U.S. COAST GUARD
Work Life Information Management System (WIMS)

Workplace Violence Program User Guide

Table of Contents

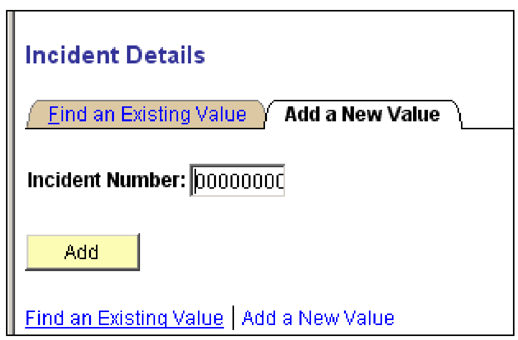
How To Enter a Workplace Violence Incident

Use When there is an incident of Work Place Violence or Threatening Behavior, it is added to the system. The user will take the following actions to add the Incident Details

Pages

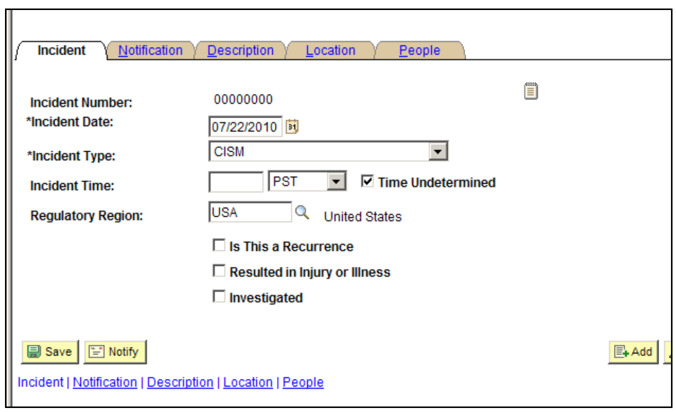
- Incident
- Notification
- Description
- Location
- People

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>To add a new incident, click on Incident Details:


Select the Add a New Value tab.


Click on the Add button. The system automatically assigns an incident number. Please do not enter a number for a new incident.
</td></tr>
</table>

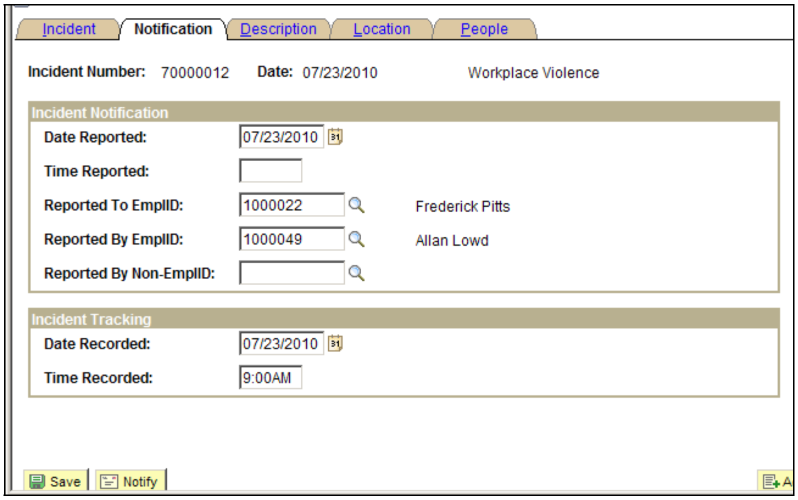
Step	Action
2	On the **Incident** tab, do the following: • **Incident Date:** Enter without special characters in MMDDYYYY format**,** or use the calendar icon to select the date. The formatting is automatic upon saving or tabbing to the next field. The Incident Date must be the earliest date of any occurrence regarding this incident. When you get to the Notification tab, you will be prompted to enter a notification date. This notification date cannot be earlier than the Incident Date. • **Incident Type**: From the drop down option, select **Workforce Violence.** • **Incident Time** and time zone: This is a required field so if the time is unknown, check the field of **Time Undetermined** box. Please do not check the **Time Undetermined** box ***AND*** enter a time. Use only one or the other. • **Resulted in Injury or Illness:** This is a required field. Check the box. • **Is this a Recurrence:** If applicable, check the box. • **Investigated**: If applicable, check the box.



