

## Incident Reporting Webpage – Version 3 (January 2017)

With Version 3 of the incident reporting webpage we have some important changes for users:

1. Each care facility will use its own, private password that is created by users.
2. Passwords can be changed, and forgotten passwords can be corrected.
3. Incidents can be saved and retrieved to submit at a later time.

Here is how version 3 looks and can be used: This document is for [new users](#) and [returning users](#)

### New Users

1. Open the Residential Facilities or the Child Care Facilities webpage,  
[http://www.viha.ca/mho/licensing/child\\_care\\_facilities.htm](http://www.viha.ca/mho/licensing/child_care_facilities.htm)  
[http://www.viha.ca/mho/licensing/residential\\_facilities.htm](http://www.viha.ca/mho/licensing/residential_facilities.htm)
2. Select the link [Incident Reporting](#)

Residential Facilities
MHO Publications
Pesticides
Population & Health Statistics
Tobacco
UV Tanning Beds
Drinking Water
Contact Us
Forms
Recreational Water
Sewerage and Subdivision

· an adult who is vulnerable because of family circumstances, age, disability, illness or frailty; and dependent on caregivers for continuing assistance or direction in the form of three (3) or more prescribed services.

**Prescribed services are defined in the Community Care and Assisted Living Regulation as:**

- regular assistance with activities of daily living, including eating, mobility, dressing, grooming, bathing or personal hygiene;
- central storage of medication, distribution of medication, administering medication or monitoring the taking of medication;
- maintenance or management of the cash resources or other property of a resident or person in care;
- monitoring of food intake or of adherence to therapeutic diets;
- structured behaviour management and intervention;
- psychosocial rehabilitative therapy or intensive physical rehabilitative therapy.

Licensing Officers inspect, license and monitor over 200 licensed residential care facilities in Island Health.

**Submitting Reportable Incidents Online**

As of June 1, 2015, our electronic incident report form is live and available for use by licensed Residential Care facilities across the island to submit their reportable incidents to Licensing.

If you submit your reportable incidents to Licensing electronically, please print out a copy for your own records and a copy to send to your funding body (if applicable). When you hit submit, the electronic incident report form is sent to Licensing only. If you have submitted an electronic incident report form, you do not have to send a hard copy of the form to Licensing.

Access the electronic [Incident Reporting](#) form.

**Helpful Resources**

- [Residents Bill of Rights](#)
- [Office of the Assisted Living Registrar](#)
- [Canada's Food Guide](#)
- [Meals and More](#) A food and nutrition manual for homes of adults and children with 24 or fewer in care
- [Audits and More](#) A nutrition and food services audit manual for facilities with 25 or more persons in care
- [Healthy Families BC](#)
- [Patient Care Quality Office](#)
- [BCCDC Facility Immunization Policy](#)

**Applying for a license (PDF)**

- [Steps to Obtaining a CCF License- Residential](#)
- [Licensing of Residential Facilities](#)
- [Criminal Record Checks](#)

3. This page will open

[Home](#) | [Food Inspections](#) | [Drinking Water](#) | [Recreational Water](#) | [Community Care Inspections](#) | [Personal Service](#) | [Outbreak](#) | [Water Samples](#)

## Vancouver Island Health Authority

The Medical Health Officer (MHO) for the Vancouver Island Health Authority oversees a wide variety of initiatives designed to promote and protect public health. Public health is the organized effort of society to protect and improve the population's health and well being through health promotion; reducing inequalities in health status; prevention of disease, injury, disability, and premature death; and protection from environmental and other hazards to health.

This website has information relating to:

- [Food Facility Inspections](#)
- [Water System Inspections](#)
- [Water system quality \(boil water notices\)](#)
- [Water Samples](#)
- [Recreational Water Facility Inspections](#)
- [Community Care Inspections](#)
- [Community Care Incident Reporting](#)
- [Outbreak](#)

For more information about the Medical Health Officer and the public health portfolio, please visit the [Medical Health Officer](#) website or contact your local [Environmental Health Officers](#).

