

CHAPTER 6T

INCIDENT REPORTING TUTORIAL

- 6.T.10** Incident Report Introduction
- 6.T.20** Incident Report Types
- 6.T.30** Organizing Non-Property Incidents
- 6.T.40** Customizing the Incident Window
- 6.T.50** Security Options
- 6.T.60** Creating Incident Reports
- 6.T.70** Entering Incident Reports
 - 6.T.70.10** Incident Report Numbers
 - 6.T.70.20** Incident Date
 - 6.T.70.30** Location
 - 6.T.70.40** Area and Sub-Area
 - 6.T.70.50** Assistance to Number
 - 6.T.70.60** Location Code
- 6.T.80** Call Times
 - 6.T.80.10** Setting Up Call Times
 - 6.T.80.20** Benchmarks
- 6.T.90** Occupancy
- 6.T.100** Response Type
- 6.T.110** Officer In Charge
 - 6.T.110.10** Setting List Types
- 6.T.120** Emergency Response Lists
 - 6.T.120.10** Dispatch
 - 6.T.120.20** Police Tab
 - 6.T.120.30** EMS Tab
 - 6.T.120.40** Other Services
- 6.T.130** Information Tabs
 - 6.T.130.10** Remarks Tab
 - 6.T.130.20** Caller Tab
 - 6.T.130.30** Dollar Loss Tab
 - 6.T.130.40** Incident Author Tab
 - 6.T.130.50** Reminder Tab

- 6.T.130.60** Owner/Occupant Tab
- 6.T.130.70** Fire Setters Tab
- 6.T.130.80** Weather Tab
- 6.T.130.90** Checklist Tab
- 6.T.140** The Truck Chart
 - 6.T.140.10** Customizing the Truck Chart
 - 6.T.140.20** Recording Truck Times
- 6.T.150** Firefighter Information
 - 6.T.150.10** Customizing the Firefighter Attendance Screen
 - 6.T.150.20** Recording Firefighter Position
 - 6.T.150.30** Adding Firefighters
 - 6.T.150.40** Firefighter Times
- 6.T.160** Recording Casualties
- 6.T.170** The More Info Button
- 6.T.180** Investigation Notes
- 6.T.190** Medical Reports
 - 6.T.190.10** Searching for Medical Reports
- 6.T.200** Hydrants Used
- 6.T.210** Invoice Window
- 6.T.220** Inventory Used at Incidents
- 6.T.230** Pictures and Links
- 6.T.240** The Action Menu
- 6.T.250** Incident Reporting

6.T.10

Incident Report Introduction

Incident Reporting in FirePro allows you to record information about fire calls, including call times, firefighters present, vehicles on-scene, response type, Police and Emergency incident numbers, and a great deal of other information. Departments in some provinces (currently BC, Alberta and Ontario) are also able to create electronic submissions to the OFM (or OFC in BC), greatly reducing their reporting time.

In this tutorial, we will review the different types of incident reports available, setting up the Incident module so you can record the information you want, populating the lists for the module, creating property and non-property incident reports, recording additional information, linking modules to incident reports and the various reporting and electronic submission options available.

Some aspects of incident reports are different between provinces, but the majority of the fields and buttons are the same. As a result, some sections of this tutorial may not apply to your version of FirePro – in that case, refer to the province-specific tutorials for more information.

More detailed information on each step of the process is available in the appropriate sections of the FirePro Manual.

If you have any questions about how the reference system works, refer to Chapter 1: Using this Manual.

6.T.20

Incident Report Types

FirePro uses 2 types of Incident reports, property reports - which are used to record incidents that occur at a property and are linked to the corresponding property record, and non-property reports - which are used to record incidents that occur at non-property locations like highway intersections or parks.

Both property and non-property incident reports require the same information, and can be located using any of the Find Incident Report options. Both types of incident reports will also be included in any electronic submissions, unless some other factor would otherwise exclude them.

6.T.30

Organizing Non-Property Incidents

Non-Property Incidents in FirePro are always attached to Non-property records, which can be organized in 2 different ways; titled or untitled.

Titled Non-Property Records

Titled non-property records allow you to attach non-property incident reports to specifically-titled records. This is useful because it allows you to get more

information about the type and frequency of incidents that occur at titled locations.

