

# Viewing an Incident

You can get to the view incident screen from multiple areas. Searches, reports, links from other places.

Once there, you can view something similar to this:

This is a demo/preview space. Changes here will not affect the production site.

Quick Search

Currently viewing as Linda Brown

## Viewing Incident #24-0002

View Classic Details

Dispatch	People	Vehicles	Missing Property	Tasks	Checklist	Related	Violations
Logs	10	3		1 / 2		1	

**Status:** OPEN

**Officer:** Henry R  
**Cadre #:** 4412  
**Safety Address:** 92 Bridge Street, Suite 101 Carleton Place, Ontario K7C 2V3  
**Incident Number:** 24-0002  
**Case Management:** No  
**Police Occurrence #:**

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**Entered Date:** Jul-09-2024 @ 15:56  
**Last Updated:** Jul-09-2024 @ 16:16  
**Report Date:** Jul-09-2024 @ 15:52  
**Incident Start Date:** Jul-09-2024 @ 15:52  
**Incident End Date:** Jul-09-2024 @ 15:52

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**Location:** Main Street  
**Sub Location:** Not Defined  
**Location Description:** The incident occurred in a dimly lit, secluded section of the parking lot near the rear entrance, away from surveillance cameras.  
**Room Number:**  
**Incident Category:** Harassment  
**Incident Sub Category:** Intimidation CCC 423  
**Flags:** Minor Involved

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**Incident Description:** On July 9, 2024, at approximately 3:00 PM, officers responded to a harassment complaint at 123 Elm Street. The victim, Jane Doe, reported receiving multiple threatening messages and phone calls over the past week from an unknown individual. The messages contained explicit threats and derogatory language, causing significant distress and fear for her safety.

Upon arrival, officers interviewed Ms. Doe and documented the messages as evidence. Ms. Doe stated that the harassment began after she ended a relationship with her ex-boyfriend, John Smith, three weeks prior. She provided a detailed account of their breakup and mentioned that Mr. Smith had a history of aggressive behavior.

Officers contacted Mr. Smith for questioning. He denied sending the messages but appeared agitated during the interview. Given the evidence and Ms. Doe's statement, officers issued a temporary restraining order against Mr. Smith and advised Ms. Doe on additional safety measures.

The case remains under investigation. Detectives will seek phone and internet records to confirm the source of the harassment. Ms. Doe was referred to a local support group for victims of domestic violence and assured of ongoing police support.

**Confidential Info:**

**Incident Files:** No attachments.

Close Incident

Edit Incident

Distribute

Email

Download

Toggle Status

Read

Delete Not Available

# Viewing Permissions

To view the page, you must have one of the following permissions:

- View All Incidents
- View Incidents - Self
  - AND you must be one of the following:
    - The reporter
    - Primary Investigator
    - Case Manager
    - Be on a task group that's assigned in the tasks
    - Be assigned directly to a task.

The edit option is only available if you have one of the following permissions:

- Custom Permission - Open All
- Edit Incidents
- View Incidents - Self
  - AND you are the reporting admin
  - AND the incident is Open

Viewing Incident #24-0002 [View Classic Details](#)

Dispatch Logs 10 | People 3 | Vehicles | Missing Property | **Tasks 1 / 2** | Checklist | Related 1 | Violations

**Tasks**

Case Manager ? AdminONE AdminONE

Primary Investigator ? Henry R Henry R

Case Manager / Primary Investigator [Update](#)

[Add Task](#)

<a href="#">Edit</a>	Open	Dispatcher B...	Get security camera footage.	Jul-09-24 8:18 pm	<a href="#">Close</a>
<a href="#">Add Comment</a>					
<a href="#">Edit</a>	Closed	Team A	Get statements from those involved.	Jul-09-24 8:17 pm	<a href="#">Close</a>
<a href="#">Add Comment</a>					

Status **OPEN**

Officer Henry R

Cadre #: 4412

[Close Incident](#)

[Edit Incident](#)

- If the incident is locked and the admin has the permission "incident\_admin" - Incident Administrator, then they can view the lock reason.
- If the admin has the permission: View/Edit Confidential Information, they can see a Confidential Info section near the bottom above files.

