Guide to NUCA-WINS for Reporters

Installing the NUCA-WINS Incident Recorder on your Apple device:

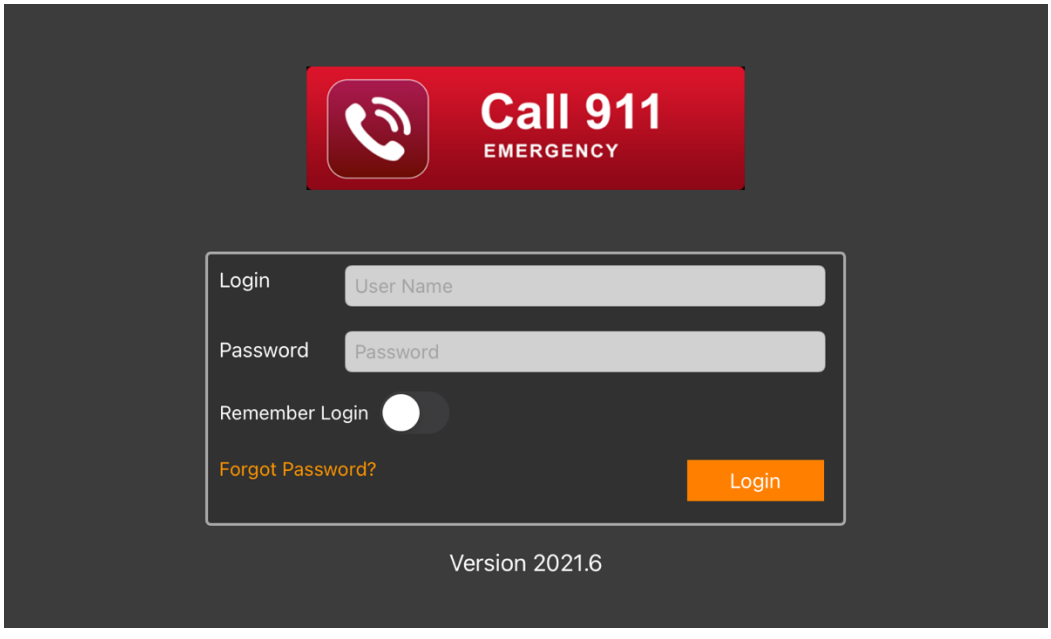
NUCA-WINS works on your iPhone or iPad whether or not you are connected to the network.

As an Incident Reporter, go the Apple AppStore and Search for NUCA WINS.

When you get to the NUCA-WINS page, download, and then Install.

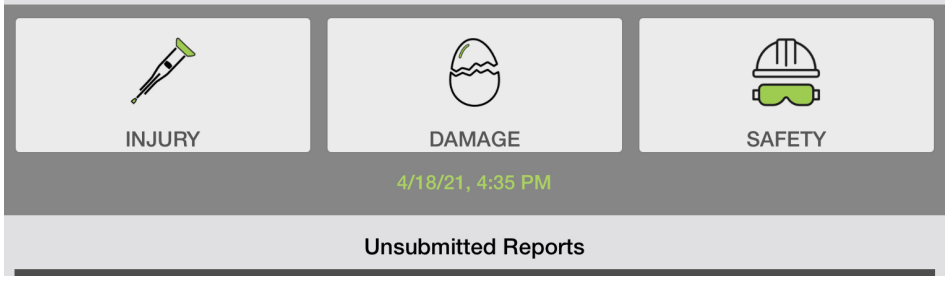
Using NUCA-WINS the first time.

Your Login is your email address. Your System Administrator will send you an email with instructions on how to set your password. Once you have completed this you may enter your credentials on the Login screen:



If you forgot your password, or wish to change it, click the "Forgot Password?" link, and a new Password Reset email will be sent to you.

After logging onto the application on your device, you can start to record your first incident.



You will see a number of sections on this page, such as "Unsubmitted Reports" and "Submitted Reports". We will discuss these sections later. The action available for you now is to create a New Incident.

With NUCA-WINS, you can record any workplace incident. In this example, we are recording a workplace injury.

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You may tap the Date and Time display to change it, in case you are documenting a past incident.

Select “Injury”. The screen will now display the next step, Employee selection.

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Employee

The first time you visit the Employee page, your device will download the employees. Depending on your connection and the size of your company, this may take a minute.

Select the Injured (or Ill) Employee. Touch the bottom right of the Employee icon--the (i) button--to bring up details about the employee.

If you can, check with the employee that the details are correct—such as his emergency contact and home address. When complete, ask the employee to check the details, and then "Submit".

Sometimes an employee won't yet be in the system. If you don't see him or her, go to the Search area and type in the first few letters of his or her first or last name. If the name is not discovered, select "Add", and fill in the employee details.

After selecting the employee (and completed emergency contact details, if necessary) select <Next>.

Quick Photo (or Return Home)

Note, at the top of the page there is a camera and a home icon. If, at any time when you are recording an incident, you have the opportunity to capture a photo of the incident scene, the injury, or anything else that you believe may prove to be of value, tap on the camera and take a photo. We'll discuss how to use these photos later, when we work though the statements

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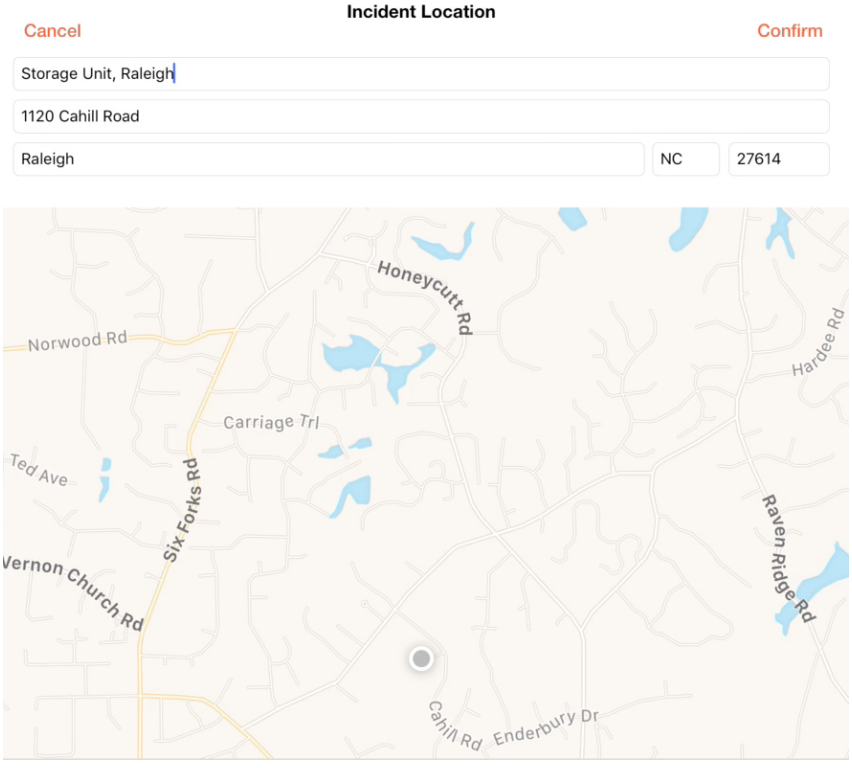
Location

Incident Location

You are now ready to provide the details as to where the incident occurred. If you are at the location of the incident, take advantage of the Incident Location page. This pinpoints your current location. If you are at a knowable address, the incident locator will display that address. Verify that the address is correct or change it, if necessary. You can also add a name for the location.



In most situations, the "Incident Location" is in or very close to the "Work Location". To skip this page, perhaps because you are not currently at the Incident Location or because the Work Location is sufficient, select "Cancel" and move on to the Work Location.

In this example, the incident occurred at a Storage Unit which is in separate location. Add the appropriate details, select "Confirm".

When you progress to the Work Location, you will be able to select the related Work Location.

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Work Location

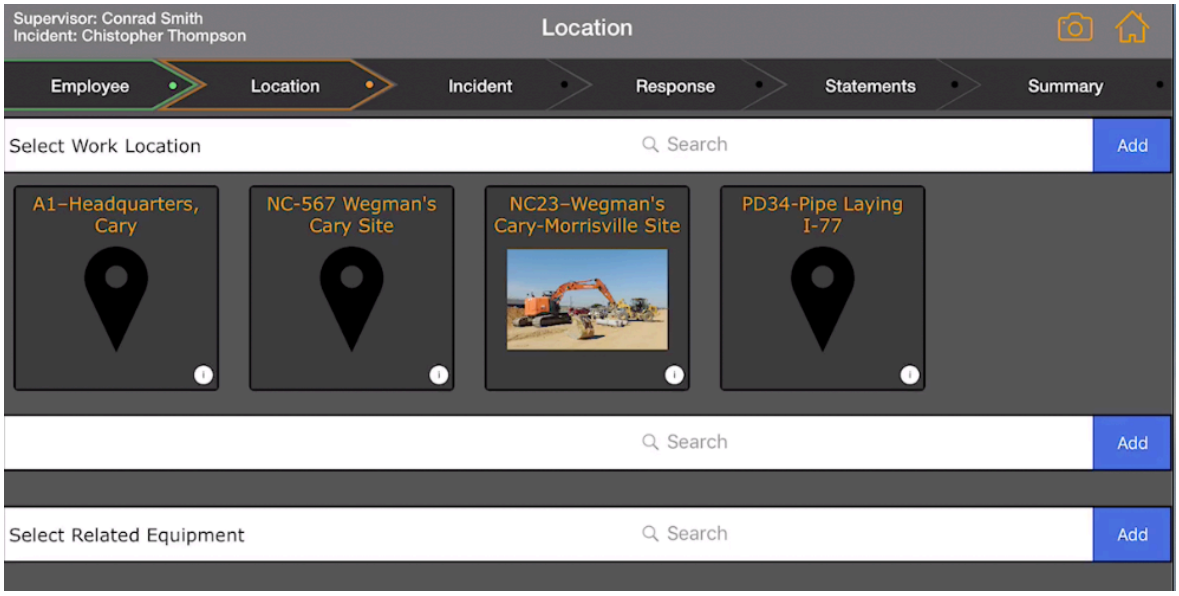
All incidents require a Work Location.

The Work Location is typically an organization's permanent building or campus, or a named job—at a defined address. Often, the Incident Location that you have just recorded pinpoints an incident location within a one of those defined Work Locations.

If that Work Location has already been included, select it. If not, "Add" the new work location.

Select the Work Location that best fits your situation.

Sometimes, as in our example above, the incident happened at a separate location (the Storage Unit) that is related to a specific Work Location. It could be that the Incident Location occurred on a delivery route--in which case the Work Location may be the whole delivery route, or the Work Location is a large construction site and the incident occurred either inside or outside the address provided for that construction site.



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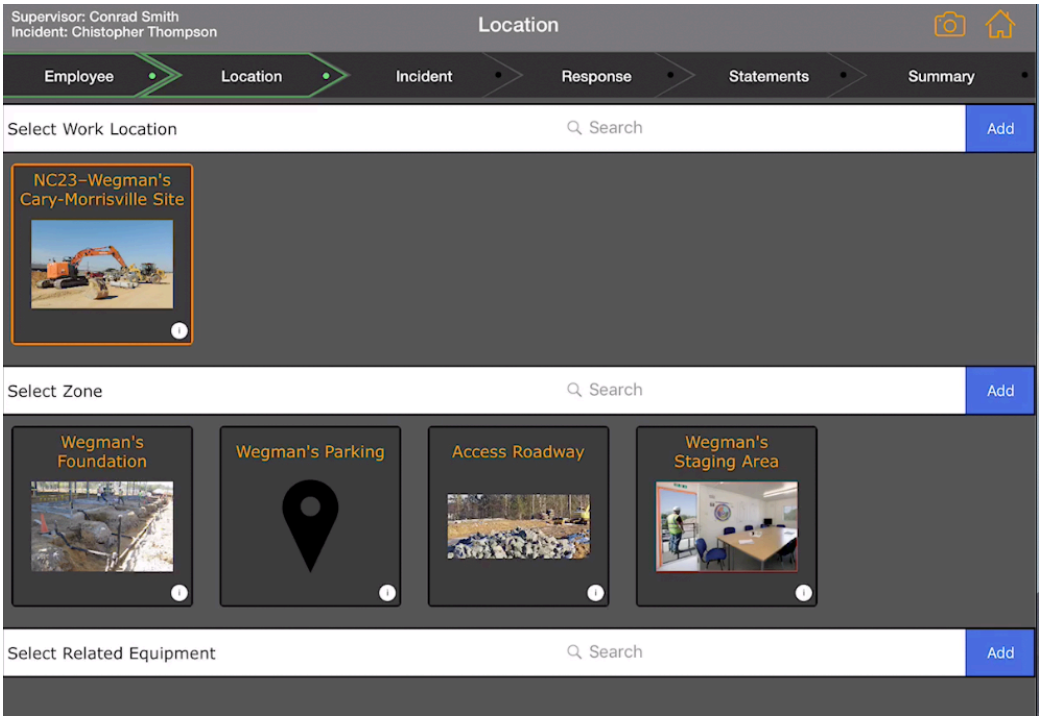
Zones

Once you have selected the main location, NUCA-WINS may present additional "Zones". If the relevant zone is there, select it. If it isn't, you have the option to add one.



