



**HARTFORD LIFE AND ACCIDENT
INSURANCE COMPANY**
Procedures for 4-H Accident/Illness Claims



**INSTRUCTIONS FOR:
UCCE County 4-H YDP Staff**

- Step 1: Discuss insurance process with injured party or parent/guardian, if a minor.**
 - o Determine if the injured party wishes to submit a claim.
- Step 2: Assist the injured party or parent/guardian in completing the Claim Form.**
 - o The Form is available at www.ca4h.org/4hresource/forms/stateforms/UC4-H-InsuranceClaim.pdf.
 - o The claimant (or their parent/guardian, if a minor) fills out boxes (Claimant Name) through (Date Sickness First Commenced) and signs the bottom of the form in the fraud warning certification box.
 - o The supervising 4-H adult volunteer or adult witness signs the form in the fraud warning certification box.
- Step 3: Review and sign Claim Form.**
 - o UCCE 4-H Staff indicates at the top of the form if this is an accident or sickness by checking the appropriate box.
 - o Reviews claimant's information.
 - o Verifies signatures of 4-H adult volunteer/witness and claimant.
 - o Signs his/her name in two places – above Signature of Policyholder Official (UC 4-H YDP Staff) and in the fraud warning certification box (UC 4-H YDP Staff).
- Step 4: Assure relevant materials are attached to the Claim Form.**
 - o A copy of the itemized bill from the medical services must be included with the Claim Form.
- Step 5: Mail the completed claim form to The Hartford Claims Office.**
 - o Submit the claim to The Hartford Claims Office to the address below.
 - o The payment from The Hartford is usually sent to the claimant who is responsible for the payment of bills.
 - o This process takes from 6-8 weeks once the claim has been sent to The Hartford.

ADDITIONAL STEPS:

- Upon notification of an accident/illness.**
 - Ensure that the parent/guardian has been notified.
 - Ensure that the situation is safe and needs no further direct action.
 - Ask for written documentation in the form of a letter or email.
- Complete an UC ANR Incident Report Form.**
Submit the form to UC ANR Risk Services and Statewide 4-H YDP Office within two days of the incident. Incident Report forms are available online at: <http://UCANR.ORG/risk/>.
- Maintain an individual file folder for the incident.**
Copy and file all relevant information in this folder during the process and maintain for five years. This includes the copies of the Claim Form itemized bills, and the UC ANR Incident Report Form, and any other relevant materials.

<p>Send Claims to: The Hartford Claims Office PO Box 3856 Alpharetta, GA 20023 800-678-6702 Fax (770) 752-7306</p>	<p>Insurance Claims are handled by: Dealey, Renton & Associates Katherine Mraz, RHU 66 Franklin Street, Suite 210 PO Box 12675 Oakland, CA 94607 510-465-3590 x275</p>
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CLOVER SAFE

AGRICULTURE AND NATURAL RESOURCES
ENVIRONMENTAL HEALTH AND SAFETY



#13

EMERGENCY PREPARATION AND RESPONSE GUIDELINE

This Clover Safe note is intended primarily for 4-H volunteers and staff.



Introduction

Although University of California 4-H YDP activities are planned and conducted to eliminate risk of injury to participants, unforeseen accidents periodically occur whereby injuries are sustained. When an injury occurs, 4-H YDP volunteers and staff need to be prepared to provide an appropriate emergency response to the type and extent of a participant's injury. This Clover Safe describes how to prepare for and respond to an injury emergency.

Emergency Preparation

4-H YDP volunteers and staff should be prepared for potential participant injuries by:

- Being capable of distinguishing between life threatening and non-life threatening injuries.
- Being competent to determine whether an injury requires immediate Emergency Medical Services (EMS) evacuation or other transportation in a passenger vehicle to a hospital or clinic.
- Knowing the location of and route to the nearest hospital or clinic.
- Having a telephone (cellular or land-line) to be able to immediately communicate with EMS. Dial 911, but remember that some phone systems require you to first dial an outside line.
- Maintaining a confidential youth or adult Medical Release Form for each participant in a 4-H event or activity.
- Knowing whether any participants have special medical conditions stated on the Medical Release Form (such as severe allergies or diabetes) that may require emergency medication or other assistance.

Primary Emergency Response

4-H YDP volunteers and staff should provide a primary emergency response as follows:

- Evaluate the situation and if a serious injury has occurred, contact EMS.
- Stabilize the situation.
- Evacuate other event participants if a serious hazard continues to exist.
- Provide basic first aid to the extent you are trained.

Secondary Emergency Response

4-H YDP volunteers and staff should provide secondary emergency response as follows:

- Once EMS has arrived, provide assistance as requested or needed.
- Act as a resource to EMS or responding agency (police, fire dept., etc.)
- Manage other 4-H members and/or event participants to prevent additional injuries.
- Report any injury to the 4-H member's parent/guardian/emergency contact.
- Report any injury and circumstances of the incident to their immediate supervisor and 4-H YDP staff.
- 4-H YDP staff will report any injury through their chain of command until an administrator such as the Cooperative Extension (CE) County Director, Regional Director, or State 4-H Director is notified.

Incident Reporting Procedures

- 4-H YDP volunteers or staff are not expected to conduct any investigation of a serious injury or incident. Any investigation will be conducted by the responding agency (police, fire, etc.) or directed by ANR Risk Services.
- 4-H YDP volunteers and/or staff will complete an Incident Report form for all injuries regardless of seriousness and submit the form to the CE/4-H county office and CE Director and/or 4-H staff within 24 hours of the incident. Incident Report forms are available from the CE county office or online at: <http://danr.ucop.edu/riskmanagement/>.
- CE county offices will keep a copy of the Incident Report and forward it to ANR Risk Services within two working days of the incident.
- Contact ANR Risk Services at (510) 987-0080 or ANR Environmental Health & Safety at (530) 752-6024 for help with the Incident Report form.