

Municipality of West Grey

When Bad Things Happen...

October 5, 2021

When a Constituent Suffers Damages

- You may be their first point of contact
- They may be seeking reimbursement
- Incidents that result in damage are unfortunate but do not mean the County was responsible or legally liable
- Your initial contact can impact final resolution

What Should You Do

- Listen and document the conversation
- Ask questions, what are they seeking?
- Offer empathy not monetary restitution
- Do not admit fault
- If appropriate, instruct constituent to report the incident to their insurer
- Let them know you will report the incident to the appropriate staff member

Why?

Feeling responsible \neq Legal liability

Media Contact

If contacted by the media:

- Inform them the incident has been reported to the appropriate party within the municipality
- An investigation is taking place

Refrain from commenting on the incident to avoid:

- Prejudicing the insurer's position
- Breaching any privacy laws

Questions

