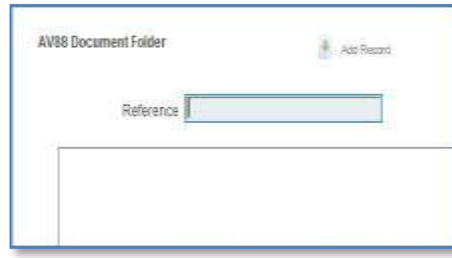


Comments

A 2500 character text field is provided to include any general comments that are applicable to the incident. The date and user are pre-populated and fields are also available when changes are made.

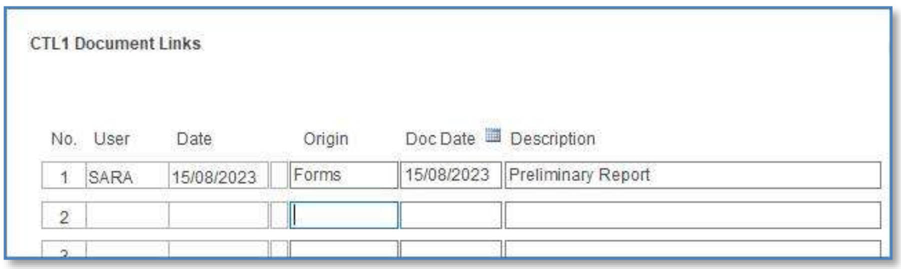
Document Folders

A panel is provided to allow the linking of a folder where documents pertaining to the incident are stored.



Document Links

If the relative documents to this incident are in multiple places, you can link them to the incident through the use of the Document Links panel. A document file can be a Word document, a PDF, or any paper document or image that has been scanned into your computer. Using the process here, the document is <u>copied</u> from your computer to a Parklane folder. Once the document has been linked you may return to this screen and review it anytime.



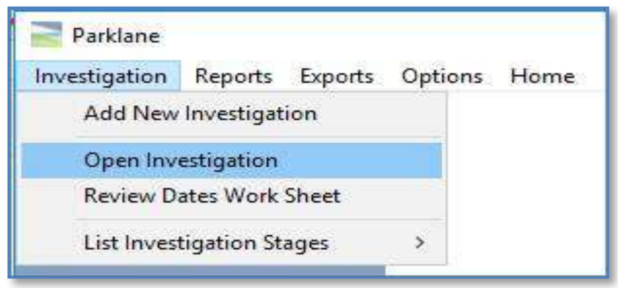
Forms

Several forms are available and can be printed or a PDF can be created for storage or print. Because the amount of information that the forms contain, the full screen is used, hence you will not have access to the sidebar menu or other tasks while this panel is active.

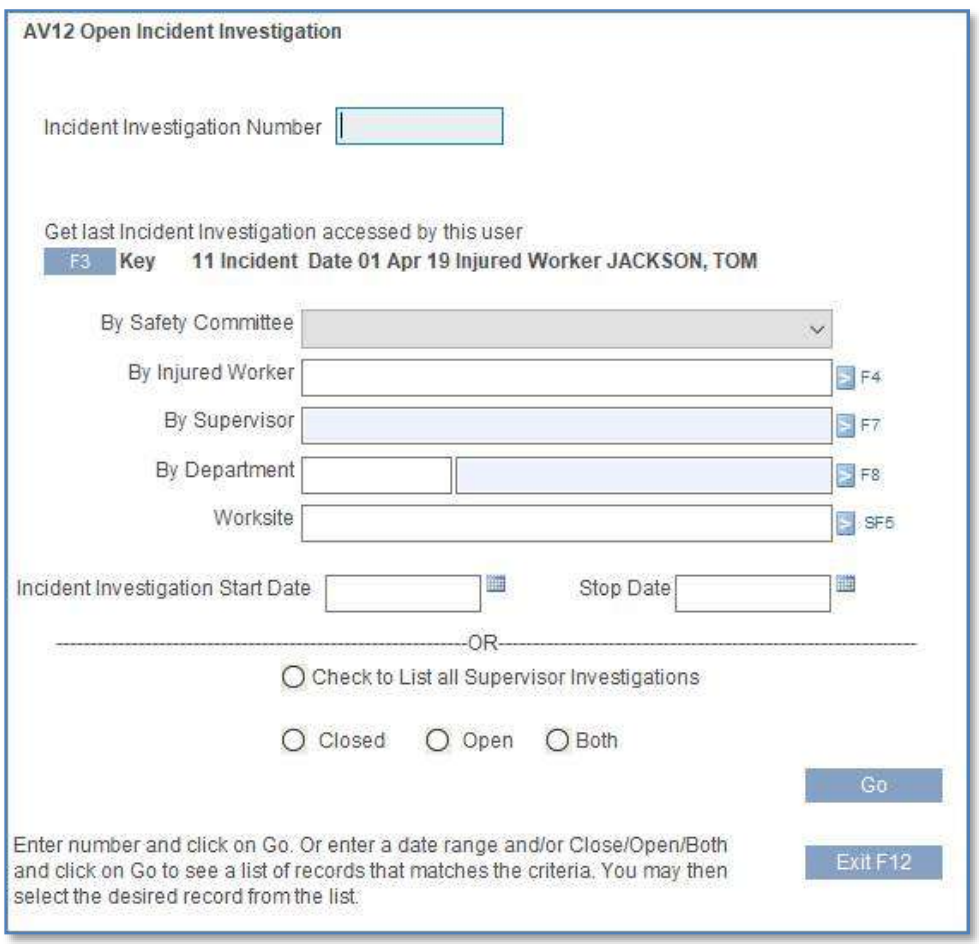
Once you have created a new form or updated an existing one, by clicking on **Print** a copy of the form will automatically be created in the Document Links panel. This will preserve a copy of all forms for future reference. Using the **Print** feature provides a historical record of all forms associated with the investigation including a PDF copy of each.

