

Work Injury Policy and Procedure



Objective

Casa Central Social Services strives to ensure that employees who are injured due to a work-related injury/illness receive prompt and quality medical care in accordance with state law governing worker's compensation, as well as ensuring that injured employees return to work in a reasonable amount of time. All employees are expected to follow all health and safety requirements of the state, federal and local regulatory agencies.

Work Injury Process and Procedure

Purpose

The purpose of our policy is to provide a safe working environment. If an employee is injured on the job, Casa Central will ensure that the employee receive adequate care and treatment so the employee can return to work as soon as possible. As such, all employees should take practical steps and precautions to ensure that accidents are prevented.

- A. Casa Central Social Services provides a comprehensive workers' compensation insurance program at no cost to the employees.
- B. This insurance program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment.
- C. Subject to applicable legal requirements, worker's compensation insurance provides benefits after a three-day waiting period or, if the employee is hospitalized, immediately.
- D. Employees who sustain work-related injuries or illnesses should inform their supervisor immediately. Employees will report all work injuries to the TeleComp Care at 855-684-6877 referencing account number #12184.
- E. Managers will submit an incident report, along with witness information, via the internal reporting system.
- F. No matter how minor a work-related injury may appear, it is important that it be reported immediately to both the manager and the Telecomp Care line. This will allow the eligible employee to qualify for coverage through our workers' compensation insurance.
- G. Employees should adhere to the agency's Incident Management Policy.

Eligibility

All Casa Central Social Services employees are covered by the Illinois Worker's Compensation Act. If an employee suffers an injury as a direct result of his/her employment, the employee may be entitled to receive partial income if time is lost from work, as defined by the Act as well as medical and hospital care, as specified under the Act. It is the responsibility of the employee to report any injury or accident, no matter how slight, to their supervisor immediately. Failure to do so may jeopardize coverage under the Act.

Disqualifications of Benefits

Casa Central Social Services nor the insurance carrier will be liable for the payment of the workers' compensation benefits for injuries that occur during an employee's own personal time, voluntary participation in any off-duty recreational, social, volunteering or athletic activity sponsored by the Agency.

Reporting an Injury & Your Responsibility

Employees must immediately report all accidents, injuries and illnesses, regardless of the magnitude, to their supervisor and call TeleComp Care at 855-684-6877 referencing account number #12184. Employees are required to call TeleComp Care to conduct an injury assessment. This assessment is conducted by a registered nurse and will provide guidance on any medical treatment that may be necessary. Employees should follow the recommendations of the nurse. HR will be notified of the details of the initial work injury assessment and follow up with management on next steps.

Upon notice Supervisors/Directors are still required to complete an Incident Report via Incident Tracker within 24 hours of occurrence. This report should be completed with the basic information that was provided by the employee at time of injury. HR will follow up and amend any incident report with additional details that may be provided by the nurse's assessment. Late reporting to Incident Tracker may result in further disciplinary review for all parties involved.

Medical Treatment

Initial medical treatment may be provided to the injured employee through the agency's authorized treating facility. If additional care is required, the same provider will be recommended. If injured employee is unable to drive for treatment, transportation to the treating facility may also be coordinated.

Denial of Benefits

A claim may be denied or reduced in benefits if injury or illness was due to:

- A. An employee who was intoxicated or had illegal drugs in his or her system at the time the injury occurred.
- B. Injury was purposely self-inflicted.
- C. Injury was not work related.
- D. Injuries/Illnesses caused by an accident/exposure, which is defined as an unexpected and unforeseen event (i.e., act of nature – thunder, earthquakes...)
- E. Injuries sustained by an employee who assaults or was involved in activities intended to injure another person are not covered. However, the innocent injured employee would be covered by the Agency. Our third-party administrator may act against the assaulting employee to recover monetary damages.
- F. An employee who misrepresented his/her claim and it was determined by the insurer.
- G. An employee knowingly works outside his/her limitations while on light duty.

- H. An injury caused by the employee may be determined to be a violation of Agency policy or other misconduct, which may result in denial of benefits.

Initial Medical Care

Initial medical care may be provided by the agency's healthcare partner for all work-related injuries. Information will be provided to you when you speak to your manager, Nurse or Human Resources.

Worker's Compensation and Your Pay

Injured employees receiving care under worker's compensation will continue to be paid through the Worker's Compensation Insurance at a reduced rate of 65% of pay for your time away from work. Casa Central Social Services strives to ensure that employees return to work. The agency will pay all costs associated with providing workers compensation insurance coverage and its insurance carrier will make all payments and decisions pertaining to compensable illnesses or injuries.

