

# THINGS TO CONSIDER IF YOUR EMPLOYEE IS INJURED AT WORK

1. Dial 602-2298 or 9-1-1 if your employee needs emergency care.
2. If your employee needs to seek non-emergency medical treatment refer them to:

## MaineHealth OCCUPATIONAL HEALTH

10 Wellspring Road  
Biddeford, ME 04005  
(207) 283-7600

*Appointments Only*

## CONCENTRA

85 Western Ave  
South Portland, ME 04106  
(207) 774-7751

*Walk-Ins Only - Please notify HR first if you wish to go to Concentra so they can call ahead and give verbal authorization.*

## CONVENIENTMD

191 Marginal Way  
Portland, ME 04101  
(207) 517-3838  
Saco, Westbrook & Brunswick too!

*Open 8:00am-8:00pm, 7 days a week - no appointments needed.*

3. Make sure your employee completes an Accident Report and turns it into HR or Security within 24 hours of the injury.
4. Stay informed of your employee's injury or illness.
  - o Let HR know if your employee misses time from work due to their injury.
  - o Keep in mind work restrictions your employee may have because of their injury.
5. Make a plan to deal with your employee's job responsibilities if they are going to miss time from work.
  - o Prioritize their work and consider if someone else in the department can help pick up where things may be left.
6. When your employee is ready to return to work, prepare for their transition.
  - o Schedule a call with your employee to discuss a return to work date and any work restrictions they may have upon return.
  - o If you are able to, meet with your employee the morning of their return to discuss work details.

## **When an employee is injured at work**

If an injury at work requires emergency medical care, the injured employee, yourself, or any witness to the injury must call UNE Security immediately at 602-2298, or 9-1-1. After the emergency has passed, he or she will receive any necessary additional medical care and will provide regular updates of missed time or follow-up appointments to Cat Martins, Human Resources.

**\*\*An accident report should be made within 24 hours of the incident and sent to Cat Martins, Human Resources.**

If the injury prevents the employee from returning to work within 24 hours, it is important that as the supervisor of the injured employee you call Human Resources and notify us of the incident. Failure to report an injury within 30 days from the incident may result in denial of worker's comp coverage.

For a non-emergency situation where the employee still wishes to seek treatment, please direct them to:

### **MaineHealth OCCUPATIONAL HEALTH**

10 Wellspring Road  
Biddeford, ME 04005  
(207) 283-7600

### **CONCENTRA**

85 Western Ave  
South Portland, ME 04106  
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It is important to investigate the cause of a workplace injury or illness and, if appropriate, correct the situation that created the risk of injury or illness. UNE's Environmental Health & Safety department partners with Human Resources after every reported incident and follows these steps:

- **Collects facts to understand the sequence of events**
  - After receiving the accident report, we may need to communicate with the affected employee and any witnesses to understand what events happened leading up to the injury.
- **Identifies the cause(s).**
  - There may be several factors that led to the injury or illness, and with your support we will work on determining such causes. For example, if an employee was cut by a paper-cutter, was this due to a missing guard on the equipment's assembly? A failure to follow safety procedures? Lack of safety training? Have safety inspections been occurring regularly and consistently?
- **Recommends improvements.**
  - EH&S will complete their portion of the accident report and return this to Human Resources. Once the causes of the injury or illness have been established, EH&S will make recommendations on how to prevent similar incidences, such as replacing or repairing faulty equipment. As the supervisor of the injured employee, you will receive a copy of the Accident Report from Cat Martins, HR. This report lists our recommendations, and these are only suggestions. If you have suggestions that may better help prevent similar incidences, please contact EH&S and Cat Martins to discuss your ideas.

## **Staying informed of an employee's work-related injury or illness**

If an employee is out on leave due to a workers' compensation situation, Human Resources will be in contact with the employee and their treating physician and will keep you informed about their progress through the healing process, anticipated date of return to work, and any job restrictions.

You may also consider contacting the employee on your own if he or she is agreeable to this. (Please check in with Human Resources before doing so.) This type of direct contact serves several purposes. It:

- Shows that you care about your employee's well-being;
- Sends the message that you want them to return to work;
- Can help keep the employee informed of events at work; and
- Gives you the most current information about their anticipated return date.

**\*\*Do not ask for personal medical information.**

It is important to be mindful of your employee's personal challenges and feelings, and communicate with them with sensitivity and compassion. Your kindness throughout these encounters can lead to greater employee loyalty, morale, and retention that may extend to the affected employee's co-workers as well.

## **Make a plan for dealing with the employee's job responsibilities**

- Prioritize the employee's current and upcoming projects, and consider what may be postponed until their return.
- Think about other employees who may take over some or all of the injured employee's responsibilities. If possible, consider the employee's own recommendations. This may be a development opportunity for current employees, whose skills sets may be increased by taking on additional responsibilities.
- Consider taking on some of the employee's responsibilities yourself.
- Consider whether you will need to hire a temporary employee, and contact Human Resources if you decide to do this.
- Check-in regularly with the employee(s) who are filling in for the injured employee. Be sure to express your appreciation. Keep track of progress relating to the employee's projects.

## **Prepare for the employee's transition back to work**

- Schedule a call prior to the employee's scheduled return to work date. During that call:
  - Confirm the return to work date, and discuss any restrictions on their work activities.
- If you are able to, have the employee report directly to you at the beginning of their first shift upon return. Have a face-to-face discussion in regards to return to work details (restrictions, schedules, changes, etc).
- When making staff decisions for future projects, consider assignments for the employee.
- If the leave has been a long one, consider a "Welcome Back" event such as a luncheon, or leave a handwritten card at the employee's work station.
- Check-in with the employee during the first week back, to see if any assistance is needed during the next several weeks.

### **Know when to call Human Resources**

- Disciplining an employee is challenging at any time, but particularly so in the context of a workers' compensation or FMLA Leave. If there are issues with the employee's performance, contact HR before taking any action.
- If you are considering filling the employee's position, and/or transferring him or her, contact HR before discussing this with your employee.
- Your check-ins with the employee or the status reports you receive may indicate changes that will require action. Contact Cat Martins, Human Resources (602-2394) if:
  - The employee indicates, or you suspect, that they do not plan to return to work; or
  - You believe that upon return, the employee may be entitled to some reasonable accommodation under the Americans with Disabilities Act (for example, if the employee has told you that their condition necessitates frequent rest breaks or a flexible work schedule).

***Contact Cat Martins, Human Resources  
at [cmartins@une.edu](mailto:cmartins@une.edu) or 602-2394 with any questions or concerns***