Manager Review and Update on Actions Taken Processes
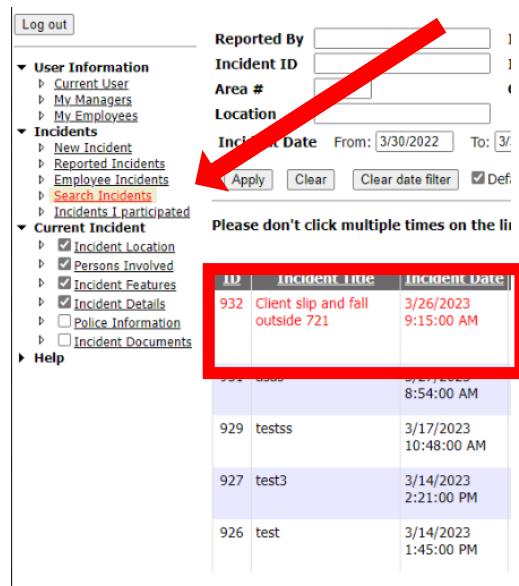
Manager Review Process

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 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.

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.

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

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	☐ Form 45 ☐ 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.
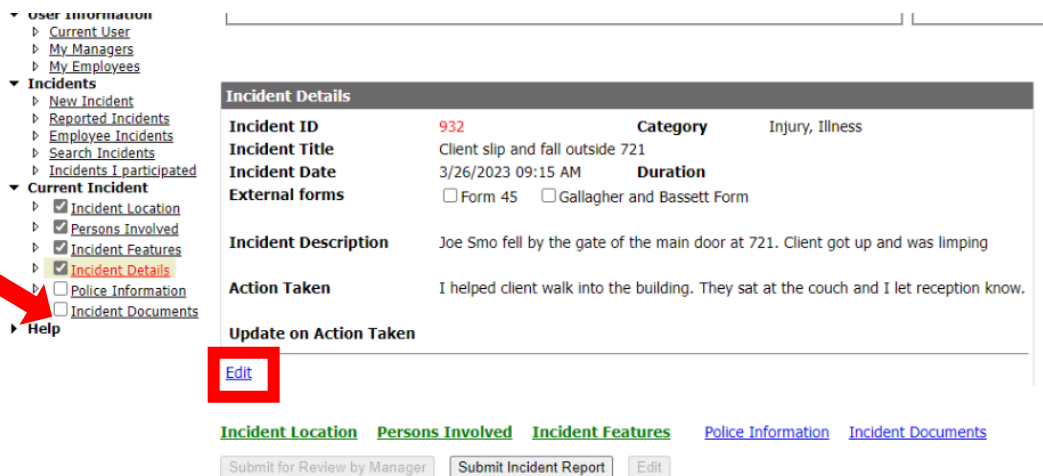
Update on Actions Taken

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

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

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

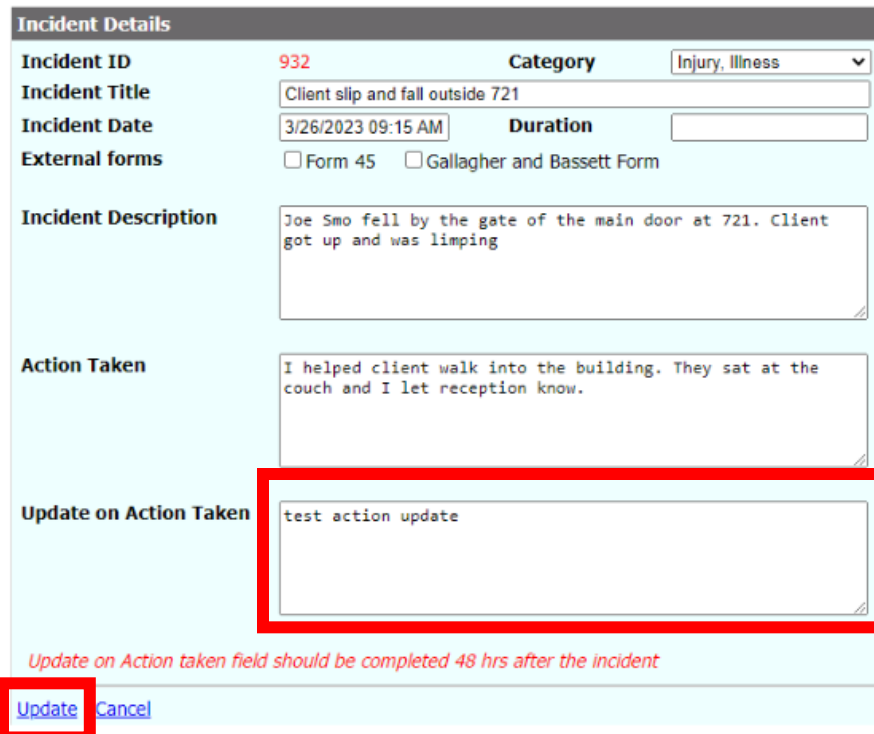| Incident Details			
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Incident Location   Persons Involved   Incident Features   Police Information   Incident Documents

[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.