Typically, a Zone is an area within a Location—such as a "Loading Dock" or "Paint Spraying Room". However, some businesses have chosen to organize Zones by activity or business operations—such as Tarmac Laydown or Public Utilities.

Equipment

NUCA-WINS maintains a list of your Company's equipment. Some of this equipment may be visible in the Equipment section immediately, as it has already been associated with the zone in which the incident occurred.

If the equipment involved in the incident is displayed, select it. If you want to get more details about the equipment, tap the (i).

If the equipment is not displayed, you can Search the Equipment database. Type a few of the letters that may describe the equipment, hit Done, and a list of matches will be displayed. If the equipment is not listed, you can Add the equipment to the database, include a photo if you can, and select it for this incident.

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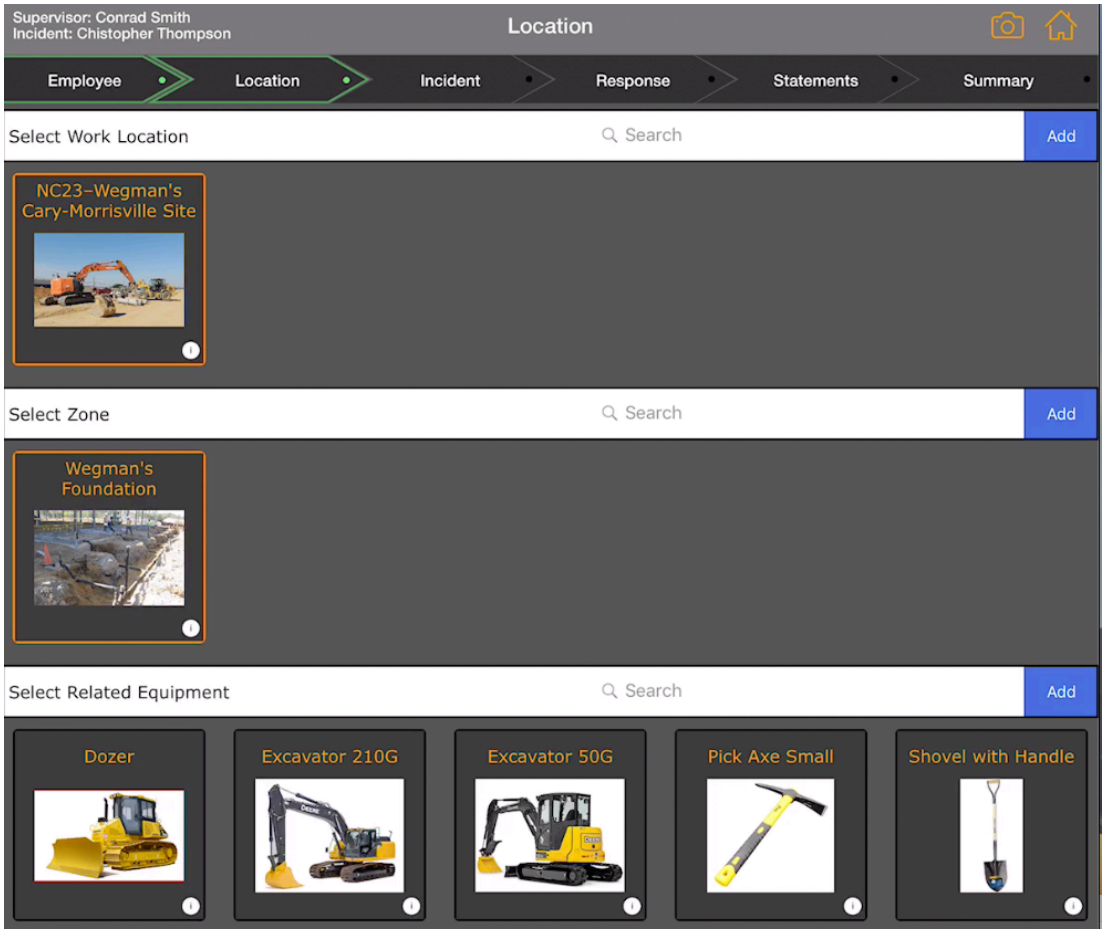

You have now selected the location, the zone (if any) and the equipment (if any). You're done, with this page so select <Next>

Note the arrows near the top of the screen. When you selected the employee, the first arrow turned green. Having selected the location of the incident, the second arrow will also turn green. Normally you will just progress through NUCA-WINS, with each section turning green as it is completed.

If an arrow is orange or red, this is your clue that there is some information that is required and missing. At any time, you can navigate to that page and edit as necessary.

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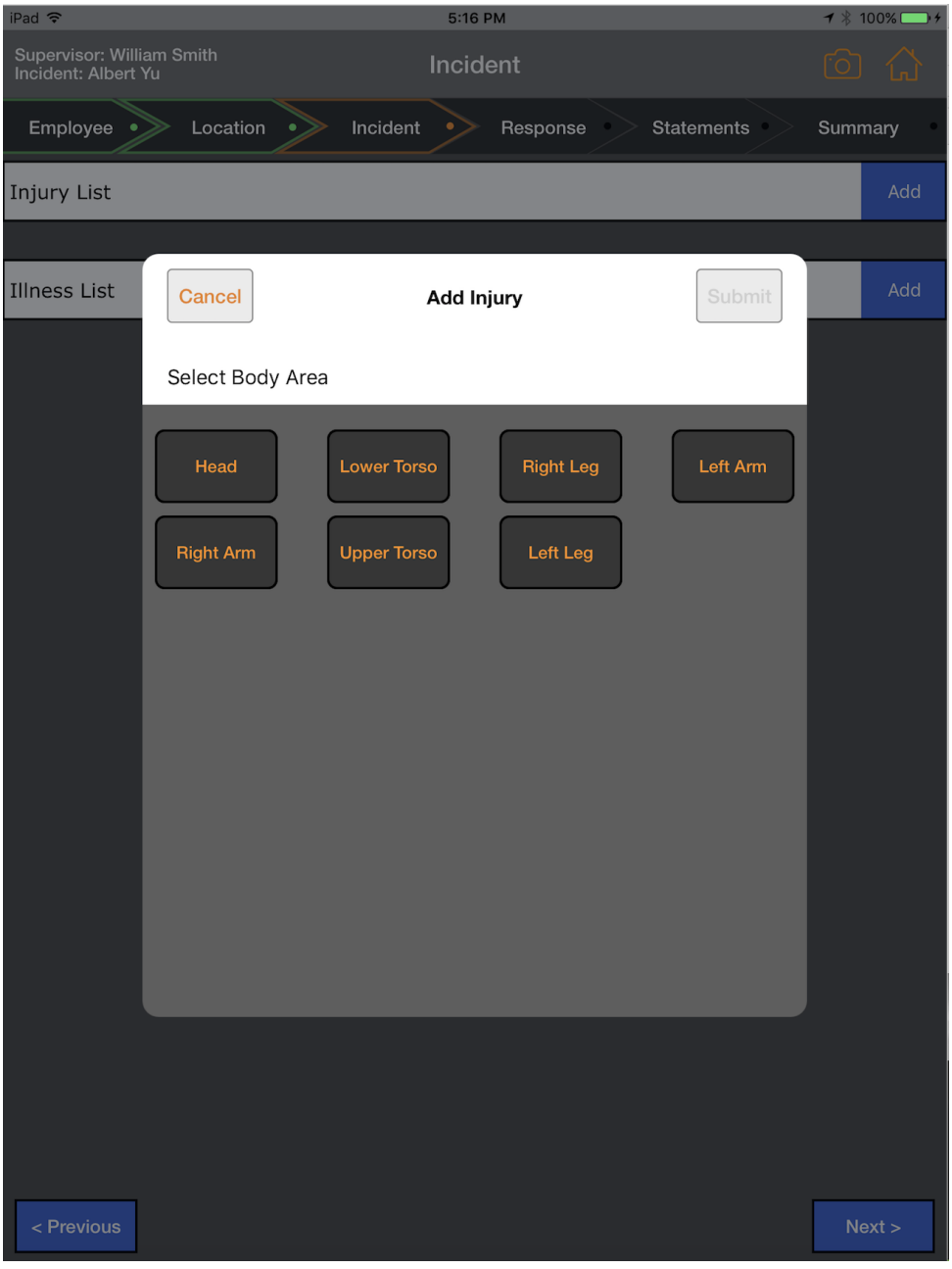
Injuries and Illness

Your screen should now show that you have selected the injured or ill employee—the arrow for the employee has a green border, and you have selected the location. That arrow will also have a green border. You are now ready to fill in the details about the employee's injuries or illness.

If it is an injury, select "Add" from the Injury List bar, and the following panel will appear:



Touch the appropriate Body Area--such as Lower Torso. You will now see relevant choices, such as Lower Back, and then a list of possible injuries for the Lower Back. Select the appropriate Injury Type.

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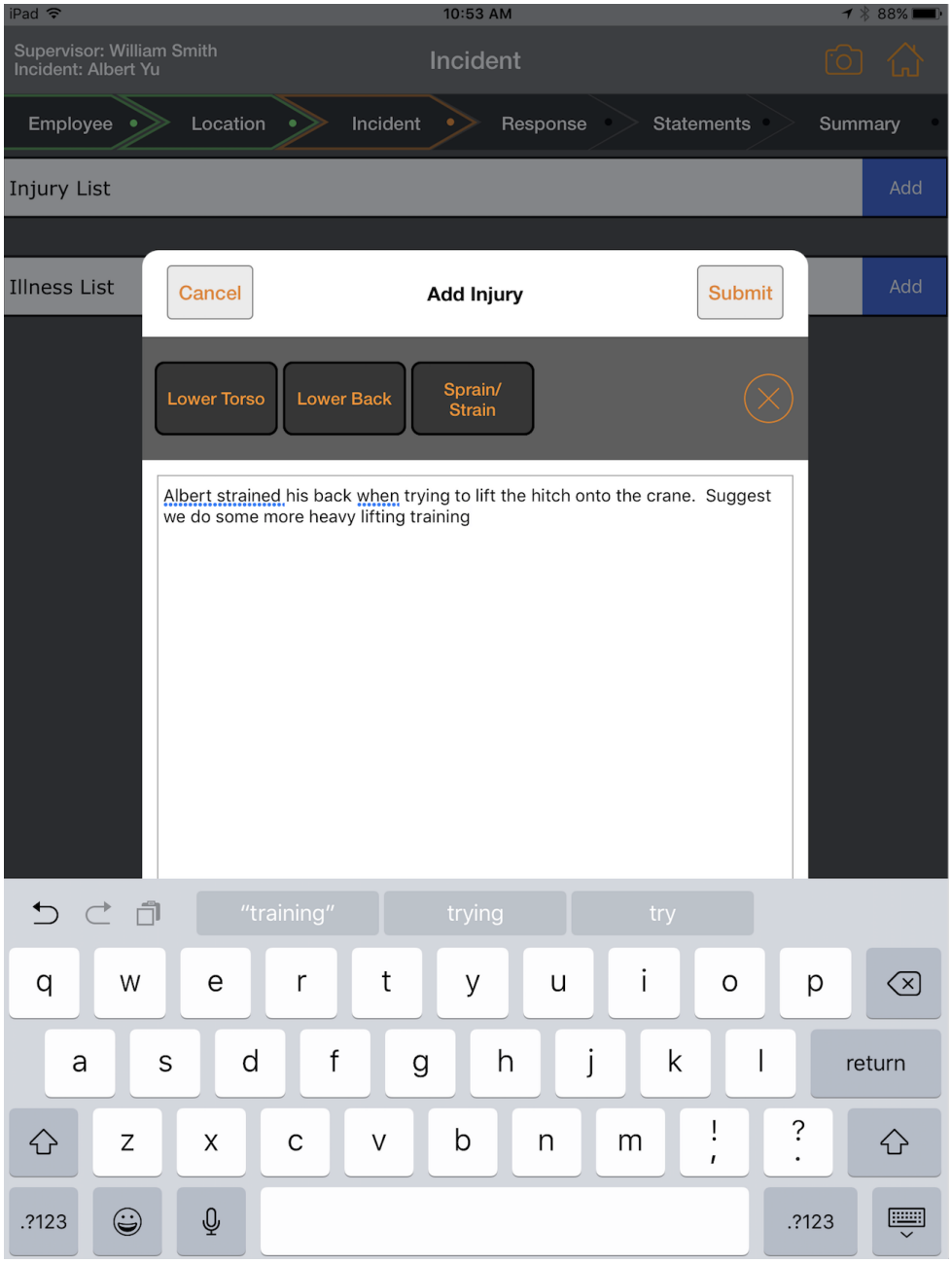

When you are finished with your description, "Submit". You can type in more details about the injury or, if you select the microphone button from the keypad you can simply dictate the details – much easier!

