

ACCIDENT/INCIDENT RESPONSE PROCEDURES

Manager 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.
- Complete the Incident Report.
- Have guest (or friend/family) complete page 1 of the Incident Report. **DO NOT** furnish the guest with a copy of the report unless the guest requests a copy of their statement (*page 1 only*).
- Obtain names and contact information of witnesses.
- **DO NOT** discuss the incident with anyone except authorized Mast Store employees (Managers, Director of Stores or Human Resources) or the investigating officer.
- **DO NOT** offer your opinion or statements regarding the incident or the extent of injury.
- **DO NOT** furnish information about an insurance policy, refer the guest to the HR department if the guest asks.
- Save and store any video footage of the incident.
- Notify the HR department as soon as possible.

INVESTIGATE

- Obtain all facts related to the incident.
- Be objective.
- Do not include personal opinions.

DOCUMENT

- Document all your investigation results.
- Complete guest incident report.
- Do not give a copy of the report to the guest (if they ask, they may have a copy of their statement, page 1 only).
- Do not include personal opinions or the extent of injury.

SECURE

- Secure video footage.
- Make a copy of the video from time arriving and leaving premises: include date, time and address.
- Take photos of the incident area.

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.