- Click the **Save** button.

-  Use the **Notepad** to enter any additional information on the incident. To access the **Notepad**, click the icon. Please refer to the instructions on *"How to Use the Notepad*."

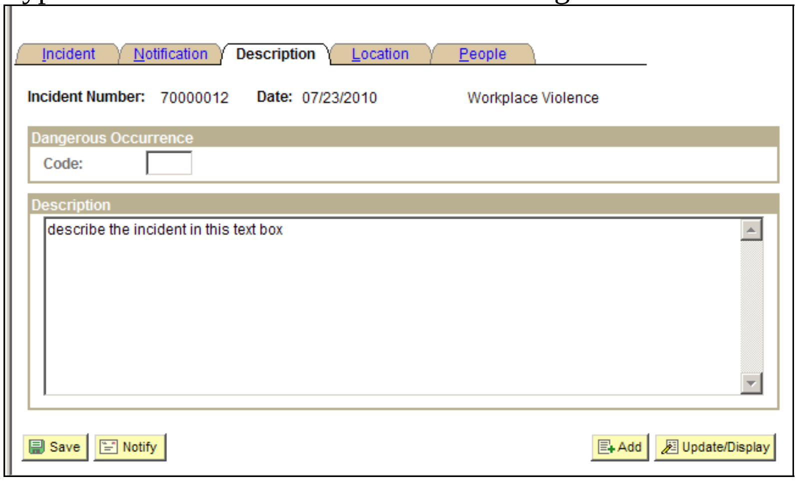
Note: You must save prior to using the Notepad otherwise the note created will not be attached to the Incident.

Step	Action
4	Select the **Notification** tab and enter the following data: • **Date Reported:** This cannot be a date earlier than the Incident Date. • **Time Reported:** Enter as military time and upon save it will be formatted to regular time and AM/PM. If unknown, leave the field blank. • **Reported To EmplID**: Click on the magnifying glass icon, and choose the person that the incident was reported to initially. If unknown, leave the field blank. • **Reported By EmplID:** Click on the magnifying glass icon, and choose the FAS entering and managing the incident. • **Reported By Non-EmplID** - *Do not use* • **Date Recorded:** Default date (today's date). • **Time Recorded:** Enter as military time and upon save it will be formatted to regular time and AM/PM. If unknown, leave the field blank. 

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>5</td><td>

Select the **Description** tab

- Type in the details of the incident in the large text box.

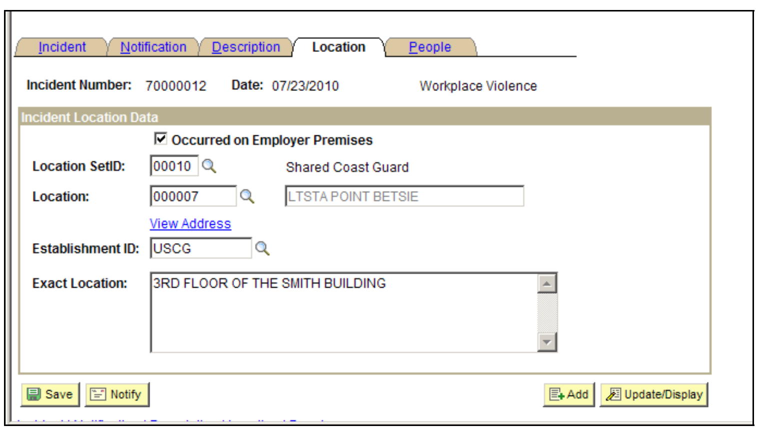


- Click the **Save** button.

