



County of Henrico, Department of Finance, Risk Management Division  
**INCIDENT AND VEHICLE ACCIDENT REPORTING FLOWCHART**

Refer to the HR Employee Portal for forms.

**IN THE EVENT OF A FATALITY, SERIOUS INJURY, OR SIGNIFICANT DAMAGE TO PROPERTY notify the Risk Manager immediately at 804-382-4885 or lee061@henrico.gov.**

- 1) **Report incident/accident to supervisor.**
- 2) Employee/Supervisor completes the **Incident & Vehicle Accident Report** form and any other forms required by your division. Provide a detailed description of the incident.
- 3) Take photographs of the damaged property and scene of the incident. Include multiple viewpoints.
- 4) If video footage is available, take steps to secure footage.
- 5) Employee/Supervisor submits **Incident & Vehicle Accident Report** form and related documentation to Risk Management within 24 hours or next business day.
- 6) Risk Management will set up a claim and assign an adjuster.
- 7) The adjuster will conduct an investigation to determine responsibility.
  - If a claim is **Accepted**, Risk Management will only pay for losses directly related to the claim. Adjuster will advise of next steps.
  - If a claim is **Denied**, Risk Management will not pay for any losses related to the claim.
- 8) If a **County Vehicle** was Damaged/Lost or involved in a Vehicle Accident:
  - **Call the non-emergency line at 804-501-5000 or 911 to file a police report.**
  - If the vehicle cannot be driven call **Central Automotive Maintenance** at 727-8640 (M-F 6:30am-12am) or **Security** at 501-4555 (12am-6:30am). Let Central Automotive Maintenance know a claim will be filed with Risk Management if the vehicle is taken in for repairs.
- 9) If you suspect **criminal activity such as vandalism or theft**:
  - **Call the non-emergency line at 804-501-5000 or 911 to file a police report.**
- 10) **If an Employee was injured**, call CARE 24 and complete Workers' Compensation forms. Refer to the **Workers' Compensation Reporting Flowchart** for more information.
- 11) If other people are involved, obtain their contact information (if possible).
  - **DO NOT ADMIT LIABILITY OR FAULT!**
  - **DO NOT make any commitments regarding payment of claim!**
  - **Direct questions to Risk Management at 804-501-5661 or rmmail@henrico.gov**
  - If the individual would like to file a claim for injuries or property damage, they must complete and submit a **Notice of Claim** form to Risk Management.