Open an Investigation

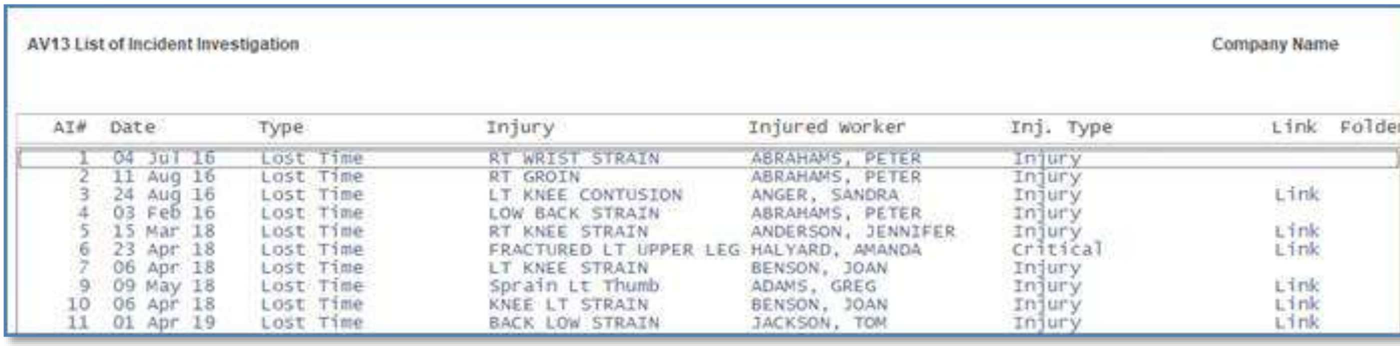
To open an investigation, select **Open Existing Investigation** from the sidebar or **Open Investigation** from the Investigation drop down menu.



There are several options provided to open an investigation.



Selecting the Go option will provide a list of incident investigations. Double click on the chosen record to open.


AV13 List of Incident Investigation

Company Name

AI#	Date	Type	Injury	Injured worker	Inj. Type	Link	Folder
1	04 Jul 16	Lost Time	RT WRIST STRAIN	ABRAHAMS, PETER	Injury		
2	11 Aug 16	Lost Time	RT GROIN	ABRAHAMS, PETER	Injury		
3	24 Aug 16	Lost Time	LT KNEE CONTUSION	ANGER, SANDRA	Injury	Link	
4	03 Feb 16	Lost Time	LOW BACK STRAIN	ABRAHAMS, PETER	Injury		
5	15 Mar 18	Lost Time	RT KNEE STRAIN	ANDERSON, JENNIFER	Injury	Link	
6	23 Apr 18	Lost Time	FRACTURED LT UPPER LEG	HALYARD, AMANDA	Critical	Link	
7	06 Apr 18	Lost Time	LT KNEE STRAIN	BENSON, JOAN	Injury		
9	09 May 18	Lost Time	Sprain Lt Thumb	ADAMS, GREG	Injury	Link	
10	06 Apr 18	Lost Time	KNEE LT STRAIN	BENSON, JOAN	Injury	Link	
11	01 Apr 19	Lost Time	BACK LOW STRAIN	JACKSON, TOM	Injury	Link	

As the system generates a number for each incident investigation created, using that number provides quick access to an existing record.

