



LSS's Commitment to You

Our focus is on you, and our highest priority right now is to get you the care you need to get back to 100% health.

Our focus on safety is based on our concern for your wellbeing as a person and a partner in our mission. Employees should look out for one another by anticipating and identifying unsafe acts and conditions. Any and all safety concerns should be brought to your supervisor or one of the members of our safety committees, and all concerns are appreciated and will be evaluated. The safety of our staff, residents, clients and visitors is fundamental to the future success of our mission. We affirm our commitment to providing the safest possible work environment for our employees.

Remember: The most important priority right now is that you receive the care you need. We want you to return to work so you can continue sharing your talents and helping older adults live life to the fullest.

Important Contact Information

Your Supervisor

Name _____
Email _____
Phone _____
Fax _____

Your HR Director

Name _____
Email _____
Phone _____
Fax _____

Your Doctor

Name _____
Email _____
Phone _____
Fax _____

LSS Workers' Comp Claims Specialist

Beth Anderson
Beth.Anderson@LSSLiving.org
Phone: 314.446.2568
Fax: 314.262.8298

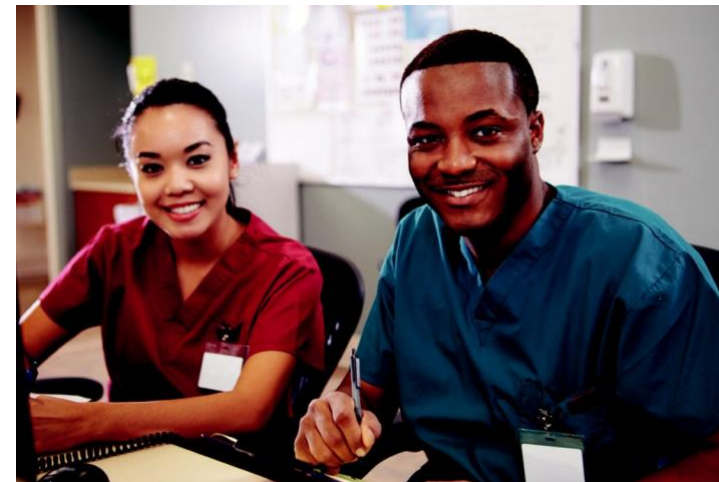
Broadspire WC Claims Adjuster:

Angie Stein
Angela.Stein@choosebroadspire.com
Phone: 913.663.7515
Fax: 859.550.2731



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What To Do If You Are Hurt At Work



Getting injured on the job is never fun.

The purpose of this brochure is meant to answer some questions you may have... about both the steps in the process as well as general questions about the Workers' Compensation system

If you have additional questions, please don't hesitate to contact your supervisor or HR Director – We are here to help you.



What happens if I am injured on the job?

You should report any and all work-related injuries or illnesses to your supervisor as soon as possible, to ensure you receive proper care.

To report an injury and receive care, follow these 3 steps...

1. Please call 1.800.775.5866 with your supervisor present, to speak with a Registered Nurse (employed by an LSS partner called Medcor) about your injury.
2. This Registered Nurse (RN) will direct you to the appropriate medical provider for care (if needed).
3. If you need care, your supervisor will provide you with a "First Fill" form to take with you to the doctor. This form will provide you prescription medicine (Rx) coverage, if needed.

What happens after I receive initial medical care?

1. Every injury is an opportunity for us to learn and prevent others from being injured in the same way in the future. For all of us to learn, your supervisor will complete an "Employee Incident / Injury Form" and ask questions to determine the "root cause" of the injury.
2. To receive the best care and ensure a speedy recovery, you should attend all medical appointments, and return the medical status reports you receive following each appointment to your supervisor (or HR) so they're aware of follow-up appointments and work restrictions.
3. Stay in contact with your supervisor, so we can make sure you're provided with the opportunity to continue working, whether that's a return to your regular job or to a "modified duty job".



What is "Workers' Compensation"?

"Workers' Comp" (or WC) is a no fault system that guarantees payment of benefits for medical treatment (e.g. doctor visits, diagnostic testing, physical therapy, etc.) and lost work time for injuries or illnesses that are the result of work-related accident.

These benefits are set by law and determined using a consistent formula for all employees, that includes weekly salary payments if the injury is work-related and you're not able to do any work. The amount of benefits paid is set by law and based on your average weekly wages earned prior to the injury. There are no taxes paid on these benefits.

Who pays my medical bills?

If you have medical bills from your injury, you do not have to pay the bills yourself. Instead, bills are sent to our claims adjuster, at an LSS Partner called Broadspire, and we will make sure your bills are paid. If you have problems, let your supervisor (or HR) know and we will help.

Where does the money come from to pay for all these Workers' Comp expenses?

The money comes from your own LSS Community or Program.

How is my medical provider(s) selected?

The Registered Nurses at Medcor have a list of LSS preferred medical providers for each of our locations. We are committed to providing prompt, quality medical care for you. To assist in your care, please bring any medical status or restriction notes to your supervisor (or HR), once you return from a doctor's appointment.

What if I am permanently injured?

If you are permanently injured, you may be entitled to an additional dollar amount called a "permanency award", which we will pay.

Do I need an attorney?

The laws that created the workers' comp system were designed so that you do not need an attorney. Attorneys charge for their services and can take as much as one-third of your money. State laws determine the amount of money you will receive and an attorney is not able to change that calculation. In addition, a judge or workers' comp administrator employed by the State reviews all awards to make sure they are fair and appropriate.

Who can help me with any questions I may have?

You have a lot of people in your corner, who are here to help – Your supervisor, your HR Director, your coworkers, your doctor, your Workers Comp Specialist, and your Claims Adjuster. On the back of this pamphlet is contact info for some of these individuals, as well as spaces to write down contact info for your specific supervisor, HR Director and doctor. Please keep this important info with you.

If you ever want to have a call with all of us on the line at once to answer questions, please let your HR Director know and they will coordinate a conference call for you.