Employees Responsibilities for All Work-Related Injuries and Illnesses

- A. For all work-related injuries/illness:
1. Employees are responsible for immediately reporting to their Supervisor and Human Resources all work-related accidents/illness no matter how small, even if no medical treatment sought.
 2. Employees will call the TeleComp Care Line at 855-684-6877 referencing account #12184 to conduct an immediate assessment of the work injury.
 3. If declining medical treatment TeleComp Care will document the waiver of care.
 4. Any accident or injury that is not reported appropriately or in a timely manner may result in delayed or denied compensation and/or disciplinary action up to termination.
 5. Employees are responsible for reporting incident within 24 hours.
- B. To ensure timely medical care, Casa Central utilizes a Nurse line to conduct all initial assessments of all work injuries.
1. Employees will have an option to seek care from the agency's approved medical facility, virtual medical visit or another facility of their choice.
- C. Employees must adhere to any light duty assigned to them following initial care. Employees should:
1. Provide medical providers Physician Work Activity Status Report
 2. Provide any paperwork that documented medical restrictions, you are to work within these restrictions only.
 3. Adhere to any physical limitations/restrictions at all times. Any employee not following their restrictions may cause a delay in the healing process and may further aggravate the condition. By not following the restrictions, an employee may be subject to disciplinary action up to and including termination. Not following the restrictions could also cause review and denial of continued worker's compensation benefits.
- D. For continued care of work-related injury/illness:
1. If you are obtaining physical therapy for your work-related injury, attending every scheduled appointment is required.

2. If unable to attend an appointment, you must notify the treating physician's office immediately in order to reschedule the missed appointment.
3. If you are released to work, with or without restrictions, and feel your injury/illness is preventing you from working, immediately:
 - a. Notify your Supervisor and Human Resources, who will help you arrange for additional review of your light duty and human resources will review with your treating physician.
 - b. Notify your Supervisor and Human Resources if you feel the light duties you are performing is not within your documented capabilities.
 - c. Failure to follow this procedure may result in disciplinary action and may affect your continued worker's compensation benefits.

Supervisors' Responsibility for All Work-Related Injuries and Illnesses

- A. For emergencies that require immediate attention, call 911. At the first opportunity inform HR.
- B. Direct employee to call the TeleComp Care Line at 855-684-6877 referencing account #12184 to conduct an immediate assessment of the work injury.
- C. If declining medical treatment TeleComp Care will document the waiver of care.
- D. Next Steps: Once Medical Provider has been contacted:
 1. Complete Incident Report via *Incident Tracker*.
 - a. Ensure that the accident root cause has been identified and that corrective action has been initiated.
 - b. In addition to medical emergencies, Incident reports must be completed for all reports of physical discomfort as they pertain to your work-related duties and responsibilities as outlined in your job description.
 2. Forward doctors Medical Evaluation on the Injured Worker to Human Resources as soon as received. Human Resources will confirm the physician's medical evaluation with employee directly.
 3. If light duty is required, Human Resources will assist in the placement of an employee on light duty as required.
 4. Instruct employee to work within these restrictions with no exception. Human Resources will also confirm any restrictions and have employee sign a light duty letter outlining these expectations.
 5. Review and monitor employees' work responsibilities and report to Human Resources with any concerns.

Failure to follow this procedure may result in disciplinary action.

Refusal of Light Duty

If the employee refuses a Bona Fide Offer for light duty, an employee may be required to forfeit any workers' compensation income benefits he or she is receiving or may be eligible to receive. An employee's refusal of a Bona Fide Offer for light duty may be subject to termination. Any employee assigned to light duty must continue to adhere to the same Agency, Departmental, and Program policies as outlined in this policy.

Return to Work

After careful consideration of each individual case of injury and with a doctor's concurrence, Casa Central will arrange to assign light work for staff members unable to carry out their full job duties. "Light duty" represents tasks of a job description that can be carried out safely by someone who is unable to perform the duties of his/her job due to a work injury. In cases where most tasks in a person's job description cannot be performed, the individual may be assigned to modify work in another work area. If the determination is that employee may perform light duty, Human Resources will determine if there is a valid assignment that the injured employee can perform. The determination will be based on the following criteria's:

- A. Adherence to work limitations that the treating doctor has authorized based on the employee's physical condition;
- B. The maximum physical requirements for the position;
- C. The work schedule for the position;
- D. The expected duration of the light duty assignment;
- E. The availability of sufficient and appropriate work; and
- F. Accommodations that will not cause an undue hardship on the department providing light duty work.

If a valid temporary light duty assignment can be found, the employee will report to the assigned department for their temporary assignment, not to exceed 90 consecutive days.

Work Injury Administrator

The worker's compensation program is administered by the Human Resources Department. If at any time you have questions or concerns regarding this program or your work injury, please call Human Resources at 773-645-2328. In the event that your supervisor is not available at the time of your injury, you are required to call your department/program director to report you work-related injury.

Non-Retaliation

Casa Central Social Services does not retaliate against employees who file for workers' compensation benefits. However, providing false information regarding any worker's compensation claims will be grounds for disciplinary action.

By signing below, you acknowledge your responsibility as an employee of Casa Central under the Work Injury Policy and all the provisions of this policy.

Employee Name: _____

Employee Signature: _____

Date: _____

SECRET CODE: Chocolate cake