



MANAGER OR SUPERVISOR'S ACCIDENT OR INCIDENT REPORT

If accident was a vehicle accident, Complete Vehicle Accident Report.

Dealer Name

Location

Injured Person's Name:

Location:

Location Phone Number:

Date and time of Injury/Incident

Date:

Time:

AM or PM:

Date Accident/Incident Reported

Description of Incident:

What Injury Was Sustained?

If Incident Was a Slip and Fall, did it involve a wet floor?

Were mats and caution signs in place?

If incident was a slip and fall, what type of footwear was the customer wearing?

What Was the Primary / Root Cause of the Incident?

Corrective Action Taken or Necessary to Prevent a Recurrence?

Were there witnesses to the incident? If yes, please list and continue on reverse if necessary.

Name:

Phone Number:

Name:

Phone Number:

Name:

Phone Number:

Manager or Supervisor's Signature:

Date:



STATEMENT OF INJURY

Name of Injured Person	
Date of Birth	
Street Address	
City, State, ZIP	
Home Phone	
Work or Cell Phone	
Date and Time of Incident	

Description of Incident: (Continue on back if necessary)

What is the nature of your injury?	
What part of the body was injured?	
Was there equipment involved? If yes, please describe.	
Was your personal property damaged? If yes, please list items	

Were there witnesses to the incident? If yes, please list

Name:	Phone Number:
Name:	Phone Number:
Name:	Phone Number:
Name:	Phone Number:

The statements above are a true and correct account of this incident:

Signature:	Date:
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WITNESS STATEMENT

Name of Injured Person	
Name of Witness	
Street Address	
City, State, ZIP	
Home Phone	
Work or Cell Phone	
Date and Time of Incident	
Your Relationship to the Injured Person	

Where did the incident happen?	
Any other people involved in incident?	

The following is my statement of what I saw. (Please continue on back of sheet if necessary.)

The following is my statement of what I heard the injured person say.

THE ABOVE STATEMENT IS A TRUE AND CORRECT ACCOUNT OF WHAT I OBSERVED AND HEARD.

Witness signature:	Date:
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PREMISES CLAIMS

- Slip and Fall / Trip and Fall claims, please evaluate and note the following:
 - These are more difficult as they often happen in the parking lot, sidewalks, or in the bathrooms. It is very important to document exactly what happened and where it happened.
 - Photograph the area where it occurred as soon as notified and identify any and all witnesses.
 - Have the injured party complete the statement of injury form making sure that the date, time and any witnesses are noted.
 - Have any/all witnesses complete the Witness Statement form.
 - Make sure that the Manager or Supervisor's Accident Investigation report is completed in full.
 - If there is a hazardous condition, (i.e. wet floor in the bathroom, snow on the sidewalk) make sure you note if you had prior knowledge, and if you took protective measures (mats by the doors, yellow caution cones or signs on the floor, snow cleared every 30 minutes) and, if possible, take a photo conditions at the time of the loss.
 - Note the type of footwear were they wearing
 - Document the area(s) of the body that the claimant alleges are injured. Never have them write on the Supervisor's incident report or sign that report. There is a specific report form for the injured party to complete.

- Inspect the premises every morning prior to opening.
 - While on your way in from the parking lot to the building, take note of conditions in the parking area.
 - If you see any damage – a pot hole starting to form, build-up or snow and ice, etc. – report it to the manager or your supervisor so it can be addressed.
 - Make sure all sidewalks and entry areas are clear of obstructions including ice and snow if applicable.
 - If snow has been removed, make sure that ice melt has been applied to help prevent ice from forming.
 - If it is snowing or if there is freezing rain, this should be done on a regular basis to keep the sidewalks, lots and entry areas clear.
 - Make sure all entry rugs and mats are dry and free of damage.
 - Make sure that floors are dry, especially in inclement weather. Put out caution cones if the floors are wet, or aren't able to be kept dry during stormy weather.
 - Make sure all spills are cleaned up as quickly as possible and the floor is dried out.
 - Put out caution cones until dry.
 - Keep a disposable camera at the front desk area for use in the event of an accident.
 - When any incident occurs, take pictures immediately so the exact conditions are documented.

HANDLING INCIDENTS AND CLAIMS

- Never tell a customer you will pay for anything. Instead, tell them you will be happy to fill out an incident form and report to your insurance company