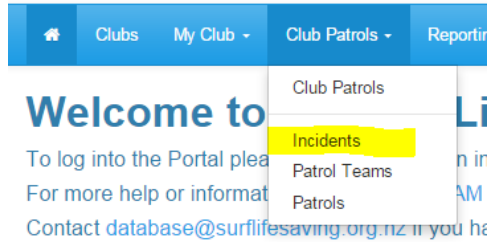# Incidents:

1. Log into the Portal and go to the Club Patrols tab. You will see this tab if you have been set up as either a patrol manager or a club administrator. Members cannot see this tab.

2. Go to Incidents.

3. You will see a list of all of the Incidents that have happened in your club. Click the blue create button on the right hand side of the screen to create a new incident record.

4. The Create Incident form will appear:

- **Name** - provide a name for the Incident.
- **Incident Date.**
- **Club** - click the magnifying glass to select your club.
- **Patrol Team** - who were on duty at the time (if applicable)

- **Summary of Incident** – the info from the Patient/Incident Notes section on the paper form.
- **Incident Level** – provide a ranking from S0 – S4 (descriptions available on the dropdown menu)
- **Tasking Number** – provided by emergency services (if applicable)

(There are other fields on this page which are not compulsory but can include data if applicable)

5. Click Next

- **Time Started and Ended** (what was the timeframe that the incident ran to)
- People Involved – enter any non-members who were involved in the incident.
- Members Involved – space to record which SLSNZ members were involved in the incident.

6. Was it a **Rescue, Search or First Aid**? (Tick as many as applicable)

7. Select from the list provided why the incident happened (tick as many as applicable)

8. Which **activities** were involved in the incident? (Tick as many as applicable)

9. What **resources** were used in the incident? (Tick as many as applicable)

10. Click **Submit** to save the incident.

You will be taken back to the Incident section of the Portal. At this stage you can reopen the incident to enter who the members and patients were.

11. Find the incident you have created and click the arrow to select edit.

This is a good chance to check the information you have entered in for the incident. Scroll through these pages until you get to the Patients page.

12. Click the blue **Create** button to create the record of a patient involved in the incident. This will bring up four pages of details that are required about the patient. Click **Submit** once you have completed these.

Creating a record of a patient and saving them to the incident means that we can keep track of the demographics of the people involved in all of our incidents (i.e. gender and age) as well as people who may continuously require the attention of our lifeguards.

13. The last section is to add the records of the members in your club who were involved. Click the dark blue **Associate** button to 'tag' your members in the incident.

This is a great way that we can keep a record of the incidents that our members are involved in, as well as a way that clubs can keep track of the training that lifeguards may need if they are involved in serious incidents.

In the CRM you can then go to a members contact record, select the menu item 'Incidents Involved' and see exactly which incidents a lifeguard has been involved in.