

Completing an Incident Report

Effective Date: 06/01/2022

Responsibility: Property Managers, Assistant Property Managers

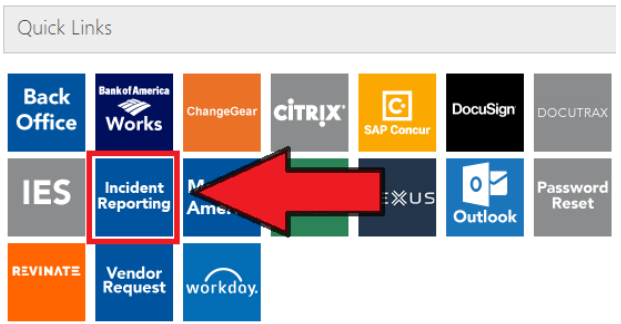
Description: To properly and timely complete an incident report

Before Reporting	
<p>Always respond with 911 first before completing steps below, if necessary.</p>	
<ul style="list-style-type: none"> Bubble up to your supervisor after 911 has been called. Continue to bubble up* until someone picks up the phone – do not rely on messages. <p>*Refer to Bubble Up Memo for specific supervisor list.</p>	

1 - Identify Incident Type	
<p>Identify a property incident, based on the criteria below. Once identified, communicate to next level supervisor the details of the incident.</p>	
<p>Incident Types For Customers, Residents, Guests, or Public</p> <p><i>General Liability</i></p> <ul style="list-style-type: none"> Bodily Injury to other than ELS Employees Death from natural causes occurring on the property Property damage to other than ELS property Vehicle accidents not involving ELS owned, leased or rented vehicles and NOT involving ELS employee drivers All golf cart incidents Theft of resident/customer or guest property Misconduct and or police activity 	
<p>Incident Types For Els Employees, Vehicles, Or Property</p> <p><i>Workers Compensation</i></p> <ul style="list-style-type: none"> ELS employee work-related injuries or illnesses <p><i>Automobile Liability</i></p> <ul style="list-style-type: none"> Vehicle accidents involving ELS owned, leased, or rented vehicles Vehicle accidents involving ELS employee drivers - Does not include golf cart incidents <p><i>ELS Property Damage or Bubble Up Matter</i></p> <ul style="list-style-type: none"> Damage to and or interruption of service to ELS property, infrastructure and or utilities, including weather or wildfire related Damage to trees, possible environmental contamination: and or government or regulatory agency visits Theft of ELS property to include cash, check, money order, credit card and personal information 	

2 – Reporting an Incident

Once the incident is identified, navigate to ELSI and click **Incident Reporting** under **Quick Links**.



Using the criteria in step 1, choose the corresponding incident report type.

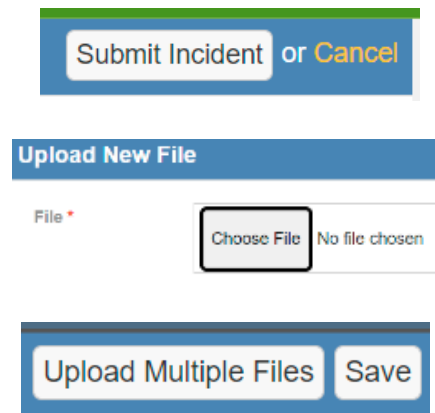


Complete incident report.

- Red asterisk (*) indicates required field; fill out as many optional fields as possible.
- When filling out report, remember to keep descriptions factual.
- Exclude personal commentary, opinions or emotions when drafting.

After clicking on the **Submit Incident** button in the top right hand corner, you will be able to upload attachments such as photos.

- A prompt will ask if you wish to complete the incident. Click **OK**.
- To add photos, click **I'm Done**.
- A prompt will ask you to upload a file, such as a photo. Click **Choose File**. Select your file and enter.
- If you need to upload more than one file, click **Upload Multiple Files** on the upper right.
- When finished uploading files, you can then click **Save** in the upper right.



Your attached files will be shown, and then you can complete your submission.

- If attachments are over 15MB, please email Karen_Musto@equitylifestyle.com or Chris_Burnett@equitylifestyle.com.

