

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 Accident: (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 accident? 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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ON-SITE SUPERVISOR'S ACCIDENT INVESTIGATION REPORT

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 Accident:

What Injury Was Sustained?

Was the Evidence Saved?
(Foreign objects in food?)

What Was the Primary / Root Cause of the Accident?

What Corrective Action Has Been Taken or Is Necessary to Prevent a Reoccurrence of this Accident?

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

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

Supervisor's Signature:	Date:
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FOOD PRODUCT INCIDENTS

Food-Borne Illness:

- If/When a customer reports a food-borne illness, find out:
 - What they ordered, who was with them, who their server was or what their server looked like.
 - Did anyone else in their group ordered the same item or if anyone else got sick.
 - How long was it from the time they consumed the food to when they got sick?
 - Did they seek medical attention?
 - Did they take a doggie bag home.
 - If you can pull their ticket, please do. We will then know exactly what they ordered.
 - Try to determine how many plates of that specific item were served that day as that is extremely helpful (i.e., if 48 plate of ribblets were served that day and no one else reported getting sick.)
 - Did they consume any alcohol (don't ask them but note is on the report if you know.)

Foreign Object in Food

- If a foreign object is alleged to be in the food,
 - If possible, always retain the foreign body as we will have the evidence should the case be litigated or if we are going to tender the claim to the supplier.
 - If the foreign object (i.e. a bone fragment in a boneless product, etc.) is found in a product that we don't alter, you should identify our product supplier as we will be tender the claim to them but we need the evidence to do so.
 - If the claimant won't allow you to retain the foreign object, see if you can photograph it and ask them not to lose it.
 - If it is a foreign body such as a glass (or screw) or something that may have come from your operations, check with the kitchen immediately to determine if there have been any accidents there that day involving broken glass, etc. and document that the details.

PREMISES CLAIMS

- Slip and Fall / Trip and Fall claims:
 - 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 Supervisor's accident investigation report is completed in full.
 - Did the accident occur before or after they ate?
 - Was any alcohol consumed
 - Please note if this a regular customer
 - 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. (Yellow caution cones on the floor, snow cleared every 30 minutes) and if possible take a photo the condition at the time of the loss.
 - If this is a slip and fall on a dropped platter or piece of food, it is helpful to list any employees that may have witnessed, especially if it is a serious injury.
 - 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 for damage to the premises every day 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. – please report it to the manager or 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 storming, this should be kept up on a regular basis to keep the sidewalk and entry areas clear.
 - Make sure all entry rugs 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, are 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.
 - Take pictures at the time of any incident so the exact conditions are documented.

HANDLING INCIDENTS AND CLAIMS

- If a customer says they broke a tooth on something, **DO NOT** tell them we will pay for it as we may tender this back to our supplier.
- Try to retain the foreign object as we can use to determine where it came from and who may be responsible for the claim.
- Never tell a customer we will pay for anything. Instead, tell them we will be happy to fill out an incident form and report to our insurance company

MISCELLANEOUS

- Do not seat children in booster seats in the high bar stools
- Do not give balloons to small children. If they pop, they become a choking hazard.

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