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:

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

- 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:

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

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

View

Dispatch Logs	10	People	3	Related	Violations	1

Dispatch Logs   Link Log

49	Closed					🗑 Drop Log
max	Jul-09-24 3:53 pm		-24 3:53 pm	Phone	Harassment

Call came in from someone who ... of another student.

max	Jul-09-24 3:58 pm		Phone	Harassment

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

max	Jul-09-24 3:58 pm		Phone	Harassment

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

max	Jul-09-24 3:59 pm		Patrol Handheld	Harassment

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

max	Jul-09-24 3:59 pm		Patrol Handheld	Harassment

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

max	Jul-09-24 3:59 pm		Patrol Handheld	Harassment

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

max	Jul-09-24 3:59 pm		Patrol Handheld	Harassment

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

max	Jul-09-24 3:59 pm		Patrol Handheld	Harassment

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

50	Open				🗑 Drop Log
max	Jul-09-24 4:00 pm		max at Jul-09-24 4:00 pm	Phone	Harassment

Linking People

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

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.

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:

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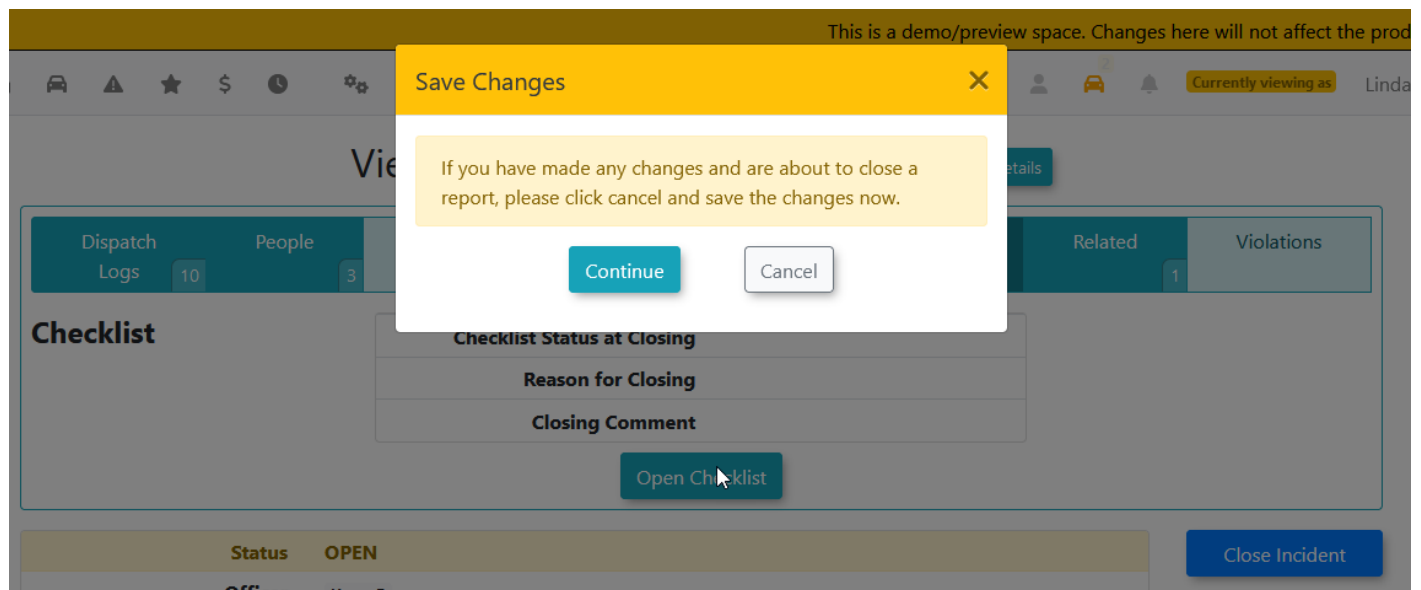
Then they can fill out the details and depending if they have the right permission, close or request the incident be closed:

