**Sample Supervisor Best Practices**

*These are the things we want our Supervisors to do:*

* Describe the relative cost of workers’ compensation and the importance of this program to the company.
* Describe how to accompany the employee to the medical department.
* Describe what to ask during the **Post Injury Employee Interview**.
* Describe what to say during the **First Day Phone Call**.
* Answer simple questions about the Workers’ Compensation process for the employee as they walk to medical department. (This will put employee at ease.)
* Describe which questions are deferred to medical department.
* Describe what information the employee will receive at medical department.
* Discuss the post injury process with the employee in general terms so that s/he can determine what to expect.
* S/he will receive an information packet at medical department.
* Medical department will answer any questions the employee has.
* S/he will receive excellent medical care, etc.
* Employee will return to work as soon as medically able.
* Explain the purpose of transitional duty to respond to objections by other employees.
* Provide assistance to medical department in structuring transitional duty jobs.
* Monitor employee’s activities during transitional duty to ensure s/he is not exceeding limitations.
* Accurately document communications with the employee.