



## WORKPLACE INJURY PROTOCOL

### 1. Immediate Response

- First Aid or Hospital: If someone is injured, immediately assess the situation. Provide first aid for minor injuries or call emergency services for serious injuries, ensuring the injured employee gets to the hospital if needed.

### 2. Documentation by Manager

- Injury Report Form: The manager on duty should fill out the "First Report of Injury" form as soon as possible. This includes details of the incident, the injury sustained, and any first aid administered.
- Gather witnesses if possible, get their names and report.
- Complete Employee and Supervisor "Accident Investigation" forms. This will help us identify hazards before further injuries occur.

### 3. Reporting to MEMIC or HR

- Notify MEMIC or HR: The manager must report the incident to MEMIC (if handling insurance directly) or send the completed injury report to HR to manage the insurance notification and any further reporting requirements.
- This needs to be reported in 24hrs or we can be fined \$10K

### 4. Follow up with and Provide Support

- Offer assistance and support to the injured employee, including understanding their rights and benefits, and making necessary accommodations for their return to work.
- Communicate: Keep open lines of communication with the injured employee and their colleagues, addressing any concerns and promoting a culture of safety.

### 5. Review and Prevent

- Analyze the Incident: Once the immediate concerns are addressed, review the circumstances of the injury to identify any contributing factors or safety lapses.
- Take Preventive Measures: Implement changes or reinforce existing safety protocols to prevent similar incidents. This might include additional training, equipment maintenance, or changes to procedures.

### Key Points:

- Act Quickly: Immediate care can significantly impact the outcome for the injured employee.
- Document Everything: Accurate and timely documentation is crucial for insurance, compliance, and improving workplace safety.
- Communicate: Keep open lines of communication with the injured employee, other staff members, and any external parties involved (e.g., MEMIC, HR).

- Learn and Improve: Use each incident as a learning opportunity to enhance safety and prevent future injuries.

## **WORKPLACE SAFETY AND INJURY RESPONSE GUIDE**

Your safety and that of your co-workers and our guests is very important to us. Please take the time to read this in its entirety and become familiar with our safety protocol and steps to take.

Any and all work injuries obtained while at work must be reported within 24 hours to ensure protection of potential benefits under our workers' compensation policy and our reporting requirements.

Even if an employee is not seeking care, it still needs to be reported. Near misses should be documented as well. Retaliation of any kind for any reason is not tolerated and should never be a reason of concern when reporting an injury, ailment, or hazard.

### **Work/Occupational Injuries**

- For work injuries, contact the owners immediately.
  - Hope: 207-749-8175
  - Ram: 207-838-9856

### **Emergencies**

The closest emergency room for 911 purposes is located at:

- **Maine Medical Center, 22 Bramhall St. Portland, ME 207-662-0111**

Preferred Providers - please call to make an appointment to be seen

1. **Convenient MD Urgent Care**, 191 Marginal Way Suite A Portland, ME 207-517-3838
2. **AFC Urgent Care**, 230 waterman Dr. South Portland, ME 207-358-3188

### **Workers' Compensation**

- Our workers' compensation carrier is:
- **MEIMIC: 1-(800)-636-4292**
- Policy #1810124727

### **Other**

- First aid kit(s) are located :
- Evacuation routes are posted:
- Fire extinguishers are located:

For more information regarding safety, please refer to our **Employee Handbook and Emergency Action Plan**. All questions may be directed to the owners.

It is the Company's policy that each work location be free of hazards that may cause physical harm or illness. All employees are responsible for implementing this policy. Failure to observe the following policies and procedures

may result in loss of benefits to the injured or ill employee, or violation of the workers' compensation laws and the federal Occupational Safety and Health Act.

It is the responsibility of each employee to:

- Perform work in a safe manner.
- Report any injury or occupational illness to the supervisor immediately.

Senior Staff is responsible for:

- Knowing and enforcing the safety and health requirements for all tasks.
- Keeping their employees informed of required safe practices.
- Ensuring that the physical areas in which employees work are free of hazards.
- Ensuring that safe materials and substances are used, and/or protective equipment.
- Ensuring that each employee is informed of the potential danger to their health or safety if instructions are not followed.
- Taking appropriate disciplinary action upon the occurrence of a willful violation.
- Seeking the advice of the director of plant and operations if a question concerning a safety procedure arises that they cannot handle alone.
- Seeing that an injured or ill person receives proper and immediate treatment for any injury or illness.
- Promptly notifying Human Resources of accidents or illnesses involving employees.
- Thoroughly investigating the circumstances of each accident or illness.
- Notifying the proper parties of the physical facilities involved in the accident or of the material or substance that may have induced an occupational illness.
- Human Resources is responsible for notifying an injured employee of their workers' compensation benefits, their right to select a treating physician after 30 days, and for filing the required reports on a timely basis.

#### **Employee Selection of Treating Physicians**

Thirty days after an injury is reported, employees may select a physician of their choice and treatment at a facility of their choice, within a reasonable geographic area. Additionally, injured employees are entitled to at least one physician change. They must make a request to change their physician and it will be determined within five working days of submission.

#### **Actions by Senior Staff and the owners in the Event of Employee Injury**

The following actions are needed whenever an employee is injured on the job:

- Provide appropriate care promptly to the injured and ensure their full participation in any benefits to which they are entitled.
- Report Injury to MEIMIC within 24 hours. See Occupational Injury Questionnaire for information needed (it has number to call and our policy number)
- Comply with federal and state safety and health laws