

## What do I do when a Customer is injured



### Handling Customer Accidents...

Despite our best efforts, customer accidents can still happen. When a customer accident occurs in our store, the manner in which we handle the situation may greatly influence the outcome of any claim the customer may file. That is why it is important that we learn and remember the proper way to handle customer accidents. It is important that we follow the necessary steps to ensure that the legitimate claimants injured in our store are provided proper care, and fraudulent claimants are identified for our insurance carrier to address.

### First on the Scene...

The Manager on duty is responsible for handling any customer accident, but anyone in the store could be the first one on the scene. The minutes and seconds immediately following a customer accident (or alleged accident) can be critical.

### If You Are On The Scene Of A Customer Accident...

#### Do...

- Alert your manager or supervisor immediately of the accident.
- Make the injured feel as comfortable as possible.
- Be courteous and helpful to the injured party and any witnesses.
- Assess, to the best of your ability, the extent of any injuries.
- Let the injured person decide whether or not they need medical attention.
- Inspect the entire scene carefully.
- Note other customers that might have witnessed the accident.

#### Don't...

- Admit fault.
- Apologize.
- Dispute the cause of the alleged accident with anyone.
- Discuss the accident with strangers at any time.
- Refer the injured party for medical attention (Unless they clearly require it, or they cannot communicate with you).
- Offer to pay medical expenses.
- Disturb the scene of the accident (unless necessary) until the accident investigation has been completed.
- Share a copy of the store's incident report.