SUPERVISOR RESPONSE CARD

Injury Reporting — The Critical First 24 Hours

WHEN AN INJURY OCCURS — ACT IMMEDIATELY

■ Immediately (0–15 min)

- ☐ **Ensure safety** of injured person and bystanders
- ☐ **Call 911** if life-threatening — give exact location
- ☐ **Administer first aid** within your training level
- ☐ **Secure the scene** — barriers/tape, do NOT clean up

■ Within 30 minutes

- ☐ **Direct supervisor** or site manager
- ☐ **HR department** or safety officer
- ☐ **Insurance broker** — First Underwriters: (425) 242-5357
- ☐ **OSHA** if required (fatality: 8 hrs / amputation: 24 hrs)
- ☐ **Employee's emergency contact** if appropriate

■ Within 1–2 hours

- ☐ **Complete Incident Report Form** — facts only, no blame
- ☐ **Photograph the scene** from multiple angles
- ☐ **Collect witness statements** individually
- ☐ **Preserve physical evidence** — tag and secure
- ☐ **Record employee's own account** in their words

■ Within 2–4 hours

- ☐ **Direct to approved provider** (occupational health clinic)
- ☐ **Provide job description** and physical demands to physician
- ☐ **Drug/alcohol test** if required by policy
- ☐ **Obtain medical report** and work restrictions
- ☐ **Offer modified/light duty** options

EMERGENCY CONTACTS

Emergency: 911 • First Underwriters: (425) 242-5357 • OSHA: 1-800-321-6742

■ **Within 4–8 hours**

- ☐ **Submit state First Report of Injury** (WA: ROI to L&I;)
- ☐ **Provide employee** with claim filing information & rights
- ☐ **Forward all docs** to insurance carrier/broker
- ☐ **Log in OSHA 300** if recordable
- ☐ **Create organized claim file** with all documents

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■ **Within 8–24 hours**

- ☐ **Root cause analysis** — ask "Why?" five times
- ☐ **Identify contributing factors** (training, equipment, environment)
- ☐ **Assign corrective actions** with owners and deadlines
- ☐ **Communicate lessons learned** to team
- ☐ **Schedule 30-day follow-up** review

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■ **Ongoing**

- ☐ **Check in personally** — express genuine concern
- ☐ **Assign single point of contact** for claims process
- ☐ **Provide written info** on claims process and rights
- ☐ **Discuss return-to-work plan** and transitional duty
- ☐ **Document every communication** about the injury

✓ DO	✗ DON'T
• Act with urgency and empathy	• Delay reporting to save money
• Document times of all actions	• Assign blame or coach statements
• Report to broker within hours	• Move/clean scene before documenting
• Offer modified duty immediately	• Ignore "minor" injuries
• Preserve all evidence	• Promise specific claim outcomes

REMEMBER: Filing within 24 hours saves $2,000–$4,000 per claim. Employees who feel cared for are 50% less likely to hire an attorney.