# Dispatch Logs

Anyone who can view the incident can view the dispatch logs. To add or drop dispatch logs from this incident, the admin must have the permission: "Add/Drop Dispatch Logs."

Linking dispatch logs can be done from either the dispatch entry screen or from the link Log button:

This is a demo/preview space. Changes here will not affect the production site.

Add Dispatch Log to Incident X a Brown ▾

**Incident Number:** 24-0002

Click on a row to link the log with the selected incident.

Log No	Admin	Source	Category	Latest Date	Note...
48		System Alerts	Plate Alerts	Jun-24-24 6:45 pm	PLATE ALARM: handheld_user:andrew.vancampen.to [REDACTED] 5 ON ...
47		System Alerts	Plate Alerts	Jun-13-24 9:02 pm	PLATE ALARM: CALE data sync(P1) JROCK ON - 2 unpaid of 5
46		System Alerts	Plate Alerts	Jun-10-24 3:18 pm	PLATE ALARM: handheld_user:Robin.tomahawk BIRCH ON - 2 unpaid of 4 - ...
45		System Alerts	Plate Alerts	Jun-10-24 3:18 pm	PLATE ALARM: handheld_user:Robin.tomahawk JROCK ON - 2 unpaid of 5
44	justin.gendron.tomahawk	System Alerts		Jun-04-24 9:25 am	testing
43	justin.gendron.tomahawk	System Alerts		Jun-04-24 7:50 am	test
42		System Alerts	Plate Alerts	May-15-24 2:28 pm	PLATE ALARM: LPR+data+reac [REDACTED] ABC316 ...
41		System Alerts	Plate Alerts	May-13-24 3:24 pm	PLATE ALARM: LPR data read: [REDACTED] of 5
40		System Alerts	People Alerts	May-11-24 1:18 pm	PEOPLE ALARM: Card swipe [1 [REDACTED] :r found ...
39		System Alerts	Generic Alerts	May-11-24 1:51 pm	GENERIC ALARM: Card swipe [ [REDACTED] number...
38		System Alerts	People Alerts	May-11-24 1:20 pm	PEOPLE ALARM: Card swipe [1 [REDACTED] :r found ...
37		System Alerts	Plate Alerts	May-10-24 4:01 pm	PLATE ALARM: CALE data sync [REDACTED] d to 4 i...
36	AdminONE	Walk-In	Door Opening	Jan-11-24 1:54 pm	test
35	AdminONE	Radio Call	System Maintenance	Jan-11-24 1:53 pm	test
34	AdminTWO	Patrol Handheld	Alarm System Other	Jan-11-24 1:52 pm	test1
33	AdminTWO	Alarm System	Alarm Response	Jan-11-24 1:52 pm	test
32	AdminTWO	Patrol Handheld	Alarm System	Nov-23-23 5:06 pm	admin two test!!!!!!

Dropping a log can be done from the Dispatch Logs tab. It will prompt the admin prior to dropping the log:

This is a demo/preview space. Changes here will not affect the pro

Drop Dispatch log

**DROP A DISPATCH LOG FROM AN INCIDENT REPORT**

**Incident Number:** 24-0002  
**Dispatch Log Number:** 49

Click Drop if you wish to remove this dispatch log from this incident.

Drop Log Cancel

Dispatch Logs 10 People 3

**Dispatch Logs** Link Log

49 Closed

max Jul-09-24 3:53 pm

Call came in from someone who

max Jul-09-24 3:58 pm

3:30 PM - Arrived at 123 Elm Street and interviewed Jane Doe.

max Jul-09-24 3:58 pm

4:00 PM - Collected and documented threatening messages as evidence.

max Jul-09-24 3:59 pm

4:30 PM - Contacted and questioned John Smith; he denied involvement but appeared agitated.

max Jul-09-24 3:59 pm

5:00 PM - Issued a temporary restraining order against John Smith.

max Jul-09-24 3:59 pm

5:30 PM - Advised Jane Doe on additional safety measures and provided support resources.

max Jul-09-24 3:59 pm

6:00 PM - Submitted a request for phone and internet records to verify harassment source.

max Jul-09-24 3:59 pm

6:30 PM - Referred Jane Doe to a local support group for victims of domestic violence.

