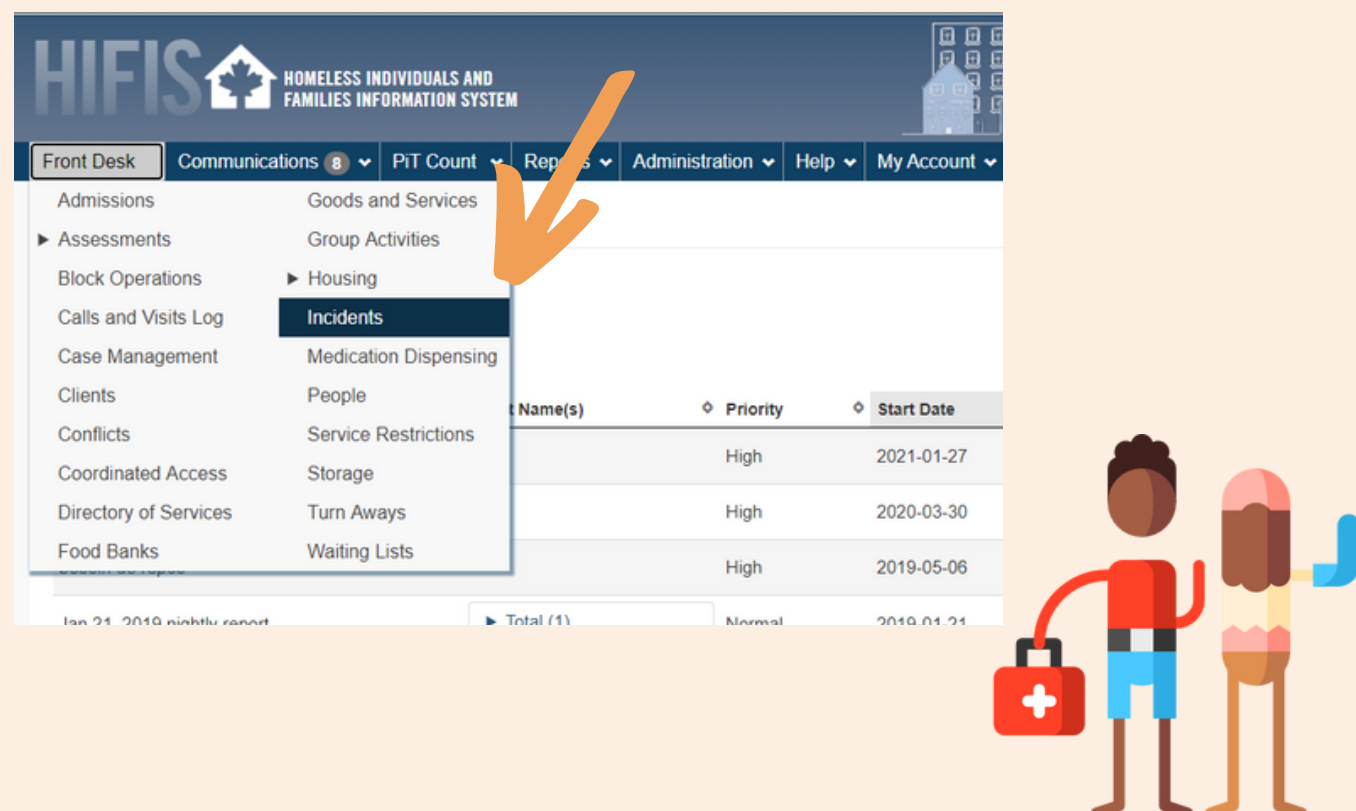


Adding an incident in HIFIS

If there is one thing that is certain about life working in a shelter, it is that nothing is certain. Follow the steps in this guide to record an incident in HIFIS should it arise. Remember, the more detailed the better!

