

Incident Reporting System – FAQ

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When to submit a report

What types of incidents should be reported?

Any incident that happens during work related activities needs to be reported. This includes incidents that happen to clients, employees, volunteers, and visitors. This also includes incidents, such as car accidents, that happen outside of a Catholic Charities location or happen while commuting to and from work. Examples of incidents include, but aren't limited to:

- Abuse, Threats/violent situations:
 - **Sexual Harassment/Abuse (Alleged)**
 - By Employee, By Client, By Guest, or Other
 - **Verbal assault-threat**
 - By Employee, By Client, By Guest, or Other
 - **Physical assault**
 - By Employee, By Client, By Guest, or Other
- Accidents involved auto damage:
 - **Auto Accident**
- Fatality/death
 - **Death**
- Any injury requiring medical attention beyond first aid
 - **Injury**
- Any illness requiring medical treatment beyond first aid
 - **Illness**
- Lost/stolen property
 - **Theft/lost or Mislaid**
- Inappropriate Conduct or Misbehavior
 - **Improper Conduct**
 - By Employee, By Client, By Guest, or Other
- Unusual Activities at CCAC
 - **Fraudulent Activity**
 - By Employee, By Client, By Guest, or Other
 - **Suspicious Activity**
 - By Employee, By Client, By Guest, or Other
- Violence occurring among non-Catholic Charities staff or clients, generally outside of or near a Catholic Charities site.
 - **Community Violence**
- Any damage occurred to CCAC property
 - **Damage to Property**
- If none of the above incidents falls into the listed categories
 - **Other**

The incident happened at a non-Catholic Charities location, should I still submit a report?

Any incident that happens during work related activities, or while commuting, needs to be reported.

Do I need to notify my supervisor before submitting a report? What if it's an incident that I don't want my supervisor to know about (ex. Sexual harassment)?

Yes, when an incident happens you should submit an incident report AND notify your supervisor. As part of the incident reporting process, employees should speak with their supervisors about the incident and any follow up that needs to happen. Supervisors review and submit all incidents for their employees.

If an incident occurs that you do not feel comfortable talking to your supervisor about, please reach out to People and Culture.

Accessing the system

How do I access the Incident Reporting System?

1. Link: <https://pear.catholiccharities.net/incidents/>
 - a. You can access the system with any internet connection. No need to go through Citrix!
2. You can also access it through **CC Managed Bookmarks**:
 - a. Click the **Digital Workplace** folder and then select **Incidents Reporting**.

What is the Incident Report Website Address?

<https://pear.catholiccharities.net/incidents/>

What username and password do I use to log into the system?

