

TO: ALL COUNTY PERSONNEL

FROM: VERDENIA C. BAKER
COUNTY ADMINISTRATOR

PREPARED BY: RISK MANAGEMENT

SUBJECT: ACCIDENT AND INCIDENT REPORTING (EXCLUDING
EMPLOYEE INJURIES)

PPM #: CW-O-007

ISSUE DATE
April 29, 2025

EFFECTIVE DATE
April 29, 2025

PURPOSE:

To ensure the timely notification of pertinent information regarding incidents, claims, and potential claims against the County to the Risk Management Department.

UPDATES :

Future updates to this PPM are the responsibility of the Director of Risk Management.

AUTHORITY:

- Palm Beach County Administrative Code, Section 308.01, as may be amended
- PPM # CW-P-021, Employee Injury/Illness Reporting, as may be amended
- PPM # CW-O-004, Vehicle Safety Program, as may be amended

DEFINITIONS:

Accident/Incident: Any occurrence in which County-owned property is damaged or lost, private property is damaged due to an act or omission on the part of the County, or injuries have occurred to non-County employees or a County employee (or volunteer), (see PPM # CW-P-021- Employee Injury/Illness reporting). This includes all vehicular accidents involving County-owned or non County-owned vehicles driven by County employees within the course and scope of their employment at the time of the vehicular accident (see PPM CW-O-004) and non-vehicular incidents that involve injuries, property damage, or threats of violence on County property or to/by County employees.

POLICY:

Proper accident and incident reporting methods are standardized and implemented throughout all County departments. Written or electronic reports and when available, digital images of accidents or incidents, shall be sent to Risk Management via electronic reporting system and /or e-mailed to Risk-Casualty Reports@pbc.gov as soon after the occurrence as possible. Reports of all accidents or incidents involving injuries and/or property damage to the public, County personnel and volunteers must be reported as soon as possible, and not delayed because pertinent information may not be readily available. As additional information becomes available, amended reports shall be submitted.

PROCEDURE:

I. General Procedures

- A. County employees or volunteers must not admit fault or liability and must not discuss the incident or accident except with authorized persons from the County Attorney's Office, Administration, the County contracted Claims Administrator, or Risk Management. Additionally, full cooperation shall be given to law enforcement agencies, if involved.
- B. At the accident/incident scene, County employees and volunteers shall capture as much information as possible. Obtain the names of any witnesses, details about the building, premises, street, road, intersection, traffic control devices, weather conditions, things that contributed to the accident, details about any other vehicles and people involved, etc.
- C. When possible, photos and/or video shall be taken. All photos shall be marked with the location, date, and the name of the photographer and be submitted along with the accident report form or as soon as possible after.
- D. If the incident involves a vehicle or building/location equipped with cameras or other recording devices, the corresponding incident record shall be preserved and copies must be sent via email to Risk-CasualtyReports@pbc.gov as soon as they are available.
- E. Departments with internal accident review processes must complete those reviews as swiftly as possible in order to provide timely information to Risk Management concerning any incidents/accidents.
- F. All requests by the public or involved party for copies of Accident/Incident Reports and related media such as videos and photos, shall be authorized by Risk Management, or the County Attorney's office prior to release.

- G. For incidents involving County assets, or equipment – secure equipment with a lockout tag and remove from use. Item may require a manufacturer or forensic testing/investigation. Tag out hold should remain in place pending release from Risk Management or County Attorney.
- H. The various accident/incident reporting forms listed in this PPM are available on the County’s intranet. These forms are updated on an “as needed” basis without notification. To ensure the use of the most updated form, County personnel shall obtain a form from the intranet for each new accident or incident report and destroy any existing supplies of old forms. Forms are available on the County Intranet under Countywide Forms-Risk Management. Hyperlink: [PALM BEACH COUNTY ACCIDENT/INCIDENT REPORT \(pbcgov.org\)](http://pbcgov.org)