1.) Open the Front Desk

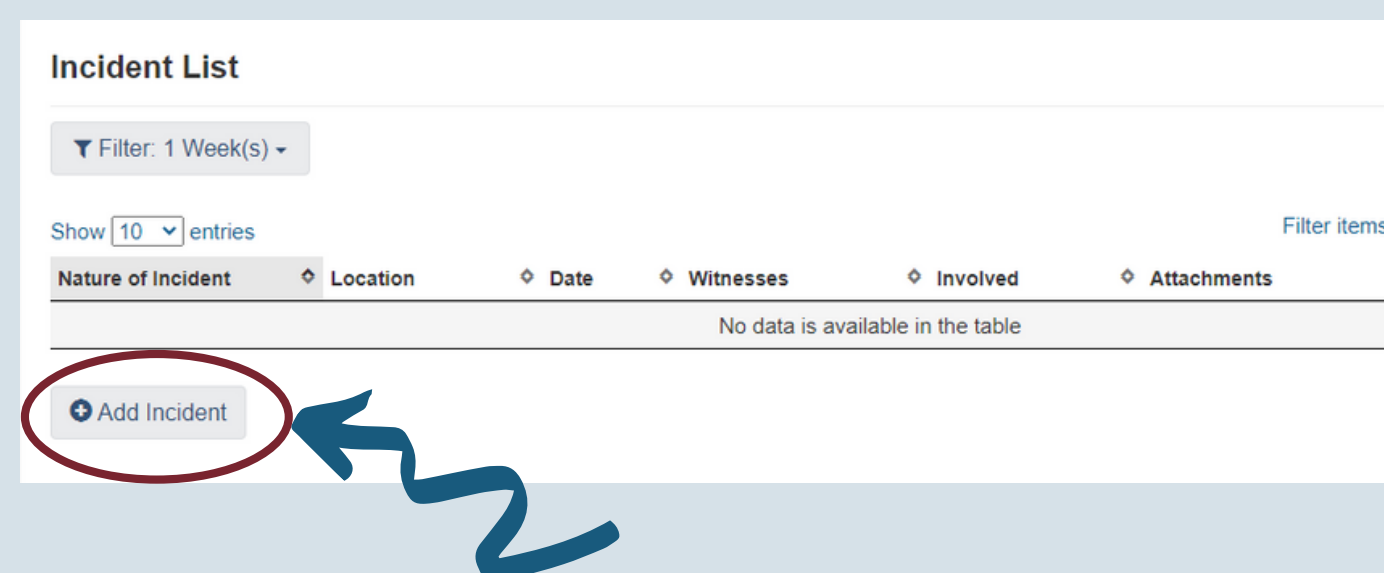
From the main page, you can click Front Desk and then Incidents.



2.) The Incident List

Here you can see all of the incidents recorded at your Service Provider. You can change the Filter options as well.

Click the Add Incident Button to get started.



3.) Add the Client involved

Also add any witnesses, if applicable.

Were any emergency services called? Be sure to record them.

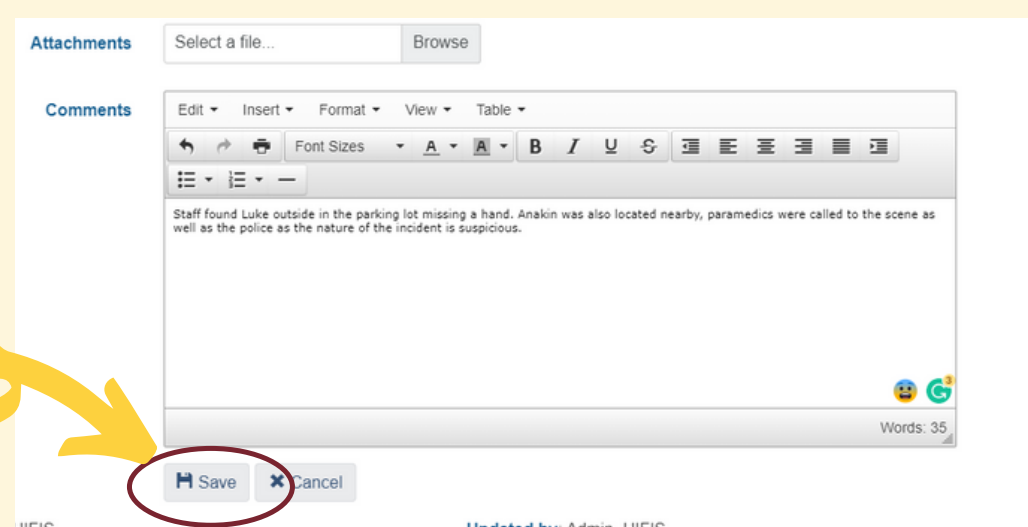
Fill in the details of the incident as accurately as possible.