Use your Catholic Charities email and password

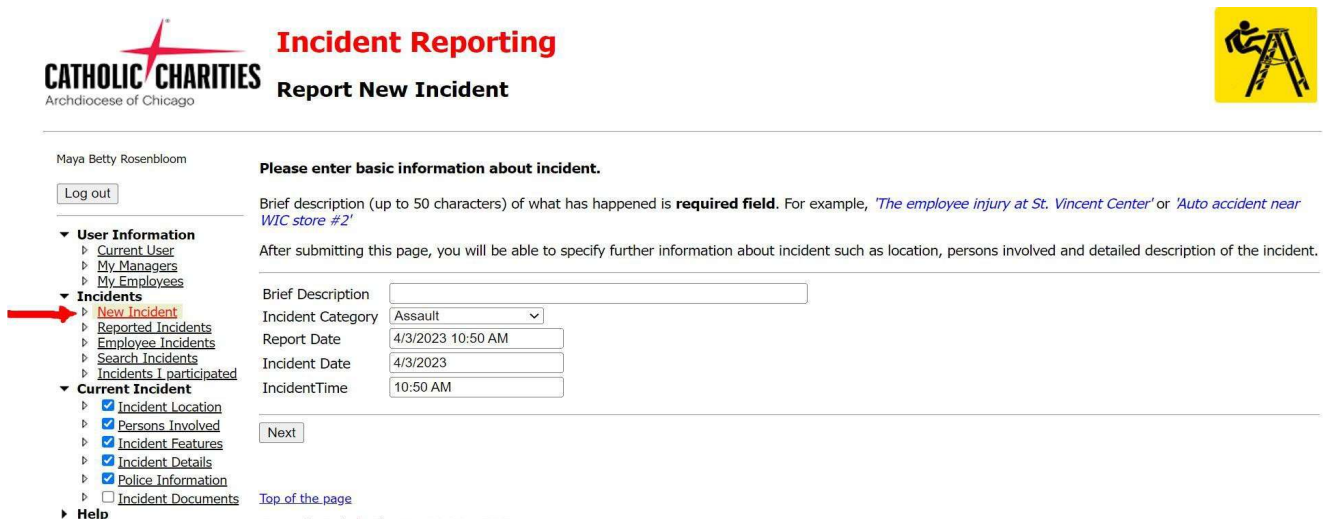
Submitting a report

How do I complete an incident report?

To find the proper step by step training find the file "How to Submit an Incident Report" training manual on the reporting system as shown below.

I can't find the "Report New Incident" button. How do I start a new report?

To start a new incident, you can also click on "Incidents" and then "New Incident" on the left side of the screen



CATHOLIC CHARITIES Archdiocese of Chicago

Incident Reporting
Report New Incident

Maya Betty Rosenbloom

Log out

▼ **User Information**

- ▶ Current User
- ▶ My Managers
- ▶ My Employees

▼ **Incidents**

- ▶ **New Incident**
- ▶ Reported Incidents
- ▶ Employee Incidents
- ▶ Search Incidents
- ▶ Incidents I participated

▼ **Current Incident**

- ▶ Incident Location
- ▶ Persons Involved
- ▶ Incident Features
- ▶ Incident Details
- ▶ Police Information
- ▶ Incident Documents

▶ Help

Please enter basic information about incident.

Brief description (up to 50 characters) of what has happened is **required field**. For example, *'The employee injury at St. Vincent Center' or 'Auto accident near WIC store #2'*

After submitting this page, you will be able to specify further information about incident such as location, persons involved and detailed description of the incident.

Brief Description

Incident Category

Report Date

Incident Date

Incident Time

Next

[Top of the page](#)

What incident type should I choose?

Below are the 14 incident categories and features:

- **Auto Accident**
 - a. Car accidents with personal or agency vehicles (owned, leased or rented cars, transport vans, delivery trucks, SUVs, etc.) Collisions involve fixed objects like trees or buildings, as well as other motor vehicles.
 - b. Estimate of repairs needs to be attached to the Incident Report
 - c. Gallagher and Bassett form completed for agency owned, leased, or rented vehicles
- **Community Violence:** Violence occurring among non-Catholic Charities staff or clients, generally outside of or near a Catholic Charities site. Examples include assaults or fights among groups and shootings in public places, such as schools and on the streets.
 - a. **On Site Property:** Violence took place on a Catholic Charities' site.
 - b. **Within Immediate Vicinity:** Violence that took place outside but in proximity of a Catholic Charities site.
- **Damage to Property:**
 - a. **Vandalism:** Damage to property caused by malicious intent by an individual.
 - b. **Smoke, Fire:** Damage caused by smoke or fire.
 - c. **Wind Damage:** Damage by the force of nature. Examples: extreme wind, hailstorms, tornadoes, and hurricanes.
 - d. **Trespassing:** Coming onto Catholic Charities' property/buildings without permission, remaining on property or in a building without permission or after having been asked to leave.
 - e. **False Alarm:** An alarm (such as a fire or burglar alarm) that is set off needlessly.
 - f. **Flood:** Damage caused by water. Can originate by different sources such as a broken dishwasher hose, a washing machine overflow, a dishwasher leakage, broken/leaking pipes, flood waters, groundwater seepage, and clogged toilets.
 - g. **Power Outage:** Electrical power goes out unexpectedly.
 - h. **Other:** If description does not appear above, use this category to identify the type of damage. Be specific.
- **Death**
 - a. Report death of any **Employee, Client, Guest** or **Other** on CCAC premises.
 - b. For example, given the aging population in many of our senior buildings, there are occasions in which a death occurs and must be reported.
- **Fraudulent Activity:** "Fraud" is any activity that relies on deception to achieve a gain. Fraud is the intentional use of deceit, a trick or some dishonest means to deprive another of his/her/its money, property or a legal right. Examples include but are not limited to embezzlement, misappropriation, or fiscal irregularities; forgery or alteration of checks, drafts, or securities; forgery or alteration of employee benefit or salary-related items such as timecards, billings, claims, or changes in beneficiary.
- **Illness:** Any illness requiring medical treatment beyond first aid. Both workplace and commuting related illness to an employee, client, guest or other.