II. Accident/Incident Specific Procedures

- A. Injury and Property Damage Accidents/Incidents Involving Members of the Public – Non-Vehicular
 - 1. Be compassionate and concerned, offer to assist in any way you can, but do not admit or imply fault or liability.
 - 2. If injury appears minor, offer to call 911.
 - 3. If injury appears serious call 911. Contact the Emergency Operations Center to report the incident. Any incident involving an EMS response and/or transport requires a call to the EOC (561-712-6428).
 - 4. Take photos of scene and damages.
 - 5. Complete a Property & Liability Incident Report for all incidents, whether serious or minor, or create incident in the current electronic reporting system and submit to Risk Management within 24 hours along with any photos or other pertinent information. The report form is available on-line at <http://pbcportal.pbcgov.org> under Countywide FORMS/RISK MANAGEMENT FORMS or use the hyperlink: [PALM BEACH COUNTY ACCIDENT/INCIDENT REPORT \(pbcgov.org\)](http://pbcgov.org)

- B. Injury and Property Damage Accidents/Incidents Involving Members of the Public - Vehicular

***Note:** Applies to all vehicles owned, leased or used by the Board of County Commissioners including employees using their own vehicles but only for property damage caused while the employee is within the course and scope of his or her employment on County business, and only for reporting purposes. Under*

no circumstances, will the County's self-insured plan cover personal property, including personal vehicles. Also includes vehicles owned by the Board of County Commissioners and operated by Constitutional Officers, or State Agencies.

1. Report all accidents or incidents **immediately**. If there are injuries, **call 911 first**. Call the Emergency Operations Center by telephone (561-712-6428) or by radio 24/7.

1. Refer to Vehicle Packet inside vehicle glove compartment. Complete a Vehicle Accident/ Incident Report immediately for all accidents or incidents or create incident in the current electronic reporting system and submit to Risk Management along with any photos or other pertinent information. Accidents and incidents must be investigated in accordance with PPM # CW-O-004 (Vehicle Safety Program). The report form is available on-line at COUNTYWIDE FORMS/RISK MANAGEMENT FORMS or use the hyperlink: .
[PALM BEACH COUNTY ACCIDENT/INCIDENT REPORT \(pbcgov.org\)](http://pbcgov.org)

3. Refer inquiries from members of the public involved in an accident or incident with, or because of a County vehicle, to Risk Management telephone # 561-233-5430

C. Incidents Involving Loss or Damage, Including Theft, to County Property

1. Report all incidents involving theft or vandalism to local law enforcement agency.

2. If a building has been damaged, notify Facilities Management.

3. Complete all required paperwork for internal tracking purposes in accordance with applicable inter-departmental procedures.

4. Complete a Property & Liability Incident Report immediately for all incidents or create incident in the current electronic reporting system and submit the report via email to Risk-CasualtyReports@pbcgov.org. NOTE: The total damage must exceed \$500 in value (in order for the department to seek reimbursement from the County Self-Insured Retention Plan). The report form is available on-line at <http://pbcportal.pbcgov.org> under COUNTYWIDE - FORMS/RISK MANAGEMENT FORMS.or use the hyperlink: .[PALM BEACH COUNTY ACCIDENT/INCIDENT REPORT \(pbcgov.org\)](http://pbcgov.org)

D. Injuries to County Employees and Volunteers

Refer to PPM # CW-P-021 (Supervisors Incident Report) for reporting instructions utilizing the Employee Injury/Illness Report. The report form is available on-line at <http://pbcportal.pbc.gov> under COUNTYWIDE FORMS/RISK MANAGEMENT FORMS or create incident in the current the electronic reporting system.



VERDENIA C. BAKER
COUNTY ADMINISTRATOR

Supersession History:

1. Administrative Order # 6-11, dated 06/1984
2. PPM # CW-O-007, effective 07/01/1988
3. PPM # CW-O-007, effective 07/01/2006
4. PPM # CW-O-007, effective 07/17/2012
5. PPM # CW-O-007, effective 11/07/2017