



INCIDENT REPORTING PROCEDURE FLOW CHART

REPORTABLE INCIDENTS

Red Flag Incidents

(Incidents with the potential to result in liability claims)

- Injury may require additional medical treatment
- Liability or negligence may be involved
- Injured party is alleging fault to facility
- Significant property loss that may result in a liability claim against the facility
- Allegations of premises defect



Scene Procedures

- Observe scene *(Is the scene safe? Are there witnesses? How many injuries? Etc.)*
- Prevent further injury
- Protect other guests from injury
- Preserve evidence
- Show concern and care *(Be courteous and helpful)*
- Ask questions of injured party *(Get detailed descriptions of what happened before, during, and after the incident)*
- Allow guests to decide whether to see a doctor, go to the hospital, or go home
- Find witnesses (ask, "did anyone see what happened?" but do not ask for "witnesses")



Do Not

- Admit responsibility or fault
- Argue cause of accident
- Talk about other similar situations
- Mention insurance
- Discuss "taking care of things" or creating unrealistic expectations
- Discuss accident with people not involved



Additional Steps

- Consider taking color/dated digital photos
- Complete incident report ASAP – sooner = fresher recall
- Gather any pertinent supplemental information including, but not limited to:
 - ✓ Medical Report
 - ✓ Incident Report
 - ✓ Witness Statements
 - ✓ Names & addresses of all parties involved
 - ✓ Documentation of relevant safety inspections, if applicable

Reporting



Mail, fax, or utilize American Specialty's online incident reporting system
 American Specialty Insurance & Risk Services, Inc.,
 7609 West Jefferson Blvd, Suite 150, IN 46804,
 Phone: (800) 566-7941
www.amerspec.com

NON-REPORTABLE INCIDENTS

Standard Incidents

- Minor injuries
- One-time treatment
- Injured party not alleging fault
- No perceived liability or negligence
- No need for additional medical treatment



Complete Incident Report



Keep for Internal Records / Trending

