

Claims Procedure (personal Injury /property damage)

POLK COUNTY RISK MANAGEMENT

CLAIM REPORTING PROTOCOL

When an incident resulting in personal injury or property damage occurs, excluding incidents covered by Workers Compensation, the following protocol will be followed:

1. If a Polk County employee is involved, the incident must be reported to his/her supervisor immediately.
2. The employee's supervisor or department head will notify the Risk Manager or designee (Safety & Loss Control Specialist) as soon as possible.
3. After logging the incident report, the Risk Manager or Safety & Loss Control Specialist will notify the County Attorney's Office
4. The County Attorney and Risk Manager will agree on an amount to reserve for the any claim payments.
5. The Safety and Loss Control Specialist will then proceed with an investigation on behalf of the County Attorney's Office. The investigation may consist of some or all of the following:
 - a.) Interview the County employee involved and have a Polk County Incident Report Form completed.
 - b.) Contact other individuals involved and have them complete the Polk County Incident Report form.
 - c.) Interview the parties involved and obtain their written statements.
 - d.) Investigate the incident scene and take pictures of the area and equipment.
 - e.) Obtain names of any witnesses and obtain their statements (written or recorded)
 - f.) Obtain any reports generated by other agencies (i.e. law enforcement, insurance companies, etc.)
 - g.) Obtain estimates of damage.
 - h.) Obtain medical releases, records of medical treatment, physician's notes and hospital records (including, if applicable, emergency room records).
 - i.) Investigate further as appropriate under the circumstances.
6. The Risk Manager or the Safety & Loss Control Specialist will prepare a summary of the collected material and submit it along with the original documents to the County Attorney. The County Attorney will determine the direction of any additional investigation to be initiated.
7. Upon completion of the investigation, the Risk Manager will make a recommendation to the County Attorney concerning disposition of the claim. The County Attorney may deny the claim, settle the claim within the limits of delegated settlement authority, or recommend settlement to the Board of Supervisors.
8. The County Attorney, Civil Bureau, has delegated settlement authority up to and including \$15,000.00 (fifteen thousand dollars) and also has delegated authority to deny any claim.

Contact: Risk Management
515-286-3633

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