

# INCIDENT INVESTIGATION REPORT

This form is provided to the property manager for the purpose of documenting the property's investigation into a property-related incident. Please attach additional sheets if necessary. Please fax and/or scan completed form to your VP and your RPM. \*THIS FORM IS NOT FOR WORKERS COMP INJURIES

Property name:
Property address:

### Initial incident information

Location on property where incident occurred:	Incident type: <input type="checkbox"/> Personal Injury <input type="checkbox"/> Property Damage <input type="checkbox"/> Crime <input type="checkbox"/> Vehicle Damage <input type="checkbox"/> Other
Date of incident:	Time of incident: _____ AM <input type="radio"/> PM <input type="radio"/>

### Reporting person(s) information

Full name:	Address:	Telephone: (    ) (    )
Email:	Relationship to Property: <input type="checkbox"/> Resident <input type="checkbox"/> Guest <input type="checkbox"/> Employee <input type="checkbox"/> Other	Date incident was reported:

### Injured person(s)

Full name:	Address:
Telephone: (    ) (    )	Email:

### Nature of injury/injuries

Describe:
Did or will injury require physician/hospital visit?    Yes <input type="radio"/> No <input type="radio"/> Name of physician / hospital: Address: Telephone: (    )
Signature of injured party: _____ Date: _____
*No medical attention was desired and/or required by injured party:  Signature of injured party: _____ Date: _____

**Witnesses** *(interview each witness and attach witness statement)*

Name	Address	Telephone	Email
1)		( )	
2)		( )	
3)		( )	

**Incident description** *(attach additional sheets if necessary)*

Briefly describe what happened, identify person(s) providing information:

Additional comments / information:

Attachments:  photos/video  site plan  resident lease  service requests  
 property logs  resident correspondence  conversation logs  
 vendor contract and/or information  witness statements  police report  
 statement of injured party

Were public authorities contacted/respond: *(fire dept, ambulance, police, etc.)*

Responding entity:

Responding official:

Telephone: ( )

*(If police responded, attach police report if/when available)*

**Property personnel conducting investigation**

Name	Signature	Date
1)		
2)		

Renter's insurance - Does the injured person have renter's insurance?  Yes  No

Policy contact information:

Policy number:

**DESCRIPTION OF INCIDENT BY INJURED PARTY**

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Signature of injured party

Date

# A GUIDE TO INCIDENT INVESTIGATION

## When is an investigation required?

The property manager is required to undertake an investigation into any accident or other incident that takes place on the property premises that:

- Resulted in injury requiring medical treatment,
- Did not involve injury or involved a minor injury that did not require medical treatment but had the potential for causing serious injury,
- Resulted in damage to the property or to vehicles on the property, or
- Involved criminal activity.

## Who should conduct the investigation?

If reasonably available, incidents must be investigated by either the manager or the assistant manager of the property.

## What information should be included in the investigative report?

An incident investigation report should answer the **WHO, WHAT, WHEN, WHERE,** and **WHY** questions with regard to the incident.

**WHO** Injured person(s), other person(s) involved in the incident, witnesses, and persons carrying out the investigation

**WHERE** Place, location where incident occurred – visit the location & take photo or video

**WHEN** Date and time of the incident

**WHAT** A brief description of the incident, including the sequence of events that led up to the incident

*Before the incident occurred:*

- What were the events that led up to the incident?
- What was the injured party doing immediately prior to the incident?

*At the time of the incident:*

- What happened at the time of the incident?
- What was the injured party doing at the time of the incident?
- What may have contributed to the incident occurring?
- Did the injured party encounter any hazards?
- Did any personal factors contribute to the incident occurring?

*Other information:*

- Other observation
- Other related information

**WHY** From the answers to “what,” investigate and either identify or rule out any conditions or procedures that may have contributed to the incident.

## **Additional information to consider for investigation**

Do not rely solely on the information reported by the injured party. To the extent possible, identify and interview witnesses, view the incident location, identify any personal factors that may have contributed, follow up on allegations of unsafe conditions, and gather all relevant documentation.

**Potential unsafe conditions** – Examples include bad weather, poor housekeeping, lighting issues, ice/snow or water, landscaping concerns, stairway issues, holes or cracks in paving, etc. If a report has been made that an incident was caused by an allegedly unsafe condition on the property, this must be investigated immediately. Consider the following examples:

- Resident fell down the stairs at night and claims that the lights on the stairway were not working. What do you do? As soon as possible, go and look at the stairway and see if the lights are working. Take a photograph of the working lights. Pull the lighting log and see when the lights were last changed. Place this log and the photograph with the incident report. If the lights are not working, have them fixed immediately.
- Resident trip and fall on an alleged crack in the cement walkway. As soon as possible, go and look at the place that the fall occurred. Take a picture of the crack with a ruler in order to preserve scale. Place the photographs with the incident report. If the crack is a fall hazard, block off the walkway and make arrangements for repair.

**Personal factors** -- A personal factor is a physical condition or a mental attitude inherent in an individual at the time of the incident. Examples include fatigue, distress due to emotional problems, and the influence of alcohol or drugs.