</td></tr>
<tr><td>6</td><td>

Select the **Location** tab and enter the following data:

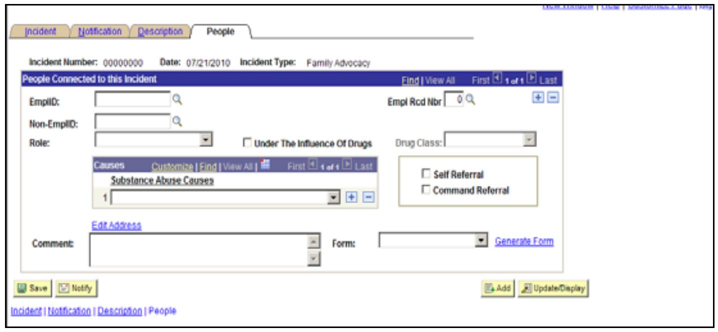
- **Occurred on Employer Premises**: Check the box.
- **Location SetID**: Enter 00010.
- **Location**: Select the magnifying glass icon and select the ***Location*** of the incident.
- **Establishment ID**: Enter USCG
- **Exact Location:** This is an optional description. Enter if known.



</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>7</td><td>Select the People tab to add BOTH Alleged Offender(s) and the Victim(s) to an incident.

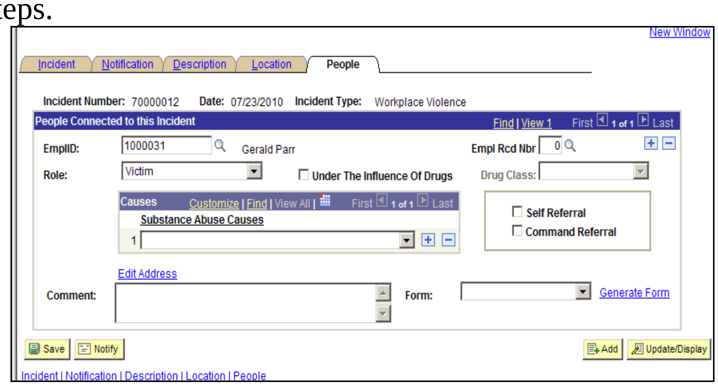
Select the EmplID or Non-EmplID (refer to instruction on “How to Add a Non Employee”) by clicking on the magnifying glass icon next to the field.



Select the EmplID by clicking on the magnifying glass icon, click on the Name hyperlink from the lists presented.
Select the EMPLID Role from the drop down list by selecting either:

Alleged Offender
Victim

Click the [+] button to another EmplID or Non-EmplID’s and following the above steps.



Click the Save button at the bottom of the page once you have added both the EmplID and/or Non EmplID with roles as Alleged Offender (s) and Victim (s).
</td></tr>
<tr><td></td><td>To proceed, click the Home hyperlink in the top right corner of to return to Portal, WorkLife Program pagelet to continue, or select the Sign Out hyperlink. It is helpful for later activities to write down the incident number.</td></tr>
</table>

How to Associate an Injury with an Incident

Use The Victim and/or Alleged Offender must be associated with the Injury Details to create a Correction Plan. The user will take the following actions to associate the Victim and Alleged Offender to the Injury Details:

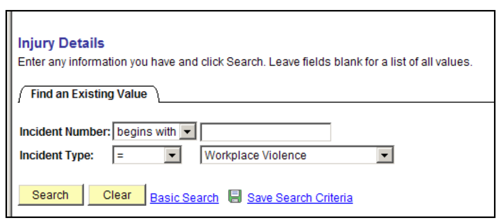
Prerequisites
- ➢ Incident
- ➢ Non Employee (if applicable)

Pages
- Injury
- Description

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Portal, Worklife Program pagelet do the following:

Click on Incident/Injury – Member Setup

Enter the Incident Number and/or select the Incident Type as Workplace Violence.

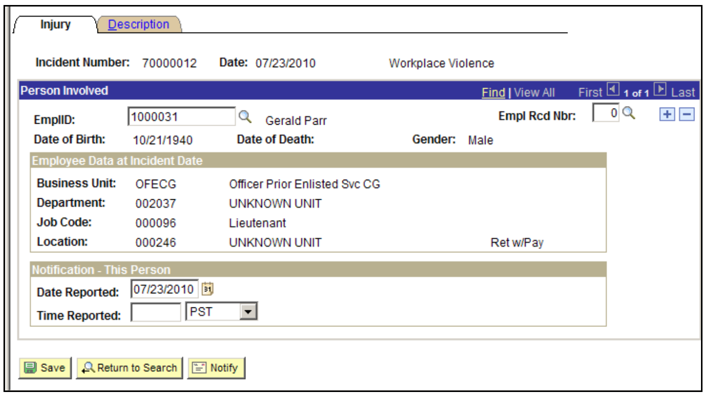


Select the Search Button.
Click Incident (Step 1) to associate the person (s) involved.