To learn more about titled non-property records, go to:

5.G.5

or

6.G.5

Note:

If you are planning on using titled non-property records, it's a good idea to spend some time planning what you want to be able to learn from them. Since the titled records are so flexible, it's very helpful to define what you want from them before you start creating them for each incident. By creating most or all of your titled records at one time, it's much easier to keep them organized and avoid duplication.

Untitled Non-Property Records

Untitled non-property records are automatically created when you create a new non-property incident. They look like blank property records with a red **N-P** in the upper corner. The record will have the same Occupancy information as the attached incident report, and additional incident reports with the same Occupancy information will be attached to the same record.

To learn more about untitled non-Property records, go to:

5.G.5.10

6.T.40

Customizing the Incident Window

There are a number of customization options available for the Incident Reporting window. This tutorial will cover most of the customization options in the sections that they apply to, but there are several options that should be considered first.

All customization options are available through the:

Set-Up→Custom Settings→Incident Tab

To learn more about the Custom Setting options for Incidents, go to:



20.C.30

Control Access to Meetings

See **6.T.50** for more information about this security option.

Show Reviewed Status

This flag activates a reviewed status button on each incident report, where you can flag an incident reviewed or unreviewed. Turning on this flag is useful if your department uses a system where someone is responsible for reviewing Incident reports after they have been entered.

Reviewers can use the:

[Reports→Management Report Menu→Incident Reports→List of un-reviewed Incident reports](#)

This will allow them to see all unreviewed incident reports, go directly to them by double-clicking on them, and return to the list after they review the incident by clicking on the "List" button.

Station Selection

The Automatic/Manual Station options determine how you select which station the Incident report is attached to. Automatic means that the station is the same as that of the first firefighter that you add to the incident, Manual means that you can select from the station list on the Incident report, and Mandatory means that you MUST select a station before you save the incident.

FirePro Tip:

Firefighters from multiple stations can be assigned to an Incident, but it is not recommended practice, as it can cause the Attendance by % and Total numbers of Incidents reports to provide inconsistent results. A better practice is to create an Assistance report for each station that has Firefighters attend an Incident.

To learn more, refer to:



FirePro Tip O' the Week CREATING AN ASSISTANCE REPORT TO AN INCIDENT

6.T.50

Security Options

Since Incident reports often contain information that you may not want everyone to have access to, there are a number of options for security and review of Incidents in FirePro.

The most basic level of security is the access permissions of a user. It is possible to set which stations' incidents a user can view, create or edit in this way, as well as control access to management reports.

The next level of security is the "Control Access to Incidents" flag in the Custom Settings→Incidents→General Tab. Turning on this flag adds a Status button to the upper-right corner of Incident reports, which allows you to set the report as either "Pending" or "Closed". When a report is marked "Closed", only a person with the "Officer" flag for the Incident Module turned on in their Password Permissions is able to make changes to the Incident.

You can also increase this level of security by turning on the "Only Creator can Edit" flag, which allows only the creator of the incident or an Officer to edit an incident, regardless of whether the Incident is Pending or Closed.

In either of these cases, it is possible to search FirePro for Pending or Closed

Incidents, allowing you to monitor which Incident reports have and have not been completed.

6.T.60

Creating Incident Reports

Incident reports are created by clicking on the "Incidents" button in a property record and selecting "Add".

Non-property incidents are created by selecting:

FirePro2→New Non-Property Incident

If you are using Titled Non-Property records, you will be prompted to select a titled Non-Property record to attach the incident to, or to create a new Non-Property record.

If you are using Untitled Non-Property records, a placeholder Non-Property record will be created in your Property record list, with an Occupancy code that matches that of the incident. Any future non-property incidents that you create with that Occupancy code will also be attached to the same Non-Property record.

6.T.70

Entering Incident Reports

6.T.70.10

Incident Report Numbers

FirePro 2 can generate automatic incident report numbers for you. In the default auto-numbering format, the first 2 numbers indicate the year, 07 for 2007 for example, followed by either a 3 or 4-digit number which counts up from 1 as you add incidents, 001, 002 or 0001, 0002. You also have the option of using a custom numbering system, if you prefer. If you would like FirePro to generate incident number for you, please contact Ingenious Software.

