

WEMS User Manual

December 2018

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ABOUT WEMS

The Workplace Exposure Monitoring System (WEMS) is a statewide data system developed by the Health Promotion and Chronic Disease Prevention Section (HPCDP) at the Oregon Health Authority to track complaints of violation of the Indoor Clean Air Act (ICAA). As of January 1, 2009, the ICAA requires most indoor workplaces and public places to be smoke-free and prohibits smoking within 10 feet of entrances, exits, windows that open, air intake vents, and any portion of an accessibility ramp leading to or from an enclosed area. Since the ICAA is a complaint-driven law, a complaint must be filed against a business to begin the enforcement process. (The only exception is for certified smoke shops, which must agree to unannounced inspections as a condition of their certification.)

WEMS is an entirely web-based system, beginning with the online complaint form on the OHA website through which complaints of violation are entered by the public or by OHA administrative staff on behalf of callers from the public. The complaints are automatically entered into WEMS and the appropriate Local Public Health Authority (LPHA) enforcement delegate receives notification via email when a new complaint is registered. The delegate then uses WEMS to process and respond to the complaint. All that is needed to access WEMS is a compatible web browser; WEMS does not require additional software.

There are many benefits to using a statewide data system to process complaints. WEMS allows for easier and more accurate tracking of complaints than spreadsheets and paper files. Since WEMS is web-based, data can be processed quickly and from multiple locations; reporting and data analysis can be done for a specific county or on a statewide basis. Additionally, WEMS improves consistency in responding to complaints of violations and assists users with accurately following the complaint response process.

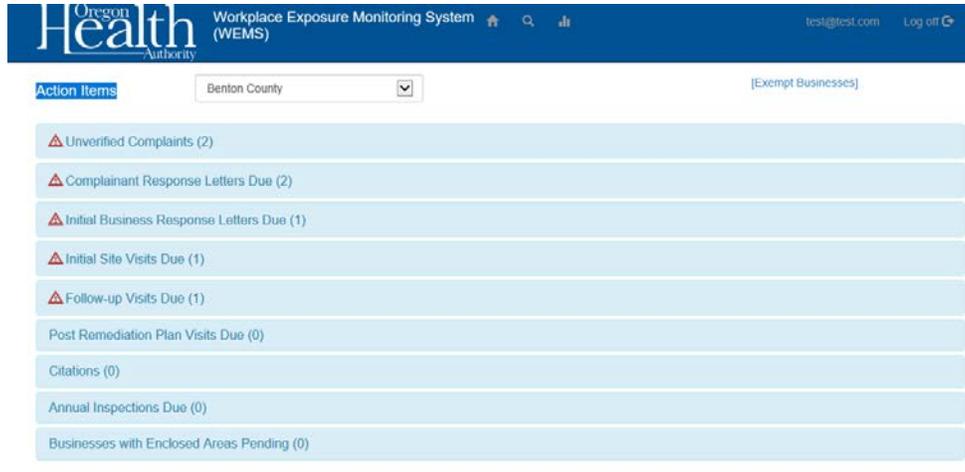
The purpose of the manual is to provide basic navigation for the WEMS database. The manual is not comprehensive and lesser-used functions are not mapped out in this manual. WEMS is maintained by HPCDP. Questions and requests for technical assistance should be directed to the county's Community Programs Liaison.

To report a violation of the Indoor Clean Air Act: <https://icaa.oha.oregon.gov/>

To access WEMS: <http://icaa-admin.oha.oregon.gov>

ACTION ITEMS

The Action Items tab is the home page and displays all action items. You can only view complaints for your county. The exclamation point icon indicates that action is required by the user.



Click on the action you would like to address.

Unverified Complaints:

- Shows the complaint text, date entered, business name and location.
Complaints must be verified within five business days of the Complaint Date.

Complainant Response Letters Due

- If the complainant provided contact information, LPHAs must send a letter to the complainant notifying him/her that the complaint has been received and is being investigated, that the complaint is not actionable, or that the workplace is not required to be smoke-free.
- Complaints will appear under this heading until the Generated Date and Sent Date have been entered and saved.

Initial Response Letters Due

- The Initial Response Letter must be sent within 10 business days of the Complaint Date.
- Complaints will appear under this heading until the Generated Date and Sent Date have been entered and saved.

Initial Site Visits Due

- Site visits must be completed within 30 days of the complaint date.

Follow-up Visits Due

- Follow-up visits must be completed within 30 days of the remediation plan due date.

Post Remediation Plan Visits Due

- A post remediation plan visit must be conducted within 21 days of the complaint.

Citations

- HPCDP staff are responsible for processing WEMS complaints that move to citation. LPHA staff are responsible for submitting all required documentation to HPCDP.

Annual Inspections Due

- Counties that have smoke shops enter annual inspections using this tab.

Businesses with Enclosed Areas Pending

- You are able to view the businesses with enclosed areas pending.
- You are able to enter enclosed areas and submit them for HPCDP review.
- You are not able to modify enclosed area submissions through WEMS until HPCDP has made a determination about the enclosed area submission.
- You will find instructions on how to enter an enclosed area into WEMS later in the manual.
- See the Oregon Indoor Clean Air Act [Policies and Procedures Manual](#) for how to submit documentation for enclosed areas to HPCDP.

VERIFY COMPLAINT

Click a Complaint ID under Unverified Complaints to match the complaint with a business.

STEP 1: SEARCH DATABASE MATCHES FOR EXISTING BUSINESS

The complaint information is displayed in the Business Details section.

Possible matches from WEMS database will be displayed. The system may find a match that closely matches the business but is NOT correct. Use the search function to find the correct business match or create a new business, if necessary.

