

ACCIDENT/INCIDENT RESPONSE PROCEDURES

Employee Reference Guide



If a guest claims an injury or incident or you are witness to an injury or incident, please follow these guidelines.

- First ask “are you okay” and/or “what can I do to help”, do not apologize or admit fault.
- Treat the guest with respect and sincerity.
- Call 911 if there is serious bodily injury, a life threatening situation or medical condition or requested by the guest or medical treatment is needed.
- **Call for a manager as soon as possible.**
- Administer basic aid if needed **(give bandage or ice pack, guest must apply).*
**If an Employee is medically Certified (Licensed RN, EMT, Paramedic) they can assist the customer to stabilize them, render First Aid and provide basic care until medical crews arrive to handle the situation.*
- **Do not** dispense any medications or food, you may offer water. **Do not** offer any discounts or merchandise.
- **Do not** discuss the incident with anyone.
- **Do not** offer your opinion or statements regarding the incident
- **Do not** furnish information about Mast General Store.

Minimizing Incidents

- Ensure that displays are stable, put heavy items near the bottom.
- Keep aisles clear.
- Keep hurdles and hangers well maintained.
- **You may** help a guest with an empty stroller, the guest must remove and carry the child or pet.
- **You may** carry bags for guests that need the handrails on the stairs instead of being the support for the guest.