50 Open

max Jul-09-24 4:00 pm

max at Jul-09-24 4:00 pm

Phone Harassment

Drop Log

Related 1 Violations

Drop Log

Phone Harassment

Phone Harassment

Patrol Handheld Harassment

Phone Harassment

## Linking People

# Viewing Incident #24-0002

View Classic Details

The screenshot shows a dashboard for viewing incident #24-0002. At the top, there are tabs for Dispatch Logs (10), People (3), Vehicles, Missing Property, Tasks (1/2), Checklist, Related (1), and Violations. Below these is a 'People' section with three user profiles: Jane Doe (Victim), John Doe (Witness), and Bob Smith (Suspect). Each profile has an 'Add / Edit People' button. Callouts explain that clicking the 'Add / Edit People' button for a user will show all incidents linked to that user, and clicking the edit icon for a regular user profile will allow editing of profile details like email and user type. Below the user profiles is a table with incident details, including Status, Officer, Cadre #, Safety Address, and Incident Number. A callout explains that the 'Add / Unlink users' button allows editing of incident details like physical description, alerts, and relations to other users. On the right side, there are buttons for 'Close Incident', 'Edit Incident', and 'Print'.

The show more section will show all the extended details about a user that isn't on the screen above:

The 'Show More' section for a user profile displays the following details:

Full Name	Bob Smith
User Type	Public User
Account Number	N/A
Date of Birth	Jul 10, 2024
ALERTS	University Conditions
Email	bsmith@nomail.com
Permanent Mailing Address	1 Main Ottawa, Ontario K2G5E9
Phone Number	613222555
Campus Phone	

Click to pin or unpin this popup.

## Linking Other Items

Linking other items such as vehicles, missing property and violations can also be done from here. There's less information to show than with users.

Related incidents can be viewed here.

Relation	Notes	Admin	Associated	#
Missing vehicle	Harassment notes here This is a second note on the missing vehicle related incident	mgr	Jul-09-2024	2

Useful for when several incidents are all related in some way. How these are linked and managed are done elsewhere.

## Checklists

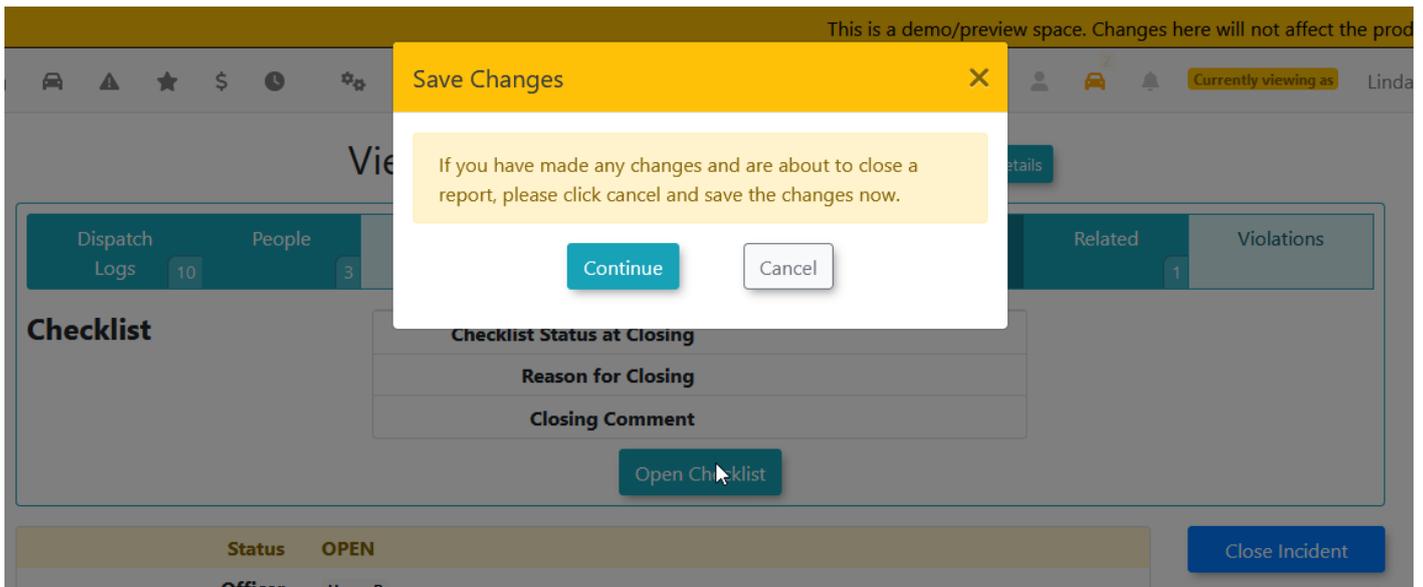
Some incidents require a checklist to be filled out prior to closing or requesting the incident be closed. The subcategory is what defines this requirement:

