



## ADMINISTRATIVE POLICY

<b>Policy Title</b>	Claims Handling Policy
<b>Policy Subtitle/Subject</b>	Claims Handling
<b>Responsible Executive(s) (RE)</b>	Sr. VP and COO, Patrick Norton
<b>Responsible Office(s) (RO)</b>	Enterprise Risk Services
<b>Primary Point of Contact from RO</b>	Angela Sutton, AVP Enterprise Risk Services
<b>Contact Information (email and phone)</b>	oirm@tulane.edu 504-865-5653
<b>Date Proposed</b>	9/1/24
<b>Reviewed</b>	Click or tap to enter a date.
<b>Last Updated</b>	Click or tap to enter a date.
<b>Effective Date</b>	Click or tap to enter a date.

☒ Permanent

☐ Temporary

### 1.0 POLICY STATEMENT

The University is committed to managing claims for personal property loss/damage, or bodily injury promptly (and where applicable reporting such claims to the University's insurers). This policy establishes standard procedures to help ensure that claims are managed appropriately.

### 2.0 PURPOSE AND SCOPE

The purpose of this policy is to provide standard procedures for reporting claims at the University to help ensure prompt management of claims for personal property loss/damage, or bodily injury. This policy applies to reporting obligations only and does not address responsibility (if any) for payment of claims, which will be determined solely by the University based on the specific circumstances and applicable policies.

### 3.0 APPLICABILITY OF THIS POLICY

This policy applies to University employees (including faculty and staff), students, contractors, guests, volunteers, and visitors of the University for claims for personal property loss/damage, or bodily injury arising from Incidents occurring on or involving University Property, or during University sponsored events.

#### **4.0 WEBSITE ADDRESS FOR THIS POLICY**

<http://www.policy.tulane.edu/>

#### **5.0 CONTACTS**

<b>Subject</b>	<b>Contact</b>	<b>Telephone</b>	<b>E-mail/Web Address</b>
Clarification and General Information related to Personal Property and Bodily Injury claims at the University	Office of Enterprise Risk Services	504-865-5653	oirm@tulane.edu

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#### **7.0 DEFINITIONS**

ERS means the Office of Enterprise Risk Services.

Incident means an event or occurrence that results in property damage or bodily injury on or involving University property, University employee (including faculty and staff), student, contractor, guest, volunteer, or visitor.

University Property means property owned, leased, or otherwise controlled by the University.

## **8.0 POLICY AND PROCEDURES**

### **8.1 REPORTING PROCEDURES**

Faculty, Staff, Students, Contractors, and/or Visitors must notify ERS within ten (10) business days or as soon as practical once becoming aware about a claim arising from an Incident occurring on University owned or controlled premises, during University sponsored events, or involving University owned property. Failure to timely report an Incident may result in the denial of the claim.

To report such a claim, a Personal Injury/Property Damage Form (See Appendix I) must be completed and returned to ERS by scanning and emailing it to: [oir@tulane.edu](mailto:oir@tulane.edu). When submitting the form, please be sure to include any supporting documentation or information relating to the Incident and the extent of the loss including but not limited to photos, videos, receipts, repair estimates, etc.

Depreciation will be applied to the claim according to industry standard and allocated as appropriate for the loss that occurred.

Any event caused by the negligence of a contractor will be the responsibility of the contractor. ERS will follow up with the contractor's insurance to obtain payment for any damages incurred.

For all employee workplace injuries, please contact the Corvel 24/7 injury hotline at 855-433-9938.

Any bodily injury or illness of a student due to environmental issues should be reported to the Office of Environmental Health and Safety (OEHS) via e-mail at [oehs@tulane.edu](mailto:oehs@tulane.edu) within ten (10) business days on or as soon as practical using the attached loss form. See Appendix II.

## **9.0 CONSEQUENCE OF VIOLATING THE POLICY**

Violation of this policy may result in disciplinary action, up to and including termination and/or referral to law enforcement for criminal prosecution (in the event of fraud or other criminal behavior).

### **APPENDIX I**

Link to Personal Property and Injury Form:

<https://tulane.app.box.com/file/866389525904?s=2jh3maw4plqmfxfj8vn4uivida67h6g7i>

### **APPENDIX II**

Link to OEHS Student Injury Form: <https://tulane.app.box.com/s/7zbi44toa1hdq18ez02x303dvptk1jra>