

Shadowfax

Title	Workers' Compensation for Staff
Procedure Number	HR.3006.100.000
Initiating Authority	Director of Human Resources
Approved By	Compliance Committee 8-11-21
Origin Date	July 16, 2021
Revision Date	
Effective Date	September 1, 2021
Next Review Date	June 2022
Associated Policies	HR.3006.000.000
Associated Procedures	
Associated Documents	

I. PROCEDURE STATEMENT

Shadowfax Corporation (Shadowfax) recognizes that it is the Organization's responsibility to provide Workers' Compensation Insurance coverage in the event a staff member becomes ill or is injured as a result of a work-related activity.

II. PURPOSE

To establish the procedures to be followed by all Shadowfax staff in the event a staff member is injured or falls ill in the course and scope of employment.

III. SCOPE

This procedure applies to all staff of Shadowfax.

IV. GENERAL

Shadowfax is committed to administering a workers' compensation program based on state laws and parameters set forth by our insurance carrier. This procedure is outlined to ensure staff members that are injured or fall ill in the course and scope of employment receives timely access to all benefits prescribed by law.

V. PROCEDURE

It is very important that all work-related accidents/injuries/illnesses are reported to the staff member's immediate supervisor or on-call supervisor at the time it occurs. The staff member should seek medical attention immediately after an injury, and as directed by the supervisor.

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In accordance with the Pennsylvania Worker's Compensation Act, staff members are required to complete an Incident/Accident Report and Workers' Compensation form for all work-related injuries and illnesses, regardless of how minor. This includes injuries that do not require medical attention.

The staff member and the supervisor will complete their respective portion of the Report Form(s), and submit the forms to Human Resources, immediately or as soon as feasibly possible (within 24 hours of the occurrence).

- For emergency situations, call 911.
- If medical treatment is needed for a work-related illness, accident, or injury, staff members should seek initial treatment at one of the designated health care providers. The designated health care provider list is located on the bulletin board in each administrative building and each residential home and in the forms section of the staff resources page on the company intranet site. Forms are provided to each staff member for informational purposes at the time of hire and at the time of injury.
- All documentation related to medical treatment and/or restrictions should be submitted to Human Resources. Timely reporting ensures the best recall of the facts and the prompt delivery of benefits to our staff member.
- Report all accidents involving automobiles, property, or other persons to the supervisor or the On-Call person immediately. Be sure to document names, addresses, and phone numbers of witnesses as well as all other parties involved by completing applicable insurance reports and following the vehicle accident procedure, property damage form. Follow all applicable Incident Management reporting policy and procedure requirements, see ORG.1007.000.000 Incident Management Policy.
- Staff members will have the responsibility to obtain treatment for work-related injuries and illnesses from one or more of the designated health care providers for a period up to 90 days from the date of the first visit to a designated provider.
- Staff members have the right to have all reasonable medical supplies and treatment related to the injury paid for by the employer as long as treatment is obtained from a designated provider during the 90-day period. Failure to obtain treatment from a designated provider may jeopardize payment of medical bills.

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- Staff members have the right to seek treatment from a referral provider if the staff member is referred to him/her by a designated provider, and the employer will pay for the treatment rendered by the referral provider.
- Staff members will have the right to seek emergency medical treatment from any provider, but subsequent non-emergency treatment will be by a designated provider for the remainder of the 90-day period.
- Staff members have the right to seek treatment or medical consultation from a non-designated provider during the 90-day period, but such services will be at the staff member's expense.
- Staff members have the right to seek treatment from any health care provider after the 90-day period has ended, and such treatment will be paid for by the employer, provided it is reasonable and necessary.
- After ninety (90) days from the date of first treatment, the staff member will have the duty to notify the employer of treatment by a non-designated provider within five (5) days of the first visit to that provider. The employer will not be required to pay for treatment rendered by a non-designated provider prior to receiving this notification. However, the employer will pay for these services once notified, unless the treatment is found to be unreasonable by the Utilization Review Organization (URO) under the Act.
- It is the Staff member's responsibility to follow his or her treatment plan. The Staff member is also responsible to notify Human Resources immediately of any restrictions and prognosis after physician visits. It is the staff member's responsibility to call the supervisor on a regular basis if unable to perform regular work duties. If a staff member has restricted duty, a reasonable effort will be made to provide modified duty until released.
- Therapy and consultation appointments are scheduled for off-duty time whenever possible.
- If there is reasonable suspicion that the consumption of drugs or alcohol is likely to have contributed to a work-related illness, accident or injury, the staff member will be required to submit to a drug screening. Refusal to submit to drug and alcohol testing is grounds for disciplinary action, up to and including termination.

Return to Work/Transitional Work

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Note: The term "Individual" is synonymous with resident, client, patient, consumer, or participant.