Process Complaint [8799]

Match with existing business

Business Details (as submitted by complainant)

Business Name	Address	Address 2	City	Zip Code
BB Bingo	9651 Eastly		Douglas	97563
Type of Business	Phone	Extension	County	Complaint Submitted Date
Bingo hall	503-748-6523		Douglas County	10/25/2018
Complaint Text	Adults were smoking all the times.		Complaint Photos	

Possible Matches from WEMS database (1)

Update Results

Show 10 entries

Business ID	Name	Address	City	Zip	County	Active	Exempt
<input type="radio"/> 4085	Abby's PizzaNE Stephens	2722 NE Stephens	Roseburg	97470	Douglas County	Yes	No

Showing 1 to 1 of 1 entries

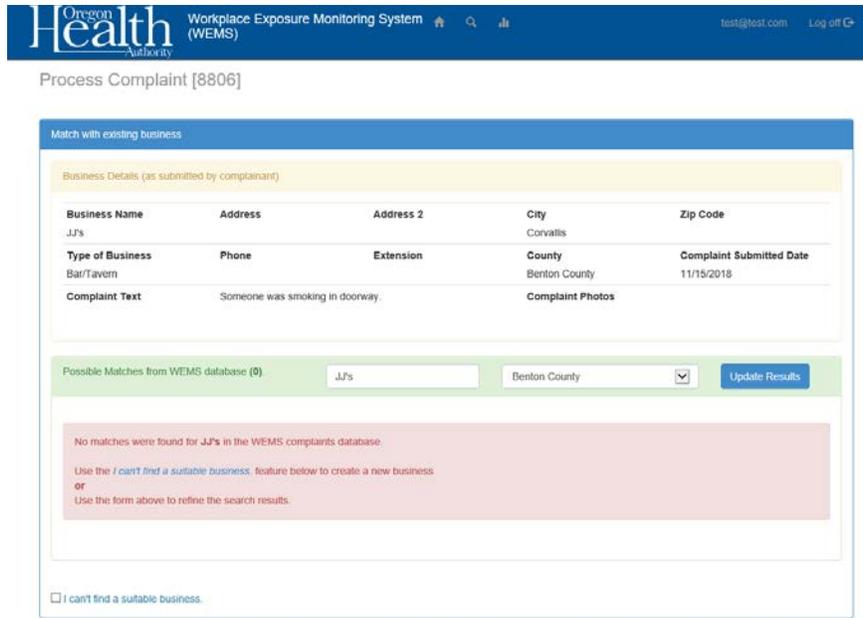
Associate Complaint w/ Business
Previous 1 Next

I can't find a suitable business

If no matches are found in WEMS database, use the “I can’t find a suitable business” feature below.

You can also try to refine your search results and click “Update Results” again.

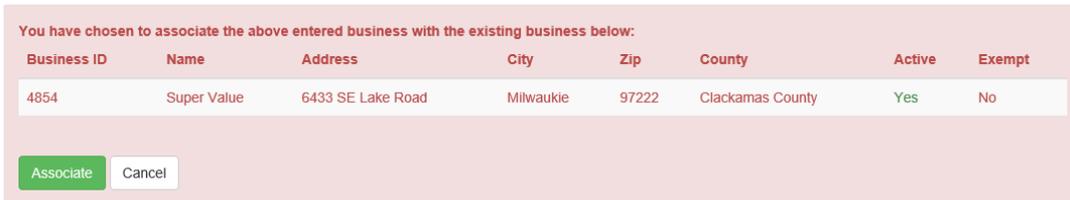
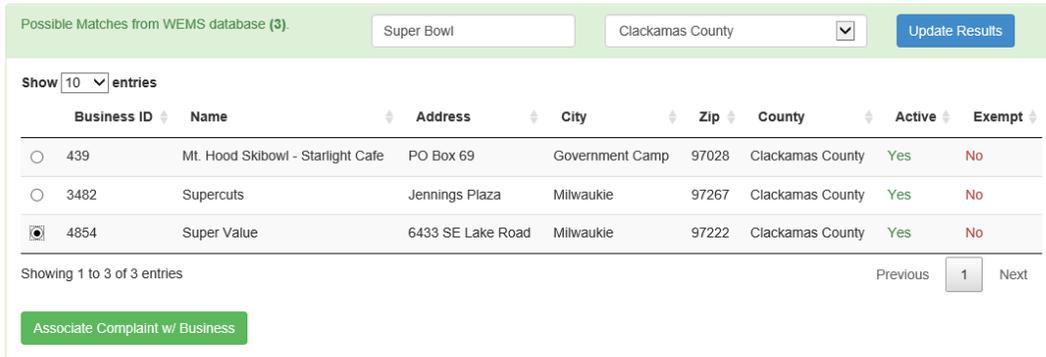
i If you reassign a complaint to a different county, notify your liaison and the TPEP coordinator in that county.



STEP 2: MATCH AND ASSOCIATE EXISTING BUSINESS TO COMPLAINT

When a business is shown that is a correct match, associate the complaint with an existing business.

To associate a listed business with the complaint:



1. Select the correct business
2. Click Associate Complaint w/Business.
3. WEMS will then ask you to confirm the association by clicking Associate.

STEP 3: I CAN'T FIND SUITABLE BUSINESS

If there are not suitable matches for your business, you will click “I can’t find a suitable business” at the bottom of the page. WEMS will then prompt you to click on the Create New Business box. Enter all of the required information for the business. When you are done, click the Create button to save this information in the system.

Possible Matches from WEMS database (0). Build Warehouse Grant County Update Results

No matches were found for **Build Warehouse** in the WEMS complaints database.

Use the [I can't find a suitable business](#) feature below to create a new business
 or
 Use the form above to refine the search results.

I can't find a suitable business.

If you are unable to find a suitable match to the business submitted in the complaint then use the button below to start the process of creating a new business entry in the WEMS database.

Create New Business

STEP 4: DETERMINE COMPLAINT'S ACTIONABLE STATUS

Based on the text submitted by the complainant, select the appropriate Actionable Status Setting. Choose from the drop-down menu, Yes or No. If the complainant described a situation in which the business is not in violation of the ICAA, select No and then indicate a reason for which the complaint is not actionable.

