

Incident Reports

Print page 2 and 3 on your Golf and Country Club Letterhead

An important part of Risk Management is the collection and analysis of information. This “Record Keeping” applies not only to Risk Identification, but also to supporting good defenses should an incident result in a lawsuit against the club.

An “INCIDENT” can be many things. Usually it is an accident whereby a person on or adjacent to your premises is injured or has their property damaged. This person can be a supplier, a customer, a visitor, a neighbour, a member, a guest or an employee and is referred to as the “THIRD PARTY”.

Typical Incidents are Slip & Falls; Injury from a piece of equipment or an errant golf ball, or complaints of food poisoning. It could also be an altercation between people with verbal or physical assault.

Lawsuits are often not even filed for two or three years after an event, and trials may still be years after that, by which time employees have moved on to other careers and memories have faded. It is essential that basic information about each incident be collected “at the time of the occurrence” and kept on file for future reference.

Even the Third Party who was injured and is filing an action has likely embellished or re-interpreted the facts in their memory, by the time a case comes to court. Remember that to the injured Third Party the incident is a major event in their life. To your staff, it is just one more daily occurrence, that happened to someone else.

Aside from the potential “Defense Value” that Incident Reports provide, they are also useful in setting up a “follow-up” system. Often lawsuits for injuries develop simply because the Third Party feels that “no one at the club cared”. The lawsuit is often triggered more by the “injustice” of being ignored than by the seriousness of the actual injury.

Incident reports provide the club management with ongoing information about situations and trends that might otherwise not be reported. This information can allow managers to spot a problem area or process before it gets out of hand, and take action to avoid future insurance losses and service complaints at the club.

Incident Reports also make it clear to the injured Third Party, that the Club has a formal and professional process in place for the handling of these incidents. This can often reduce or eliminate any expectations of short-term goodwill gestures (pay-offs) and it discourages individuals from “creating” situations that are only reported days or weeks after the supposed event.

Each club should develop its own Incident Report form, Reporting Process, Filing and Follow-up Procedure, however we have included a typical Incident Report Form that you can use as a draft to create your own.

REMEMBER: these reports are only useful as permanent records and as a defense in court if they are used consistently and appropriately in ALL situations. Staff should be aware of where the forms are and the importance of filling them in with factual, accurate and complete information for every incident. These reports are likely to be the ONLY formal record of events that are presented in court and their credibility is much greater if they are shown to be the Club’s standard way of doing business.

Incident Report

Date: _____

Time: _____

Third Party Information

Name: _____

Address: _____

City: _____

Prov: _____

Code: _____

Phone: _____

Occupation: _____

Bus. Phone: _____

Nature of Injury / Damage: _____

Third Party's Description of the Incident: _____

_____ Signature: _____

Witness # 1

Name: _____

Relationship: _____

Address: _____

Phone: _____

Bus.Phone: _____

Witness # 2

Name: _____

Relationship: _____

Address: _____

Phone: _____

Bus.Phone: _____

Staff Information

Reported to: _____

Position: _____

ID: _____

Employees Involved - (if applicable)

Name: _____

Position: _____

Address: _____

Phone: _____

Name: _____

Position: _____

Address: _____

Phone: _____

Staff Statements

(Attach detailed written and signed statements from each employee on separate sheets)

Ambulance (if applicable)

Called : _____ Time to Arrive: _____ Third Party Declined _____

Police Report - (if applicable)

Name: _____

Incident #: _____

Division: _____

Phone: _____

Incident Area

Description: _____

Weather: _____

Photo(s) of Scene: (attach)

Diagram: (attach)

Management Report:

- Description of event as reported - (attach separate sheet(s))
- Follow-up Actions – (list and date all subsequent follow-ups &/or contacts)
- Loss Control Measures – (list any actions to be taken to avoid similar future incidents.)