- **Improper Conduct:** behavior exhibited by an employee, client, guest, or other individual that is unprofessional, disrespectful, or otherwise inappropriate within the workplace setting. This type of behavior undermines a safe, inclusive, and productive work environment.
- **Injury** - Any injury requiring medical treatment beyond first aid.
 - a. If the injury involves an employee or volunteer, **Form 45** must be completed and attached to the incident report.
 - **Fall-Related Incidents:**
When reporting incidents, it's important to determine whether the injury resulted from a fall:
 - **Fall:** An incident in which a client or employee sustains an injury **because of a fall**, regardless of the circumstances.
 - **Fall – Precise Location Categories:**
 - Only add location if the fall occurred.
 - **Common Area:** Includes all shared spaces within CCAC properties, such as hallways, reception areas, stairwells, elevators, kitchens, and dining areas.
 - **Residential Units:** Applies to incidents that occur inside private residential units located on CCAC properties.
 - **Outside:** Refers to external areas on CCAC properties, such as parking lots, playgrounds, gardens, and backyards.
 - **Other:** Covers incidents reported as falls that do not clearly fit into the above categories or do not meet the specific criteria for classification.
- **Physical Assault** - Intentionally causing or attempting to cause physical harm to another through force or violence.
- **Sexual Harassment/ Abuse (Alleged):** This category refers to any reported incident in which sexual harassment or abuse is alleged to have been committed by a client, employee, guest, or other individual.
- **Suspicious Activity:** Suspicious activity is any observed behavior that could indicate a person may be involved in a crime or about to commit a crime. Whether behavior is suspicious often depends on the circumstances. Depending on circumstances, examples could include leaving packages, bags or other items behind; exhibiting unusual mental or physical symptoms; unusual noises like screaming, yelling, gunshots or glass breaking.
- **Theft/ lost or Mislaid** - Property taken from the owner, lost by the owner or intentionally left in a place by the owner but is accidentally left behind (mislaid). This includes agency-owned property (any electronic device i.e. iPad, Blackberry, laptop, or cellular phone containing employee or client data.), employee property, or client property
 - a. **Identity theft:** Identity theft and identity fraud are terms used to refer to all types of crime in which someone wrongfully obtains and uses another person's personal data in some way that involves fraud or deception, typically for economic gain.
 - b. **Potential Identity Theft:** Potential Identity Theft means warning signs of ID theft which includes but is not limited to receiving bills for items you did not buy; receiving denial letters

for loan applications that you didn't initiate; receiving notices from government agencies for benefit assistance you did not apply for (i.e., fraudulent unemployment insurance claims).