Actionable Status Settings

Is Complaint Actionable? No

Reason

Done Cancel

To determine if a complaint is actionable:

1. For help checking if the business is exempt from the requirement to be smoke-free you can look at the [Oregon Indoor Clean Air Act Policies and Procedures Manual](#) found on [HPCDP Connection](#) under the ICAA toolkit link. **Note:** A complaint can be actionable for an exempt business if the complaint reports a violation of the smoke shop or cigar bar certification requirements, or a violation of the 10-foot no-smoking setback rule.
2. Determine if the complaint is actionable (if the business may be in violation of the law) ([ORS 433.835-875](#) and [OAR 333-015-0030 to 333-015-0085](#)):

- a. If the complaint is not actionable because the business is exempt, and the complaint would not be a violation of the smoke shop or cigar bar certification requirements, (for example, “smoking inside” does not indicate a violation), select No and then choose “Exempt” as the reason. There are three categories of smoke shops, with varying requirements to refer to in order to determine if a complaint is actionable ([OAR 333-015-0068](#)).
- b. If the business is not exempt, and the complaint is not valid (the text does not indicate violation of the law), select No and then choose “Not Valid” as the reason the complaint is not actionable.
- c. Determine if the establishment is active/in business. If the establishment has gone out of business, select No and then choose “Business Inactive.” **Notify your liaison** so that the status can be changed in WEMS.

Business Details				
Business Name	Address	Address 2	City	Zip
Abby's veggies	98762 Meat Street		Coos Bay	98636
Type of Business	Phone	Extension	County	Status
Bar/Tavern			Coos County	Active
Complaint Text	Still more cats getting in my way.		Complaint Photos	

3. Determine if the business is in the grace period. If the complaint is valid, but the business is in the grace period, select No, then choose “Grace Period” as the reason the complaint is not actionable. The business is in the Grace Period if:
 - a. The IRL was sent within the last 5 business days. WEMS will notify you if a complaint has been submitted **AND** processed as valid in the past 5 days.
 - b. The business is completing a remediation plan, is in site visit warranted or remediation required status.

 The business is not in Grace Period while awaiting citation.

Business Details				
Business Name	Address	Address 2	City	Zip
Abby's veggies	98762 Meat Street		Coos Bay	98636
Type of Business	Phone	Extension	County	Status
Bar/Tavern			Coos County	Active
Complaint Text	Still more cats getting in my way.		Complaint Photos	

Actionable Status Settings

- This Business has other complaints with dates within the past 5 days of this complaint date. It is recommended to make this complaint **Non-Actionable** with the reason: **Grace Period**.
 - The system shows that this business is currently in site visit or follow-up visit status. Additional complaints should not be made actionable. It is recommended to make this complaint **Non-Actionable** with the reason: **Grace Period**.
- [Click here to view the Business Details for Abby's veggies](#) or review the list of business complaints below.

i When determining if the complaint is actionable, consider only the text entered in the complaint. For example, “It smells like smoke within 10 feet of the entrance to Happy’s Bar” is not actionable, as smoking within 10 feet was not stated in the complaint text. The text alone, if taken as true, must demonstrate a violation of the ICAA to be marked as actionable (or valid). The coordinator should not take into account personal knowledge, such as when the inspector has visited the location before, if the information is not included in the complaint text. ***If the text does not indicate an actionable complaint but the attached photo illustrates a clear violation of the ICAA, mark the complaint as actionable. Enter a note for the complaint describing what violation was illustrated in the photo.***

The screenshot shows the 'Actionable Status Settings' form. The 'Is Complaint Actionable?' dropdown menu is set to 'Yes' and is circled in red. Below this, the 'Nature of Complaint' section is titled 'Check all that apply:' and contains a list of checkboxes for various violations:

- Smoking/vaporizing/aerosolizing an inhalant inside
- Cigars or cigarette butts inside
- Ash receptacles inside
- Absent or insufficient signs at entrances and exits
- 10 ft rule violation for smoking/vaporizing/aerosolizing
- 10 ft rule violation for cigars or cigarette butts
- 10 ft rule violation for ashtrays
- 10 ft rule violation for tables not marked as nonsmoking/nonvaping
- Unlawful outside smoking area
- Smoke shop violation
- Cigar bar violation

 At the bottom of the form, there are 'Done' and 'Cancel' buttons.

4. If none of the above conditions apply, the complaint is actionable. Click the "Yes" check box and click on which violations apply.

5. Click Done.

If you are not able or ready to determine a complaint's actionable status, there are two options:

- Click Back to return to the previous step.
- Click Cancel to return to Action Items.

The complaint will remain in “unverified complaints” in your action items. When you revisit the complaint, it will move directly to the “actionable status settings” (screenshot above) as it has already been associated.

SEARCH COMPLAINTS

At the top of the page, the Search graphic allows users to search for complaints using specified criteria. Type in a search criteria and dates, if desired. Click Search when finished. The results are displayed in a table in the Results section. Click on a Complaint ID to open the Complaint Details page for that complaint.

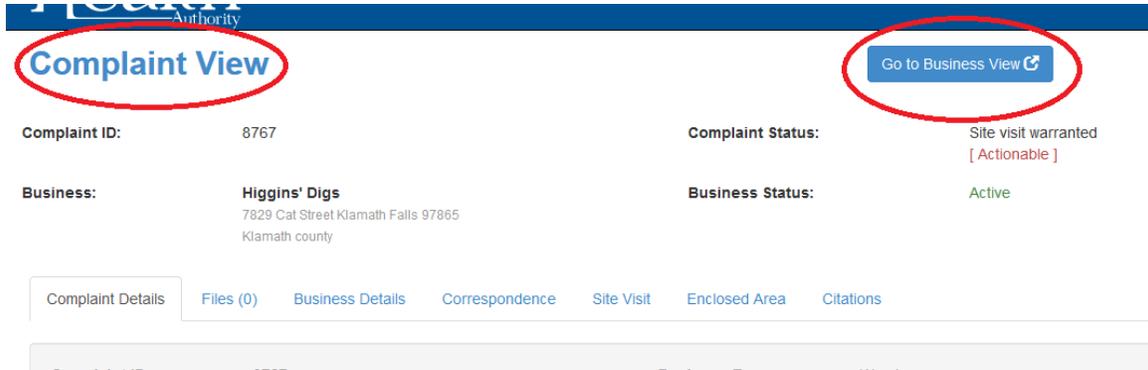
Complaints in other counties: in some areas of WEMS users are able to access complaints from other counties. **DO NOT ALTER ANY DATA IN A COUNTY FOR WHICH YOU ARE NOT THE TPEP COORDINATOR.**

