



Community Care Facilities Licensing

Reportable Incident Online Reporting Instructions

Table of Contents

Section 1 – Create an Account	3
Section 2 – Change or Reset a Password	6
Section 3 – Complete a Reportable Incident Report.....	8



Community Care Facilities Licensing

In 2011 the Fraser Health Community Care Facilities Licensing Program began to formally explore the feasibility and interest by facilities for using a paperless system, whereby Reportable Incident forms could be completed and submitted electronically through a secure website. The survey was completed by 337 people representing both child and residential care facilities and the results were overwhelmingly positive.

The Licensing Program has completed the development of the online reporting system and the following are instructions for facility operators.

- Section 1 explains how to create an account for your facility.
- Section 2 includes information on passwords.
- Section 3 explains how to enter, submit and print a Reportable Incident report.

For further information contact the Licensing Officer assigned to your facility or phone the Population Public Health Central Call Centre at: 604-587-3936 and request to be connected to your area Community Care Facilities Licensing office.

Fraser Health website – www.fraserhealth.ca/ccfl

Section 1 – Create an Account

In order to start submitting online incident reports, you must create an account. You will need the following:

1. Know the facility contact email address that is on your file with Fraser Health, Community Care Facility Licensing.

If you do not know which email address is on your file, or if this address has changed, you must contact your Licensing Officer to have this information updated before you proceed.

2. Be able to open emails sent to this email address.

Steps on how to create an account

Note: The facility email address required for this system only needs to be accessible by the person creating the account and/or setting the password for the account.

Once the account is created, anyone with the facility name and password may enter incident reports from the Fraser Health website or Reportable Incident Link.

1. Go to the website link at www.healthspace.ca/fha/ccflincident to create your new account.

2. Click on “CCFL Facility Incident Reporting”

■ [CCFL Facility Incident Reporting](#)

3. At the “Login” page:

- Click on “Create Account” at the bottom of the page.

4. On the “Create Account” page:

- Click on the drop down list of facilities and choose your facility name.
- If there is more than one facility with the same name, ensure you choose the one with the correct facility number beside it.

The facility number is the same as the number on your licence.

5. Click on your facility name to open. Review the facility information.
 - If the information is incorrect, contact your Licensing Officer and provide them with the correct information.

The screenshot shows the 'Create Account' form with the following fields: Facility (CCF for us older folks - SENG-8LJP4L), Address (911 Somewhere Circle, Port Moody, BC), Phone ((604) 555-1212), Service Type (130 Long Term Care), and License Number (SENG-8LJP4L). The 'Enter Facility Contact Email Address' field contains 'bera@fraserhealth.ca'. A red oval highlights the Address, Phone, Service Type, and License Number fields.

6. Click on the "Enter Facility Contact Email Address" and type your facility contact email address.
 - Click "Send Creation Request"

This screenshot is identical to the previous one, but the red oval now highlights the 'Enter Facility Contact Email Address' field, which contains 'bera@fraserhealth.ca'.

7. A "Message from webpage" will appear if you have entered the correct information.



Note:

This message will appear if the email address you entered is incorrect.



8. The email that is sent to your facility email address will provide a link to allow you to set a password for your account.
 - Click on "Set My Password".



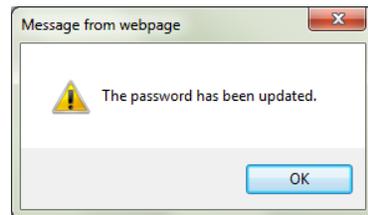
9. You will be connected to the “Set Password” page.

- Enter and confirm your new password.
- Click on “Update”.



Note: There are no specific requirements for password length or composition.
If you have more than one facility it is strongly recommended that you use a different password for each facility.

10. This message will appear once the account has been created.



11. Provide the password, website address and facility licence number to those who are responsible for completing and submitting the facility’s Reportable Incident Reports.

Section 2 – Change or Reset a Password

Note: To change or reset a forgotten password, you need to be able to access the facility email account that is on file with Licensing.

If you need to change your facility email account, the facility licensee or manager should contact your Licensing Officer.

Steps on how to change or reset a forgotten password

1. Go to the website link at www.healthspace.ca/fha/ccflincident to change an existing password or reset a forgotten password.

