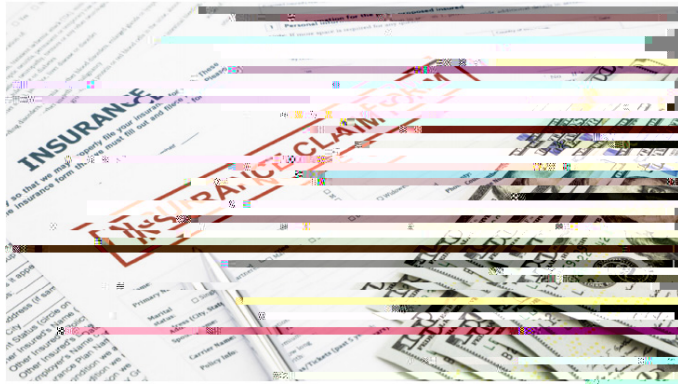


# SLIPS, TRIPS AND FALLS: WHAT TO DO FOLLOWING AN ACCIDENT

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However, your staff should never accept or place blame. And don't ever offer some form of compensation in exchange for the customer not reporting a claim. Instruct employees to tell the person that the situation will be discussed with the manager and a response will be provided soon. Follow up is important. Treat the injured person the way you would want to be treated if you were in their shoes.

Train employees on how to respond when a customer is injured. Many companies engage in role-playing sessions as a training device. This allows employees to practice reacting to likely situations and responding to an upset customer.

### 3. ELIMINATE THE CAUSE OF THE ACCIDENT.

Once the cause of the accident is known, take steps to eliminate the hazard and reduce the likelihood of an accident happening again. This could mean removing the hazard (e.g., cleaning up water) or providing additional protection, such as floor mats at entrances.

### 4. PROMPTLY NOTIFY YOUR INSURANCE CARRIER.

To prepare for a potential insurance claim, set up a file with any documentation and reports you have filled out as well as the phone log and other evidence of the incident.

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