EXEMPT BUSINESSES LIST

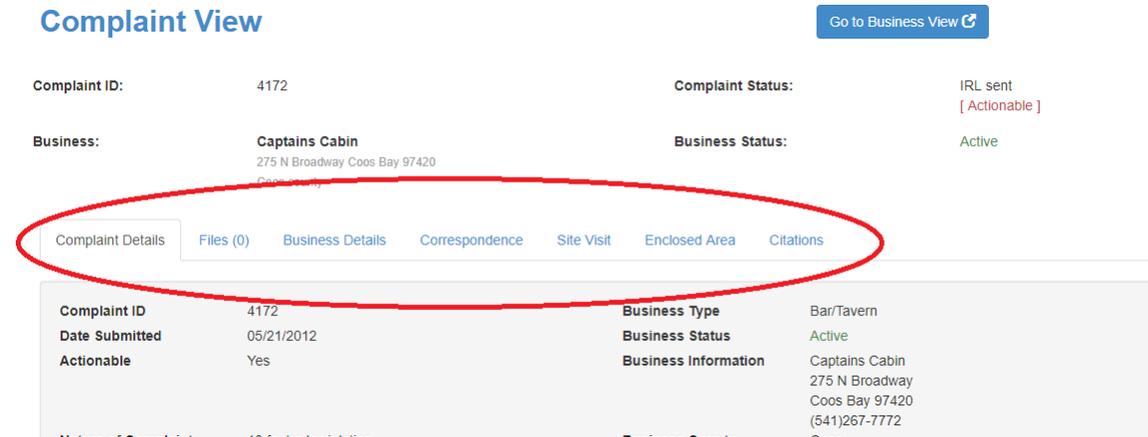
The top right of the home page shows Exempt Businesses in parentheses. Clicking on this allows users to check a list of exempt businesses in the state (certified smoke shops and cigar bars). These businesses are exempt from the requirement to provide a smoke-free workplace indoors. However, they must comply with certification requirements as well as with the 10-foot no-smoking setback rule.

VIEWING AND PROCESSING COMPLAINTS

Each complaint has a Complaint ID. When hyperlinked, you are able to click on the link to view the complaint in “complaint view.” You are also able to view information about the business in “business view.” More information on business view later in the manual.



In the Complaint View, you will be able to view information about the complaint and business information along with clicking on any of the following tabs: Complaint Details, Files, Business Details, Correspondence, Site Visit, Enclosed Area or Citations.



Files contain any attached files, including photos uploaded by the complainant. Only upload files to this tab at the direction of HPCDP.

Business Details displays general information about the business, including the contact information and general comments associated with the business. In this tab, you are able to enter general comments for the business. **DO NOT** enter comments specific to a site visit in this tab. This is done in the site visit tab.

Correspondence contains a list of the Initial Response Letter and Complainant Response Letters that have been generated. Users create correspondence in this tab. More information on Correspondence below.

Site Visit allows you to enter information for all site visits. More information on Site Visits below.

Enclosed Areas displays information on Enclosed Areas. You can report enclosed areas in this tab. More information on Enclosed Areas below.

Citation displays information on any Citations associated with the complaint. You cannot edit information in this tab.

Printing Complaint Details

To print complaint details you will need to print each relevant tab as a page separately using the print features in your web browser.

CORRESPONDENCE

In Complaint View, the Correspondence page provides templates for the Initial Response Letter (IRL) and Complainant Response Letter. The text editor allows the user to make changes to any letter.



To generate a letter:

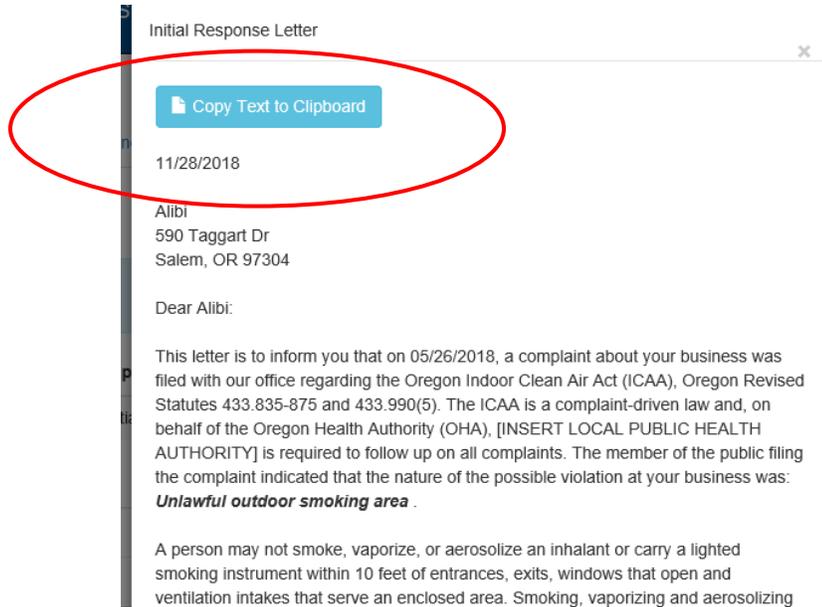
1. Select the correct template from the Correspondence Type drop-down list. WEMS will notify the user if the correspondence already exists for the complaint.
2. Insert your county and contact information where prompted in the letter template.



3. Click Save Letter.

- Copy the letter onto your agency’s letterhead. You can quickly copy the letter by clicking on the “eye” icon to preview the letter.

