



**ALFA International**  
THE GLOBAL LEGAL NETWORK

## 2022 Workers' Compensation Seminar

March 23-25, 2022

### EMPLOYEE ADVOCACY PROGRAMS:

*An Opportunity to Be Proactive in the Resolution of  
Workers' Compensation Claims*

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# Workers' Compensation in the **GARDEN** OF **GOOD**, AND **EVIL**?

**ALFA INTERNATIONAL 2022 WORKERS' COMPENSATION SEMINAR**

**MARCH 23-25, 2022**

**JW MARRIOTT PLANT RIVERSIDE DISTRICT**

**SAVANNAH, GEORGIA**

**[www.alfainternational.com](http://www.alfainternational.com)**





Rich's Associate  
Better Care  
"Easy as ABC"

# Our Post Advocacy Injury Program



**RICH'S**

INFINITE POSSIBILITIES.  
ONE FAMILY.

**MEET RICH'S**

**100%** Family Owned    **11,000+** Associates    **\$4B** Annual Sales    **100+** Countries



Rich's – we're a family-owned food company dedicated to inspiring possibilities.

From cakes and icings to pizza, appetizers and specialty toppings, our products are used in homes, restaurants and bakeries around the world.

We offer creative solutions to help food industry professionals compete in foodservice, retail, in-store bakery, deli, and prepared foods, among others.

Born from innovation in 1945, we keep setting and resetting new benchmarks for success. Rich's is a global leader with a focus on everything that family makes possible. Learn more at [www.richs.com](http://www.richs.com)

| OUR FAMILY VALUES           | OUR PRODUCTS                   |
|-----------------------------|--------------------------------|
| Cherish Our Culture         | Pizza                          |
| Innovate                    | Cake Icings and Sweet Starters |
| Be The Trusted First Choice | Beverages & Finishing Touches  |
| Better Our Communities      | Desserts                       |
| Do What's Right             | Bakery                         |
|                             | Culinary Solutions             |
|                             | Appetizers, Seafood & Snacks   |



[www.richs.com](http://www.richs.com)







# International Paper Co.'s Safety Program

- Strong Safety Culture
- Good at the Basics
- Focused on Right Things –for the Right Reasons!
- Loaded Safety Toolbox
- Targeted Goals







# Rich's Associate Safety is #1

## Rich Products Corporation has established its Health and Safety Program to ensure that:

- Associates work in a healthy and safe environment.
- Associates are trained on safe work practices.
- Associates practice safe work habits.
- Management and associates are both involved in the program.
- There is constant communication between all associates on safety issues.
- Compliance with all regulatory agencies is maintained.

| VOA SAFETY                     |                                   | RICH'S                          |
|--------------------------------|-----------------------------------|---------------------------------|
| ☺ Conditions or Behaviors Safe | ☹ Conditions or Behaviors UN-Safe | Check Condition/ Behavior       |
| Safe                           | Unsafe                            |                                 |
| ☺                              | ☹                                 | Good Housekeeping               |
| ☺                              | ☹                                 | Following GMPs                  |
| ☺                              | ☹                                 | Machine guards in place         |
| ☺                              | ☹                                 | Proper Lock out procedure       |
| ☺                              | ☹                                 | Not Reaching in Machines        |
| ☺                              | ☹                                 | Proper PPE                      |
| ☺                              | ☹                                 | Fall Protection used            |
| ☺                              | ☹                                 | Ladders used/stored properly    |
| ☺                              | ☹                                 | Using Crossovers Correctly      |
| ☺                              | ☹                                 | Exits Clear                     |
| ☺                              | ☹                                 | Electrical Panels Clear         |
| ☺                              | ☹                                 | Fire extinguishers Clear        |
| ☺                              | ☹                                 | Eyewash Station Clear           |
| ☺                              | ☹                                 | Floors Clear of Water or debris |
| ☺                              | ☹                                 | Equipment stored properly       |
| ☺                              | ☹                                 | Chemicals Labeled               |
| ☺                              | ☹                                 | Flammables stored properly      |
| ☺                              | ☹                                 | Seatbelts worn                  |
| ☺                              | ☹                                 | Trailers chocked and secured    |
| ☺                              | ☹                                 | Lifting Correctly               |
| ☺                              | ☹                                 | EVAC maps available             |
| ☺                              | ☹                                 | Hearing Protection Used         |
| ☺                              | ☹                                 | Danger/Warning Labels In        |
| ☺                              | ☹                                 | Other:                          |
| <b>LOTTERY</b>                 |                                   |                                 |