6.T.70.20

Incident Date

When entering incidents, you can set FirePro to default to the current date. This is usually helpful when you are entering incidents on the same day that they occur.

To set this default, go to:

Set-up→Custom Settings→Incident Tab→General Tab, and select the Default Today's Date flag.

6.T.70.30

Location

When entering Property incident reports, the address of the property will flow automatically to the Location field.

For non-property incidents, it is important to enter the location here. Remember, if you are using Untitled Non-Property records, this field will be your only reference for the location of the incident.

[6.T.70.40](#)

Area and Sub-Area

The Area and Sub-area fields are used to add an additional level of organization to your incident reports. The function of these fields is now replicated by the Geo Codes field in the properties window and Titled non-property records, but they can still be used if you prefer. It is also possible to hide these field in the Custom Settings window, if you prefer.

To learn more about Area and Sub-Area, go to:
6.C - AREA AND SUB-AREA

[6.T.70.50](#)

Assistance to Number

In this section you can create Assistance and Exposure reports for an incident. Each Assistance or Exposure report has the same Incident number as the main incident report, but has an a, b, c suffix added to indicate that they are exposure/assistance reports. Exposure and assistance reports can be attached to stations different from the main incident, and will also show up on the main list of incident reports for that property or non-property.

[6.T.70.60](#)

Location Code

When you receive FirePro, your default location code will already be set, and will appear in this field for every new incident that you enter. However, if you are responding to an incident in another location code area, you should put that location code in this field.

To learn more about changing your default location code, go to:



[6.T.80](#)

Call Times

The Call Times section is where you record the overall times for an incident. There are a number of call times fields, but only some of them will be required. These times can also flow over to the Truck Chart, and to Firefighter records.

[6.T.80.10](#)

Setting Up Call Times

Before you start entering Incidents, you should go to the Set-Up→Custom Settings→Incidents Tab→Time Fields Tab and decide how you want some options to work.

Time Field Titles

Entering or removing a title in any of these fields will cause the corresponding field to appear or disappear on your incident reports. You can also change the titles of any field. The important thing to remember is that the field's meaning, indicated to the left of each field, cannot be changed, only the title.

Incident Window Drop-Down

For each time field, you can use the Incident Window drop down to determine if entering a time is optional, mandatory, or generates a warning that the field is not filled in before the incident is saved. This can be a useful way to ensure that required times are filled in on incidents.

Response Time Fields

FirePro can calculate some times automatically based on the times entered in the incident. These times will also be used in the Summary section on incident reports to generate average times.

View Response Time In Seconds

This option is only necessary if you receive your dispatch times in seconds.

Back in Service "C" Button

Use this option to set which time field the "C" button copies into the Back In Service field. Change this depending on how your department records back in service times.

To learn more about these settings, go to:



20.C.30

6.T.80.20

Benchmarks

There is an additional "Benchmarks" Tab which can be used to record additional response times. These can be customized from the Custom Settings→Benchmarks Tab, if you need to use them.

6.T.90

Occupancy

If you are entering a property incident, Occupancy information will appear automatically. For non-property incidents, you will need to select an Occupancy type.

6.T.100

Response Type

Response type information is required for all incident reports. The response type list will be populated for your province when you receive FirePro, but you will be responsible for keeping it up-to-date.

6.T.110

Officer In Charge

The Officer in Charge list is generated from the Officer Flag on a Firefighter record. The list can be either a pick list or a type and pick list.

The Rank List will be populated from the Department Ranks list, but is a type and pick list, so you are able to type custom ranks in if necessary.

6.T.110.10

Setting List Types

You can change the Officer in Charge, Dispatch, Ambulance and Police fields to either a pick list or a type and pick list by going to the:

Set-Up→Custom Settings→Incidents Tab→Format Fields Tab.

6.T.120

Emergency Response Lists

The emergency response lists are used to record information about other Emergency Responders, including police and EMS.