Preview	Title	Type	Generated	Sent	Discarded Correspondence	Invalid Address	Complaint ID	Attachments
	Initial Response Letter	Initial Response Letter	11/28/2018				8565	



- Print and mail the letter and put a copy in your hardcopy file. Remember to mail a copy to the physical address and to the corporate address, if applicable. See the [Policies and Procedures Manual](#) for more information.

 **The letter cannot be printed on letterhead from within WEMS. Copy and paste the letter onto agency letterhead outside of WEMS, and then print and sign.**

 **The Initial Response Letter must be sent within 10 business days of the complaint submitted date. WEMS does not track or provide reminders regarding this response time, however the letter will remain in action items until the user enters a sent date.**

Correspondence History for the complaint is displayed at the bottom of the page. Correspondence dates are entered by the user, except for the Generated Date, which is automatically created when the Save button (see Step 3 above) is clicked. You must enter the Sent Date.

To enter a correspondence date (Sent Date):

1. Click Edit
2. Click the appropriate date field to display a calendar.
3. Click the correct date from the calendar.
4. Click Save.
5. Upload the signed letter to WEMS. Click Attach file and follow the prompts. If you sent two letters, upload only the letter sent to the corporate address.

+ Generate New Correspondence

Correspondence History for All Stop Pipes & Tobacco Edit

Preview	Title	Type	Generated	Sent	Discarded Correspondence	Invalid Address	Complaint ID	Attachments
	Initial Response Letter	Initial Response Letter	11/29/2018				8765	

Complaint Details Files (0) Business Details Correspondence Save Cancel

Preview	Title	Type	Generated	Sent	Discarded Correspondence	Invalid Address	Complaint ID	Attachments
	Initial Response Letter	Initial Response Letter	11/29/2018				8765	

Correspondence History for All Stop Pipes & Tobacco Edit

Preview	Title	Type	Generated	Sent	Discarded Correspondence	Invalid Address	Complaint ID	Attachments
>	Initial Response Letter	Initial Response Letter	11/29/2018	11/29/2018			8765	Attach File

If a mistake was made on a letter click the Discarded Correspondence check box and click Save.

Use the invalid address box if the complainant does not enter enough contact information to mail a letter.

SITE VISITS

The Site Visit tab contains information about site visits, follow-up and post-remediation plan visits. Businesses with multiple complaints may warrant a site visit. The dates and results of site visits are recorded in the form in the Site Visit tab.

i A site visit for a certified smoke shop or cigar bar may be warranted upon receipt of an initial valid complaint, since initial response letters are not sent to those businesses. Contact your liaison for assistance if WEMS prompts you to send an IRL in response to a complaint for a certified smoke shop or cigar bar (exempt business).

To enter site visit information:

1. Click the “Add Initial Site Visit”

The screenshot shows the WEMS interface for a business named 'Abby's veggies'. The business status is 'Active'. The 'Site Visit' tab is selected and circled in red. Below the tabs, there is a section for 'Site Visits for Abby's veggies' with a table header: 'Complaint ID', 'Visit Date', 'Conducted', 'Violation Found', 'Site Visit Details', and 'Site Visit Notes'. A blue button with a plus sign and the text '+ Add Initial Site Visit' is circled in red.

2. Click the Site Visit Date field to display a calendar.
3. Click the desired date on the calendar.
4. Click the button that corresponds to the correct answer for each of the two following questions: “Was site visit conducted?” and “Violation found?”
5. Type comments in the Site Visit Notes text box, if necessary.

The screenshot shows the 'Add Initial Site Visit' form. It includes a 'Save' button and a 'cancel' button. The form contains the following fields and options:

- Complaint Submitted Date:** 11/29/2018
- Submitted Complaint Text:** More cats getting in my way.
- Initial Site Visit (Form 1)** (selected)
- Site Visit Date:** A date input field with a note: "Date must be within 30 days of the Complaint Submitted Date: 11/29/2018".
- Was the site visit conducted?:** Radio buttons for Yes (selected) and No.
- Violation found?:** Radio buttons for Yes and No — Complaint Resolved (selected).
- Site Visit Notes:** A large text area for entering comments.

6. Click Save.

Initial Site Visit (Form 1)		Follow-up Visit (Form 2)		Post Remediation Plan Visit (Form 3)	
+ Add Initial Site Visit					
Complaint ID	Visit Date	Conducted	Violation Found	Site Visit Details	Site Visit Notes
  8809	11/21/2018	Yes	Yes		Notes from the site visit.

Entering Site Visits

A site visit must be conducted within 30 days of the complaint submitted date. The exception is for post-remediation-plan complaints.

If the site visit was not conducted because the inspector was denied entry to the premises, comments explaining the denial must be entered in the Site Visit Notes. The complaint will automatically be assigned a status of "Citation" and an email notification will be sent to HPCDP.

If the site visit cannot be completed because the business is closed, return to conduct the visit during the business’s regular hours of operation.

If a violation was found, the remediation plan must be completed within 15 days of the Site Visit date. The required Remediation Date will automatically be calculated by WEMS.

If no violation was found, the complaint is considered resolved. No further action is required.

IF YOU OBSERVE NO VIOLATIONS IN THE MAIN PREMISES, BUT OBSERVE A POTENTIAL OUTSIDE ENCLOSED AREA WITH VIOLATIONS

Follow the enclosed area procedure later in the manual to report the area to OHA.

Do not enter a site visit date into WEMS until OHA has made a determination about whether the area is enclosed.

Once you receive the determination from OHA, enter the site visit date. Refer to the policies and procedures manual for more information.

Follow-up Visits

A follow up visit must be conducted after 15 days but within 45 days of the first site visit.

To enter follow-up visit information:

1. Click the Follow-up Visit tab. WEMS will have calculated the remediation plan due date and the follow-up visit due date.
2. Click the edit icon to enter the follow-up visit information.

Complaint Details Files (0) Business Details Correspondence Site Visit Enclosed Area Citations

This page contains information about the initial site visits, follow-up visits, post remediation plans and inspections related to Car Stop.

