



CITY OF WINCHESTER, VIRGINIA

Rouss City Hall
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TO: DEPARTMENT HEADS

FROM: STEVEN CORBIT, PURCHASING / RISK MANAGER

DATE: October 27, 2010

SUBJECT: Risk Management Notification Procedures

Claims management is a tool used for standardizing the communication and reporting of accident information with our insurance carrier(s). Each of your departments can best accommodate the Finance Department by adhering to the following instructions and utilizing the various reports as standard protocol. The four most frequently requested areas of assistance are as follows:

• City Vehicle Accidents

1. Contact your Supervisor.
2. For ALL automobile accidents, contact the Police Department and request a police report to be filed. If the auto accident occurs on private property, please make a special note on the report.
3. Pictures are one of the most valuable assets for scene investigation; please make all attempts to take pictures of the scene and all vehicle damage.
4. Supervisor must fill out a City Vehicle Accident Report. Access the report by downloading a copy from <http://internal.winchesterva.gov/wp-content/uploads/2009/04/vehicleaccidentreport.pdf>
5. NOTE: Mandatory alcohol testing may be required for certain accidents. The City Vehicle Accident Report outlines these situations.

• City Liability Claims

1. Examples of liability claims include: citizen injured after tripping on a sidewalk, visitor suffers flat tire due to pothole, homeowner has a City tree limb fall on their car, etc.
2. DO NOT claim fault, accept fault, promise money, or corrective action. An investigation of the facts must be reviewed before any compensability decision is made by our insurance carrier.
3. Direct ALL claims, names, phone numbers, and questions to the Risk Manager at 540-667-1815 ext. 1477.

• City Building or Property Damage

1. Examples of property damage include: vandalism, theft, Acts of God, roof collapse, broken windows, etc.
2. Contact your Supervisor.
3. For ALL physical property damage claims, contact the Police Department and request a police report to be filed.
4. Pictures are one of the most valuable assets for scene investigation; please make all attempts to take pictures of the scene and all vehicle damage.
5. Supervisor must fill out a City Physical Property Damage report. Access the report by downloading a copy from <http://internal.winchesterva.gov/wp-content/uploads/2009/04/propdamage.pdf>

• City Workers Compensation Claims

1. Contact your Supervisor immediately.
2. Employee must assess their need for medical attention. A copy of the Panel of Physicians must be given to all injured employees for each separate accident.
3. Supervisor or employee must call Nurse Triage, 877-234-0898, to report injury or illness within 24 hours or ASAP.
4. All Workers' Compensation Forms and Policies can be found on the City's Internal web site with general information at <http://internal.winchesterva.gov/wp-content/uploads/Workers-Compensation-Reporting-Policy-Effective-March-15-2010.pdf>