# International Paper's Employee Engagement

- Begins BEFORE an accident happens.
- Ongoing general education and communications to work population:
  - New employees;
  - Annual training;
  - Bulletin Boards;
  - Pamphlets.
- No secrets, no games approach.
- Injury reporting expectations.
- Employee rights and responsibilities.





# International Paper's Roles & Responsibilities of the Injured Employee

- Report any injury or illness immediately.
- Obtain medical attention/treatment when necessary.
- Ask questions and talk to the treating doctor to understand their injury, treatment plan, medical restrictions, and medications.
- Advise doctor International Paper has a Return-to-Work program.
- Discuss incident with Claim Administrator and Employee Advocate.
- Provide a return to work form to International Paper following each doctor appointment
- Comply with any medical restrictions at work and at home.
- Communicate status after each doctor visit to your Supervisor, HR, or EHS representative.
- Provide an accurate/updated home address and phone number.
- Provide Cell phone number, personal email for communications.
- Use personal e-mail and web access to claim file info.
- Complete WC Employee Survey.





# International Paper's Roles and Responsibilities: Employee Advocate

- Contacts each injured employee who files a work comp claim.
- Explain roles and responsibilities and who will contact them.
- Help employee understand the claims process.
- Help minimize the impact of an on-the-job injury.
- Address any questions or concerns the employee might have.
- Assist with barriers to recovery and return to work.
- Remind employee of compliance with restrictions.
- Discuss any medication issues or concerns.
- Make appropriate resources available to employee and family members.
- Assist with communications.
- Remind employee of their responsibilities in their own recovery.
- Be available throughout recovery and return to work.





# Rich's Associate Advocate

- Local Human Resource & Environmental Health & Safety specialists deliver “ABC.”
- Facilitate investigation, documentation and reporting.
- Coordinate medical care and transitional duty if needed.
- Liaison between associate, medical provider and WC carrier.
- Provide information and maintain communication with associate throughout recovery and resolution.





# International Paper's Rules of Engagement For Management

- Treat them like an Employee –Not a Claimant
  - Motivate recovery and Return to Work
  - Be Empathic –Care and compassion
  - Be Random
  - Encourage Others
  - Help Maintain Connection with Co-Workers
  - Discuss upcoming Events at Work
  - Does not Stop at Return to Work
  - If Litigated Avoid Discussing Injury –But Engage
- Call them:
    - Different Times of Day
    - Leave Messages
    - Talk to Family Members
    - Ask questions & Share Info & Activities
  - Home Visits-with permission and agreement
  - Site visits –Within Restrictions & Medications





# Rich's Associate Resources



We're all wishing you well!



## Associate Better Care

### Next Steps...after an incident

*Additional Associate Better Care Guide to be provided to the associate following the associate brochure.*

- Rich's Workers' Compensation Insurance Carrier is **Travelers Insurance**.
- Your claim is reported to Travelers and an adjuster is assigned.
  - The adjuster reviews your claim.
    - If needed, the adjuster will call you. Please be available to discuss your claim with the adjuster.
  - The adjuster will process lost wage and medical payments, if eligible.
  - The adjuster applies your STATE's Workers' Compensation Laws to the claim.

