

## Incident/Claims Reporting Procedure

Please use the following procedure to properly process occurrences<sup>1</sup> involving bodily injury,<sup>2</sup> personal injury<sup>3</sup> or property damage<sup>4</sup>.

### Procedure:

- I. Employees - Upon notification of an event, employees are to:
  - A. Remain objective
  - B. Make no:
    1. Judgment calls
    2. Promises of resolution
    3. Acceptance of liability
    4. Promise of payment or reimbursement.
    5. Only record direct quotations from injured or witnesses.
    6. Include all names, addresses, and phone numbers.
  
1. Complete LMHA Incident Report form via Outlook to distribution list entitled "Incident Report" and notify Immediate Supervisor.
  - A. Thoroughly complete report including: who, what, where, when, how.
  - B. Complete within 24 hours of incident.
  - C. Department Heads will report significant events to Executive Director's office by phone.
  
2. Obtain pertinent information immediately by:
  - A. Photographs
    - Attach photographs to incident report.
    - Forward all photographs to the Risk Manager who will work with the Legal department, Modernization department, and or equipment repair for follow up.
    - If personal injury is involved, please preserve or keep the item that caused the injury.**
    - If necessary, please either abate the item in question, or barricade the area of incident until it can be investigated by appropriate personnel.**
  - B. Measurements
  - C. Work Orders
  - D. Police/Fire report
  - E. Follow up interview reports
  - F. Additional photographs, ect.

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<sup>1</sup> "'Occurrence' means; 1. an accident, including continuous or repeated exposure to substantially the same harmful conditions, which causes 'bodily injury' or 'property damage' ..."

<sup>2</sup> "'Bodily injury' means bodily injury, sickness or disease, mental anguish or mental injury, sustained by a person, including death...."

<sup>3</sup> "'Personal injury'... means injury other than 'bodily injury,' arising out of ...1. False arrest...3. Wrongful entry into, or eviction of a person from..." See LMHA's Commercial Liability Policy for complete listing. The Director of Finance keeps a copy.

<sup>4</sup> "'Property damage' means: 1. Physical injury to tangible property, including all resulting loss of use of that property...or 2. Loss of use of tangible property that is not physically injured..."

3. Send all related information to the Risk Manager via the Incident report who will work with the Legal department, Modernization department, or Equipment Repair department for follow up.
4. The Risk Manager, with the Legal department and Modernization department will determine if additional fact gathering is necessary depending on the incident and assign information gathering duties to: the Site Manager, Department Head, and/or the Risk Management Committee.
5. The Risk Manager will determine the need to notify insurance carriers.
  - A. If insurance carrier must be notified, the Risk Manager will provide copies of the following to HAIG:
    - Completed HAIG's "Report of Claim/Incident"
    - LMHA's "Incident Report Form"
    - Support information in #2. above
  - B. Request HAIG record the occurrence as:
    - an incident only, or
    - a claim and defend LMHA
  - C. Assist HAIG's investigation/legal team when necessary.