6.T.120.10

Dispatch

The Dispatch Drop-down is a custom list, and should contain your departmental dispatch information. The title of the tab can also be changed, if you prefer. You can populate this list from:

Maintenance→Edit Pop-Ups→Other Incident Lists→Dispatch Lists→Dispatch

6.T.120.20

Police Tab

The Police Tab records information about the responding police force. You can populate this list from:

Maintenance→Edit Pop-Ups→Other Incident Lists→Dispatch Lists→Police Force.

The tab also contains fields for the name of the responding officer, a police incident number field (the field name can be changed, if you prefer), and the time that police arrived on scene, as well as a flag to indicate if the police arrived before or

after your department.

Note:

If you enter your department's time on scene and the police or EMS time on scene, just tab through the Arrived section. FirePro will automatically calculate if the police arrived before or after based on the times you enter.

[6.T.120.30](#)

[EMS Tab](#)

The EMS Tab records information about Emergency Medical services responding to the incident. You can populate the list from:

[Maintenance](#)→[Edit Pop-Ups](#)→[Other Incident Lists](#)→[Dispatch Lists](#)→[Responding Ambulance](#).

You can also record the EMS Incident number (the field name can be changed, if you prefer) and the time they arrived on-scene.

[6.T.120.40](#)

[Other Services](#)

The Other tab is used to record the arrival time of any other services at the incident. You can add services from the:

[Set-Up](#)→[Custom Settings](#)→[Incidents Tab](#)→[Custom Fields Tab](#).

[6.T.130](#)

[Information Tabs](#)

The Information tabs can be used to record more information about the incident.

[6.T.130.10](#)

[Remarks Tab](#)

The remarks tab is used to record the incident summary and any other notes about the incident.

[6.T.130.20](#)

[Caller Tab](#)

The Caller Tab is used to record information about the caller, including what type of call was reported initially.

6.T.130.30

Dollar Loss Tab

The Dollar Loss tab is used to record dollar loss at an incident. The Dollar Loss field changes occasionally based on the type of incident and/or the response type. Since dollar loss is often only assessed some time after the incident, you can use the pending flag to note that the final numbers are not yet available. The **No Dollar Loss** check box indicates that the loss is 0 and not pending.

6.T.130.40

Incident Author Tab

The Incident Author tab is used to record information about the author of the incident. The information can either be entered manually or auto-completed by pressing the **Author** button and selecting the appropriate Firefighter from the list.

The Author list is populated by turning on the **Incident Author** flag in the Custom Tab of a Firefighter record.

6.T.130.50

Reminder Tab

This tab can be used to generate reminders that will either appear on the regular reminders lists or, in the lower section, reminders for the building department. These reminders will only display if your department uses the Building Permit Module.

6.T.130.60

Owner and Occupant Tabs

Owner and Occupant information will flow from property records to these tabs if you are entering a property-type incident report. Otherwise you need to fill them in manually, as applicable.

6.T.130.70

Fire Setters Tab

FirePro allows you to record known fire setters and attach them to an incident they are involved in. Hitting the "Edit" button brings you to the Fire Setters window, which allows you to add or edit fire setters, and add them to the incident.

6.T.130.80

Weather Tab

The Weather Tab is an informational field which you can use to record weather information at the time of the incident.

6.T.130.90

Checklists Tab

The Checklist Tab allows you to create a custom checklist that can be used to record which post-trip activities were done.

To learn more about setting up Checklist items, go to:



20.110.20

6.T.140

The Truck Chart

The Truck Chart is used to record the times of each vehicle at an incident. If you are using the Inventory Module, you can populate the Truck Chart list with those inventory items that you have flagged as Apparatus. If you are not using inventory, you can create your own Truck Chart list of vehicles, or you can elect not to use the Truck Chart at all.

6.T.140.10

Customizing the Truck Chart

There are several different custom setting options that adjust the way the truck chart works. You should pick the options that work best with the way your department records incidents.

Show Truck Chart Unit List as a Drop List

This flag changes between using a drop list for the truck chart and using a type and pick list. We recommend that you use the drop list in order to ensure consistency when entering incidents. If you are not using the Inventory module, you can populate the list from:

Maintenance→Edit Pop-up Lists→Other Incident Lists→Truck Chart Units

Truck Chart Times

Times from the Incident Record can flow to the Truck Chart. These options allow you to choose whether all the times flow across for all the trucks you enter (the recommended option), the times flow across only for the first truck entered, or none of the times flow across. Bear in mind that all times can be edited after they flow over.

