Workers' Compensation

Quick Reference Guide *for Managers*

What to communicate after a team member is injured on the job

STEP 1 – INJURY OCCURS

- **Emergency:** Call 911 or send the employee for emergency medical care immediately.
- **Non-emergency:** Give the employee the *Understanding Workers' Compensation* document, treatment and pharmacy forms, and the preferred provider list (Concentra is preferred)

STEP 2 – REPORT THE INJURY IMMEDIATELY

- Call 911 or send the employee for emergency medical care immediately.
- Use the *Claims Reporting Reference Guide* and *Best Practices for the New Reporting Pages.*
- An incident (something that happened on the job but with no medical treatment or lost time) should still be logged now in case it becomes a claim later.

STEP 3 – COMMUNICATE AND STAY CONNECTED

- **Show you care.** Let the employee know you and PODS are concerned for their well-being. They need reassurance.
- **Employee out of work?** Email Risk Management (RM) and Safety, cc your HRBP and benefits@pods.com. This starts the leave process.
- **No word by day 3?** RM will email you to confirm the employee is out of work and document the waiting period. Reply, and RM handles the reporting from there.
- **Check in.** Ask how they are doing now and then. It confirms they're still valued, and point them to Gallagher-Bassett & RM for claim-specific questions.
- **Returning to work?** Email RM, HRBP, and Benefits, cc Safety, with the expected return date to start the return-to-work process. Note: RM may send this first if they get the release paperwork.
- **Return to work day.** Confirm the employee showed up for their shift to Benefits, HRBP, and RM, cc Safety. This ends their workers' compensation income payments.
- **Additional time out?** Notify the same group. Extra lost days from the same injury may be compensable under workers' compensation.

RISK MANAGEMENT CONTACTS

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