

## **5-07/290.05 - Unit Initiated Claim Process**

The Unit Commander is encouraged to identify incidents in which the actions of an employee under his command have adversely impacted a member of the community. In such instances, the Unit Commander may assist the claimant personally to ensure quick payment and a just resolution of any claim. Such reimbursement can generally be made within three business days. The Unit Commander may initiate this claim process by:

- Making immediate notification to the Civil Litigation Unit during business hours;
  - Assisting the claimant in the completion of the County Claim form;
  - Obtaining verbal concurrence of the Division Chief or Division Director;
  - Preparing a written incident (claim) review which will include reference to the Division Chief's or Division Director 's verbal approval; and
  - Forwarding the claim and completed incident review to the Civil Litigation Unit.
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