



NOVA SCOTIA TRAILS FEDERATION



This document outlines specific procedures to be followed in the event of an incident on your trail. Timeliness of reporting is essential as it impacts the ability of insurance adjusters to gather evidence should a claim be made. Failure to comply with the procedures below could void your General Liability Insurance Policy:

1. When an incident is reported to you immediately call the NS Trails Office with details and complete the attached form with any factual information that you know about the incident and email it to NS Trails.
2. Do not interview or negotiate with the person involved in the incident.
3. If they report the incident directly to a member of your organization, that person should simply listen and make notes of the facts as presented.
4. Do not comment on the incident or relay personal thoughts or feelings. Simply say you will pass the information along to those in authority.
5. Contact the Chair of the NS Trails Risk Management Committee so that the Risk Manager for the Province can be made aware of the incident and dispatch an insurance adjuster immediately.

Contact:

Rick Jacques, Risk Management Chair

Cell: (902) 467-0551 Phone: (902) 247-2463

Email: valleytrailcoordinator@gmail.com

Backup Contact:

Beth Pattillo, NS Trails Chair

Cell (902) 679-7715

Email: bethpattillo1@gmail.com

6. It is important that you report an incident as soon as it is reported to you so that a trained professional insurance adjuster can be dispatched to the site to investigate the incident and gather evidence.
7. Having the name, age, address and phone number of the person involved in the incident will allow the adjuster to contact them personally for an interview.
8. It is also helpful to pinpoint the exact location of the incident including GPS Coordinates if possible and send along photos of incident location including damage, pertinent signage and posted warnings.

Take Trails to HEART!

By reporting the incident to NS Trails immediately you will be able to sit back and relax and know that you've done your job and now the incident is in the hands of insurance experts. We appreciate your assistance.