



## INJURY MANAGEMENT

**Objective:** To ensure everyone knows the correct response steps to take if they or a coworker are injured, minimizing harm and ensuring proper treatment.

### 1. Emergency Injuries

- **Immediate Response:** In case of an emergency injury (e.g., severe bleeding, unconsciousness), call **911** immediately.
- **Assess the Scene:** Before approaching, make sure the area is safe. Prevent further harm by ensuring no one else gets hurt during the response.
- **Secure Help:** Once the area is safe, call **911** to ensure professional emergency services are on their way to handle the situation.

### 2. Non-Emergency Injuries

- **Notify WorkCare:** For non-emergency injuries, contact **WorkCare** immediately. The WorkCare phone number is posted on the homepage of the IWS Safety Support Center at [www.iws.support](http://www.iws.support).
- **Why WorkCare?:**
  - **Professional Guidance:** They assess the injury and provide appropriate care recommendations.
  - **First Aid or Medical Treatment:** They'll guide self-care for minor injuries or recommend medical treatment if needed.

### 3. Incident Notification Process

- **Supervisor's Role:** Once WorkCare has been notified, the direct supervisor must complete an **Incident Notification form**.
- **Where to Find the Form:** This form is in the **Safety** tab at [www.iws.support](http://www.iws.support).
- **Need Help?**: Supervisors can contact the Safety Department if assistance is needed in completing the form.
- **Notifications:** Once submitted, the form automatically notifies the **Regional Vice President (RVP)** to ensure proper follow-up and record-keeping.

### 4. Why Report All Injuries?

- **Report All Injuries to WorkCare:** No injury is too minor! Even a small blister should be reported.
  - **Example:** Recently, an employee had a minor blister but did not contact WorkCare, choosing instead to self-treat. The wound became infected, resulting in a lost time injury. Proper reporting would have provided care instructions that prevented infection and lost work time.

### Key Takeaways

1. **In an emergency**, call **911**.
2. **In non-emergencies**, call **WorkCare** at **888-449-7787** for proper guidance and care.

By following these procedures, we can ensure every injury is managed correctly, minimizing harm and downtime. Safety is our priority, and timely response to injuries is a key part of keeping everyone healthy and protected on the job.

**Remember:** When in doubt, report the injury. WorkCare is here to help!