### Online Information and Resources

- [Vancouver Island Health Authority](#)
- [Medical Health Officer](#)
- [Food Safety - Health Protection and Environmental Services](#)
- [Community Care Facilities Licensing](#)
- [Tobacco Control](#)
- [Health Protection and Environmental Services Contacts \(Environmental Health Officers\)](#)

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Select the link for Community Care Incident Reporting. You will be taken to this page.

## Login

Type

City

Facility

Password

Login

Create Account

Forgot Password

Change Password

Please have all incident information ready prior to logging in as the Reportable Incident Form is limited to 45 minutes.

4. Select [Create Account](#)
5. Select the down arrows to find the name of the facility you wish to enter an incident form for, and the facility contact email address. **IMPORTANT- Island Health must have the facility contact email; please inform your Licensing Officer what email address you will be using.**
6. An email will be sent to the facility contact with instructions and a link to create a password.

7. Once the link has been sent, return to incident webpage and use the down arrows for the type of facility (residential, childcare or hospital act), city and facility name. Enter the password you created and select



**Login**

Type

City

Facility

Password

[Login](#)

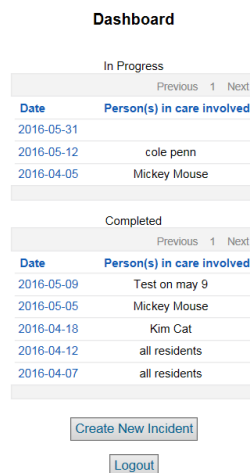
[Create Account](#)

[Forgot Password](#)

[Change Password](#)

**Please have all incident information ready prior to logging in as the Reportable Incident Form is limited to 45 minutes.**

8. Select the login button and you will be taken to this page, called the dashboard.



The screenshot shows a dashboard with two main sections: 'In Progress' and 'Completed'. Each section contains a table with columns for 'Date' and 'Person(s) in care involved'. Below the tables are two buttons: 'Create New Incident' and 'Logout'.

In Progress	
Previous 1 Next	
Date	Person(s) in care involved
2016-05-31	
2016-05-12	cole penn
2016-04-05	Mickey Mouse

Completed	
Previous 1 Next	
Date	Person(s) in care involved
2016-05-09	Test on may 9
2016-05-05	Mickey Mouse
2016-04-18	Kim Cat
2016-04-12	all residents
2016-04-07	all residents

[Create New Incident](#)  
[Logout](#)

There are two categories of files on this page. The first category is incidents that are *In Progress*, i.e. have been saved and can be opened to continue with data entry and submission, and second, the *Completed Incidents*- incidents that have been submitted to the community care program. As this is the first time using the e-incident page, there will be no files here.

9. Selecting the new incident button will take you to a new incident form.

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Ambulance  Yes  No

Police  Yes  No

MCF  Yes  No

Manager  Yes  No

Fire Depart  Yes  No

Example Facility

Licensing/MHO  Yes  No    234567

Coroner  Yes  No

Parent/Next of Kin/Legal Guardian  
 (For residential facilities, enter no representation if applicable)

Other  Yes  No

**Facility Staff**

	Name	Position	Date	Time
Witness/Attending Staff	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Form Completed By	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Manager	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**Attachments**



To save the incident, select the save button. The incident will **not** be submitted, and will be retrievable from the dashboard page. If you wish to review the data you entered, select the Review button. Once satisfied with the document, please print a copy for your records and select the submit button. This sends the document to the Island Health database, as well as a notification to the Licensing Officer that an incident has been submitted. A copy is **not** sent to your Funding body. Please send a copy to them using your current process.

## Returning Users

Users of version 1 or 2 of the electronic incident webpage will notice that their facility is listed under the city it is in. The password you used previously can be used. If you wish to change your password, select the

[Change Password](#)

button. You will need to know the old password in order to do this.



