



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 1 for the Holland office or email Holland@teamworkforce.com.**
 - **After 5 pm, please call WORKFORCE after hours at 616-546-1692 or email jeff@teamworkforce.com.**
 - **FOR EMERGENCIES: CALL 911 FOR ALL SERIOUS/LIFE THREATENING INJURIES. Employees to go to Holland Hospital.**
 - **FOR NON-EMERGENCIES: If a WORKFORCE employee has a non-emergency incident (muscle strain, contusion, minor cuts/bruises) after hours (3rd 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 Providers:

Holland Medi Center – Open 7am to 6 pm

**335 120th Ave.
Holland, MI 49423
(616) 392-5222**

OR

Med 1 – Open 7 am to 12 am

**383 Garden Ave
Holland, MI 49424
(616) 494-8271**

3. Transporting the employee to a medical provider is suggested in the following order:
 - If capable and willing, employee to self-transport.
 - Call Daniel @ Taxi Mex - **(616) 594-6428 available 24/7**. (*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.