



## Your Incident Response Blueprint

### Incident Response To-Do List:

- **EDUCATE EVERY GUEST PROACTIVELY** through clear signage, thoughtful conversations, and detailed information on your website to set expectations and reduce confusion in the event of an incident.
- **DESIGNATE A RESPONSIBLE PARTY** — such as a General Manager, Owner, or Supervisor — who will lead and manage your incident response and documentation process.
- **DEFINE YOUR INTERNAL PROCESS FOR HANDLING INCIDENTS** including when documentation should begin, what information must be recorded, and who is accountable for each step.
- **CLARIFY WHAT SHOULD BE DOCUMENTED** by all team members: stick strictly to the facts, avoiding speculation, assumptions, or personal opinions.
- **KEEP TEMPLATES AND DOCUMENTATION TOOLS EASILY ACCESSIBLE** so your team can quickly reference and complete them in the event of an incident.
- **IMPLEMENT A PROCESS FOR COLLECTING EVIDENCE** including signed waivers, security footage, photos, and witness statements — and ensure all materials are saved electronically and securely.
- **TRAIN EMPLOYEES TO AVOID UNNECESSARY DISCUSSIONS ABOUT THE INCIDENT.** Remind staff that written communications (texts, emails, DMs) are all discoverable and can be used in legal proceedings.
- **COACH STAFF ON HOW TO RESPOND COMPASSIONATELY** in the moment. Many lawsuits stem from a perceived lack of empathy or poor customer experience during or after an injury.
- **ESTABLISH A CLEAR COMMUNICATION CHAIN** for notifying your insurance agent — and attorney, if necessary. Keep communications factual, timely, and professional.

### Quick Tips for Business Owners

- Have a Clear, Written Incident Response Plan
- Train Your Staff to Act, Not React
- Digitize and Store Key Documents

### Questions?

Contact us today to learn more about our tailored Hot Springs insurance solutions!