### Edit Categories and Sub Categories

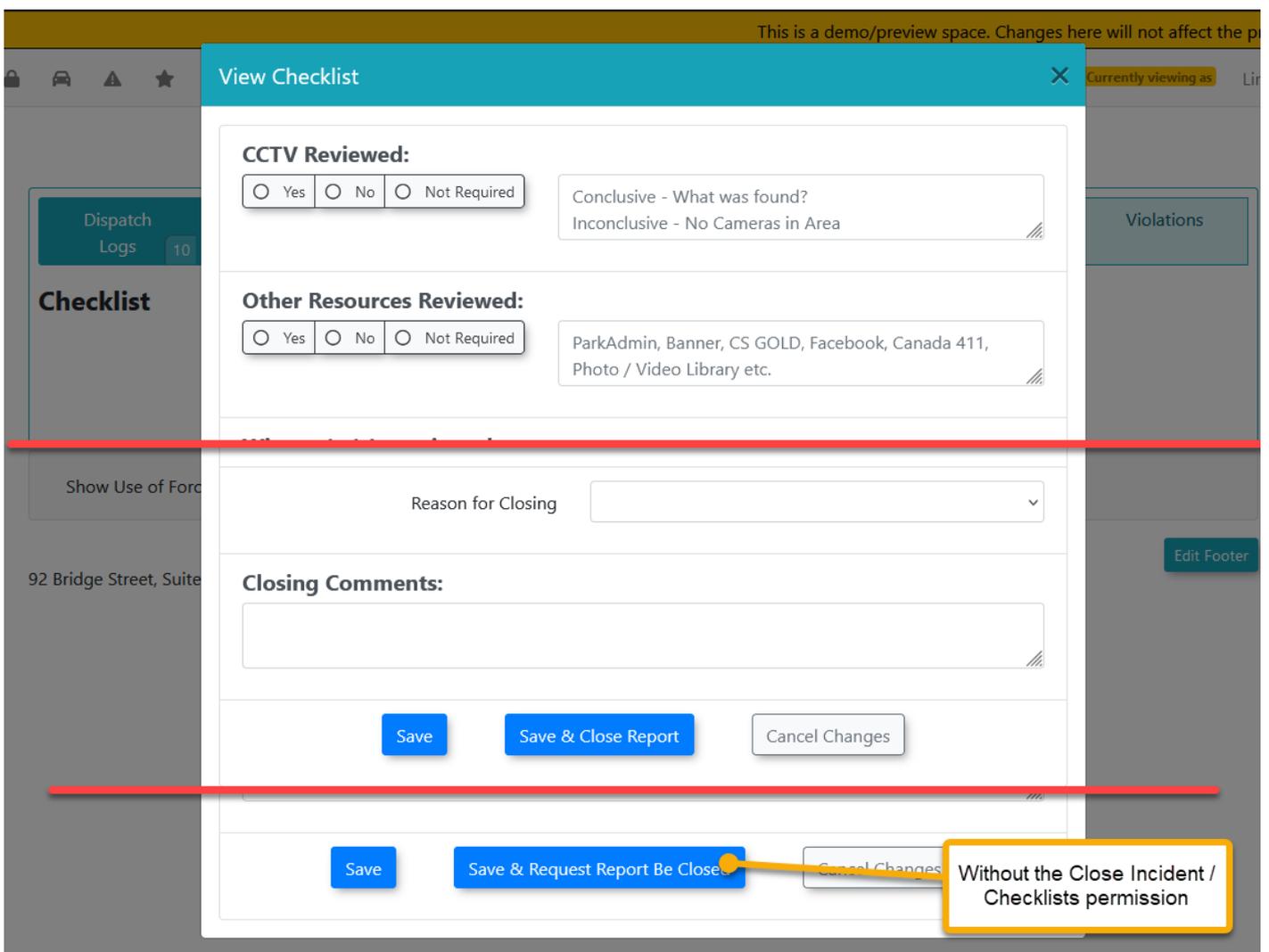
Sub-Category Name	Checklist	Reporting
Mischief (Interfere with use of property) CCC 4	<input checked="" type="checkbox"/> Required	<input type="checkbox"/> Include <input type="checkbox"/> Archive
Mischief Over \$5000 (Private Property) CCC 43	<input checked="" type="checkbox"/> Required	<input type="checkbox"/> Include <input type="checkbox"/> Archive
Mischief Over \$5000 (University Property) CCC	<input checked="" type="checkbox"/> Required	<input type="checkbox"/> Include <input type="checkbox"/> Archive
Mischief Under \$5000 (Private Property) CCC 4	<input checked="" type="checkbox"/> Required	<input type="checkbox"/> Include <input type="checkbox"/> Archive
Mischief Under \$5000 (University Property) CC	<input checked="" type="checkbox"/> Required	<input type="checkbox"/> Include <input type="checkbox"/> Archive
Public Mischief CCC 140	<input checked="" type="checkbox"/> Required	<input type="checkbox"/> Include <input type="checkbox"/> Archive
Report of Graffiti	<input type="checkbox"/> Required	<input type="checkbox"/> Include <input type="checkbox"/> Archive

