



TOWN OF HINTON

POLICY TITLE: PUBLIC ACCIDENT RESPONSE POLICY

POLICY #: 086

EFFECTIVE DATE: NOVEMBER 16, 2010

**ADOPTED BY
COUNCIL ON:** NOVEMBER 16, 2010

Yearly Review:

POLICY STATEMENT

The Town of Hinton is committed to a prompt and comprehensive investigation of any accident involving the public when Personal Liability and/or Property Damage on municipal controlled property occur.

1. REASON FOR POLICY:

To defend the Town of Hinton in event of a lawsuit or to make a decision to accept fault in these occurrences by collecting sufficient and necessary evidence in a timely manner through:

- Gathering of information in cooperation with police, emergency services and available witnesses
- Training employees to report these accidents immediately and accurately
- Ensuring quick notification to External Service Providers, if required
- Designating responsibilities for investigating, gathering and dispersing information, and ensuring training is provided to those who are deemed responsible.

2. DEFINITIONS

Accident: The occurrence of either a Non-Urgent Accident or an Urgent/Serious Accident on municipal controlled property;

External Service Providers: Our legal counsel, Insurers, Investigators and Adjusters;

Non-Urgent Accident: An event that results in harm to people, damage to property or equipment, or loss of process or productivity on municipal controlled property;

Personal liability: Any injuries occurring to a member of the public on municipal controlled property caused by Town of Hinton or its employees (including contractors);

Property damage: Damage to any object of value belonging to the public, including environmental, occurring on municipal controlled property caused by Town of Hinton or its employees (including contractors);

Urgent/Serious Accident: Any accident to property, equipment or vehicles estimated over \$1,000.00, environmental contamination, a personal injury or death occurring on municipal controlled property shall be deemed to be urgent/serious by the Town of Hinton and is reportable to the Police.

3. RESPONSIBILITIES

The following steps are to be taken in the event of an Accident. All duties to be performed without admitting liability:

All Employees

- i) Report all Accidents to appropriate Supervisor;
- ii) Complete the related Accident report;
- iii) Notify RCMP if criminal activity appears to have taken place, or if total of damages totals \$1000.00 or more.

Customer Service Clerks and Office Assistants

- i) Provide Accident Reports to the public and review these reports for completion of required information;
- ii) Immediately notify the appropriate Supervisor and forward reports.

Supervisors (or their designates while away)

- i) Immediately notify Division Director and the Risk Manager/Insurance Coordinator regarding Urgent/Serious Accidents, or as soon as the public notifies the Town;
- ii) Collect evidence as required by our External Service Providers;
- iii) Collect and complete related reports including Accident Report, invoice estimates for repairs or replacement;
- iv) Send reports to Risk Manager/Insurance Coordinator;
- v) Keep copies;
- vi) Appoint a designate responsible for these duties while you are away and notify your staff who this designate is.

Risk Manager / Insurance Coordinator

- i) Notify and act as liaison with External service providers;

- ii) Keep Risk Managers Director aware of details of Accidents;
- iii) Complete the Small Claim Summary Report for Property Damage under the Deductible;
- iv) Complete the Final Release, or the Letter of Denial for Property Damage under the deductible:
 - Work with the Supervisor, Division Director and External Service Providers to resolve problems and minimize consequences of Accidents.
 - Train staff in using Accident Reports
 - Keep a detailed log of all Accident reports
 - Review all Accident reports, analyze trends or identify problem areas and recommend corrections to prevent future occurrences
 - Report to Risk Managers Division Director and Risk Management (Executive) Committee

Risk Managers Director

Appraise reports and relay information to Town Manager, Executive Directors, and Council

Risk Management (Executive) Committee

Analyze trends and make recommendations to eliminate or minimize future incidents.

External Service Providers

In their respective roles review and advise on cases involving Property Damages exceeding the deductible, or any Liability cases.

4. PROCEDURES

Non-urgent accidents must be reported within the same working shift to the Supervisor, by the involved or witnessing employee, or by the employee taking the report if there is no involved or witnessing employee.

Urgent/Serious accidents must be reported immediately to the Supervisor by the involved or witnessing employee, or by the employee taking the report if there is no involved or witnessing employee, as soon as it is safe to do so.

- The Supervisor notifies the Risk Manager/Insurance Coordinator and the Supervisors Division Director of the Accident.

The Supervisor gathers evidence

- Take pictures of the scene
- Collect all reports and witness statements pertaining to the Incident, gather names, phone numbers, and addresses
- Collection will include consultation with Police and Emergency Services for related information
- Keep detailed notes of observations
- Observe condition of the victim (impairment, footwear, evidence of pain or injury)

- Complete the appropriate form as soon as possible
- Advertise for further information related to the accident if this becomes necessary (ie. newspaper ad)

- The Risk Manager receives and coordinates information and notifies External Service Providers.

- The Supervisor, Director and Risk Manager/ Insurance Coordinator cooperate to coordinate and complete the investigation process as soon as possible.

- Decisions to repair or replace property will be a joint decision between affected Supervisor, Division Director and Insurance Coordinator, if the damage is under the deductible.

*This is separate from the Health and Safety Management System Directives:
Reporting Employee Incidents Directive (OH&S obligations) and WCB Reporting Directive*