

NS Trails Incident Reporting Procedure

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 contact us with details and complete the 'General Incident or Loss Report' form with any factual information that you know about the incident and email it to the contacts below:

Heather Stilwell
Executive Director, NS Trails
902-718-6160
heather@novascotiatrails.com

Robert Miller
Insurance and Risk Management, Service Nova Scotia
902-698-9455
Robert.Miller2@novascotia.ca

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. 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.
6. 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.
7. 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.