

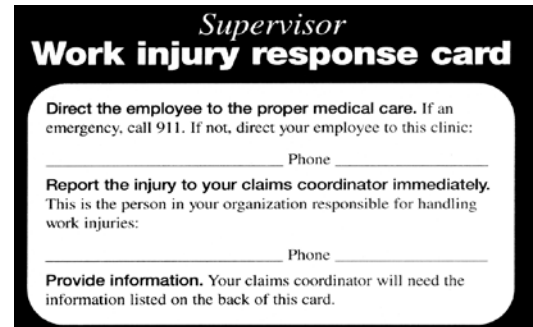
Supervisor responsibilities in handling and preventing work injuries

Together with your organization's claims coordinator, supervisors assist with reporting injuries, returning recuperating employees to work and preventing injuries. Be sure you as a supervisor understand your roles in dealing with work injuries.

Respond to and report injuries—quickly!

Your response can make the difference in whether a workers' compensation claim gets off on the right foot or becomes a costly problem.

1. Duty to inquire. If you see an accident or suspect an employee was hurt at work, you have an obligation to ask questions. Some important questions include, "Did you hurt yourself at work? How? When? Where? What were you doing? Did anyone see it happen?"



This handy wallet card tells what to do when an employee gets hurt. Ask your claims coordinator for one. (Employers can order more cards through the "Resource catalog" at www.sfmic.com)

2. Tell the person in your organization who handles claims.

Claim coordinator _____ Phone _____

3. Direct the employee to the appropriate medical care.

If the injury is an emergency, dial 911 or get the employee to the nearest emergency facility. If it is not an emergency, direct the employee to your company's designated clinic.

Clinic _____ Phone _____

4. Be prepared to give specific information. Your claims coordinator will need to know:

- Injured employee's name and job title.
- Date, time and place of injury.
- Names of witnesses.
- Equipment that was being used.
- Body part(s) injured.
- Nature of injury.
- Clinic employee was referred to.
- On-site emergency treatment that was administered.

Help get the employee back to work.

1. Help identify or create transitional jobs for employees who can work within medical restrictions.
2. Work with your claims coordinator to contact the injured employee frequently about his progress, medical restrictions, return-to-work status, and other aspects of the work injury.
3. Make sure the employee is working within his restrictions once he has returned to work. If you or the employee feels the employee can do more than his medical restrictions allow, contact your claims coordinator, who may review the restrictions with the treating physician.

Maintain a safe work environment.

Good injury prevention practices do more than help keep your organization's business costs down. They also directly impact your staff's performance and productivity. As a supervisor, it is your responsibility to:

1. Respond to emergencies quickly and safely.
 - Know how to use emergency equipment such as a first aid kit and fire extinguisher.
 - Follow emergency processes and procedures such as lockout tagout.
2. Know and enforce company rules and policies.
 - Address issues and unsafe behaviors when you see them.
 - Communicate regularly, explaining the reason and purpose of safety rules.
 - When appropriate, document incidents of broken rules and policies.
3. Analyze near misses and accidents to avoid similar occurrences in the future.
 - Gather facts, interview employees involved, and document findings.
 - Work with the safety director to analyze findings and determine corrective action.
4. Train and re-train employees to act safely.
 - Orient employees to general department rules and job-specific tasks.
 - Conduct regular safety training if appropriate.
 - Document training and hold employees accountable for the information.
5. Conduct periodic inspections of work areas, and take corrective action when necessary.
6. Observe employees' work habits and behaviors. Offer feedback.
 - Set a good example: Follow safety rules and policies yourself.