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Shadowfax provides a return-to-work/transitional work program for staff members who have experienced a work-related injury or illness.

Shadowfax defines transitional work as temporary, modified work assignments within the staff member's physical abilities, knowledge and skills. Where possible, transitional positions will be made available to injured staff member to minimize or eliminate lost time. For any business reason, at any time, we may elect to change the position such as working shift, location, etc. based on the needs of the company.

Shadowfax cannot guarantee a transitional position and is under no obligation to offer, create or encumber any specific position for purposes of offering placement.

The return-to work procedures establish a process to place temporarily or permanently injured staff members in jobs. Staff members are able to perform within their medical restrictions that assist in making the transition to full recovery.

Each supervisor will attempt to accommodate staff members from his/her own department/program. For staff members who cannot perform the essential functions of their own jobs, reasonable efforts will be made to provide alternative or modified work outside their own department/program.

The transitional work is not to be considered part of the regular staffing pattern and should not exceed a six (6) month period. At that time, an Individual Medical Exam (IME) will look to be conducted and it will be assessed if the staff member will ever be able to do their primary job functions based on the job description.

Transitional work may include but are not limited to:

- (1) Allowing the staff member to return to work on a part-time basis or under modified hours.
- (2) Assigning defined modified duties to the staff member based upon the need for those duties to be performed and the medical capability of the staff member.
- (3) Assigning a staff member to a department or location other than the staff member's original assigned location if appropriate modified duties are not available at the staff member's original location.

If the attending physician releases the staff member to return to work on modified duty, an Accommodation Request form will be completed by the staff member.

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The staff member's supervisor and the HR Director or designee will review the accommodation request and determine if a transitional position is appropriate and within business needs. An Employer Response Form will be completed jointly by the staff member's supervisor and the HR Director or designee and reviewed with the staff member.

Any staff member returning to a transitional position must not exceed the duties of the position or go beyond the physician's restrictions. In the event a staff member exceeds the physician's restrictions, disciplinary action will occur. If any medical restrictions change, the staff member must notify his/her supervisor and the HR Department immediately and provide the HR Department with a copy of the new medical restrictions.

The overall return-to-work/transitional work program is managed by Human Resources.

Human Resources will:

- Establish communication with the restricted staff member as soon as possible after the injury. Early and regular contact helps to maintain morale, assures them they are valued by Shadowfax, relieves anxiety, and encourages speedier return to work.
- Work with and facilitate communication between the staff member and their immediate supervisor to provide alternative/modified work in the department
- Select alternative work with the best fit for the staff member's limitations, when the department cannot accommodate them.
- Establish individualized alternative/modified work for each restricted staff member by:
 1. Consulting with an occupational or physical therapist or other related specialists, as necessary, to assist in selection and placement. (Clear and well-defined work restrictions and capabilities by the treating physician will facilitate placement success).
 2. Discussing with the staff member their alternative/modified work program. The staff member will agree to:

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- a. Job duties, responsibilities, and productivity standards. Orientation and training will be provided by the department.
 - b. Job modifications to fit limitations.
 - c. Return-to-work date, if not working.
 - d. Length of time for alternative/modified work.
 - e. Goal date for return to regular work.
3. Meeting with the staff member regularly to provide support and encouragement until the staff member returns to their regular job.
 4. Provide the supervisor the details of the restricted staff member's alternative/modified work program and establish appropriate measures to monitor the staff member's progress regarding:
 - a. Compliance with the work plan.
 - b. Additional modifications to the work plan.
 - c. Adaptation to regular work.
 5. Coordinate an evaluation of the staff member's readiness to return to regular work. Talk with the staff member, the supervisor, the treating physician when maximum allotted time for alternative/modified work nears expiration.
 6. Staff members unable to resume regular work may be referred for placement in a different position at a determined pay rate.

In the event a staff member refuses transitional work and is within the restrictions and ability to perform the transitional position, Shadowfax is not obligated to provide an alternative position. In such cases, Shadowfax will notify the insurance carrier.

Staff members are accountable for following their restrictions and notifying their supervisor with questions regarding their restrictions.

VI. ENFORCEMENT

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Staff found in violation of this policy will be subject to disciplinary action up to and including termination from employment.

VII. **OVERSIGHT**

The highest-level position for each Shadowfax department or their designate(s) (the "Approved By") shall be in charge of the administration of this Procedure. The Approved By responsibilities include:

1. Identifying the activities necessary to comply with this procedure based on regulatory and program requirements.
2. Assigning, as appropriate, designees to implement the procedure and associated procedures.
3. Periodically reviewing this procedure and monitoring compliance to it.
4. Training responsible parties on their obligations under the procedure.

Revision History

Name	Date	Reason for Changes	Version