When you have completed the injury report, you'll return to the Injury and Illness summary page.

If the employee has more than one injury or illness, add it in now. It is important that you record all injuries and illnesses that the employee is aware of.

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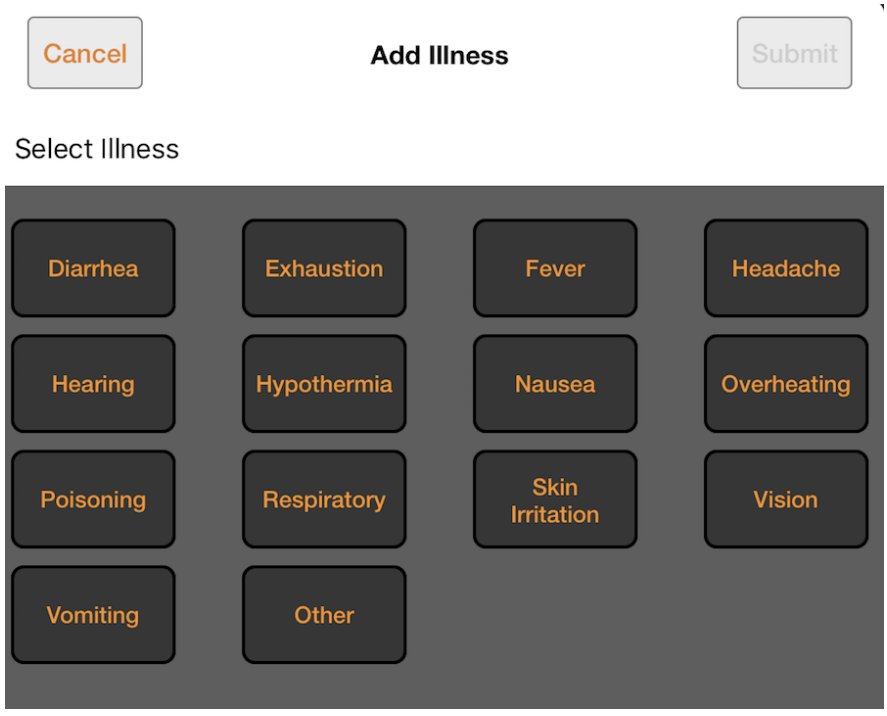
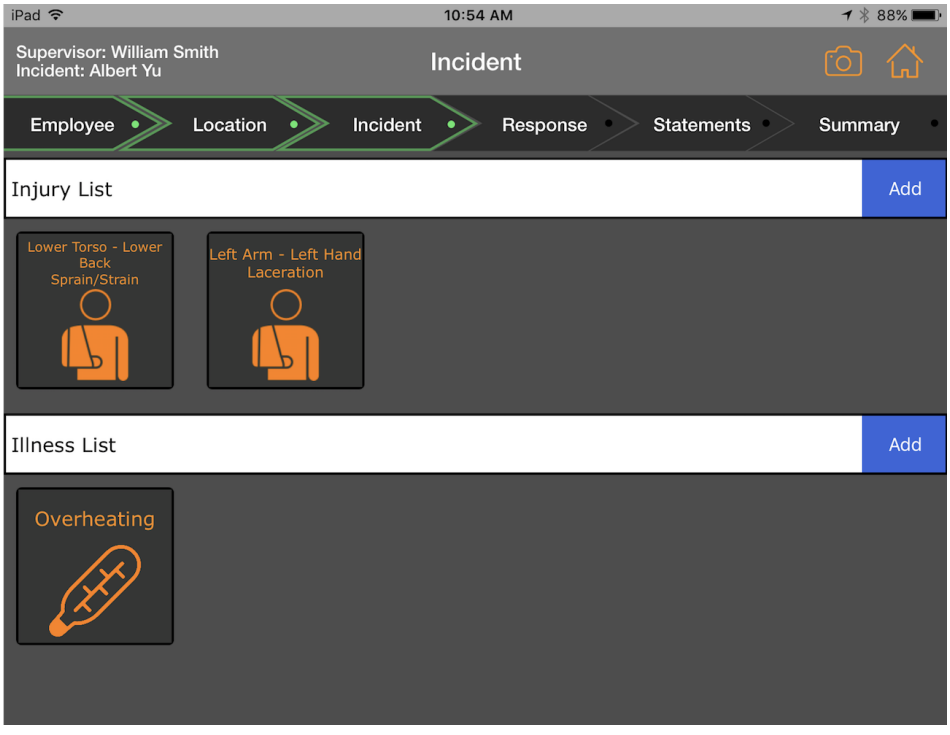


Tap to select the Illness, and then (as with the Injuries) complete the details box.



When you have recorded all of the injuries and illnesses, tap <Next>

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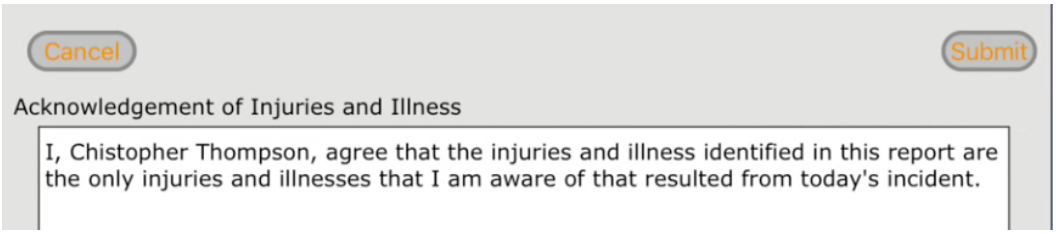
You'll see the "**Acknowledgement of Injuries and Illness"** form. This enables you to confirm with the employee that you have recorded all of the employee's injuries or illnesses.



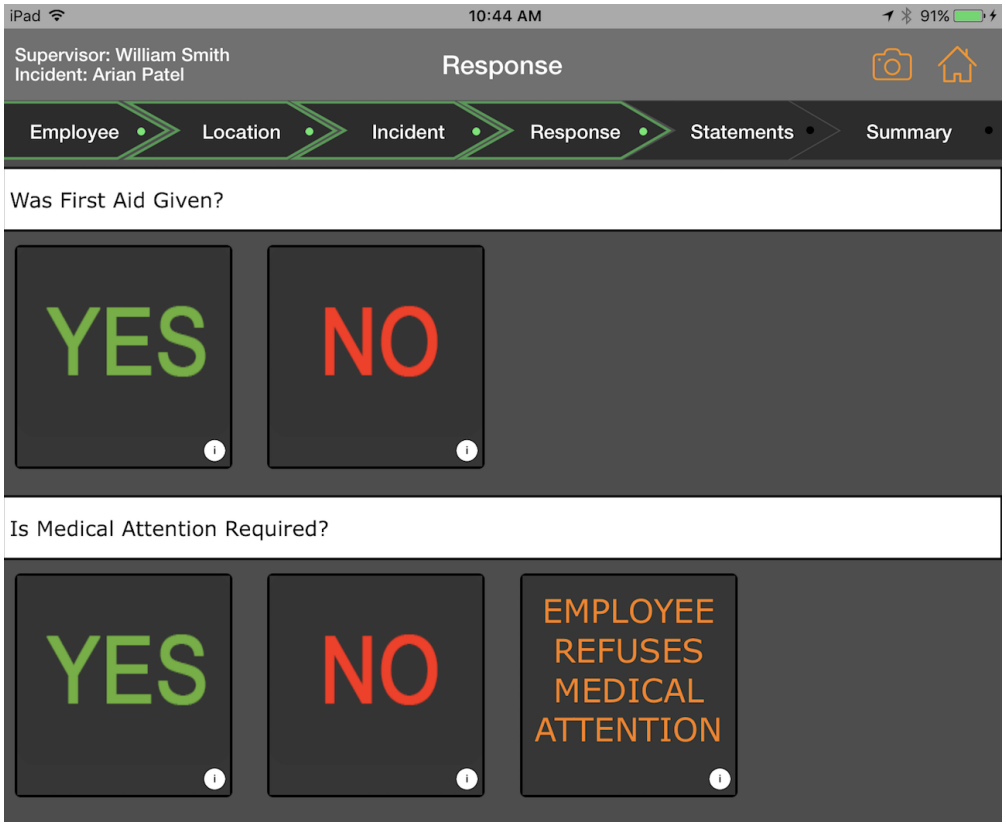
Talk to the employee. Be diligent, ensuring that you have included everything. If there is an injury or illness that you had missed, go back and add it in. When you are *both* confident that you have included everything, get the employee's agreement, his or her signature, and submit the form. You are now ready to select the Response to the incident.

Response

You can now select your response to the incident. The choices are straightforward. Did the employee receive first aid? Select the appropriate button and then tap it again to fill in the details.

If the employee was given First Aid, (you selected "Yes"), a new panel will appear automatically so that you can identify who provided the First Aid and what was done.

If you selected "No" you have the option on tapping on the (i) button to provide details.



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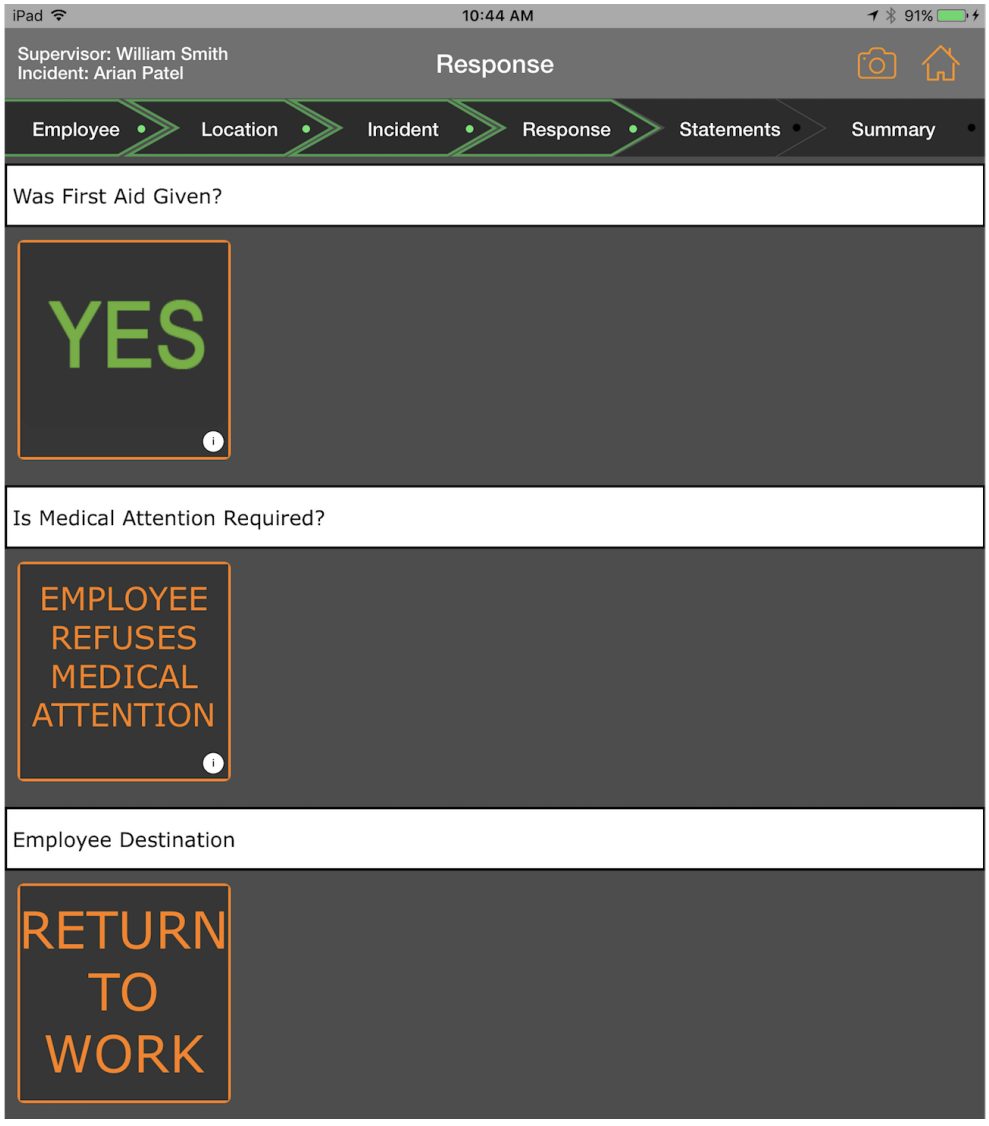
If the employee needs medical attention, select "Yes". You will be guided to the most appropriate medical facility.