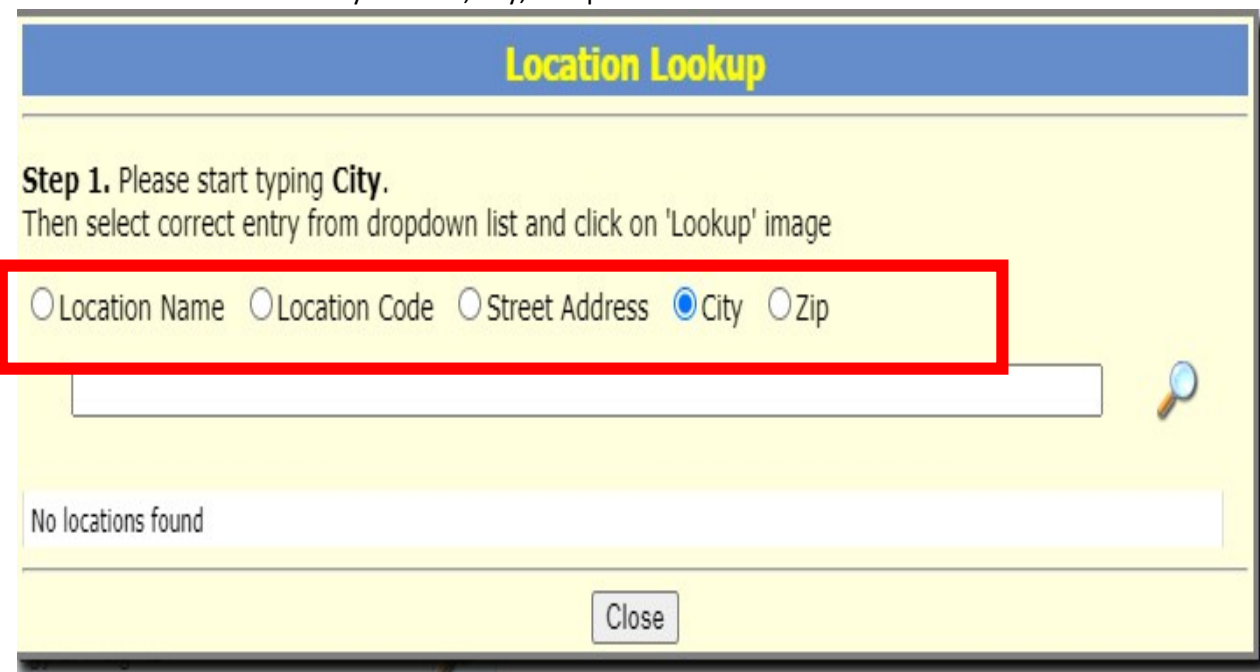
- **Verbal Assault - Threat** - A threat of an immediate harm or, the use of offensive language directed at a person which would be likely to provoke a reasonable person (example: excessive taunting or teasing, bullying or other verbal harassment).
- **Other** - Other incidents that do not fit into the categories above.

I don't know my employee ID, what should I do?

Instead of entering your employee ID manually, click on the **magnifying glass** next to **Participant's Name**. This will allow you to search employees by name and auto-populate the information on the page.

I don't know the official name of the building where the incident occurred, what should I do?


If you don't know the name of the building where the incident took place, you can also search for the location by address, city, or Zip Code.



Location Lookup

Step 1. Please start typing **City**.
Then select correct entry from dropdown list and click on 'Lookup' image

☐ Location Name
 ☐ Location Code
 ☐ Street Address
 ☒ City
 ☐ Zip



No locations found

When do I need to complete the "Police Information" section of the report?

The **Police Information** of the report needs to be completed if the police were contacted or were involved with the incident. If there is a police report, it needs to be attached in the **Incident Documents** section of the report.

Form 45

When do I need to complete Form 45?

Form 45 needs to be completed if the incident involves an injury to an employee or volunteer. If a client is injured, no form needs to be completed. Once the form is complete, attach it to the report in the **Incident Documents** section

Where do I find Form 45?

In the **Incident Features** section of the report, click on **IL Form 45** under the injury section

☒ **Injury**

☒ Employee (submit [IL Form 45](#)) ☐ Volunteer (submit [IL Form 45](#)) ☐ Client ☐ Guest ☐ Other

☐ IL Form 45 Attached

☒ Fall

Location (only if fall reported)

Select ▼

Select

- Common Area
- Residential Unit
- Outside
- Other

☐ By Client ☐ By Guest ☐ Other

Abuse (Alleged)

☐ By Client ☐ By Guest ☐ Other

Where do I submit Form 45?

Once the form is complete, attach it to the report in the **Incident Documents** section.

Incident Documents

No uploaded documents exist for selected incident

No uploaded documents found for Incident ID: **937**

Upload file: Capture.JPG

Gallagher Bassett Form

When do I need to complete Gallagher and Bassett Form?

