

INCIDENT INVESTIGATION

Guest Incident

NOTES TAKEN BY: _____ Date: _____

NOTES

*Enter notes on the who, what, when, where, how, and why facts of the incident.
See the next page for suggested questions.*

WHO

WHAT

WHEN

WHERE

HOW

WHY

INCIDENT INVESTIGATION

Guest Incident

QUESTIONS TO CONSIDER

Who...

- was involved in the incident?
- was injured?
- witnessed the incident?
- reported the incident?
- notified emergency medical services?

What...

- happened?
- company property was damaged?
- evidence was found?
- was done to secure the incident scene?
- was done to prevent a recurrence?
- level of medical care did the victims require?
- was being done at the time of the incident?
- did others do to contribute to the incident?
- did witnesses see?
- safety rules were violated?
- safety rules were lacking?
- new safety rules or procedures are needed?

When...

- did the incident happen?
- was the incident reported?
- did staff arrive on scene?
- did emergency medical services arrive on scene?

Where...

- did the incident happen?
- was the employee's supervisor when the incident occurred?
- were co-workers when the incident occurred?
- were witnesses when the incident occurred?
- does this condition exist elsewhere in the facility?
- is the evidence of the investigation going to be kept?

How...

- did the incident happen?
- was the incident discovered?
- were guests injured?
- could the incident have been avoided?
- could similar incidents be avoided?

Why...

- did the incident happen?
- where there injuries?

Suggested Interview Questions:

1. Can you give me a detailed account of what happened?
2. Could you recount the events before, during, and immediately following the incident?
3. Exactly where did the incident occur?
4. When did the incident occur?
5. Did anyone else see what happened?
6. Is this your first time (at location, using equipment, participating at/in event, etc.)?
7. What is hurting you right now?
8. Do you have any previous injuries?
9. Do you require further medical treatment?