



## WORKFORCE **INCIDENT** PROCEDURES

- **WORKFORCE employees must notify their supervisor and/or team lead immediately.**
- **Supervisor/team lead then calls a WORKFORCE representative to authorize treatment.**
  - **For normal business hours: Monday through Friday from 8 am to 5 pm, please call 616-396-3700 and press 2 for the Grand Rapids office or email [Grandrapids@teamworkforce.com](mailto:Grandrapids@teamworkforce.com).**
  - **After 5 pm, please call Workforce after hours at 616-546-1692 or email Jeffrey Perez at [jeff@teamworkforce.com](mailto:jeff@teamworkforce.com).**
- **FOR EMERGENCIES: CALL 911 FOR ALL SERIOUS/LIFE THREATENING INJURIES. Employees to go to nearest hospital near them.**
- **FOR NON-EMERGENCIES: If a WORKFORCE employee has a non-emergency incident (muscle strain, contusion, minor cuts/bruises) after hours (3<sup>rd</sup> shift), please send WORKFORCE employee home with instructions to contact WORKFORCE in the morning.**

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Please follow the steps for a WORKFORCE employee incident:

1. If employee's incident requires medical treatment outside of first aid, Client to call WORKFORCE for notification purposes.
2. If employee's incident requires medical treatment, he or she needs to be referred to a medical provider designated by WORKFORCE's third-party Claims Administrator. Medical Provider:

**Concentra Urgent Care – Open 7 am – 7 pm**

**436 44<sup>th</sup> Street SE**

**Suite A**

**Grand Rapids, MI 49548**

**616-531-9750**

3. Transporting the employee to a medical provider is suggested in the following order:
  - If capable and willing, employee to self-transport.
  - Call Calder City Taxi Cab @ **(616) 454-8080**. (*WORKFORCE will be billed directly if this method is used*).
  - Have a WORKFORCE representative transport the employee.
  - Have the employee transported by ambulance (Emergencies only).
4. The client must report the incident and submit information (i.e., report, pictures) to WORKFORCE within 24 hours of incident to Jeff Perez.