Time Fields

The Truck Chart Option on the Time Fields Tab allows you to select which time fields are visible on the Truck Chart.

6.T.140.20

Recording Truck Times

Once you have set up how the Truck Chart will work, you can start to add trucks to incidents. To start entering vehicles, press the "Edit" button in the Truck Chart Window. The easiest way to fill in the fields is to use the "Tab" button, since this will move between fields and automatically flow in times from the Incident Report, depending on how you have the Truck Chart set up. To start another line, just tab past the end of the line you are working on.

Remember, you can set up Truck Chart times to flow through to Firefighter times so that you only have to enter each set of times once, rather than doing it for each Firefighter.

To learn more about using the Truck Chart, go to:



FirePro Tip O' the Week USING THE TRUCK CHART

6.T.150

Firefighter Records

One of the most important aspects of Incident reporting in FirePro is recording which firefighters attended the incident. A great deal of information about each firefighter can be recorded; including times, position, SCBA usage, the vehicle they were driving and other customizable information.

6.T.150.10

Customizing the Firefighter Attendance Screen

There are a number of customizability options in the Custom Settings menu that effect how information about Firefighters is recorded. You should consider the following options:

Use Alarm/Depart Station Time for Firefighter Time Out

This option sets which time field from the Incident report flows into the Firefighter Time Out field in the Firefighter Attendance Screen, and should be set according to you department's operating guidelines. Bear in mind that the field names might be different if you have renamed any of the time fields.

Custom Titles

Entering a title in these fields will create sections of the appropriate type on each firefighter attendance record. This is useful if you need to record additional information about each firefighter at an incident. You can include checkboxes, text fields, number fields and even lists that you can populate yourself.

To learn more about setting up custom fields, go to:



20.C.30.60

Copy Times From Truck Chart

Turn this flag on if you would like to use the Truck Chart times rather than the incident times as the default when recording a firefighter's attendance.

See **6.T.140.40** for more information.

6.T.150.20

Recording Firefighter Positions

It is possible to use the custom lists to record the position that each firefighter holds at an incident.

To learn more about recording the position of a firefighter, go to:



FirePro Tip O' the Week RECORDING FIREFIGHTER POSITION AT AN INCIDENT

6.T.150.30

Adding Firefighters

Once you have set-up the Firefighter attendance window, you can add Firefighters to an incident. To do this, click on the "Firefighters" button after you have saved the incident report. The Firefighter Attendance window will then appear.

To learn more about adding firefighters to an incident, go to:

6.G.10

It is important to remember that although you can add firefighters from any station to an incident, it is not ideal, as it can cause some reports to provide inconsistent results. Recommended best practice is to use Assistance reports to record firefighters from stations other than the one to which the incident is attached.

To learn more about creating Assistance reports, go to:



FirePro Tip O' the Week CREATING AN ASSISTANCE REPORT TO AN INCIDENT

6.T.150.40

Firefighter Times

FirePro flows firefighter times automatically from either the incident times or the truck chart times. In either case you are able to manually adjust any time. You should pick the most appropriate method for your department.

Use Incident Times

Using this method, the times that you recorded on the incident will flow to the Firefighter times directly. You can edit the times manually afterwards if needed.

The advantage to this method is that it is quick and does not require a great deal of data entry.

The disadvantage is that if you want to record different times for firefighters on different apparatus, then you have to make the changes manually.

Use Truck Chart Times

Using this method, you can enter the times for your apparatus on the Truck Chart, then select which apparatus each Firefighter was on, and have the times from that apparatus flow directly to the Firefighter Attendance Record.

The advantage to this method is that it allows much more precise record-keeping for individual firefighters, and is particularly useful if you are basing firefighter times on truck times.

The only disadvantage is that you must use the truck chart for this method to work properly.

6.T.150.50

SCBA and Driving

The "Other" Tab in the Firefighter Attendance Window can be used to record SCBA usage and driving.

To learn more about tracking SCBA usage and driving, go to:



***FirePro Tip O' the Week* MONITORING SCBA AND DRIVING**

6.T.160

Recording Casualties

Casualties at an incident can be recorded by hitting the "Casualties" button on the Incident Report window. You should create a separate Casualty record for each individual.

