



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 3 for the Norton Shores office or email muskegonworkforce@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 hospital near them.**
- **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.**

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:

Mercy Health - Muskegon - Open - 7:00 am to 5:00 pm

**1675 Leahy St - #103
Muskegon, MI 49442
231-728-4915**

OR

Workplace Health - Grand Haven - Open - 7:30 am to 5:00 pm

**923 Beechtree St
Grand Haven, MI 49417
616-847-6233**

3. Transporting the employee to a medical provider is suggested in the following order:
 - If capable and willing, employee to self-transport.
 - Port City Taxi Cab @ **231-739-7161** or Daniel @ Taxi Mex - 616 - **594-6428 (Taxi Mex 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.