If you select "No", the employee will either return to work, or if he is not willing or able to return to work today, he may be sent home.

If the employee refuses medical attention, it is essential that you select this option and (when you select <Next>) that he agrees to the **Refusal of Medical Treatment** consent form.



If the employee requires medical attention, and it is not a life-threatening issue, the employee should be sent to the most appropriate Worker's Clinic. After you have tapped Yes and selected "Send to Clinic" you will see the Send to Clinic form. Tap "Tap to Select" and NUCA-WINS will automatically find the most appropriate clinic options to send the employee. This will include all approved clinics within a 50-mile radius of the worksite.

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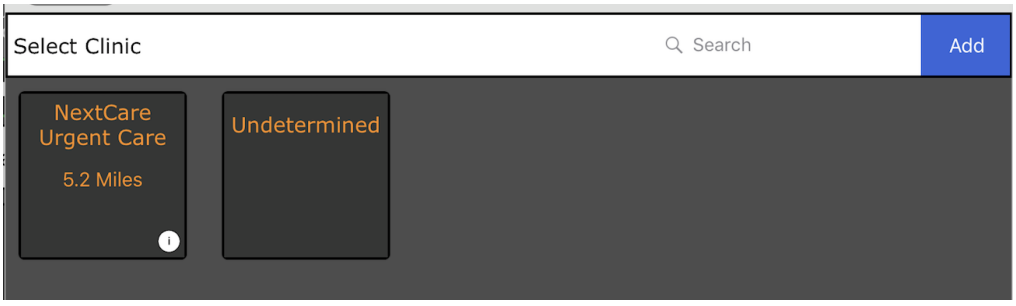
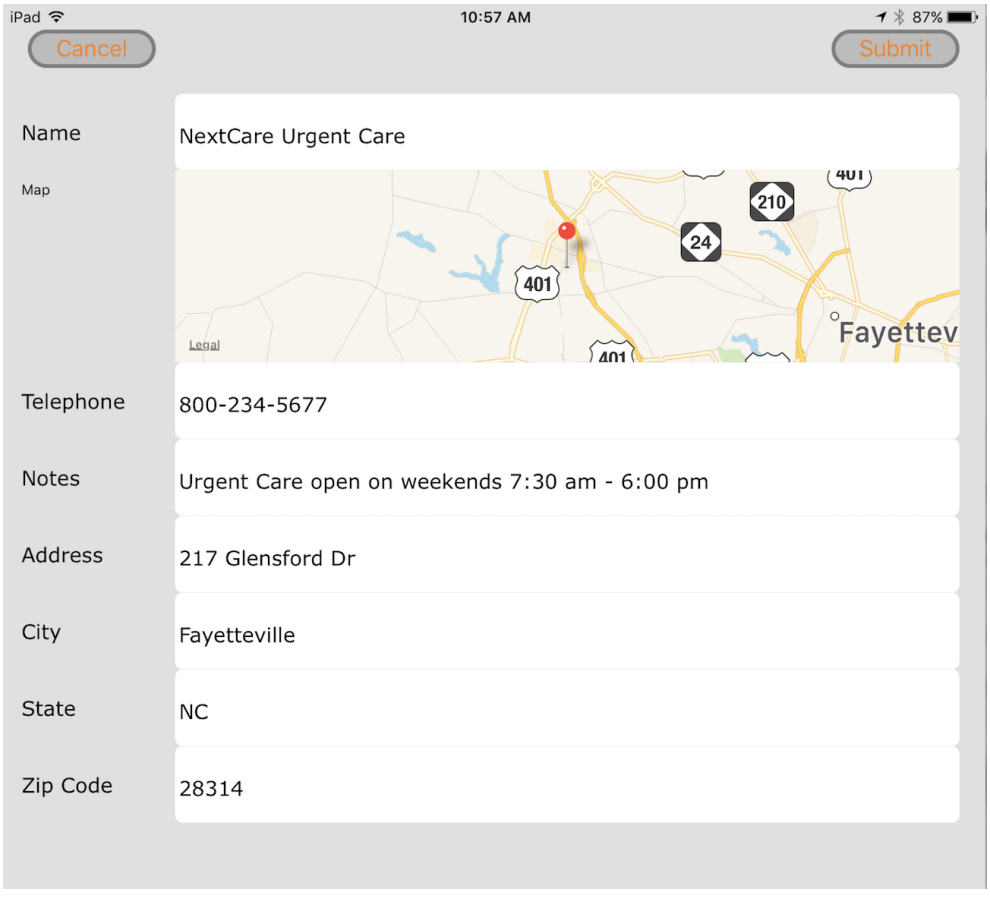


If you want more details about the clinic, tap the (i) button and you will see the information you need.

The employee may be escorted to the clinic. If so, select the employee who is going to escort him, and the time that he is leaving for the clinic.



The "**Acceptance of Physician Panel**" is the agreement from the employee that you have identified the available clinic or clinics and that he is agreeing to be treated at that clinic.

If the employee needs to be treated at an ER, you are likely to find that we already have the ER listed. However, typically, the employee will be sent to the hospital selected by your first responders.

You will now see the form for the "**Authorization for Release of Medical Information**". This form ensures that your employer can take care of this as a worker's compensation claim (and is therefore the expenses are not the responsibility of the employee). Where practical, the employee should sign the page.

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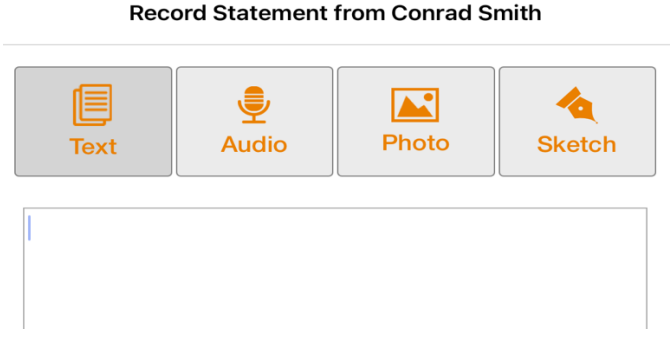
Statement

You are now ready to collect the statements. Get as many statements as you can—ideally, as well as your own statements, you want to a statement from the Injured or Ill employee and a statement from at least one witness.

Select the person giving the statement. It could be you—the supervisor, the first icon of the three; the injured or ill employee, or a witness.



NUCA-WINS records three types of statement:

- "Text" statement—which you can type or, by touching the microphone on the keyboard, dictate.
- "Audio" statement—which records a statement and saves it as an audio file
- "Photo" statement—which enables you to take a new photo related to the incident, or add in a picture that you may have taken immediately after the incident occurred
- "Sketch" statement – Which enables you to draw your own depiction of incident-related information.

Text Statement

The text statement is your written summary of what happened. Your company may also require you to include a note of the actions that you have taken to prevent (or reduce the likelihood) of an incident like this recurring.

You will see the text you type or that you dictate appear in the panel. When you are done with your (first) text statement, you can add another by hitting "Add Next". If you want to add a different type of statement (a photo or audio recording) select "Audio" or "Photo".

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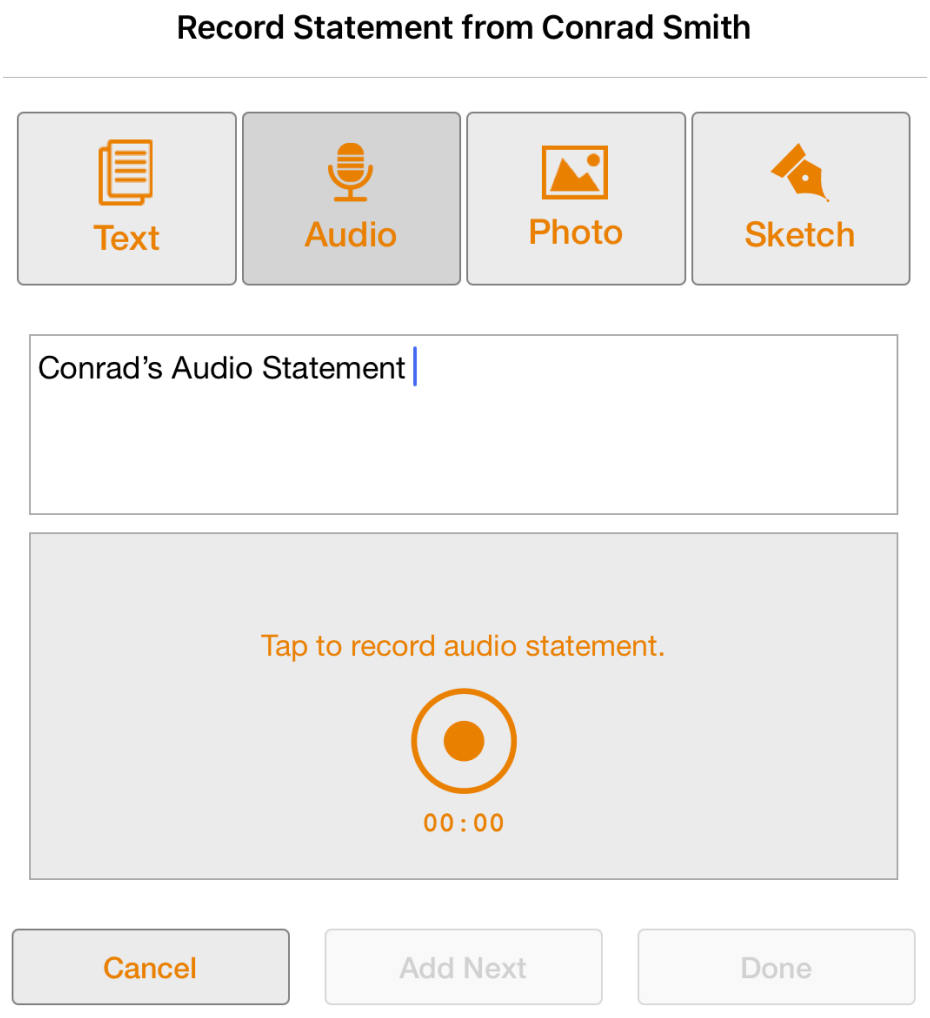
Audio Statement



The audio statement recorder is a simple device. Touch the record button (the circle) and you will see that the recording has started. When you are done, hit stop (the square). We recommend that you include a note in the "Audio Statement Description" so that you and others will know what is included in this statement.

If you want to add another statement, hit "Add Next". It will default to making another Audio recording, but you can select "Text", "Photo", or "Sketch" instead.

Photo Statement

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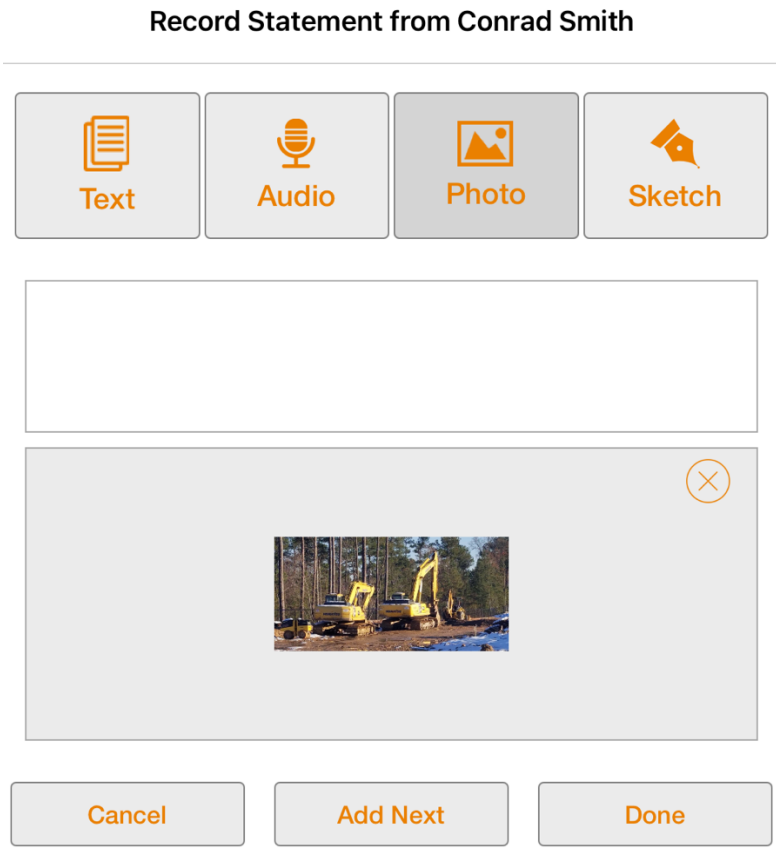

NUCA-WINS makes it very easy to add a picture statement to any incident.

