

## **ONLINE INCIDENT REPORTING: TROUBLESHOOTING AND OTHER IMPORTANT INFORMATION**

### **I can't print (or can't Submit) my Online Incident Report.**

If your computer is not allowing you to print your online incident report there may be a couple things you should get your IT department to check.

1. Does your computer allow for Form submissions?
2. Are your security settings on medium?
3. Are your cookies enabled?
4. Have you checked your web browser caching?
  - a. To change the internet explorer setting to prevent this.

To do this in internet explorer:

-Click Tools --> Internet options on the file menu

-On the "General" tab in the temporary internet files section click the settings button.

-A new window will appear with the text "check for newer versions of stored pages:" with 4 options. "Every visit to the page" needs to be selected and then click the OK button to save.

Once you have successfully printed your report and you need to get back to the submit screen, hit the back button on the top of your browser.

### **I can't remember my Password?**

First try contacting your Board Office and if all else fails please contact Julie Welsh at OSBIE, 519 767 2182 or email [juliew@osbie.on.ca](mailto:juliew@osbie.on.ca)

### **When Am I supposed to fill out a form?**

- When someone receives first aid/medical or dental attention
- To be completed by SCHOOL/BOARD PERSONNEL ONLY
- NOT to be completed by injured party or parent
- This is NOT a Student Accident Insurance Form, nor a Workers Compensation Form

### **When to Submit an Urgent Report (Fax to OSBIE 519 767 0281)**

- Upon death or critical injury
- When the injured party has been admitted (not treated and released) to hospital

### **Please Call OSBIE When:**

- When parents are upset or angry with the school staff
- Any mention of the injured party obtaining a lawyer
- Any mention of the injured party looking for compensation

- When someone, other than a parent, an OSBIE or board representative, asks questions about the incident or attends the school to take pictures after the incident/accident has occurred
- If anyone asks for a copy of the incident report
- If any form of assistance is required by school staff
- There is any negligence on part of school

### **Do's and Don'ts of completing an Online Incident Report**

**Do** put the full phone number in, including area code (no brackets please)

**Do** ensure that the date and time of the incident is inputted

**Do** identify the type of sport (i.e. baseball) if the child was injured while playing it

**Do** stick to the facts, be as clear and concise as possible

**Do Not** use symbols such as &, @, #, \$, or %

**Do Not** put anything in Quotes (i.e. He said "I fell down")

**Do Not** put anything in Brackets ( )

**Do Not** express Personal Opinion in the IR, only state the facts

### **Example of an Online Incident Report Description of Incident:**

Billy was walking in the back of the playground and slipped on the snow that had accumulated after a recent snowfall. He landed on his elbow causing a scrape and bruising. Teacher in charge took Billy to the office where ice was applied. Informed mom of incident. Parent took Billy to doctor.