To view the checklist, the admin must have one of the following permissions: View All Incidents or Incident Administrator.

When the issue is still open, a warning will appear:



Then they can fill out the details and depending if they have the right permission, close or request the incident be closed:



# Tasks and assignment

Viewing Incident #24-0002 [View Classic Details](#)

Dispatch Logs 10 | People 3 | Vehicles | Missing Property | **Tasks 1 / 2** | Checklist | Related 1 | Violations

**Tasks**

Case Manager ? AdminONE

Primary Investigator ? Henry R

[Update](#)

[Add Task](#)

<a href="#">Edit</a>	Open	Dispatcher Bill	Get security camera footage.	Jul-09-24 8:18 pm	<a href="#">Add Comment</a>
<a href="#">Edit</a>	Closed	Team A	Get statements from those involved.	Jul-09-24 8:17 pm	<a href="#">Add Comment</a>

## Case Manager assignment

To assign an incident to a case manager, the admin editing the report must have the permission “Assign Incident To Case Manager” or they must already be the case manager.

Further to this, to be able to be the case manager, only the admins with the permission “Is Incident Case Manager” or “Is Incident Shift Manager” will be available.

In the above example, Maximillion Smith is not the case manager, nor do they have the assign permission so they can only view who is assigned the case manager role.

## Primary Investigator assignment

Similarly with Primary Investigator, the admin must meet one of the following criteria:

- Permission: Edit Incident Tasks
- Permission: Is Incident Shift Manager
- Permission: Assign Incident To A Different Investigator
- Role: Is the case manager for this incident
- Scenario: No Primary Investigator is selected and they have the permission Assign Incident to An Investigator

Only admins with the permission “Be Assigned Tasks Directly” will be available.