</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>2</td><td>
On the Injury Page, select an EmplID or NonEmplID (refer to “How to Add a Non Employee”) by doing the following:

Click on the magnifying glass next to the EmplID or NonEmplID and select the person from the list presented.
Enter the Date Reported (MMDDYYYY) without any special characters (auto formats upon save), or use the calendar icon to select the date.
Click on the [+] button to add the next person as above.



Click the Save button.

</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>

Select the **Description** tab and select the **Primary Outcome** of the injury or illness for each person entered. The options follow:

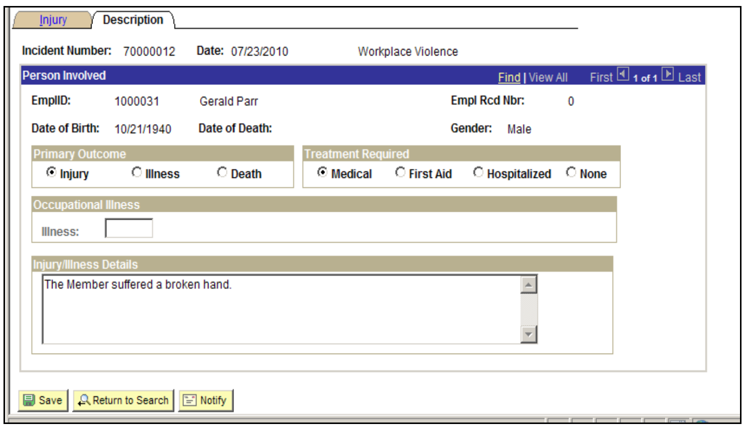
- **Injury**
- **Illness**
- **Death**

Note: If none of the above, do not use the above options.

Select the **Treatment Required** for each person entered. The options follow:

- **Medical**
- **First Aid**
- **Hospitalization**
- **None**

Indicate there any further details regarding the injury, illness or death type the information in the **Injury/Illness Details** text box.



- Click the **Save** button

</td></tr>
<tr><td></td><td>

To proceed, click the **Home** hyperlink in the top right corner of to return to Portal, **WorkLife Program** pagelet to continue, or select the **Sign Out** hyperlink. It is helpful for later activities to write down the incident number.

</td></tr>
</table>

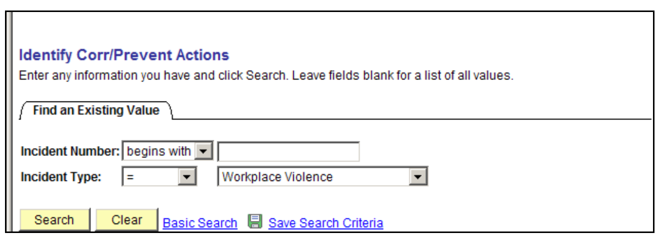
How to Add and Manage a Corrective Plan

Use The primary purpose of the **Corrective Plan** is to create a plan of action for the Victim (s) and/or the Alleged Offender (s) in response to a Workplace incident.