Site Visits for Car Stop

Complaint Submitted Date 11/19/2018
Submitted Complaint Text Smoking in bathroom

Initial Site Visit (Form 1) **Follow-up Visit (Form 2)** Post Remediation Plan Visit (Form 3)

Complaint ID	Remediation Plan Due Date	Visit Due Date	Visit Date	Follow up Conducted	Results/Reason	Site Visit Notes
 8809	12/05/2018	01/04/2019		No		

3. Click the button that corresponds to the correct answer for “Was Follow-up visit conducted?”
4. Click the button that corresponds to the correct answer under “Follow-up visit result.”
5. Type comments including details of observations on the site visits in the County Site Visit Notes text box.

This page contains information about the initial site visits, follow-up visits, post remediation plans and inspections related to Car Stop.

Site Visits for Car Stop Save cancel

Complaint Submitted Date 11/19/2018
Submitted Complaint Text Smoking in bathroom

Initial Site Visit (Form 1) Follow-up Visit (Form 2) Post Remediation Plan Visit (Form 3)

Follow up Visit Date
Date must be within 30 days of the required remediation
Date: 12/05/2018

Was the site visit conducted?
 Yes
 No

Site Visit Notes

6. Click Save.

If the follow-up visit was not conducted because the inspector was denied entry to the premises, comments explaining the denial must be entered in the Site Visit Notes Comments. The complaint will automatically be assigned a status of "Citation" and an email notification will be sent to HPCDP.

If the remediation plan was not completed and/or other violations were found, the complaint will automatically be assigned a status of "Citation" and an email notification will be sent to HPCDP.

If the remediation plan was completed and no additional violations were found, the complaint is considered resolved. No further action is required.

Post Remediation Plan Visits

This visit is conducted if another complaint is received within the three years of the date of the remediation plan. WEMS will calculate this date for you and move the complaint to the correct action item. The post remediation plan visit occurs within 21 days of receiving the complaint, is unannounced, and may result in imposition of civil penalties if violations of the ICAA are discovered.

1. After clicking complaint, click on the Post Remediation Plan Visit tab to enter a Post Remediation Visit Plan Visit.

The screenshot shows a web interface with several tabs: 'Complaint Details', 'Files (0)', 'Business Details', 'Correspondence', 'Site Visit', 'Enclosed Area', and 'Citations'. The 'Site Visit' tab is active. Below the tabs, there is a header 'Site Visits for A&K Development Company' with 'Save' and 'cancel' buttons. The main content area shows 'Complaint Submitted Date' as 01/31/2018 and 'Submitted Complaint Text' as test. There are three tabs for site visits: 'Initial Site Visit (Form 1)', 'Follow-up Visit (Form 2)', and 'Post Remediation Plan Visit (Form 3)'. The 'Post Remediation Plan Visit (Form 3)' tab is circled in red. Below the tabs, there is a form with the following fields:

- '** New **' label
- 'Post Remediation Visit Date' with an input field
- 'Was the Post Remediation site visit conducted?' with radio buttons for 'Yes' and 'No'
- 'Site Visit Notes (Explain in comments)' with a large text area

2. Fill out all of the information for the post remediation plan visit.
3. Click save to save the visit in WEMS.

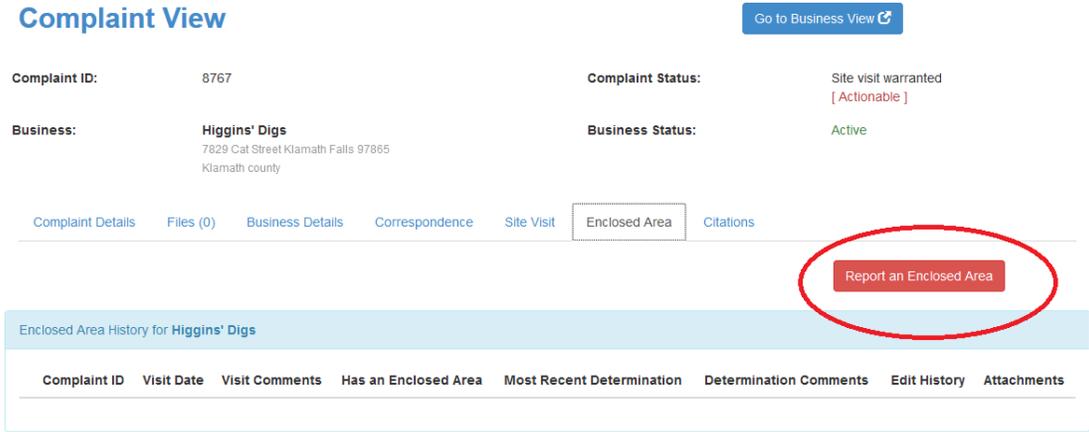
ENCLOSED AREAS

In 2018, OHA began reviewing all potential outside enclosed areas. Inspectors are required to carry additional site visit forms and document all potential outside enclosed areas for review by OHA. See the [policies and procedures manual](#) for more information.

Remember: Only document potential outside enclosed areas that have potential violations of the ICAA. If you do not observe violations in the area, you do not need to report it to OHA.

ENTERING POTENTIAL OUTSIDE ENCLOSED AREAS INTO WEMS

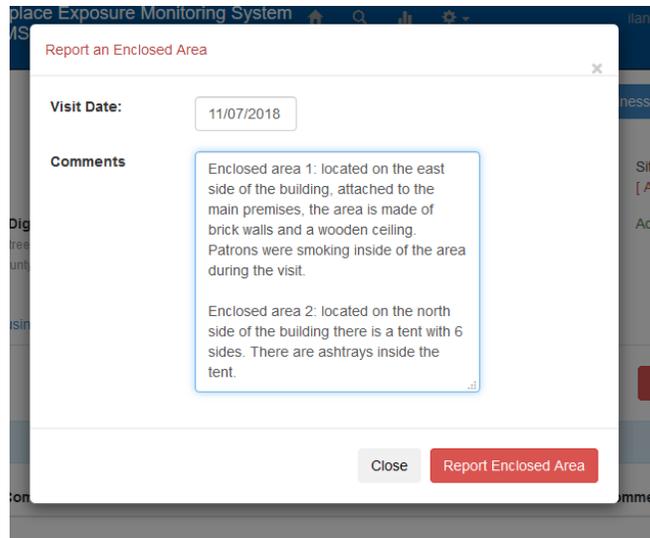
In complaint view, click on the “enclosed area” tab. Click the red button “Report an Enclosed Area” to bring up a dialog box.