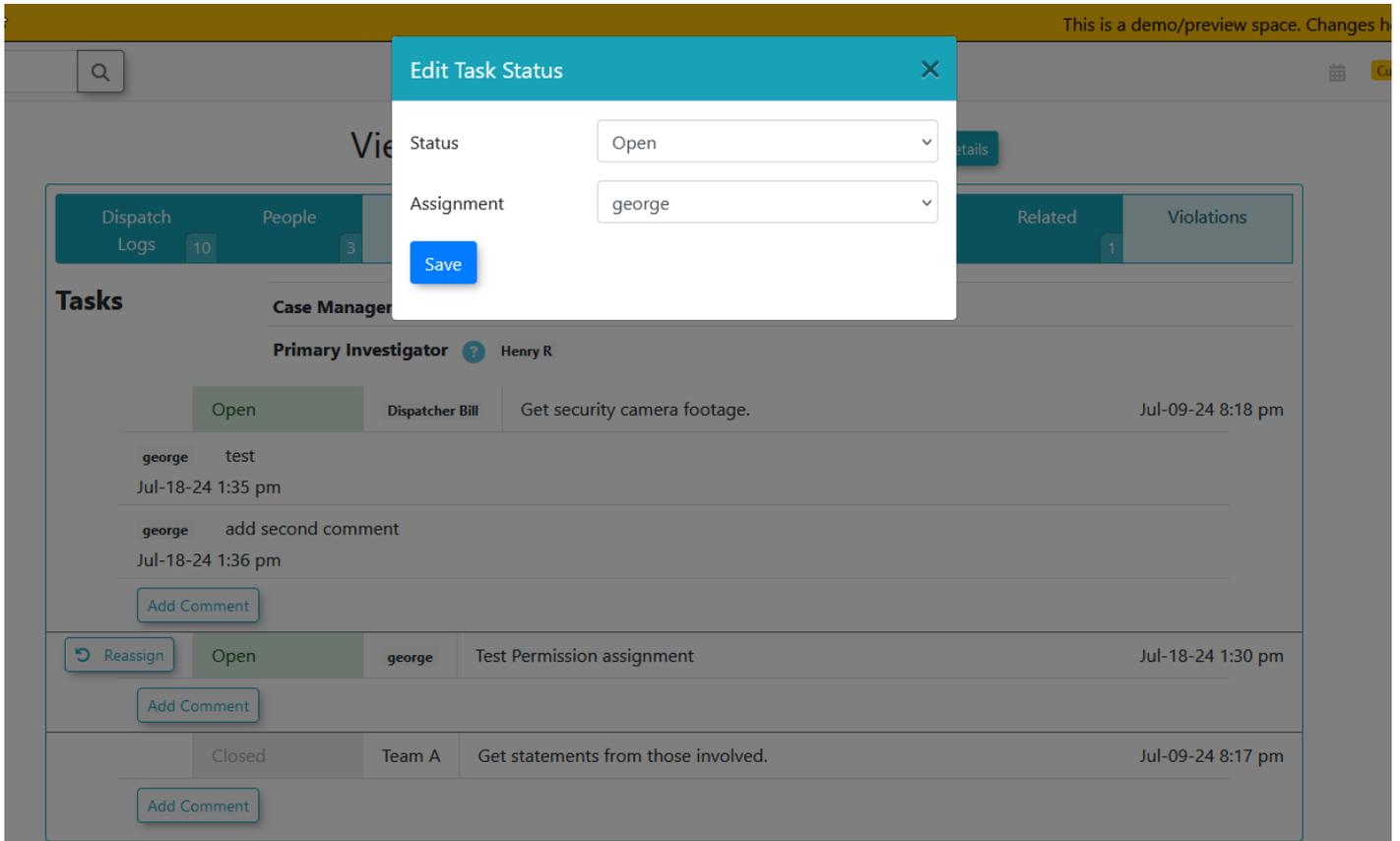
In the above example, Max has the permission Edit Incident Tasks and therefore can change the primary investigator.