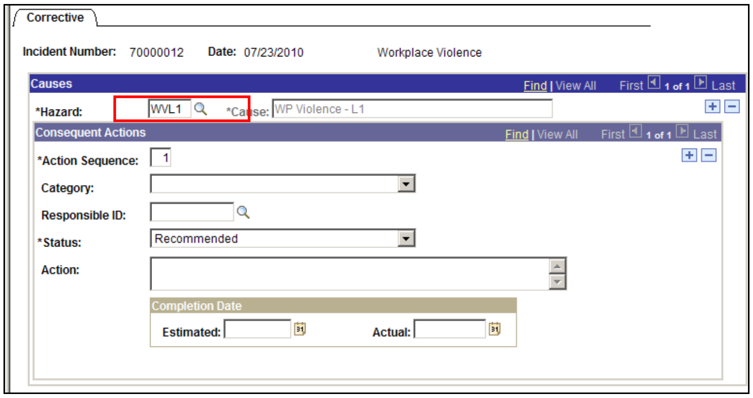
Prerequisites
- Incident

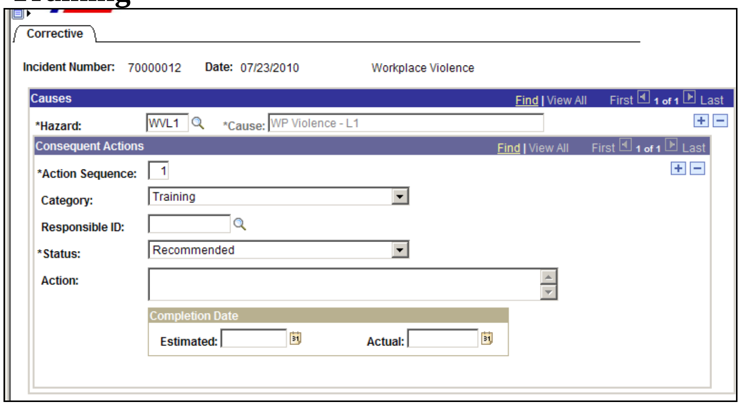
Pages
- Corrective

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>In the WorkLife Program pagelet click on the Identify Corr/Prevent Actions hyperlink to create a Corrective Plan associated with the Incident.


Find the Incident Number by entering the Incident Number or Incident Type as Workplace Violence.


If known, enter the incident number and click the Search button.
If not known, select Employee Assistance for the Incident Type, leave the Incident Number field blank and click the search button and select the correct incident from the list. This can generate a lot of results, so it is better to have the incident number.</td></tr>
</table>

Step	Action
2	On the **Corrective** page do the following: • Enter the Cause (**Hazard**) by selecting the 🔍 magnifying glass, and select from the list of applicable options for **Workplace Violence:** ➢ **PND** - Pending ➢ **WVL1 –** WP Violence – L1 ➢ **WVL2 –** WP Violence – L2 ➢ **WVL3 –** WP Violence – L3 ➢ **TBL1 -** Threat Behavior – L1 ➢ **TBL2 -** Threat Behavior – L2 ➢ **TBL3 -** Threat Behavior – L3 

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>
Select from the Category by clicking on the down arrow and choose an option associated to the Cause (Step 2):
➢ EAP Referral
➢ Other W-L Programs
➢ Local Security Referral
➢ Other Law Enforcement Referral
➢ Military/Civilian Support
➢ Medical Care
➢ CGIS
➢ Legal Services
➢ Chaplain
➢ MH Care- Military
➢ MH Care- Civilian
➢ Training


Note: You can have one hazard with Consequent Actions.

• Enter the Responsible ID by clicking on the magnifying glass icon to select the USCG Member EmplID responsible for the actions entered for each (this step is optional).

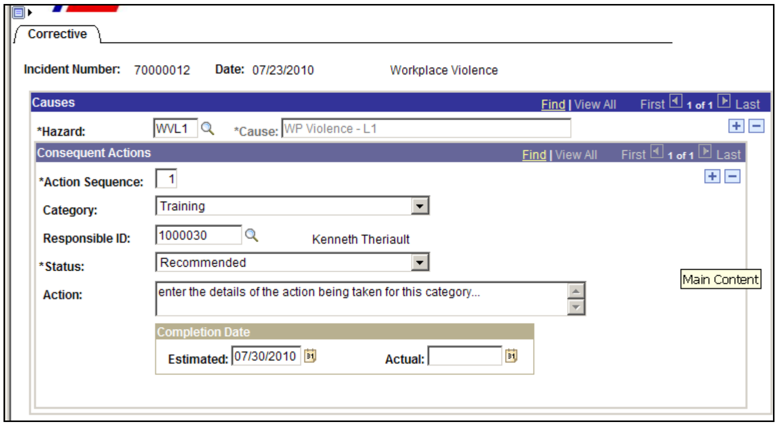
Note: If the person is someone other than a USCG member, type in the name and information into the Action text box.