## Login

Type	Residential Care		
City	Victoria		
Facility	EXAMPLE RESIDENTIAL CARE - NKRY-AB5TW2		
Address	2 Joe, Victoria, BC	Phone	()
Service Type	401 Long Term Care Non-Funded	License Number	NKRY-AB5TW2

Password

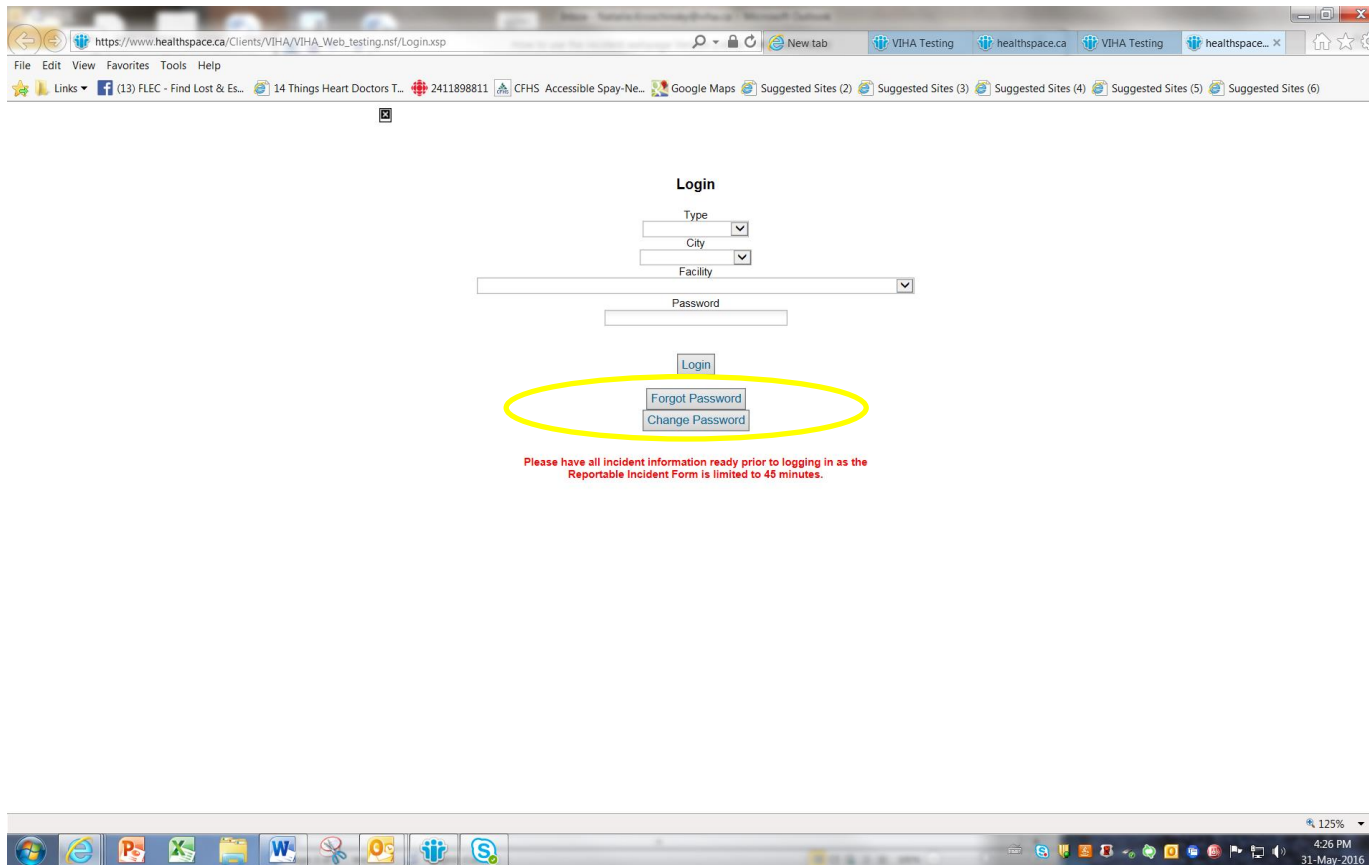
Login

Forgot Password

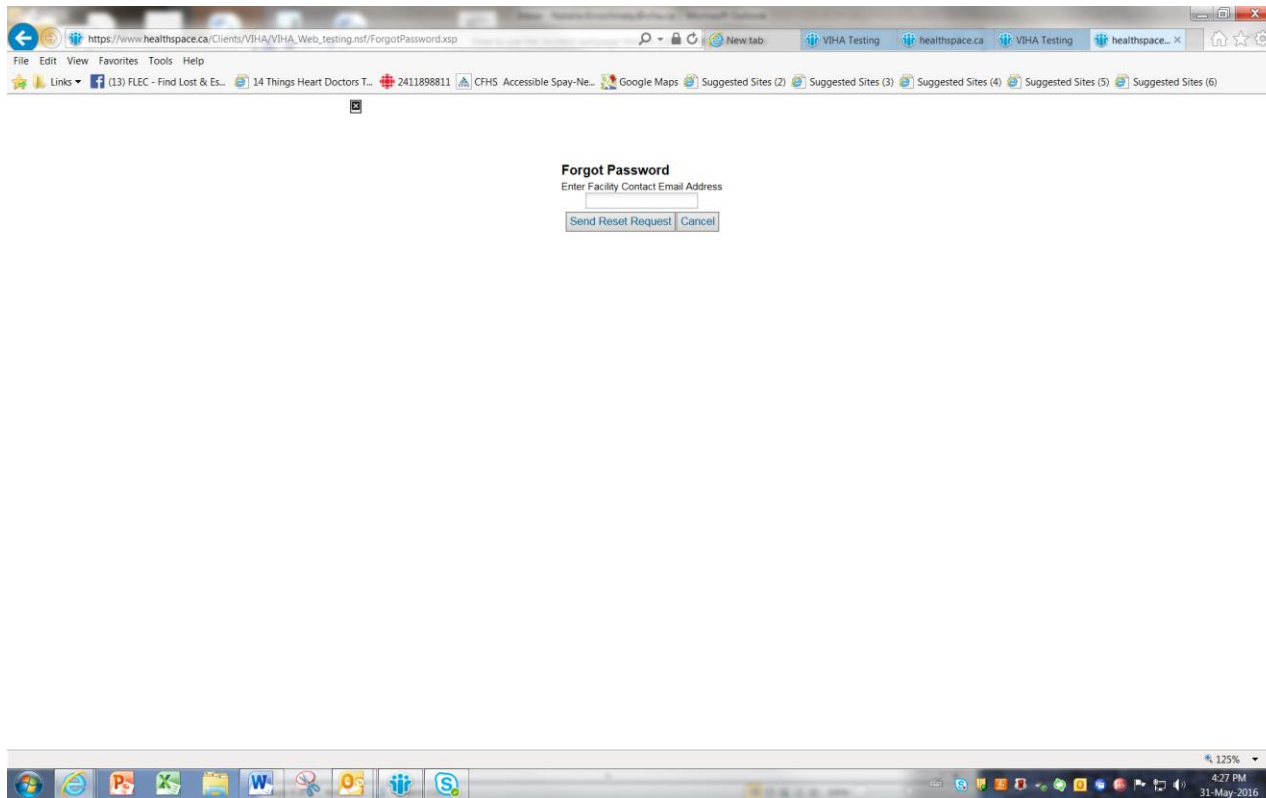
Change Password

**Please have all incident information ready prior to logging in as the Reportable Incident Form is limited to 45 minutes.**

Or if you have forgotten your password, select the [Forgot Password](#) button.



You will need to enter the facility contact email. ***This email must be provided to the health authority prior to using this function. Please notify your Licensing Officer which email you will be using.***



Once you have a password, you can enter incident information using this webpage. Please remember to print a copy for your records. Once submitted, the Licensing Officer will be sent an alert that an incident has been submitted. A copy is **not** sent to your Funding body. Please send a copy to them using your current process.

Please provide any feedback, comments or questions to your Licensing Officer. Thank you.