

# February 2025 Safety Calendar: Hotel employee and guest incidents



This calendar is designed to enhance safety awareness and provide a better understanding of specific loss exposures and best practices to reduce those exposures. Each month will contain a safety topic and daily associated tips. See the following page for weekly topics.

**Hotel employee and guest incidents: Reporting, investigations and corrective measures taken.** Unfortunately, accidents and close calls occur at hotels. Prompt and effective response to accidents, coupled with investigations and follow-up, will assist with ensuring the injured party is receiving the appropriate attention/ treatment and hazards and unsafe acts are addressed to prevent reoccurrence. Learn more about hotel employee and guest incidents best practices below.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
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2 Groundhog Day	3 Identify staff members who are engaged in accident reporting	4 Ensure accident reporting training is provided for staff	5 Understand the form(s) to use for accidents and incidents	6 Always ensure the safety of the injured party first	7 Stick to the facts	8 Be sure you understand what you should and shouldn't say
Week 1: Accident reporting						
9 Remain calm	10 Secure the area as needed	11 Speak to witnesses for details	12 Evaluate the incident area for contributing factors	13 Provide accurate details	14 Valentine's Day	15 Share the investigations with the safety committee
Week 2: Accident investigations						
16 Don't assume someone is clumsy or accident prone	17 President's Day	18 Use the five why's to identify root cause	19 There may be multiple contributing factors to an incident	20 Engage and brainstorm on findings	21 Clearly summarize the root cause(s)	22
Week 3: Identify root causes						
23 Identify hazard resolution	24 Identify safety training needed	25 Document date corrective measure(s) taken/deterioration	26 Clearly identify the actions taken for resolution	27 Ensure employee understands the training	28 Confirm hazard resolution is adequate/content from floor	
Week 4: Corrective measures taken						

# February 2025



## Hotel employee and guest incidents: Reporting, investigations and corrective measure taken.

Unfortunately, accidents and close calls occur at hotels. Prompt and effective response to accidents, coupled with investigations and follow-up, will assist with ensuring the injured party is receiving the appropriate attention/ treatment and hazards and unsafe acts are addressed to prevent reoccurrence. Learn more about hotel employee and guest incidents best practices below.

### Week 1

#### Accident reporting

1. Identify staff members who are engaged in accident reporting
2. Ensure accident reporting training is provided for staff
3. Understand the form(s) to use for accidents and incidents
4. Always ensure the safety of the injured party first
5. Stick to the facts
6. Be sure you understand what you should and shouldn't say

### Week 2

#### Accident investigations

1. Remain calm
2. Secure the area as needed
3. Speak to witnesses for details
4. Evaluate the incident area for contributing factors
5. Provide accurate details
6. Share the investigations with the safety committee

### Week 3

#### Identify root causes

1. Don't assume someone is clumsy or accident prone
2. Use the five why's to identify root cause
3. There may be multiple contributing factors to an incident
4. Engage and brainstorm on findings
5. Clearly summarize the root cause(s)

### Week 4

#### Corrective measures taken

1. Identify hazard resolution
2. Identify safety training needed
3. Document date corrective measure(s) taken
4. Clearly identify the actions taken for resolution
5. Ensure employee understands the training
6. Confirm hazard resolution is adequate

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