You can either add a new picture—by selecting "Capture with Camera", and your device will bring up the camera application, or you can import a photo that you took earlier.

Once the picture has been taken or uploaded, you may choose to annotate it, marking-up or pointing-out any important features. Select the preferred "pen color" you wish to use and annotate. You may use multiple colors if so desired, and a tap on "clear" will erase the annotation and let you start anew.

Again, we suggest that you add a note in the "Photo Statement Description" panel.

Sketch Statement

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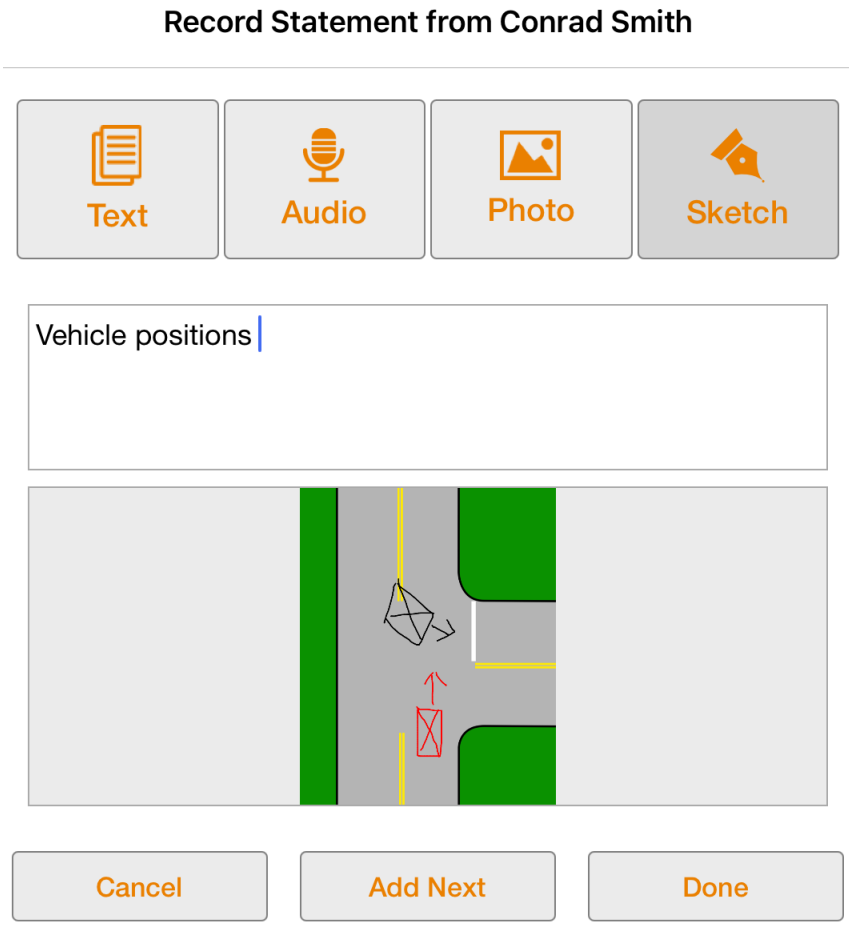

If required, you may draw and actual "sketch" to further assist in describing the incident. This may include depicting positions of equipment or vehicles on roads, or any other type of drawing which can help you indicate important information regarding the event. Simply select your preferred background type, followed by the preferred "pen color" you wish to use, and sketch away. You may use multiple colors if so desired, and a tap on "clear" will erase the drawing and let you start anew. As always, we suggest that you add a note in the "Sketch Statement Description" panel.

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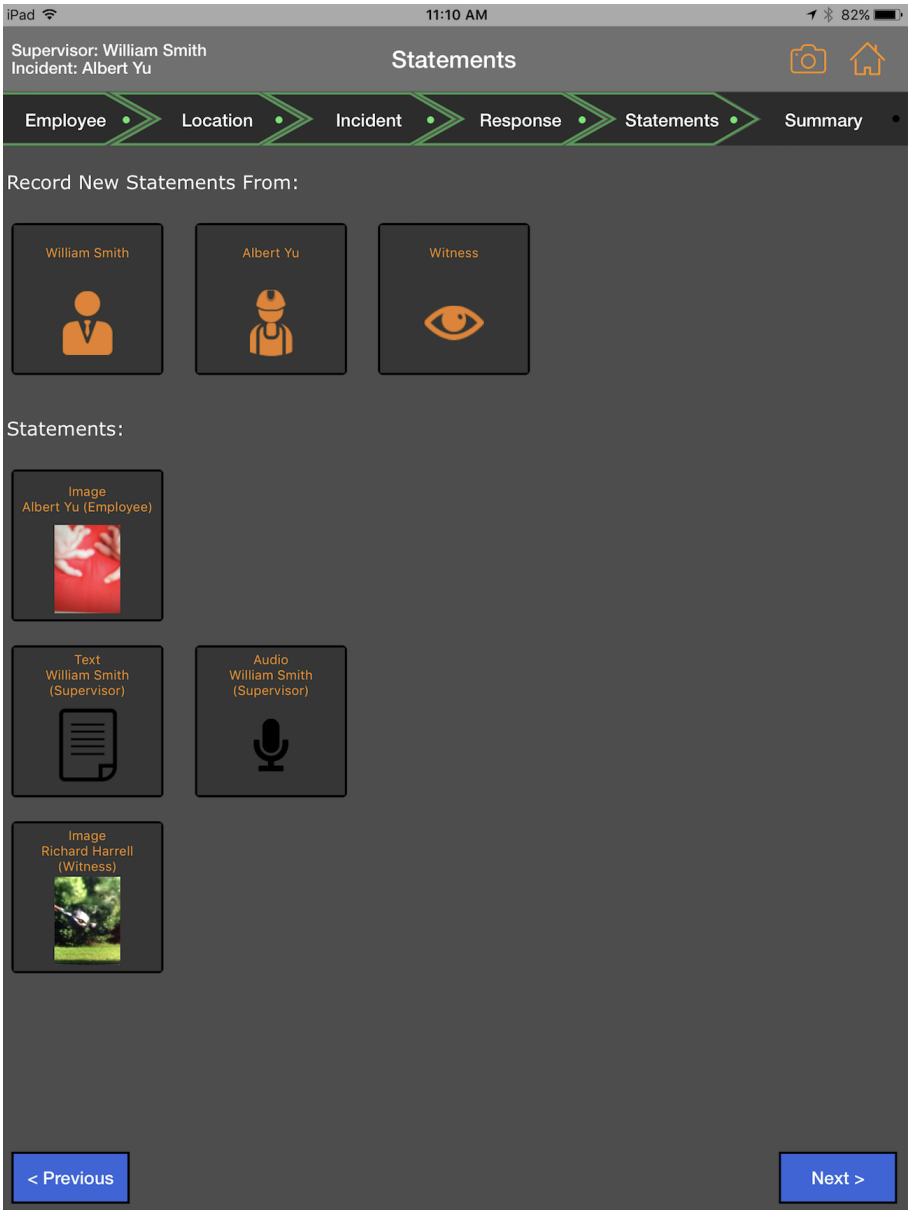

When you are done with your text, audio, and/or photo statements, select "Done" and then add statements from the injured or ill employee, and from witnesses.

Injured/Ill Employee Statements

Adding statements from the employee follows the same process as your own statements. The audio statement has the added advantage that it is a very convenient way of getting a statement from employees who may prefer to speak in a language other than English.

Witness Statements

You get statements from more than one witness—indeed we recommend it. When you select the witness option, NUCA-WINS will automatically bring up a list of your company's employees. If the witness is not a company employee (or not included in the current list), select "Add" and you can enter the witness's details.

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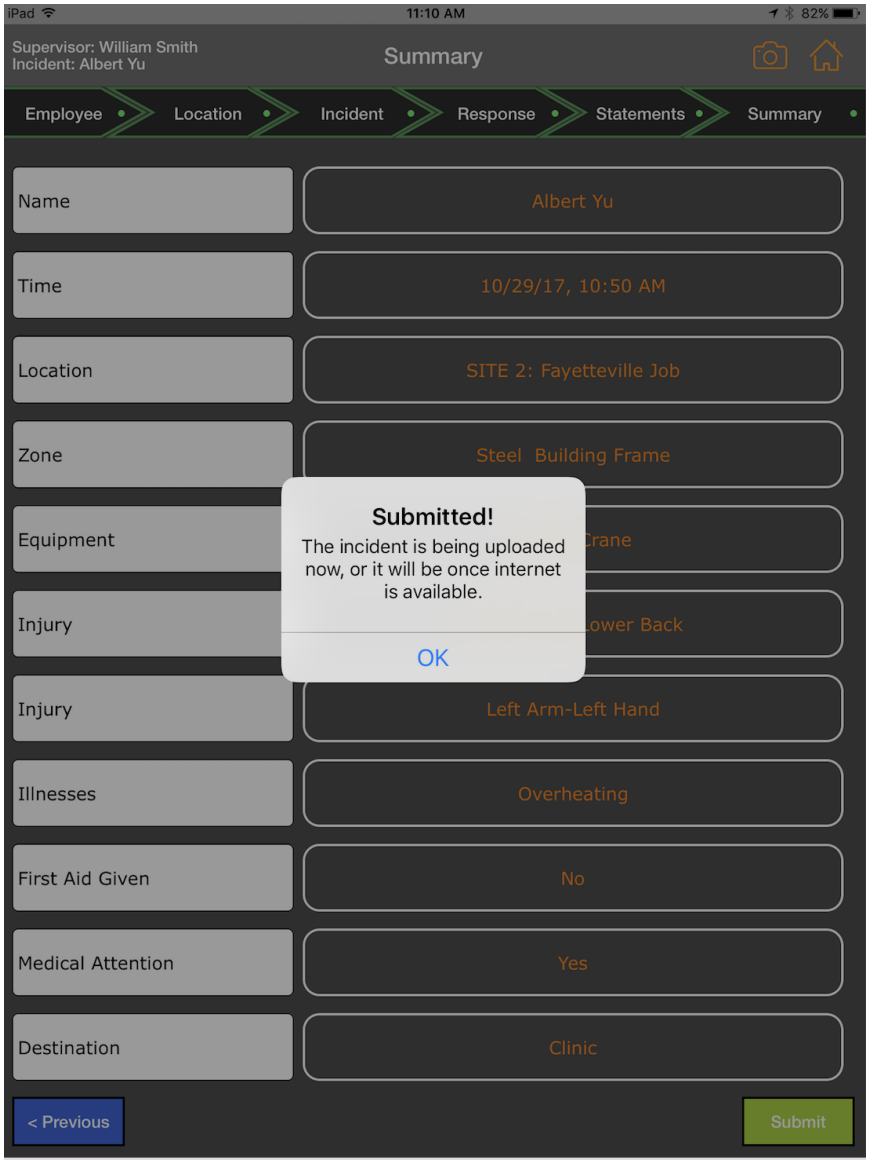
When you are done, you should have statements from the employee, the witnesses, as well as your own statements. NUCA-WINS organizes these statements so it is quite straightforward to see that you have got the required audio, photo, and text statements.

Summary



Now that you have completed the incident record, you will see the arrows at the top of the page are all green. If one is not, you can simply select that arrow and complete the missing information.

Also, on the Summary Page, you'll see how you have completed every entry. Scroll down the summary and check that everything is correct. Again, you can correct any errors now by simply tapping on the entry you want to change and NUCA-WINS will take you to the correct page.

Once you are satisfied, tap <Submit> and your report is complete and on its way.

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Network Connectivity

When you "Submit", you'll see a message: "Submitted! The incident is being uploaded now, or will be once internet is available". Most times, there is an internet connection available, and the incident is instantly available to your HR Manager and Safety Manager. Sometimes, however, there is no network. In that case, NUCA-WINS will automatically send the report as soon as you are back online.