Enter the date of the site visit next to “visit date.”

In the comments box, enter relevant information related to the potential enclosed area. Remember, you will be submitting photos, captions and other documentation to HPCDP outside of WEMS. Refer to the [Policies and Procedures Manual](#) for this step. The comment section contains a character limit. Enter only basic, relevant information.

If there is more than one potential enclosed area found during the site visit, number them in the comments. You cannot enter the areas separately.



Click on “Report an Enclosed Area” to finish. WEMS will notify you that this section will be locked until HPCDP makes a determination.

[Report an Enclosed Area](#)

Send Form(s) A, photos, video and any other required documentation to OHA within 2 business days of reporting the enclosed area. This site visit will not be unlocked until enclosed area determination is made.

Enclosed Area History for **Southwestern Oregon Community College**

Complaint ID	Visit Date	Visit Comments	Has an Enclosed Area	Most Recent Determination	Determination Comments	Edit History	Attachments
2220	11/07/2018	There is an enclosed area on the premises. It's located in the parking lot and is made up of corrugated plastic. There are ashtrays inside.	⚠ Yes				

Once OHA has made a determination, you will be able to view OHA’s comments and download the Enclosed Area review form. At this point, you will be able to enter another enclosed area on this complaint, if necessary.

Send Form(s) A, photos, video and any other required documentation to OHA within 2 business days of reporting the enclosed area. This site visit will not be unlocked until enclosed area determination is made.

Enclosed Area History for **Southwestern Oregon Community College**

Complaint ID	Visit Date	Visit Comments	Has an Enclosed Area	Most Recent Determination	Determination Comments	Edit History	Attachments
2220	11/23/2018	Area has been modified and appears to still be enclosed. Submitting documentation to HPCDP.	⚠ Yes				
2220	11/07/2018	There is an enclosed area on the premises. It's located in the parking lot and is made up of corrugated plastic. There are ashtrays inside.	⚠ Yes	11/21/2018	Enclosed area. EA review form attached	View	1

See the SITE VISITS section above for instructions on how to enter site visits when only a potential outside enclosed area is observed.

ENTERING AN ANNUAL INSPECTION
(only for counties with certified smoke shops)

Counties that have a certified smoke shop are required to conduct an annual inspection of the smoke shop. Annual inspections are a certification requirement of smoke shops. To enter an annual inspection into WEMS, follow the directions below.

Users can view annual inspections by clicking on the Annual Inspections Due link on the action items home page.

Action Items

Multnomah County

[Exempt Businesses]

- Unverified Complaints (2)
- Complainant Response Letters Due (3)
- Initial Business Response Letters Due (4)
- Initial Site Visits Due (1)
- Follow-up Visits Due (6)
- Post Remediation Plan Visits Due (0)
- Citations (12)
- Annual Inspections Due (1)**
- Businesses with Enclosed Areas Pending (2)

Click on the business name for the inspection you would like to add. Then click on Add Inspection.

King's Hookah Lounge [Edit](#)

Parent Business

1806 NW Couch Street
Portland 97209

[Refresh](#)
[Admin](#)

No Parent Business

Business ID 1053
Type Bar/Tavern
Status Active
Exempt Yes ⓘ
County Multnomah
Business Phone (503)719-6456
Contact Title Brother of Owner
Business Owner Bilal
Owner Title Owner
Owner Phone (503)680-2215

- Complaints (9)
- Comments (0)
- Correspondence
- Site Visits
- Enclosed Area
- Citations
- Annual Inspections**

This page contains Annual Inspection information related to the Business. Information on this page can only be updated by OHA.

Annual Inspections for King's Hookah Lounge

Add Inspection

Visit Type	Visit Date	Visit Conducted	Results/Reason
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Enter the date, visit type (initial visit), the result of the visit and any relevant comments.

Annual Inspections for King's Hookah Lounge

Visit Type	Visit Date	Visit Conducted	Results/Reason
Initial	11/26/2018	Yes	No Violations Found

Add New Inspection

Visit Date

Visit Type:

Comments

Was the site visit conducted?
 Yes
 No

Violation Found ?
 No
 Yes - Violation Found

If a violation is recorded, WEMS will automatically create a follow-up visit.

[Complaints \(9\)](#)
[Comments \(0\)](#)
[Correspondence](#)
[Site Visits](#)
[Enclosed Area](#)
[Citations](#)
[Annual Inspections](#)

This page contains Annual Inspection information related to the Business. Information on this page can only be updated by OHA.

Annual Inspections for King's Hookah Lounge

Visit Type	Visit Date	Visit Conducted	Results/Reason
Initial	11/26/2018	Yes	Violations Found
Follow Up	Remediation Plan Due: 12/11/2018 Site Visit Due: 01/10/2019		

Enter the follow-up visit results by clicking on the edit button and entering the site visit.

Annual Inspections for King's Hookah Lounge

Visit Type	Visit Date	Visit Conducted	Results/Reason
Initial	11/26/2018	Yes	Violations Found
Follow Up Remediation Plan Due: 12/11/2018 Site Visit Due: 01/10/2019	12/26/2018	Yes	

Edit Existing Inspection

Visit Date <input type="text" value="12/26/2018"/>	Visit Type: Follow Up
Comments <input type="text" value="Follow up created from initial visit on: 11/26/2018"/>	Was the site visit conducted? <input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> The remediation plan was completed successfully (complaint resolved). <input type="radio"/> The remediation plan was not completed (forward this complaint to OHA). <input type="radio"/> The remediation plan was completed and another violation was observed (forward this complaint to OHA). <input type="radio"/> The remediation plan was not completed successfully and additional violations were observed (forward this complaint to OHA).