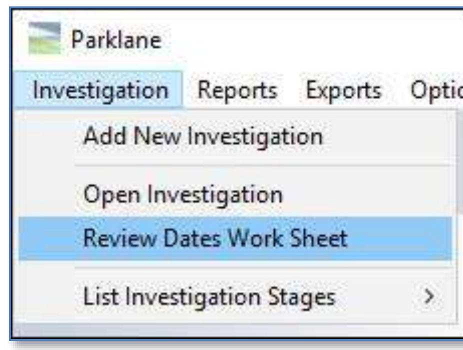
Once the investigation has been opened, the full sidebar menu will become available to review the various panels of the record.

Close an Investigation

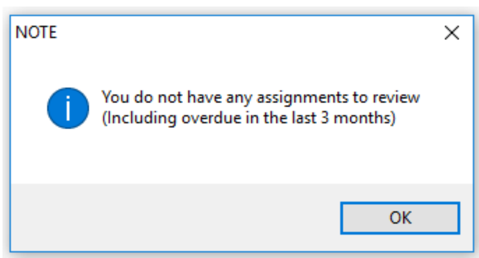
When the investigation is completed, return to the **Description** panel and mark the investigation closed by selecting the **Closed** check box and completing the **Closed Date** field.

Review Dates Work Sheet

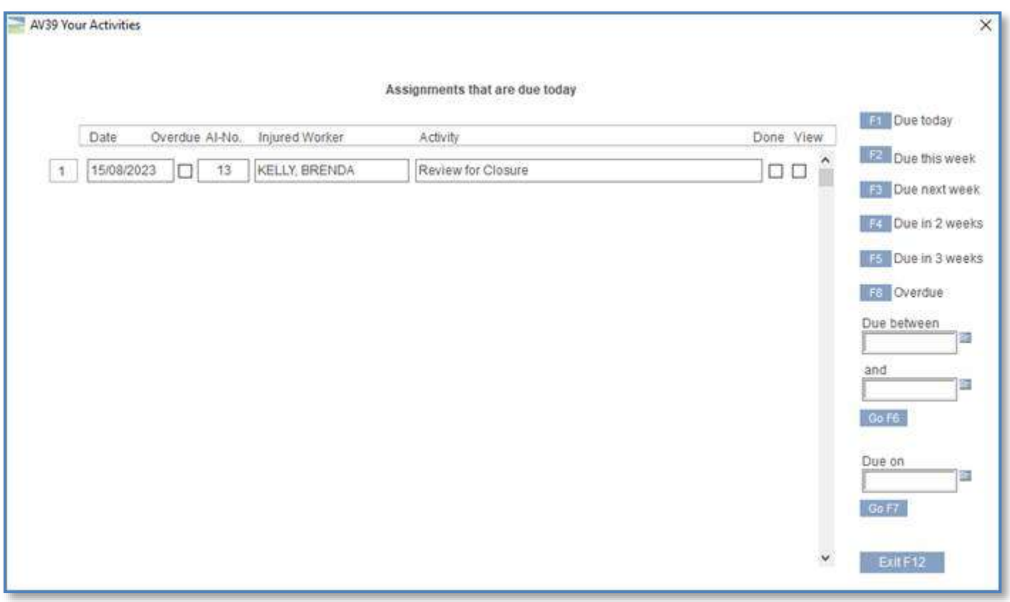
The Review Dates Work Sheet is accessible from the Investigation dropdown.



If there are no current assignments to review, or if there are none overdue in the past three months you will received this notice.



If there are assignments that are due they are shown on the next panel, and can be further sorted by the appropriate due time frame, including upcoming weeks or through a range of dates, or on a particular date in the future.



Reports Available In Incident Investigation

Reports

V1B Multiple Injury Investigation
V1C Injury by Location
V1D Injury by Department
V1E Injury by Supervisor, Contractor
V1F List By Managing Staff
V1G List By Corrective Action
V1H List By Cause
V1J List By Type
V1K List By Seriousness of Injury
V1M Link Incident to Investigation
V1N Corrective Action Details
VLA Accident Investigation Responses

Options

VMD audit Report

Graphs

VHA Investigation Status Report
VHB Target Dates Report
VHC Incident/Investigation Statistics
VHD Corrective Actions

Exports

V2A Multiple Injury Investigation
V2B Type & Cause & Corr Actions
V2C Reported & Witnesses
V2D Investigation Details
V2E Investigation Type Cause & Root
V2F Investigation Corrective Actions
V2G Incident / Investigation Link
V2H Detailed Incidents Log

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