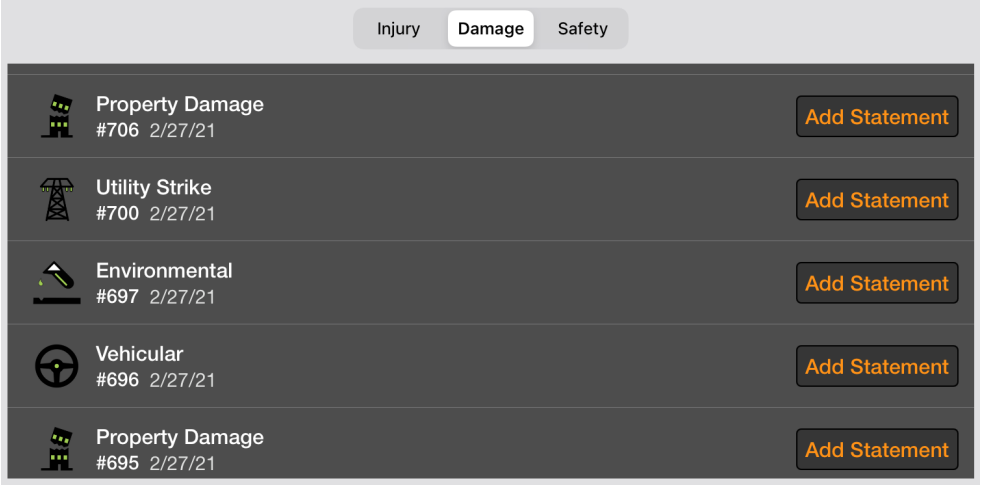
Submitted and Unsubmitted Reports

Following the submission, you will be returned to the home page. If there is a good internet connection, the Incident that you have just reported will move from the "Unsubmitted Report" to the "Submitted Reports" area.

If your incident is in the Unsubmitted Reports area, it is waiting for a good connection. This provides you with an opportunity to add to the report--for example, to put in an additional statement or two.

If the incident has been submitted, it will be in the "Submitted Incidents" area.

This area is organized in three sections—Injury Incidents, Damage Incidents, and Safety Incidents.



You will note that the submitted reports include the option to "Add Statement".

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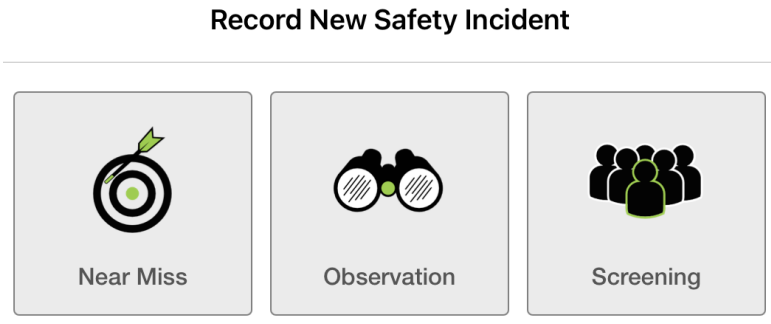
Often there is not the time to get all the statements that you would want submitted--clearly if an employee is injured or ill and needs medical treatment, that treatment is your priority.

For as long as the incident is being managed by your HR or Safety Manager, you will have the opportunity to Add the additional statements that are required to complete the incident report.

Safety Incidents

Most workplace incidents do not result in injuries or illnesses. Safety incidents provide you with the opportunity to identify workplace risks--Observations, Near Misses, and very minor incidents--that, if responded to early, help create a culture of safety and significantly reduce the likelihood of workplace injuries and illnesses.

For that reason, all incidents--whether or not they result in an injury or illness--should be recorded and resolved. Let's look at the recording of a Safety incident:



After selecting "Safety", choose "Observation". You next step is to either select a specific employee who is the focal point of the observation (say, a safety infraction) Or you may select "No Employee", indicating that there is no particular person who's the focus of the observation.

Should you require to list multiple employees in the Incident tap the "+" on the bottom of the page and select all relevant employees. As an example, you might be documenting a Safety Meeting and may wish to document all participating employees.

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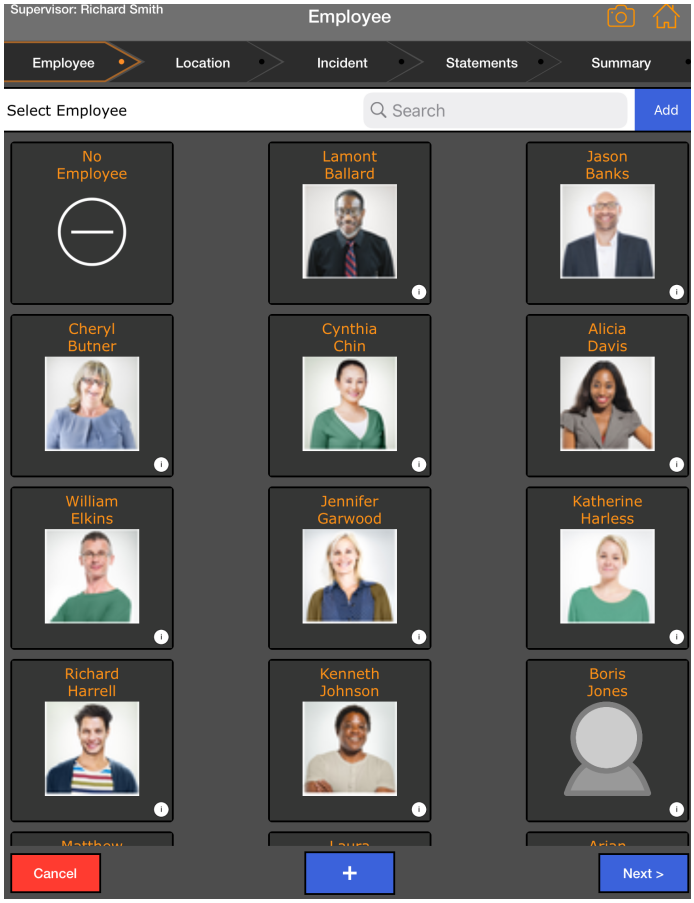

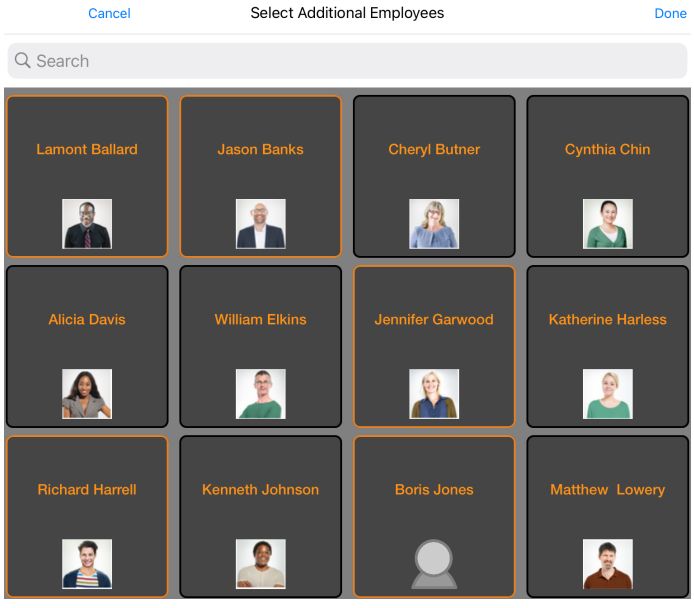

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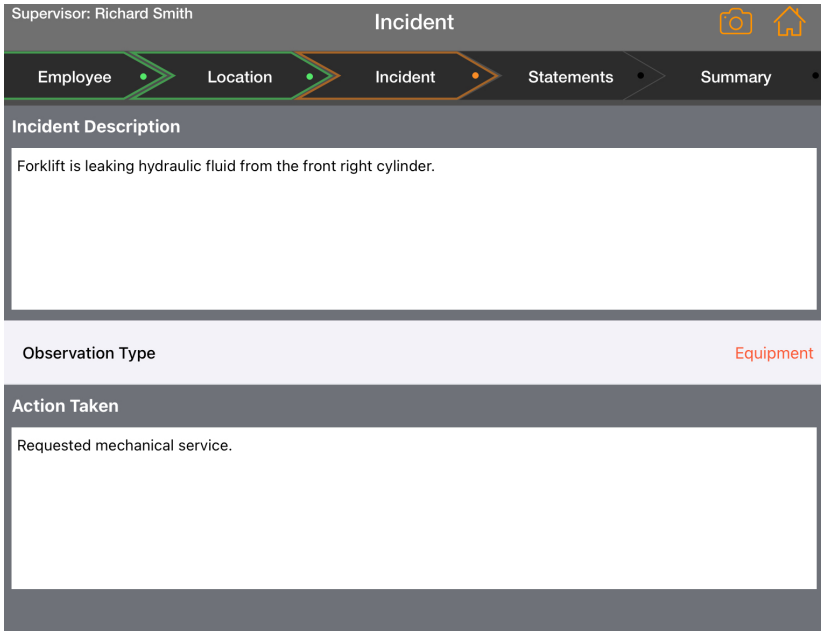
The Incident Description should be as complete as possible--again, you can use the dictation capability if it helps. Make sure to select the "Observation Type" that best fits your scenario, and describe any Actions Taken.



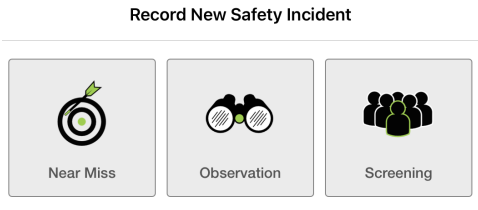
The Statements page provides the opportunity to add photos and any other supporting statements as needed.

As with the Injury Incidents, once the incident has been submitted, it moves from the "Unsubmitted Area" to the "Submitted Area"

You may use the exact process to document a "**Near Miss**", i.e. an incident which may have (but did not) resulted in injury or property damage.

Employee Screenings

If your organization is recording Employee Screenings, you will see a "Screening" button on your device once you tap the "Safety" button:



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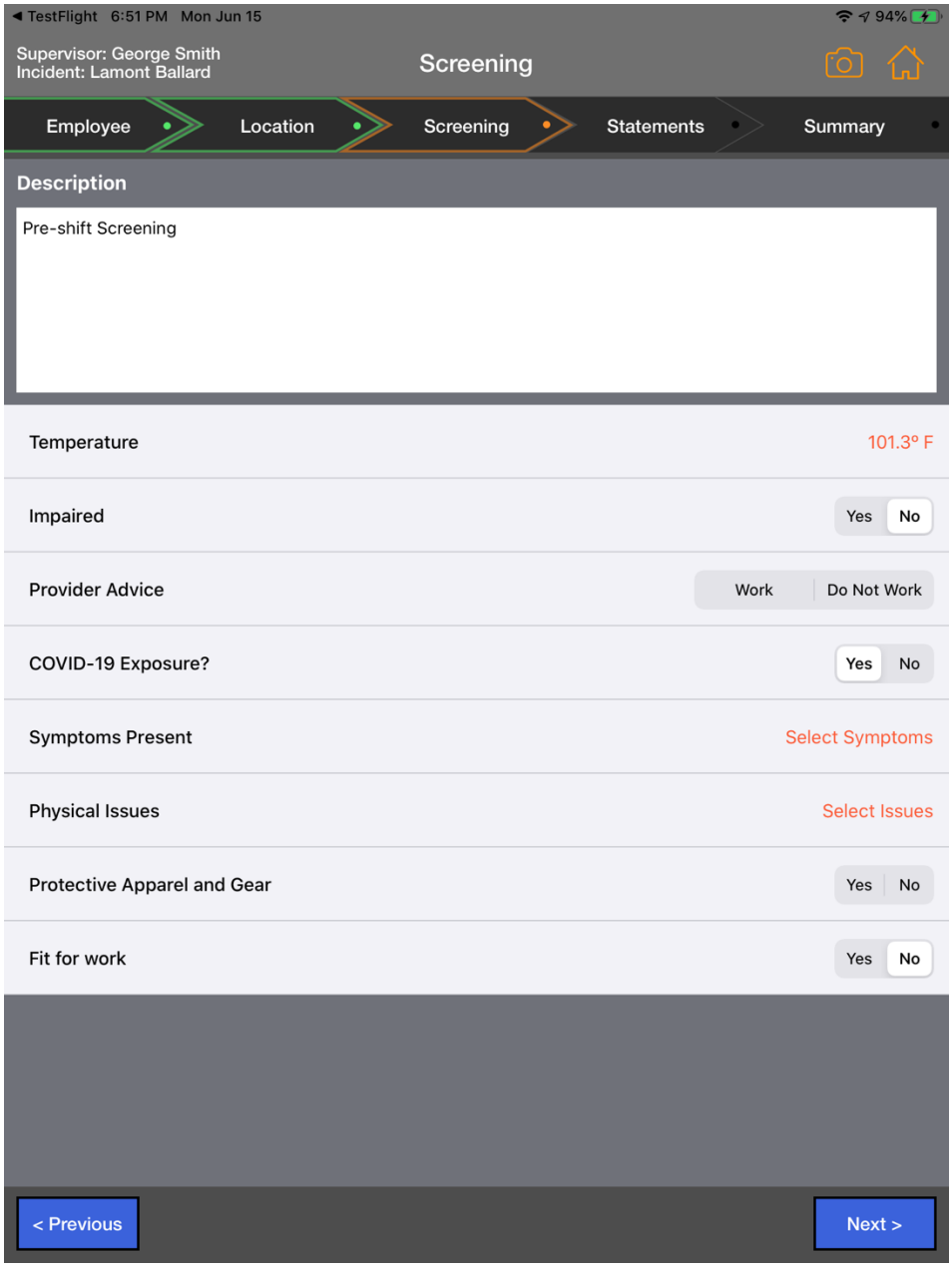
Tap “Screening” and report information as with any other Incident, until you reach the “Screening” Page, where you may enter a screening description and respond to the “Fit-for-Work” questionnaire. Note: None of the responses are mandatory.