• Select the Status field to indicate the status of each Action Sequence. The options are:
➢ In Progress
➢ Completed
➢ Recommended
➢ Existing
➢ Planned

• Enter the Completion Date information by entering a date (MMDDYYYY) or selecting the calendar icon next to the Estimated and Actual fields.
</td></tr>
</table>

<table>
<tr><td></td><td>Note: The EAP incident will remain unresolved and “open” in the system until the Status has been set to Completed, and the Actual Completion Date has been entered.</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>



Click on the Save button when you have finished with the Action Sequence 1.
To add additional Consequent Actions, select the [+] in the right corner and follow the steps to add a Consequent Action.

</td></tr>
<tr><td></td><td>To proceed, click the Home hyperlink in the top right corner of to return to Portal, WorkLife Program pagelet to continue, or select the Sign Out hyperlink. It is helpful for later activities to write down the incident number.</td></tr>
</table>

How to Run a Worklife Report

Use

Worklife Report hyperlinks are housed in the Worklife Reports pagelet. Click on the hyperlink of the desired report to run and retrieve the output. Descriptions of the reports accessible to the Worklife Family Advocacy User are located below.

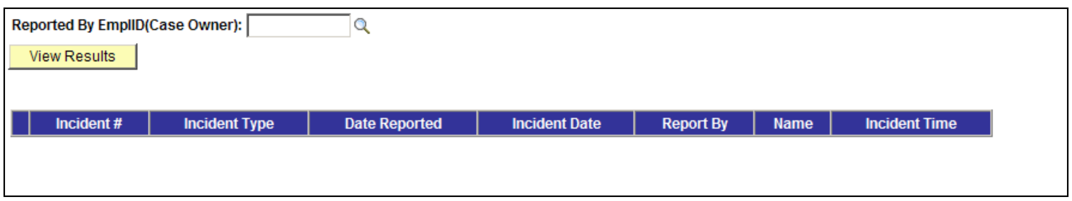
Prerequisites

- Incident Details
- Injury
- Manage Case
- Correct Plan

Portal Link/Report Title	Description
Case Owner Incidents Report	This query generates a list of Incidents for any given case owner you designate in the parameters. The system will prompt you for an EmplID of the case owner. The case owner is designated by the EmplID that is in the Reported By EmplID field in the Incident Details component on the Notifications page.
Member Incidents Report	This query generates a list of Incidents by members who are associated with an Incident. The system will prompt you for an EmplID of the Member you want to run the report for.

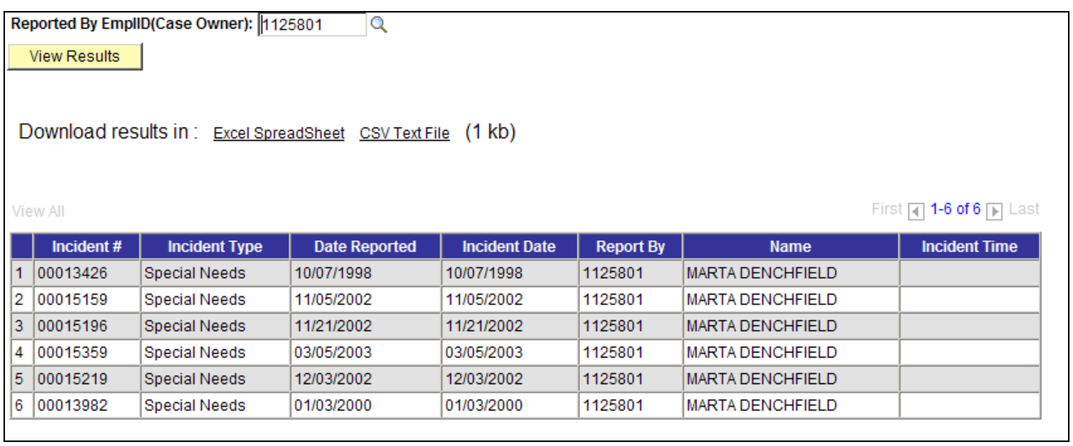
Step	Action
1	In the **Worklife Reports** pagelet click on the Case Owner Incidents Report hyperlink:

A prompt will pop up in a new window.