2. Click on "CCFL Facility Incident Reporting"



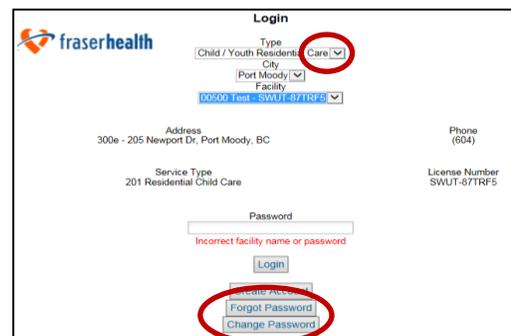
3. At the "Login" page, click on the drop down menu to choose your type of facility, city and your facility name.

To **change** the password:

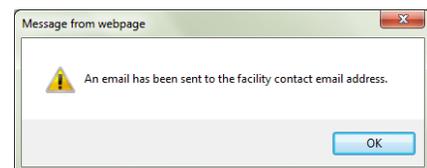
- Enter your current password – do not click on the "Login" icon.
- At the bottom of the page click on "Change Password".

To **reset** a forgotten password:

- At the bottom of the page click on "Forgot Password".
- Click "Send Reset Request".

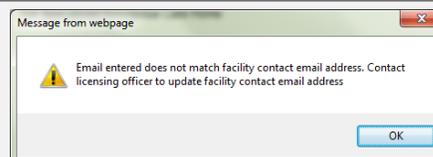


4. If you have entered the correct information "Message from webpage" will appear.



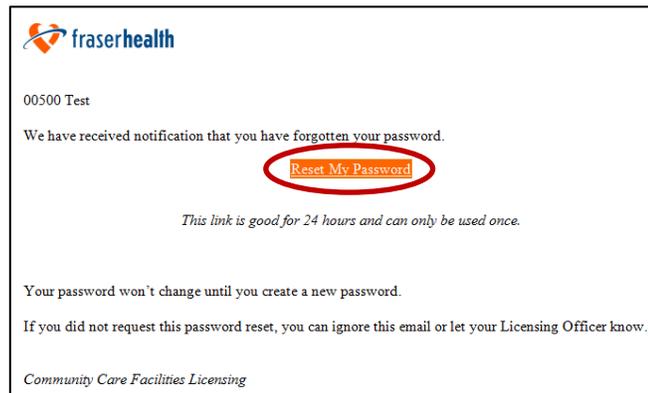
Note:

This message will appear if the email address you entered is incorrect.



5. The email sent to your facility email address will provide a link to allow you to reset a password for your account.

- Click on “Reset My Password”.



6. You will be connected to the “Set Password” page.

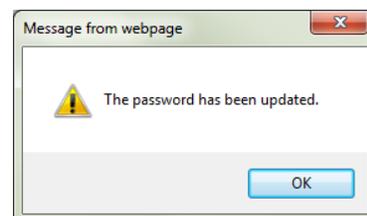
- Enter and confirm your new password.
- Click on “Update”.



Note: There are no specific requirements for password length or composition.

If you have more than one facility it is strongly recommended that you use a different password for each facility.

7. This message will appear once the password has been changed.



8. Provide the password, website address and facility licence number to those who are responsible for completing and submitting the facility’s Reportable Incident Reports.

Section 3 – Complete a Reportable Incident Report

Preprinted reportable incident forms can be provided to you by your Licensing Officer should you prefer not to use the online reporting system. Contact your Licensing Officer if you have any questions about completing this form.

The definitions of reportable incidents are listed in Schedule H of the *Child Care Licensing Regulation* and Schedule D of the *Residential Care Regulation*. In addition, for clarity and assistance they are provided on the back of the preprinted form and on the online reporting form. Please contact your Licensing Officer if you have any questions regarding the definitions.

Note: The facility must have set up an account prior to creating a new incident report.

Steps on how to complete the report

1. Go to the website link at www.healthspace.ca/fha/ccflincident.

2. Click on "CCFL Facility Incident Reporting"

■ [CCFL Facility Incident Reporting](#)

3. At the "Login" page – click on the drop down menus to choose:

- Type of facility

- City

- Facility name. If there is more than one facility with the same name, ensure you choose the one with the correct facility number beside it.