Annual inspections will remain in the action items until they are completed. They will reappear in action items each year on July 1. Annual inspections must be completed during the fiscal year, July 1-June 30. As of 2019, **annual inspections do not have a complaint ID.**

When an inspection is completed, the inspector must send a copy of the completed inspection form to their HPCDP liaison.

CITATIONS

This section can only be edited by HPCDP. You can view basic information about the citation including whether a citation is warranted, if a final order was issued and whether a settlement agreement was reached.

Complaint Details Files (0) Business Details Correspondence Site Visit Enclosed Areas **Citations**

Information on this page can only be updated by OHA.

Citations for Oregon Department of Revenue

Complaint ID	6919
Complaint Submitted Date	08/19/2016
Submitted Complaint Text	There is a NO SMOKING on ANY state property rule that's been in place since 2013 when the Governor put it into affect. WHY then, are the employees of the Revenue building, literally sitting on benches and curbs immediately UNDER THE SIGNS, on their smoke breaks. Why are NONE of the State buildings upholding a Governor initiated rule? That's embarrassing to those of us that are rule following STATE WORKERS. From our location we sit in our offices and watch ODOT staff standing on their front steps, smoking all day long. It's all just ridiculous. If you aren't going to manage rules, don't put them into affect. And with this NO smoking on ANY state property in affect, isn't your page heading of no smoking within 10 feet of entrances, etc. actually inaccurate?

Citation ID	Complaint ID	Citation Warranted	Final Order	Settlement Reached
111	6919			

The top section of the Citation page displays the business details for the complaint. All complaints associated with the business are displayed below.

i Users can view citation information but cannot edit this page.

BUSINESS VIEW

You are able to go back and forth between business and complaint views by clicking on the blue icon on the top right of the page that either says “Go to Complaint View” or “Go to Business View.”

Oregon Health Authority Workplace Exposure Monitoring System (WEMS) abbymoey@gmail.com

Business View Go to Complaint View

Captains Cabin Edit Parent Business

When switching to complaint view from business view, WEMS will ask you to choose a complaint from a list of complaints for that business.

Navigate to a specific complaint below.

Complaint ID	Complaint Date	Complaint Status	Actionable	Complaint Text
4172	05/21/2012	IRL sent	Yes	Smokers in doorway. Not 10' away from doorway.
4832	05/19/2013	Follow-up/no violation	Yes	Smoking within 10 feet of doorway and you can't walk down the sidewalk past the smokers.
7111	11/07/2016	Site visit/no violation	Yes	Many people outside of door smoking
7628	04/19/2017	Site	Yes	People smoking right

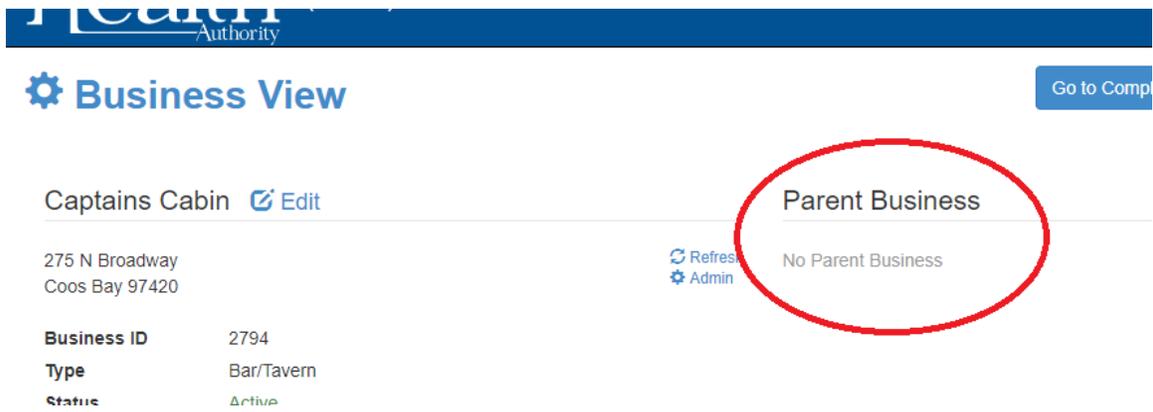
The Business View page contains information related to the business, including all complaints associated with the business. The top section of the Business View page displays contact information for the business, business contact and business owner.

You can modify contact information and add comments about the business. Click "Save" when finished.

i The user cannot alter business information (name, address and county). Contact HPCDP if this information needs to be updated.

PARENT BUSINESSES

Some businesses may have a parent business or a corporate headquarters. Contact information for the parent business can be entered on the Business View page. If the parent business is the primary contact, click the "Use Parent Business as Primary Contact" checkbox and click Save.



i Checking the "Use Parent Business as Primary Contact" box is for informational purposes only. Correspondence generated by WEMS will not automatically be addressed to the parent business. To address a letter to the parent business, the correct information must be manually entered into the document.

BUSINESS VIEW COMMENTS

Comments about the business can be entered in the Business View Comments text box. Click Save when finished. The date and notes will be saved in the Business View Comments History. WEMS will automatically insert the name of the person logged in when comments are entered.

 **Past comments cannot be edited.**

REPORTS

You have three report options in WEMS:

- Business Report
- Complaint Status Report
- Complaint Violation Report

To run a report:

1. Click the Reports icon at the top of the home page



Complaint View

2. Select the options from the menus and click Run.
3. The report will display below and can be exported as an .xls or csv. Reports will not be saved in WEMS.

APPENDIX: STANDARDIZED ABBREVIATIONS

To ensure that all addresses in WEMS are standardized, capitalize the first letter only of street suffixes and secondary unit designators and do not use punctuation. Capitalize both letters of directional abbreviations.

Examples:

- Avenue = Ave
- Boulevard = Blvd
- Court = Ct
- Drive = Dr
- Lane = Ln
- Parkway = Pkwy
- Place = Pl
- Street = St
- Terrace = Ter
- Way = Way
- Building = Bldg
- Department = Dept
- Suite = Ste
- Northeast = NE
- Northwest = NW
- Southeast = SE
- Southwest = SW

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