Gallagher and Bassett needs to be completed if the incident involves an auto accident with an agency owned, leased, or rented vehicle. Once the form is complete, attach it to the report in the **Incident Documents** section

Where do I find Gallagher and Bassett Form?

In the **Incident Features** section of the report, click **Gallagher Bassett Form** under the Auto Accident section

Please select the incident features below

☒ **Auto Accident**

☐ Personal Vehicle

☐ Agency Vehicle

☐ Car Towed

☐ Estimate of Repair Attached

Vehicle License #

☐ Gallagher Bassett auto accident form attached

[Gallagher Bassett Form](#) document is used to report AGENCY OWNED, LEASED, or RENTAL VEHICLES involved in an accident.

Where do I submit the Gallagher and Bassett Form?

Once the form is complete, attach it to the report in the **Incident Documents** section.

Incident Documents

No uploaded documents exist for selected incident

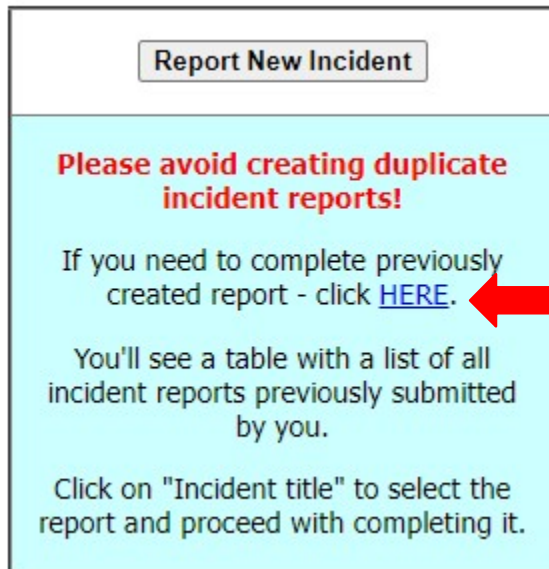
No uploaded documents found for Incident ID: **937**

Upload file: Capture.JPG

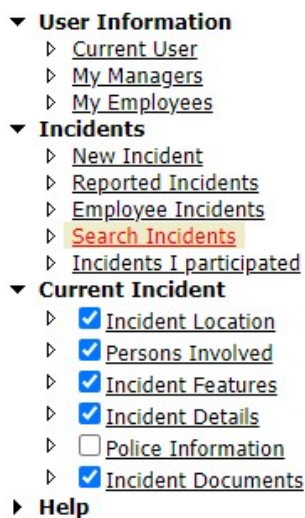
Editing a Report

I started a report, how do I go back in to finish?

1. Log into the Incident Reporting System and you will see a bright blue box. Click “**Here**” to complete a previously started report.



* If you do not see the blue box, click **Search Incidents** on the left side of the screen*



2. Click on the report you would like to edit. The report will turn **RED** when it's selected.

3. On the left side of the screen, click on the page under **Current Incident** that you would like to return to

[Log out](#)

▼ **User Information**

- ▷ [Current User](#)
- ▷ [My Managers](#)
- ▷ [My Employees](#)

▼ **Incidents**

- ▷ [New Incident](#)
- ▷ [Reported Incidents](#)
- ▷ [Employee Incidents](#)
- ▷ [Search Incidents](#)
- ▷ [Incidents I participated](#)

▼ **Current Incident**

- ▷ ☒ [Incident Location](#)
- ▷ ☒ [Persons Involved](#)
- ▷ ☒ [Incident Features](#)
- ▷ ☒ [Incident Details](#)
- ▷ ☐ [Police Information](#)
- ▷ ☒ [Incident Documents](#)

Incident ID

Area #

Location

Incident Date From: To:

☒ Default from 1 year ago

Incident Title

Incident Status

Category

Please don't click multiple times on the links displayed in the

ID	Incident Title	Incident Date	Status
938	testss	4/3/2023 2:10:00 PM	Report In Progress
937	testers	4/3/2023 10:50:00 AM	Report In Progress
936	testss	3/31/2023 3:48:00 PM	Report In Progress
932	Client slip and fall outside 721	3/26/2023 9:15:00 AM	Report In Progress
931	asas	3/27/2023 8:54:00 AM	Report In Progress
929	testss	3/17/2023 10:48:00 AM	Report In Progress

How can I edit an incident report?