4. Enter your facility password.

- Once you have logged in your home page is call the “Dashboard”.



The screenshot shows the Fraser Health login interface. It includes the Fraser Health logo, a 'Login' title, and several input fields: 'Type' (dropdown), 'City' (dropdown), 'Facility' (dropdown), and 'Password' (text input). The 'Password' field is highlighted with a red circle. Below the fields are buttons for 'Login', 'Create Account', 'Forgot Password', and 'Change Password'.

5. On the Dashboard page: Click on “Create New Incident”

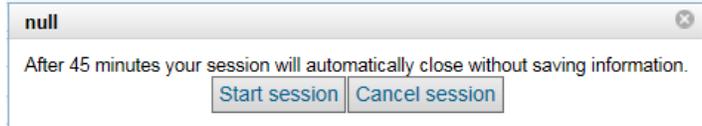
- Note:** Any saved incident reports will appear on this page.
- Click on them to open and edit.



The screenshot shows the Fraser Health Dashboard. It features the Fraser Health logo, the title 'Dashboard', and two buttons: 'Create New Incident' and 'Logout'. The 'Create New Incident' button is circled in red.

6. New Reportable Incident Form

- You will see the following message.
- Click on “Start Session” when you are ready to begin entering your information.



The screenshot shows a session timeout warning message in a window titled 'null'. The message reads: 'After 45 minutes your session will automatically close without saving information.' Below the message are two buttons: 'Start session' and 'Cancel session'.

Note: The 45 minute time limit begins again every time you review or save the form. You will see how much time is remaining in the top left corner of the form.

Tips for entering information	
Report Number	A report number is on your form in the “ <i>Details</i> ” section.
Persons in Care Affected	<ul style="list-style-type: none"> ▪ The details of at least one person in care affected must be entered. ▪ If more than three people in care are affected, enter the information for at least one person in care but put the total number affected in the appropriate box.
Total Number Affected	If a number greater than 10 is entered, a warning message will appear when you review your form. Click “OK” if your number is correct. Numbers greater than 10 are acceptable.
Type of Incident	<ul style="list-style-type: none"> ▪ More than one incident type can be chosen. ▪ Incident Type definitions can be viewed. Scroll up and down on the right of the definition box to view all incident types. To close the definition box, click on the “X”.
Details of the Incident	<ul style="list-style-type: none"> ▪ Location of Incident – if the location is not available in the drop down list, choose “<i>Other</i>” and enter the location. ▪ Service type affected – if more than one service type is affected, choose the largest type affected. ▪ Description of Incident – this section will expand as you type. It does not accept pictures or attachments. These must be provided separately to your Licensing Officer (if applicable).
Form completed and submitted by	If these are different people, you may enter both names in the boxes with a / between. E.g. Rita Smith / Rose Wills Manager / Care Aide

7. Once all information is complete, select the appropriate button at the bottom of the page:



[Review](#)

Allows you to see your completed form before submitting. If you are ready to submit, select “*Review*”.

[Save](#)

Allows you to save your information without fully completing the form or for review by another person. Information may still be entered or edited at a later time before submitting.

[Dashboard](#)

Closes your form and returns you to your dashboard page. If you have not saved your information, it will be lost.

[Logout](#)

Takes you back to the Login page. If you have not saved your information, it will be lost.

8. Once you have reviewed the information, select the appropriate button at the bottom of the page:

[Submit](#) [Edit](#) [Dashboard](#) [Logout](#)

[Submit](#)

Submits your report to Licensing.

[Edit](#)

Returns you to your form and allows changes to be made. To save the report for review again, select “*Edit*” and then “*Save*”.

[Dashboard](#)

Returns you to the dashboard and any saved incident reports.

[Logout](#)

Takes you back to the Login page. If you have not saved your information, it will be lost.

9. Once you have submitted the report, a notice will appear that you have successfully submitted the report.

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

Note: Print your document now or keep a record of the incident as it must be available for review by your Licensing Officer.

The incident report will not be available once you leave this page.

[Print](#)

Creates a version that you can print. The report number will appear on the printed report.

[Dashboard](#)

Returns you to the “*Dashboard*” and any saved incident reports

[Create New Incident](#)

Opens a new incident report form for your facility

[Logout](#)

Takes you back to the “*Login*” page.

