

Manager Review and Update on Actions Taken Processes

Manager Review Process

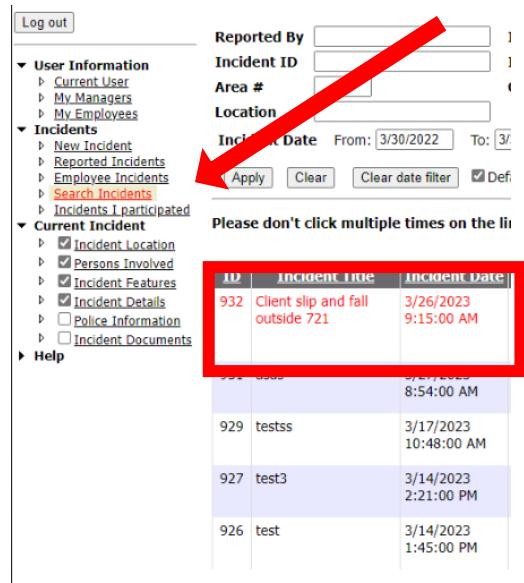
What happens after someone submits a report?

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 your 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

Default

Please don't click multiple times on the list

ID	Incident Title	Incident Date
932	Client slip and fall outside 721	3/26/2023 9:15:00 AM
928	asdasd	3/17/2023 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

3. 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.

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- Police Information
- Incident Documents

Help

Reported By: []

Incident ID: []

Area #: []

Location: []

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

Apply Clear Clear date filter Def.

Please don't click multiple times on the list.

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

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

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

Update **Cancel**

5. 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	Category	Injury, Illness
Incident Title	Client slip and fall outside 721		
Incident Date	3/26/2023 09:15 AM	Duration	
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			
Submit for Review by Manager		Submit Incident Report	Edit

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.

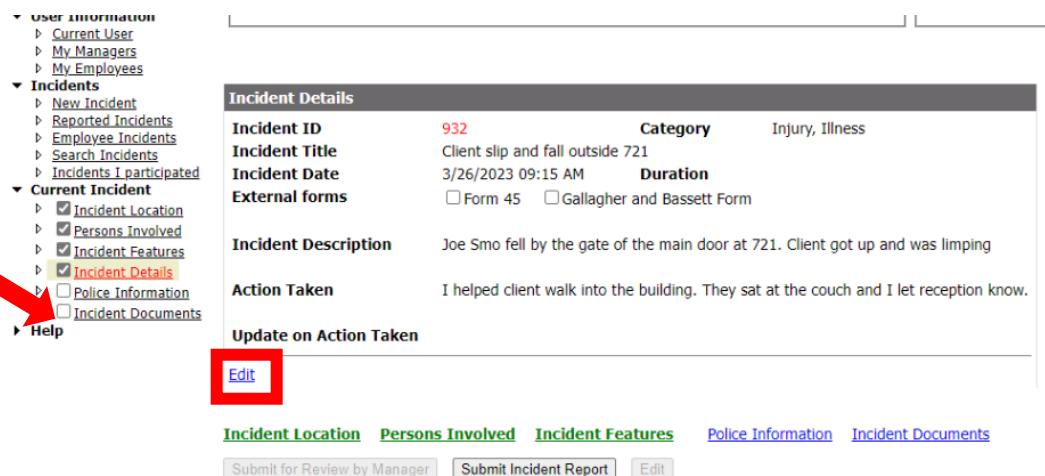
Update on Actions Taken

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.

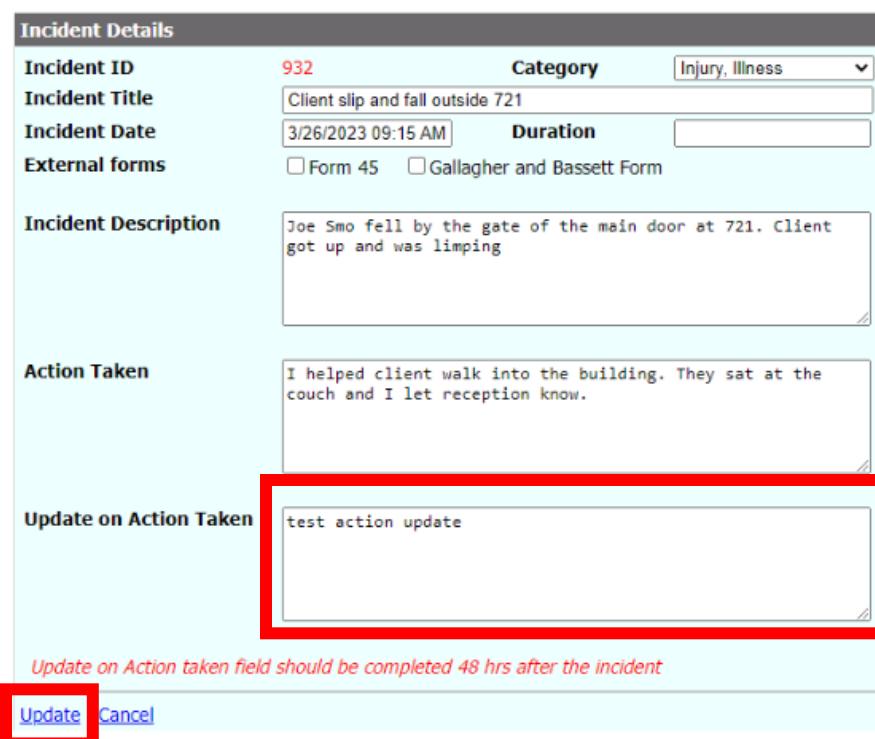
As a reminder, to get into the incident reporting system, click on **CC Managed Bookmarks, Digital Workplace, Incidents Reporting**. Log in with your Catholic Charities email and password, click **Search Incidents**, and select the incident you'd like to update.

1. Select **Incident Details** on the left. Click the edit button



The screenshot shows the 'Incident Details' page. On the left, a sidebar lists navigation options: 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), and Help. A red arrow points to the 'Edit' button in the 'Update on Action Taken' section. Below the main content are tabs for Incident Location, Persons Involved, Incident Features, Police Information, and Incident Documents, along with buttons for Submit for Review by Manager, Submit Incident Report, and Edit.

2. Detail the **Update on Action Taken** and select **Update**.



The screenshot shows the 'Incident Details' page with the 'Update on Action Taken' field highlighted. The field contains the text 'test action update'. A red box highlights this field and the 'Update' button at the bottom of the page. A note at the bottom states: 'Update on Action taken field should be completed 48 hrs after the incident'.

3. 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	Category	Injury, Illness
Incident Title	Client slip and fall outside 721		
Incident Date	3/26/2023 09:15 AM	Duration	
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			
Submit for Review by Manager Submit Incident Report Edit			

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.