- Enter the Reported By EmplID (Case Owner):
- Click View Results

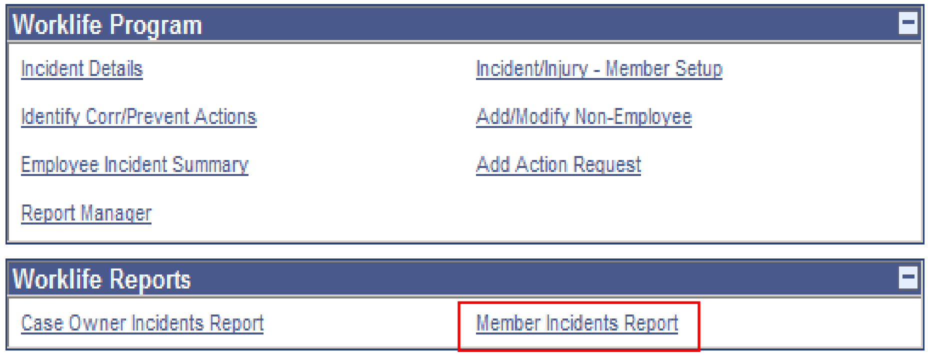
The report output will display in the following format



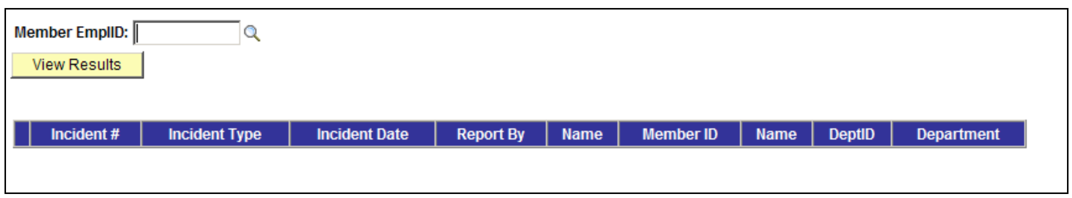
	Incident #	Incident Type	Date Reported	Incident Date	Report By	Name	Incident Time
1	00013426	Special Needs	10/07/1998	10/07/1998	1125801	MARTA DENCHFIELD	
2	00015159	Special Needs	11/05/2002	11/05/2002	1125801	MARTA DENCHFIELD	
3	00015196	Special Needs	11/21/2002	11/21/2002	1125801	MARTA DENCHFIELD	
4	00015359	Special Needs	03/05/2003	03/05/2003	1125801	MARTA DENCHFIELD	
5	00015219	Special Needs	12/03/2002	12/03/2002	1125801	MARTA DENCHFIELD	
6	00013982	Special Needs	01/03/2000	01/03/2000	1125801	MARTA DENCHFIELD	

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>

In the **Worklife Reports** pagelet click on the Member Incidents Report hyperlink:

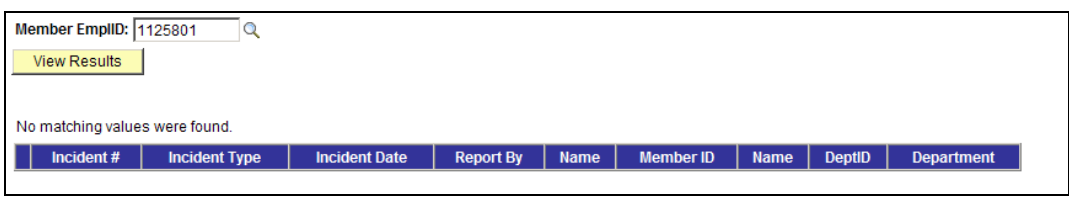


A prompt will pop up in a new window.



- Enter the Member EmplID:
- Click View Results

The report output will display in the following format



</td></tr>
</table>