Tasks and assignment

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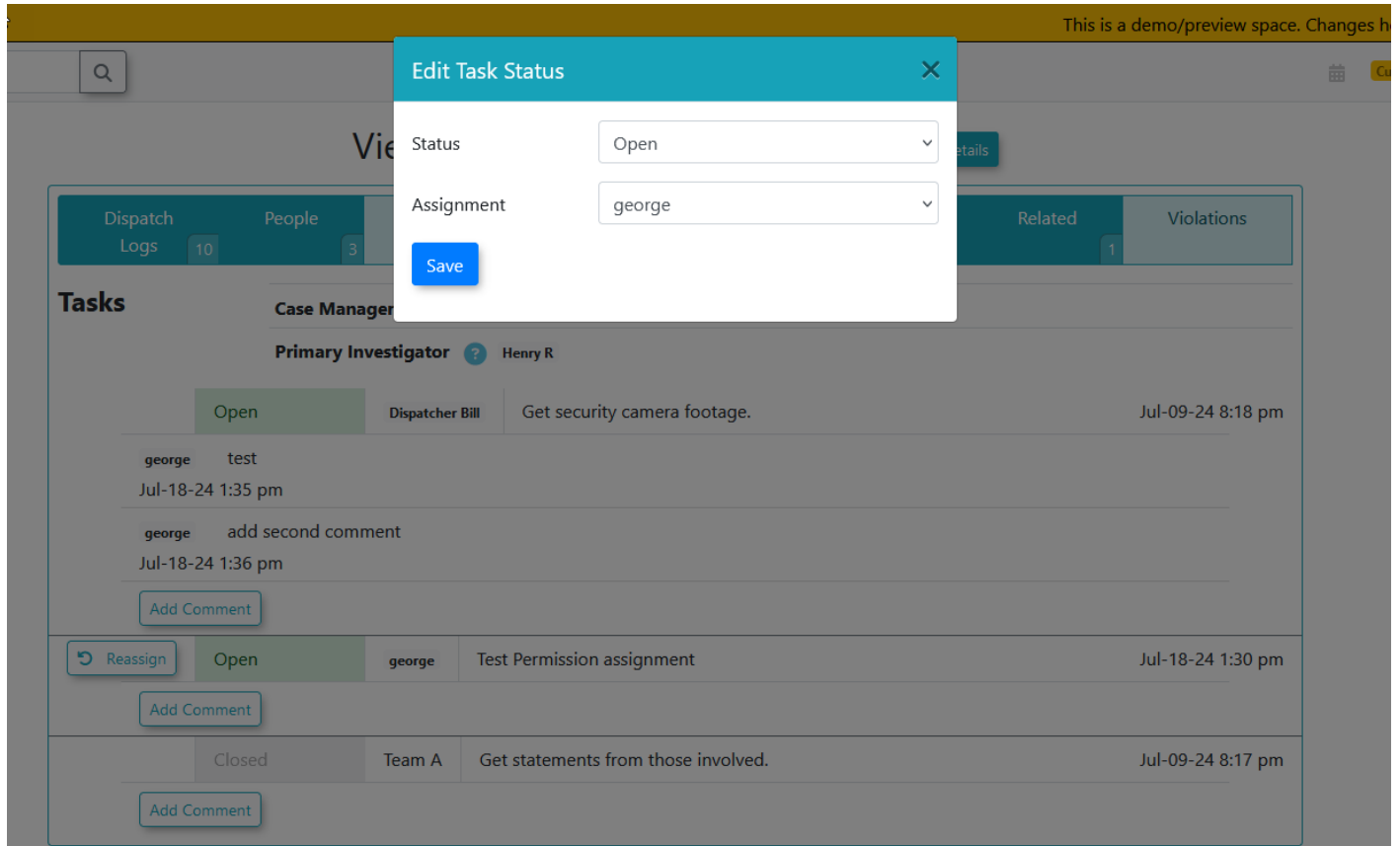
If the admin does not have the permission, but is assigned to a task either directly or they are part of the task group, they get the reassign option as indicated above.

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.

| 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 Avaialble" if the incident or any detail has been created or updated in the last seven years.