



### What to do in the event of a slip and fall accident...

#### WHAT TO DO

- Go to the scene **IMMEDIATELY!**
- Be courteous and professional
- Inspect the scene closely
- Get all essential details
- Report to your manager – no matter how slight you may think the incident is!
- Document the incident by going to the website:  
<https://toolbox.lundco.com/>
- Provide the incident report to your Manager within 24 hours.

#### WHAT NOT TO DO

- Do not argue with the claimant
- Do not reprimand employees at the scene
- Do not offer to pay any medical bills – you are not authorized to accept responsibility for any medical bills, only the insurance carrier has that authority!
- Do not admit responsibility or guilt
- Do not volunteer information about insurance
- Do not discuss the accident with any unauthorized persons

Dealing with the aftermath of an accident – Your actions following an accident can be the difference between a minor incident and a major insurance claim.

- Care for the injured person
  - Make the injured person as comfortable as possible
  - Arrange for first aid or necessary emergency treatment – remember to not offer to take care of any medical or hospital bills
  - Obtain the injured persons' version of the accident
- Secure name of witnesses
  - Obtain names, addresses and phone numbers of others in the vicinity – Note: One impartial witness is worth three employees
  - Make a list of all of the employees who are at the scene
  - Document all witness statements in writing
- Inspect and verify the conditions of the premises
  - Any defects noted to the walking surface?
  - Is the walking surface clean and dry?
  - Is there adequate lighting in the area?
  - Are there any objects near the injured person?
  - If equipment was involved, was it operating properly?
  - Be sure to correct any deficiencies to prevent a recurrence.
  - TAKE PICTURES!