When you are done with the Screening page tap “Next” and continue just as you would with an Incident: Add any required statements, review the Summary page, and tap “Submit” to complete and upload the Screening data.

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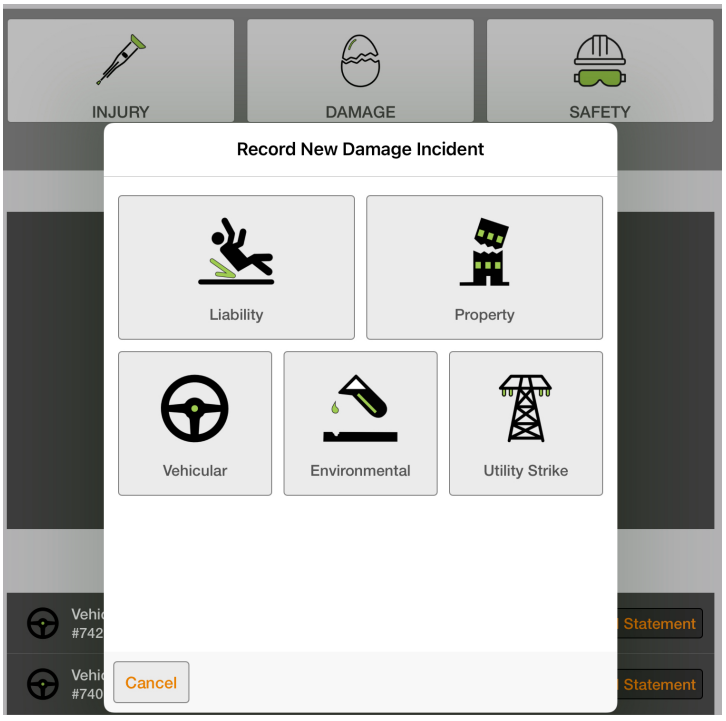
Damage Incidents

There are multiple types of Damage Incidents recorded by NUCA-WINS. They include Vehicular, Property Damage, Third-Party Liability, Environmental Incidents, and Utility Strikes (if collected by your organization).



Third-Party Liability: Designed to document reported damage or injury to a non-employee or their property, such as Guests, Visitors, Customers, and Subcontractors.

Fill-in the standard Incident information: Employee (if any), Location, Zone, Equipment, after which you'll be asked to provide additional information regarding the Incident. Fill-in all applicable fields and make all relevant selections. When you are done with the Liability Incident page tap "Next" and continue just as you would with any Incident: Add any required statements, review the Summary page, and tap "Submit" to complete and upload the Liability Incident data.

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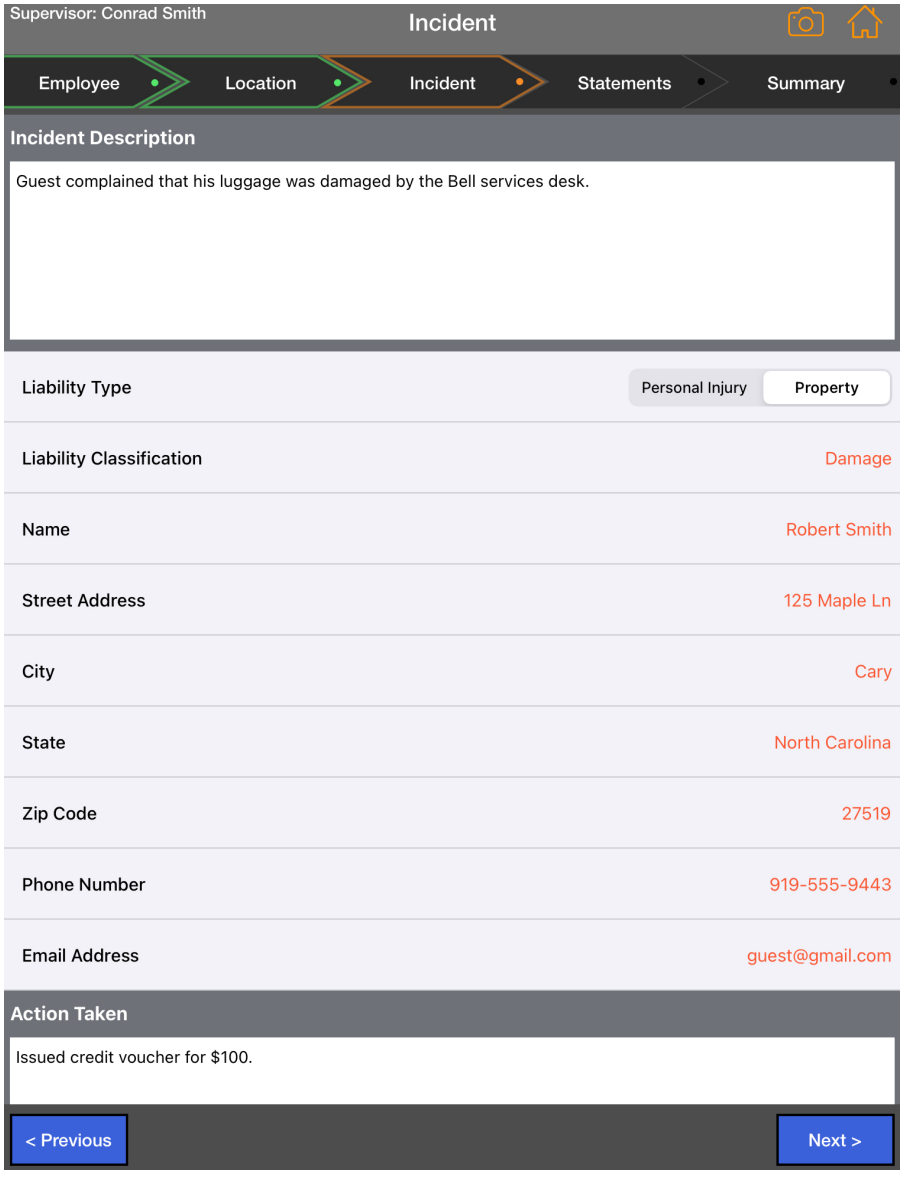

Property: Designed to document damage to property of any type: The organization's, customer's, public, or any other type. This may include damage to structures, equipment, fixtures, goods, et al.

Fill-in the standard Incident information: Employee (if any), Location, Zone, Equipment, after which you'll be asked to provide additional information regarding the Incident. Fill-in all applicable fields and make all relevant selections. When you are done with the property Damage Incident page tap "Next" and continue just as you would with any Incident: Add any required statements, review the Summary page, and tap "Submit" to complete and upload the Property Damage Incident data.

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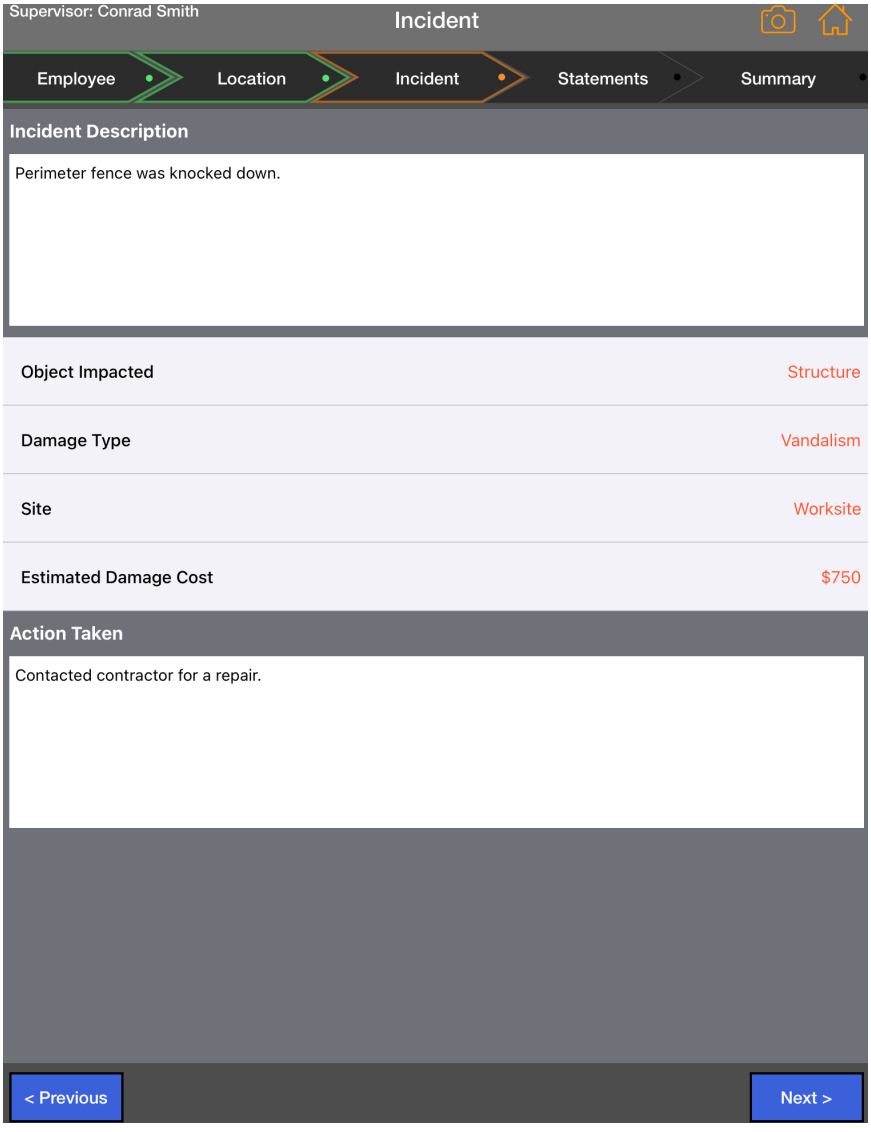

Vehicular: Designed to document vehicular incidents involving your organization's vehicles and, if applicable, between those and ones operated and owned by third parties.

Fill-in the standard Incident information: Employee (your vehicle operator), Location, Zone, Equipment (your organization's vehicle), after which you'll be asked to provide additional information regarding the Incident. Fill-in all applicable fields and make all relevant selections. When you are done with the Vehicular Incident page tap "Next" and continue just as you would with any Incident: Add any required statements, including sketches providing information about the nature of the incident, as well as documenting possible vehicular damage, review the Summary page, and tap "Submit" to complete and upload the Vehicular Incident data.

