

Please train employees on 2 basic points so that when a patron has an incident, they know the correct procedure:

1. Follow the “Incident Check List” below
2. Washington County employees should never offer legal or medical advice

Incident Check List

1. Do any necessary steps to make the individual is comfortable and stable and if *appropriate or requested, call 911/Police Dispatch for help.
*Appropriate if there is an urgent medical situation. Do not move them if you feel that injury has occurred. – AND/OR damage has been done to County property. (call city police dispatch)
2. If possible, have the patron fill out the incident report form.
3. If not, then an employee should fill out the form as best they can
4. Have any witnesses complete the witness report
5. Email incident reports, witness statements and any pictures to Nicholle Felshaw and cc Sarah Lloyd at: nicholle.felshaw@washco.utah.gov, sarah.lloyd@washco.utah.gov, (and Rikki Almaraz if it’s an employee) and Department Head

It is important for Washington County employees to know that they should never offer legal or medical advice.

If the individual starts asking questions as to what to do or how the County will compensate, these are the guidelines:

1. Direct them to Nicholle Felshaw at the Washington County Commission Office.
2. Direct them to Nicholle Felshaw at the Washington County Commission Office.
.....if they are persistent, use the following guidelines:
3. You are not a lawyer and therefore cannot offer any legal advice.

4. If they discuss hiring a lawyer, you mention again that you cannot give any legal advice and that they need to do what they feel is in their best interest.
5. Do not encourage or discourage them from seeing a doctor, simply say they need to do what they feel is best for them.
6. If they discuss going to a doctor and having the County pay for it or submitting the bills to the County, let them know that the County does not automatically assume liability but again reiterate that they need to do what is best for them.
7. If they feel that the County was negligent they can submit a formal claim to the Clerk/Auditor's Office.
8. Until a formal claim is filed the County does not assume liability.
9. If a claim is filed, an investigation will take place to determine any negligence the County may or may not have.

** Employees should be trained that if an individual should press them beyond the basic "Incident Check List" above, if at all possible direct them to Cheyenne at the Commission Office. Sometimes it is uncomfortable having the discussion necessary and we do not want an employee to feel like they have to do anything more than making sure the individual is medically taken care of and the reports are filled out & submitted along with pictures. Again, it is important for Washington County employees to know that they should never offer legal or medical advice.