

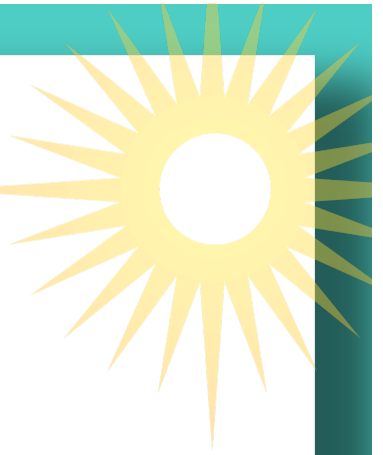


**CONNECTICUT  
CHAPTER**

# **CMAACT WEBINAR WEDNESDAYS**

**AUGUST 30TH | 3PM**

**PULLMAN  
& COMLEY** | Pulling  
Together,  
Succeeding  
Together



## **SO YOU HAD AN INCIDENT AT YOUR CLUB** Important 1st steps to take that will build trust and perhaps mitigate a lawsuit.

### COMPELLING DISCUSSION POINTS

- Best Practice – discipline and documentation
- What impact can a hospitalization have on the situation, and how should you follow up?
- Learn how to understand and respond to the reaction of the member/family
- Tips on ways to defuse early over-reaction
- Club attorney vs. Insurance company attorney

Hospitality Attorney, Ryan A O'Donnell of Pullman & Comley, LLC will answer these questions and your questions too.

### Session Presenter



Ryan A. O'Donnell, Attorney  
Chair, Hospitality Practice  
Pullman & Comley, LLC



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