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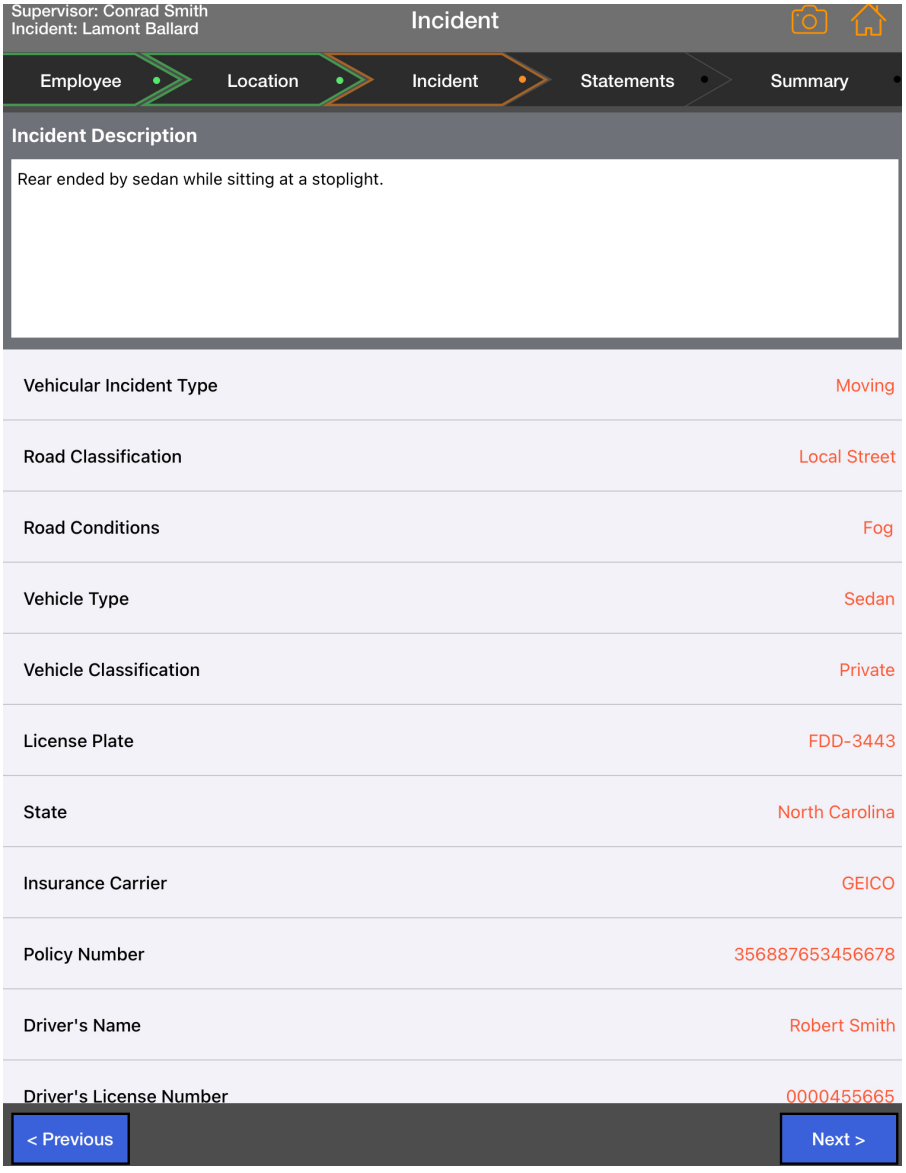

Environmental Incidents: Designed to document incidents in which damage is caused to the environment.

Fill-in the standard Incident information: Employee (if any), Location, Zone, Equipment, after which you'll be asked to provide additional information regarding the Incident. Fill-in all applicable fields and make all relevant selections. When you are done with the Environmental Incident page tap "Next" and continue just as you would with any Incident: Add any required statements, review the Summary page, and tap "Submit" to complete and upload the Environmental Incident data.

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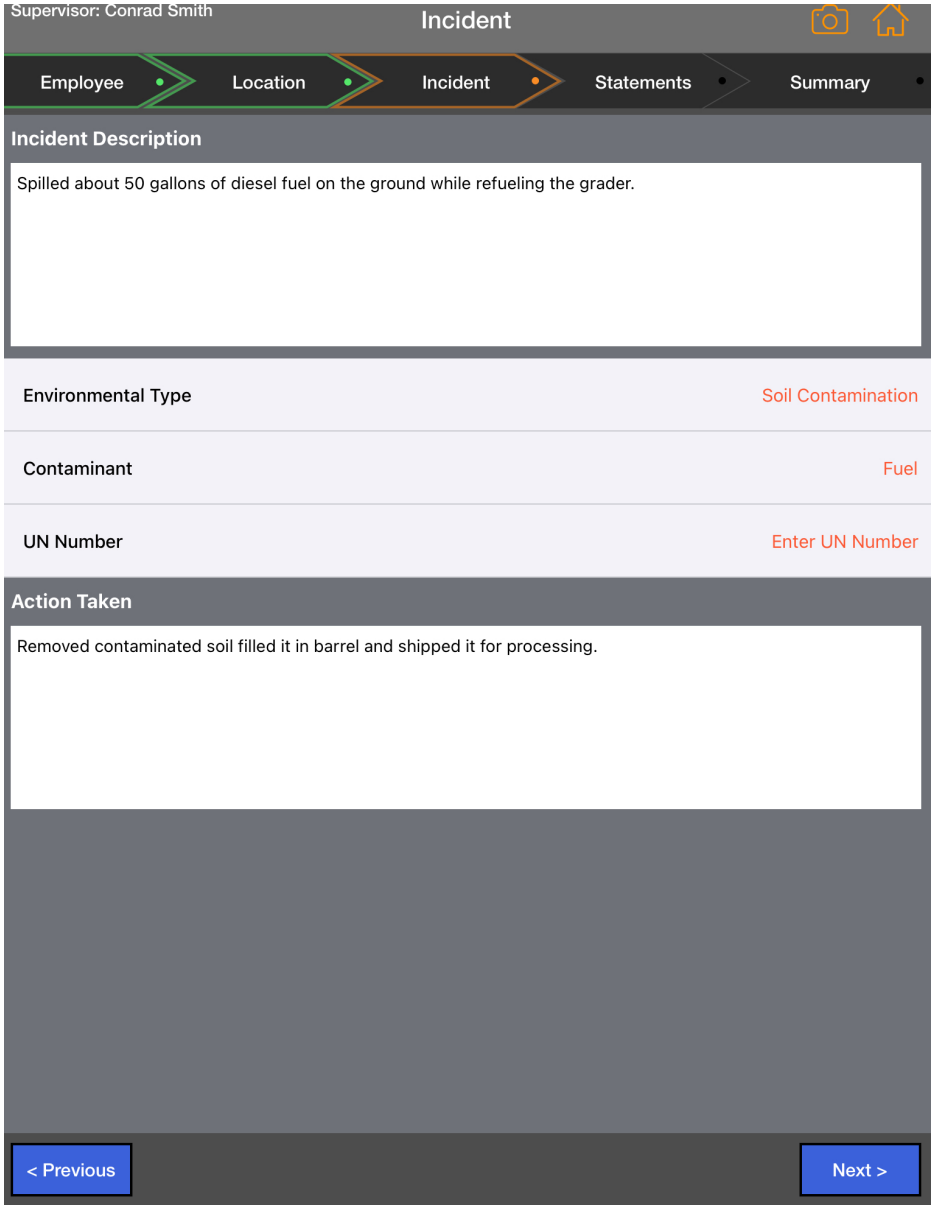

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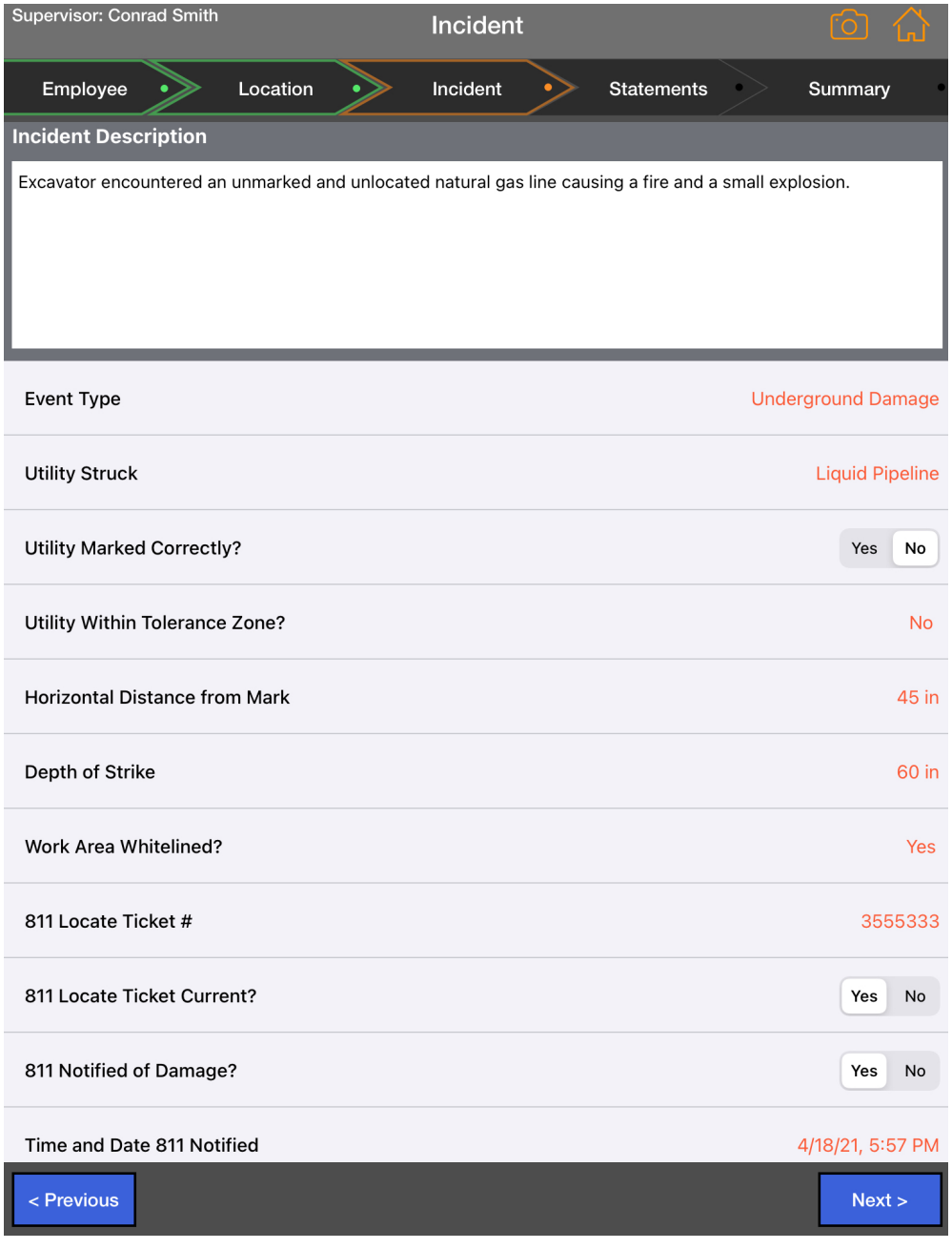
Utility Strikes: Designed to document information regarding damage to utility facilities such as powerlines, telecommunication cables, water mains, natural gas lines, sewage lines et al.

Fill-in the standard Incident information: Employee (if any), Location, Zone, Equipment, after which you'll be asked to provide additional information regarding the Incident. Fill-in all applicable fields and make all relevant selections. When you are done with the Utility Strike Incident page tap "Next" and continue just as you would with any Incident: Add any required statements, review the Summary page, and tap "Submit" to complete and upload the Utility Strike Incident data.



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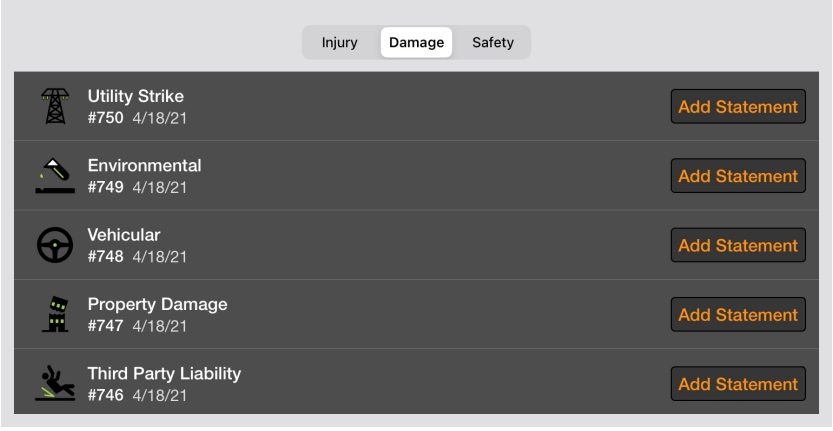
Supplemental Statements:

To add information to a submitted incident of any type, locate the incident on the bottom of the app's main screen (note: tap the "Injury", "Damage", or "Safety" buttons) for the submitted incident category you are searching for) and tap the "Add Statement" button next to it.



Continue with creating a new statement, either as a Supervisor, and Employee, or a Witness. Once Statement is completed click "Done" and it will be automatically uploaded to the Incident Manager, and added to the Incident record.

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