1. In general, if you go to the page you want to edit, you can select **Edit** at the bottom, make the necessary changes, then select **Update**

Incident Location Information	
Location	St. Vincent Center
Location Code	111
Address	721 N La Salle
City, State, Zip	Chicago, IL 60654
Department	Data Strategy & Insights
Area #	1114
Impact Area	Finance & Administration

[Edit](#)

Incident Location Information	
<p>Please Always click magnifying glass (🔍) to assist with populating fields (both for location and department/area).</p> <p>If incident didn't happen at Catholic Charities Location - please provide an address, don't select Catholic Charities location</p>	
Incident at Catholic Charities Location?	<input checked="" type="checkbox"/>
Location	St. Vincent Center 🔍
Location Code	111
Address	721 N La Salle
City, State, Zip	Chicago IL 60654 🔍
Department	Data Strategy & Insights 🔍
Area #	1114
Impact Area	Finance & Administration

[Update](#) [Cancel](#)

I accidentally entered the wrong person in the “Persons Involved” page. How do I delete them?

At the bottom of the page is a **Delete** button in blue. Select the **Delete** button to delete the person from the report

How can I delete an Incident Report?

If you need to delete an incident report, select **Search Incidents** on the left side. You will see a table with all your incidents. Under the **Actions** column on the right, select **Delete**.

Manager Review Process

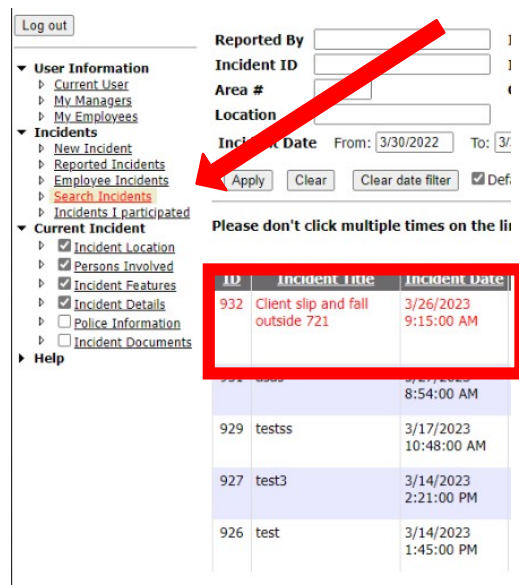
What happens after someone submits a report?

1. After a report is submitted, an email is sent to the reporter’s manager.
2. The manager will review and submit the incident report within 24 hours of the incident.
 - a. An email is then sent to the submitter’s management chain, the Impact area VP, and others who need to be notified about the incident.
3. Within 48 hours of the incident, an update to the incident report detailing additional actions taken must be submitted by the manager.

What does the manager review process look like?

After an employee submits an incident report, the manager review process begins. The manager will receive an email notifying them that the report was submitted. The manager then will review and approve the report within 24 hours of the incident.

1. To review the report, click on the link in the email to go to the incident reporting system and log in with you Catholic Charities email and password
2. Once in the system, click on "Search Incidents" on the left side and click on the incident you would like to review. The incident that is red is the one selected.



Log out

▼ User Information

- ▶ Current User
- ▶ My Managers
- ▶ My Employees

▼ Incidents

- ▶ New Incident
- ▶ Reported Incidents
- ▶ Employee Incidents
- ▶ **Search Incidents**
- ▶ Incidents I participated

▼ Current Incident

- ▶ ☒ Incident Location
- ▶ ☒ Persons Involved
- ▶ ☒ Incident Features
- ▶ ☒ Incident Details
- ▶ ☐ Police Information
- ▶ ☐ Incident Documents

▼ Help

Reported By:

Incident ID:

Area #:

Location:

Incident Date: From: 3/30/2022 To: 3/30/2022

☒ Def

Please don't click multiple times on the link

ID	Incident Title	Incident Date
932	Client slip and fall outside 721	3/26/2023 9:15:00 AM
929	testss	3/17/2023 10:48:00 AM
927	test3	3/14/2023 2:21:00 PM
926	test	3/14/2023 1:45:00 PM

- Next select **Incident Location** on the left to review the information in the report. You can toggle between pages by clicking on the page names on the left under **Current Report** or on the bottom of the screen.