## Editing Tasks and Comments

If the admin is:

- Permission: Edit Incident Tasks
- Permission: Is Incident Shift Manager
- Role: Is the primary investigator or case manager

They can add and edit tasks. They can also edit the text in the task.



If the admin does not have the permission, but is assigned to a task either directly or they are part of the task group, they get the reassign option as indicated above.

## Use of Force Forms

The use of force form is available for clients in the province of Ontario as this is a Government of Ontario form as indicated below. It requires the setting for Use of Force to be enabled.

On the view incident page, the use of force forms are read only.

Toggle Notes **1**

mgr Cadre: 9311 Tuesday, 9 July 2024 @ 4:34 pm Delete

Completed and submitted the incident report, including all collected evidence and witness statements, for further review and processing.

Add a note. Save Note

Show Use of Force Form: 3

## Government of Ontario: Ministry of Community Safety and Correctional Services

### USE OF FORCE REPORT(Form 1)

The purpose of this form is to comply with Ontario Regulation 434/07 (Recordkeeping Requirements for Licensed Business Entities). (This space reserved for Office use only)

#### Part 1 - Instructions

- This form must be completed each time that a licensed employee in the course of employment:
  - uses handcuffs, a baton, a firearm or any other weapon
  - uses any other kind of force
  - is accompanied by a dog that attacks a person
- Please complete **all applicable** parts of this form. **Parts A and C must be completed in all circumstances.**
- Complete a separate form for each licensed employee, **where there is more than one licensed employee** involved in a single incident
- Ensure **all** written information is legible.
- Once the form is completed, ensure that it is signed by both an authorized representative of the licensed employer, and the licensed employee involved in the incident.**
- Retain a copy of this form for 4 years from the time it is completed, but if the form is relevant to an ongoing investigation, inspection, complaint, court or administrative proceeding, the form must be retained until the conclusion of the matter.**

Business Name of Licensed Employer

OPS-COM Security

#### Part 2 – Licensed Employee Involved in Incident – Contact Information

License Type

Licensed Security Guard  Licensed Private Investigator

Last Name / Surname		Given Name(s)		Driver's License Number	
Henry		Robert		578361927631	
Unit/Suite/Apt.	Street Number	Street Name		PO Box	
	92	Bridge Street			
Rural Route	Postal Station	City/Town	Province	Postal code	
		Carleton Place	Ontario	K7C2V3	
Home Phone Number		Work Phone Number			
( 613 ) 2574141		( 613 ) 5551827			

#### Part 3 – Notifications by Licensed Business Entity (Complete only if applicable)

## Side Buttons & Permissions

1. The first button is available and visible if the admin has the Open Incidents permission. It will either be in a state of open or close depending on the current open/close status.

2. The second button can either be View, Edit, Edit Summary, or hidden. If the admin meets one of the following requirements:

- Permission: Custom Permission - Open All
- Permission: Edit Incidents
- Permission: Edit Incident Summaries
- Permission: View Incidents - Self
  - AND you are the reporting admin

What the button does will depend on other states.

- If the admin also has the Incident Admin permission then:
  - AND the incident is open, the admin can edit the incident.
  - AND the incident is closed, the link will take the admin to the edit summary screen.
- If the admin has the Edit Incident Summaries permission:
  - AND the incident is locked, they can edit the summary.
  - AND the incident is unlocked, they can edit the incident
- If the incident is open
  - They can edit the incident
- If none of the scenarios above match, the admin is not able to edit this incident, nor the summary.

3. The Distribute & Email buttons are only available to admins with the Incident Admin permission.

4. The download incident only requires the admin can view the incident at all.

5. The toggling of read status will switch the state of the read status back and forth between read and unread.

6. If the admin has the Delete Incident permission, then they can see the next button.

- If the Incident can be deleted, a delete option will appear. This requires that all details on the incident are over seven years old. Any update to any item will render the delete option disabled.
- The message will appear as "Delete Not Available" if the incident or any detail has been created or updated in the last seven years.

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Revision #3

Created 22 July 2024 09:17:31 by Paul Warren

Updated 15 November 2024 11:52:46 by Paul Warren