Note:

For BC Departments, the Casualties button is replaced by the "Names" button. The Names Window has a flag that can be used to indicate a casualty.

6.T.170

The More Info Button

The More Info button is a multi-purpose section of the Incident report that is generally used for Province-Specific report information.

Depending on your Province and the type of Incident you are recording, FirePro will adjust the contents of the More Info button to reflect the information that you need to record, usually based on the Response Type of the Incident.

To learn about the More Info button refer to the appropriate Provincial Supplement to Chapter 6.

6.T.180

Investigation Notes

The "Investigate" Button is used to record Investigation notes, Insurance information and Fire Investigator information. You can add any number of investigator notes, including date, name and rank and comments.

**To learn more about Investigation Notes, go to:
6.G.100**

6.T.190

Medical Report

The Medical Report window is used to record medical information about the incident, including patient names, types of injury, treatments and vital signs. This information is the same for most departments.

It is possible to customize the Medical Report by going to the:
Set-Up→Custom Settings→Incidents Tab→Medical Tab

6.T.190.10

Searching for Medical Reports

It is possible to search for Medical Reports independently from the incident to which they are attached. You can search by patient name, and you can also set up a custom field that is searchable. To do this, put a title in the Searchable Field Title on the Medical Tab in Custom Settings. You will need to provide a unique identifier for each Medical Report, and it should match the format of the Searchable field title. For example, some departments use Medical Report Number for this field.

To learn more about the Searchable Field Title, go to:



20.C.30.50

6.T.200

Hydrants Used

If you are using the Hydrant Module, you can use this window to record which hydrants were used during the incident.

**To learn more about recording hydrant information, go to:
Chapter 14: Hydrants**

6.T.210

Invoice Window

If you are using the Invoice Module, you can generate invoices for the incident. It is possible to set up your truck chart items so that costs for having vehicles in the field are automatically calculated based on your truck times, and you can also record additional billable items.

To learn more about invoicing, go to:

Chapter 11: Invoices

Or



FirePro Tip O' the Week TRUCK CHART AND INVOICING

6.T.220

Inventory Used at Incidents

If you are using the Inventory Module, you can flag inventory items "Link to Incident". Those items can then be attached to an incident using the "Inv. Used" button. This allows you to record how frequently pieces of inventory are being used.

Note:

It's usually not necessary to flag vehicles to be linked to incidents, as you can use the truck chart to record them instead.

To learn more about linking inventory items to incidents, go to:

6.G.120

6.T.230

Pictures and Links

You can link photographs and computer files to incident reports.

To learn more about Pictures and Links, go to:

Chapter 3: Recurring System Components

6.T.240

The Action Menu

There are a number of options that are available through the action menu for Incident reports. Some are available only through specific windows, so they will be grayed out if they are not available.

Add

The Add option will close the incident record you are viewing and create a new incident record attached to the same property.

Edit

The Edit option will open the incident for editing.

Create Assistance/Exposure Report

This option will create an Assistance or Exposure report attached to the Incident that is currently open.

Duplicate Medical Records

Use this option to copy a medical record from another incident to this one. You will need the Incident number that you wish to copy the medical record from.

Show Details

When you are in the Incident List window, you can use this option to access the details of a selected incident report.

MNR Report

This accesses the Ministry of Natural Resources report for Departments in Northern Ontario only.

**To learn more about MNR Reports, go to:
6.G.20**

Delete

This option allows you to delete the selected incident report.

Move an Incident to this Property

When you are in the Incident List window, you can use this option to move an incident report to the selected property or non-property record. You will need the number of the Incident record that you wish to move.

Show Property Record

This option will close the Incident record you are viewing and open the Property or non-property record that it is attached to.

Callbacks

Use this option to open the Callbacks window, where you can record information about any callbacks that occur for an incident.

**To learn more about the callbacks window, go to
6.E.60**

Incident Reporting

A number of different reports about Incidents are available. You should review the available reports, and explore the different parameters available for each. Remember that report templates allow you to save specific parameters, making recreating specific reports much faster.

To learn more about the options available for Incident Reports, go to:



6.R