### TRAVELERS OFFICE/CONTACT INFO:

*(Environmental Health & Safety/ Human Resource (EH&S/HR) completes info below)*

CLAIMS OFFICE: \_\_\_\_\_  
 TELEPHONE: \_\_\_\_\_  
 ADJUSTER (if name available): \_\_\_\_\_  
 CLAIM NUMBER: \_\_\_\_\_

- A nurse case manager may also be assigned to assist you with medical questions and arranging the medical care recommended by the medical provider.
- The adjuster and nurse case manager will be in regular contact with you to assist you throughout your recovery.
- The adjuster will also provide updates to your EH&S or HR managers.
- You will also need to communicate updates and information to your EH&S or HR managers.
  - Contact your location after every doctor's appointment to provide your current work status. *For example, continued work restrictions or a release to full duty return to work.*

*Contact your local EH&S or HR manager with any questions!  
(EH&S/HR complete contact info below)*

EH&S: \_\_\_\_\_  
 HR: \_\_\_\_\_  
 \_\_\_\_\_



## Associate Better Care

### Mission

Providing Rich's valued associates a safe, secure and responsive work environment consistent with Rich's Corporate Family values.

### Approach

Through facilitating comprehensive safety and risk evaluations, coordinated assistance and care for associates in the event of injury, and timely implementation of proactive associate safety and care solutions.



## Associate's Guide to Rich's Associate Better Care

*We will treat our customers, our associates and our communities the same way. Like Family.*

Tel: 716-878-8894

### Corporate Contact Information:

Vicki Froman  
ABC & Workers' Compensation Manager  
[vfroman@rich.com](mailto:vfroman@rich.com)  
716-878-8894

Darryl Burgess  
Director of Environmental Health & Safety  
[dburgess@rich.com](mailto:dburgess@rich.com)

## When an Incident happens....

Here is what you do:

1. Report the incident **IMMEDIATELY** to your direct LEAD person.
2. Complete the ART 1 form. Rich's Accident form. Associate Injury/Illness form.
3. Decide if you wish to see a medical provider or not.
  - a. If not, sign the ART 8, medical treatment waiver form.
  - b. If so, let your lead person know & your EH&S & HR managers will provide you with the medical provider information.
4. See the medical provider and make sure to get a medical note stating your care instructions, if you need to return for a follow up visit, and whether you can work full or transitional duty.
5. Bring the medical note to your lead person, EH&S or HR manager.\*
6. Be sure to follow the recommendations of the medical provider

## Transitional Duty ("Light duty")

If a medical provider gives you a note with restrictions after your work-related accident, Rich's transitional duty program allows you to continue working within your restrictions while you recover and are able to work full duty.

- You must give the medical note to your lead, EH&S or HR manager.
- Your lead, EH&S & HR manager will find a transitional assignment for you if available & review it with you.
- You will meet with the transitional duty team every 30-45 days while on transitional duty until you are released to full duty.

## Lost time (If you miss work)

- If the medical provider indicates you are unable to work at all, give the note to your lead or HR manager. You will be placed on workers' compensation leave.
- An adjuster from Travelers, our Workers' Compensation Insurance Carrier will contact you to gather information. Be sure to provide the information to Travelers.
- Travelers administers your workers' compensation benefits. The faster they have all information the faster they can process your claim.
- In addition, information regarding your need for leave will be sent to Cigna, our Leave Administrator, who will review your leave eligibility and may contact you about any FMLA, state, or company leaves you may also be eligible for. Please be sure to respond to Cigna's information requests as well.
- While you are out of work, you must stay in regular contact with your lead, EH&S or HR manager to let them know your return to work status.
- As soon as you are released to transitional or full duty you must let your lead, EH&S or HR manager know as well as the Travelers adjuster.

## To Full Recovery

While you are recovering from your injury, whether working transitional or full duty, your lead, EH&S & HR manager will be available to assist you with any questions or issues you may have.



## Rich Products-<Location>

Location Contact: (EH&S or HR manager)  
 Location Address  
 City, ST ZIP Code  
 Phone: 555.555.0125  
 Fax: 555.555.0145  
 E-mail address  
 Plant manager info(?)

*\*Turn any medical notes in to the designated individual per your individual locations practice.*







# International Paper's Employee Resources

- The Employee Advocate
- Claims Specialist
- Local Human Resources
- Employee Assistance Program
- Environment Health and Safety Representative
- The State Division of Workers' Compensation
- State Workers' Compensation Ombudsman
- PUSH Technology (Available through Claim Administrator -allows electronic access to claim info, and communications via personal email address and/or cell phone number, including texting)