



HOW TO FILE A LIABILITY CLAIM

Once a member or guest has been injured, the following steps should be followed.

- 4⁴ Take immediate steps to confirm that the member is OK, Provide medical attention as needed.
- 4⁴ Document Everything: The acting manager is to complete the Incident Report immediately, regardless of how minor the incident appears. It is not necessary for the injured party to fill out the Incident Report. However, if this is something that they request, let them fill out an incident report and attach it to yours.
- 4⁴ Fax the Incident Report as soon as possible along with a copy of the injured person's membership agreement to your insurance agent.
- 4⁴ You may want to write and include separate letter detailing the events or other information that may concern this claim.
- 4⁴ Be sure to follow up with the injured person the next day to see how they are doing. Common courtesy can go a long way in protection your relationship with the injured party and help retain them as a long-term member.
- 4⁴ Document all conversations with the injured party and attach to the members file.