Log out

User Information

- Current User
- My Managers
- My Employees

Incidents

- New Incident
- Reported Incidents
- Employee Incidents
- Search Incidents

Current Incident

- ☒ Incident Location
- ☒ Persons Involved
- ☒ Incident Features
- ☒ Incident Details
- ☐ Police Information
- ☐ Incident Documents

Help

Reported By:

Incident ID:

Area #:

Location:

Incident Date From: 3/30/2022 To: 3/30/2023

Apply Clear Clear date filter ☒ Def

Please don't click multiple times on the li

ID	Incident Title	Incident Date
932	Client slip and fall outside 721	3/26/2023 9:15:00 AM
931	asas	3/27/2023 8:54:00 AM
929	testss	3/17/2023 10:48:00 AM
927	test3	3/14/2023 2:21:00 PM
926	test	3/14/2023 1:45:00 PM

- If you need to edit any information, select **Edit**, edit the information, then make sure to select **Update**.

Incident Location Information

Please Always click magnifying glass (🔍) to assist with populating fields (both for location and department/area).

If incident didn't happen at Catholic Charities Location - please provide an address, don't select Catholic Charities location

Incident at Catholic Charities Location? ☒

Location: St. Vincent Center

Location Code: 111

Address: 721 N La Salle

City, State, Zip: Chicago, IL 60654

Department: Data Strategy & Insights

Area #: 1114

Impact Area: Finance & Administration

[Edit](#)

[Update](#) [Cancel](#)

- After reviewing the report, click **Submit Incident Report** and this will send an email to your management chain, the Impact area VP, and others who need to be notified about the incident.

Incident Details	
Incident ID	932
Incident Title	Client slip and fall outside 721
Incident Date	3/26/2023 09:15 AM
External forms	<input type="checkbox"/> Form 45 <input type="checkbox"/> Gallagher and Bassett Form
Incident Description	Joe Smo fell by the gate of the main door at 721. Client got up and was limping
Action Taken	I helped client walk into the building. They sat at the couch and I let reception know.
Update on Action Taken	
Edit	

[Incident Location](#) [Persons Involved](#) [Incident Features](#) [Police Information](#) [Incident Documents](#)

When should the manager review and submit the Incident Report?

The manager should review and approve the report within 24 hours of the incident

Who is notified after the manager submits the report?

An email is then sent to the submitter's management chain, the Impact Area VP, and others who need to be notified about the incident.

Incident Follow Up

What does the update on actions taken process look like?

Within 48 hours of the incident, managers should update the incident report with additional actions taken since the report was first submitted.

As a reminder, to get into the incident reporting system, click on **CC Managed Bookmarks, Digital Workplace, Incidents Reporting**. Log in with your Catholic Charities email and password, click **Search Incidents**, and select the incident you'd like to update.

- Then select **Submit Incident Report**. This will notify the designated people that the report has been updated with the action taken.

Incident Details	
Incident ID	932
Incident Title	Client slip and fall outside 721
Incident Date	3/26/2023 09:15 AM
External forms	<input type="checkbox"/> Form 45 <input type="checkbox"/> Gallagher and Bassett Form
Incident Description	Joe Smo fell by the gate of the main door at 721. Client got up and was limping
Action Taken	I helped client walk into the building. They sat at the couch and I let reception know.
Update on Action Taken	

[Edit](#)

[Incident Location](#) [Persons Involved](#) [Incident Features](#) [Police Information](#) [Incident Documents](#)

When should the manager submit the update on actions taken?

Within 48 hours of the incident, managers should update the incident report with additional actions taken since the report was first submitted. The manager should then re-submit the report.

Who is notified when the manager submits the update on actions taken?

Once the manager submits the report for the second time, an email is then sent to the submitter's management chain, the Impact area VP, and others who need to be notified about the incident.