A screenshot of the 'Add Incident' form in HIFIS. Fields include: Involved (Skywalker, Luke), Witnesses (Skywalker, Anakin), Emergency Services (Police, Paramedics), Nature of Incident (Accident), Date and Time (10:17 AM), Location (Criminal Act(s)), Charges Laid (Disruptive Behaviour), Police Badge (Harassment), and Police Report Number.

4.) Fill all Fields with a Red Star

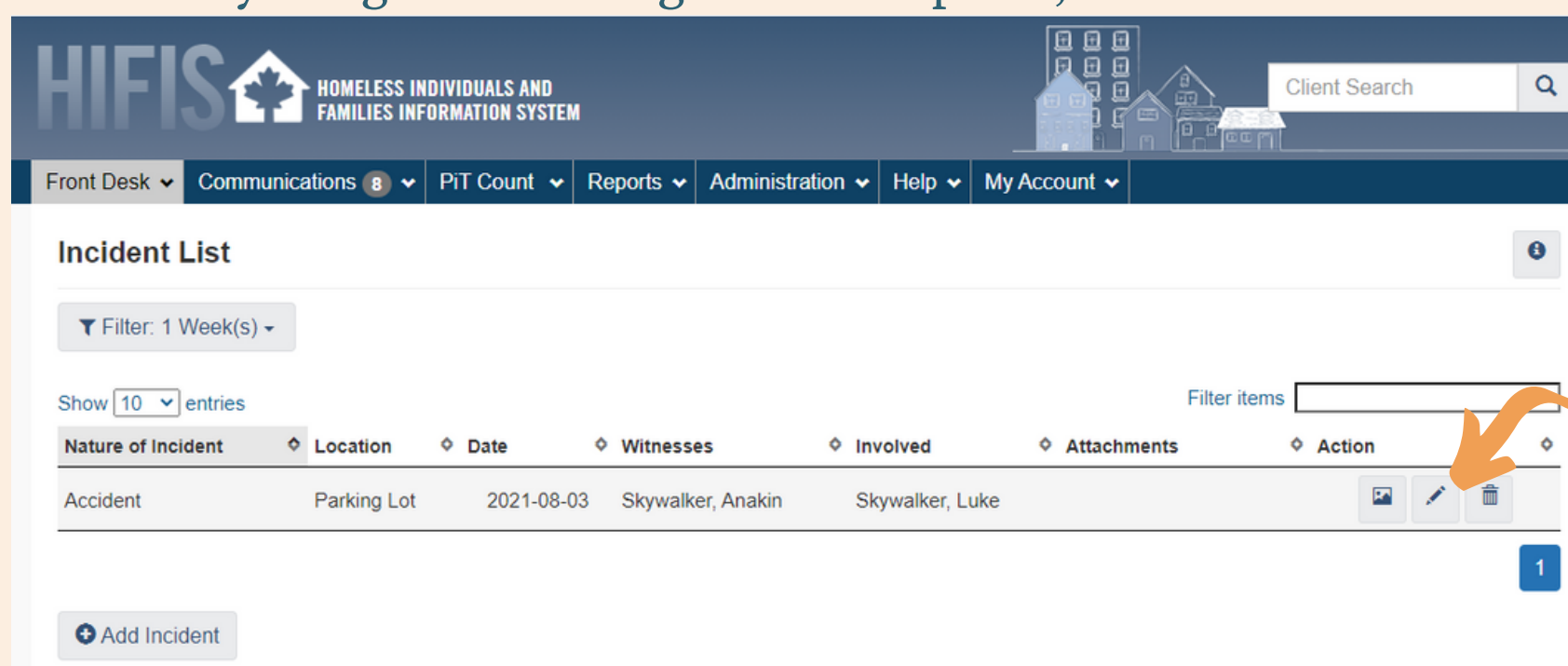
Use the Comments Section to add as much detail surrounding the incident as possible.

Scroll to the bottom and click the Save button when finished.



4.) Back to the incident list.

Here you can view your Incident ! If anything looks strange or out of place, click the Pencil Icon to edit the record.



Questions or Concerns? Email the team at hifis@sjhdc.ca