

Reporting an Incident or Claim

Introduction

It is important that an incident report form be completed as promptly and accurately as possible. This allows the claims process to be initiated as quickly as possible and it also provides a great deal of risk management information to be used in an effort to identify sources of loss and potential ways of eliminating future loss.

Please note the procedures to follow when reporting a Special Olympics Corporate Insurance Program incident.

Documentation

The First Report of Accident/Incident Form should be completed and mailed/faxed to the insurance claim service to report accidents involving athletes, coaches, unified athletes and volunteers, as well as incidents involving injury to spectators, other people or damaged property.

The First Report of Accident/Incident Form should be completed every time there is an accident involving one of the above specified individuals. It does not matter that the accident results in minor or no injury but that an accident/incident did happen. Capturing this information helps focus in on problem areas.

Examples of accidents or incidents involving spectators, others or damage to property may include, but are not limited to:

- potential liability
- property damage
- allegation
- threat of any kind

It is important that the report be completed as promptly as possible. Always include names of any witnesses and a brief description of the actual incident.

Reporting an Incident

Each completed report should be sent to American Specialties Insurance Services. The address is located at the bottom of the form.

In the event of **serious injury**, one requiring transportation to a hospital or to an emergency care facility, hospitalization or fatality, **an immediate telephone call** should be made to the claims service: **ASIS**. The number is **(800) 566-7941**. This number is attended 24 hours a day, 7 days a week. In addition, call the **SOLA** office at **(800) 345-6644, ext. 103** and leave a voicemail message about the incident.

Notification of a Claim

ASIS will respond to each incident report as appropriate. In the event of injury to a coach, Unified Partner, or volunteer, a claim form will be forwarded directly to the individual that sustained an injury. If the injured person is under the age of 18, it will be forwarded to the parent or guardian. In the case of an injury to an athlete, the form will be forwarded to the parent, guardian, or care provider indicated on the form. ASIS will follow up each claim form at two weeks and again at four weeks if no response has been received from the person to whom the claim form was mailed.

For each claim form sent out, a copy of the correspondence will also be forwarded to the respective Special Olympics office. Furthermore, ASIS will send the Special Olympics office a copy of each follow up correspondence. If no response is received, ASIS may ask the Special Olympics office to assist in making contact. The file will be closed if there is no activity to report.