

>> S. ROSEN: GOOD DAY AND WELCOME TO SUPERVISORS GUIDE TO WORKERS' COMPENSATION FACT AND FICTION. I'M STEVE ROSEN. I'M THE WORKERS' COMPENSATION PROGRAM MANAGER FOR THE NATIONAL PARK SERVICE, AND I'M HERE WITH CO-INSTRUCTOR KARLYN PAYTON, EXTRAORDINAIRE WHO IS WITH THE UNITED STATES PARK POLICE. AS AN EMPLOYEE RELATIONS SPECIALIST. AND KARLYN WAS PREVIOUSLY WITH THE NATIONAL CAPITOL REGION AND WITH THE NORTHEAST REGION AS A WORKERS' COMPENSATION PROGRAM MANAGER, AND HAS OVER 20 YEARS OF WORKERS' COMPENSATION EXPERIENCE. SO WE'RE REALLY FORTUNATE TO HAVE HER WITH US, AND SHE REALLY CAN SHARE WITH US SOME OF THE BEST PRACTICES OF DOING WORKERS' COMPENSATION, AND ALSO IN A LITTLE WHILE WE'RE ALSO GOING TO HEAR FROM MICHAEL MAY, WHO IS THE NPS OCCUPATIONAL HEALTH AND SAFETY OFFICER. WE ARE COSPONSORING THIS TRAINING WITH THE FISH & WILDLIFE SERVICE AND WE ARE REALLY, REALLY FORTUNATE TO BE HERE AT THE NATIONAL CONSERVATION TRAINING CENTER. WE ALSO KNOW WE HAVE SOME FOLKS OUT THERE FROM RECLAMATION AND BLM WHO WILL BE SEEING THIS COURSE ON MAY 12th WHEN WE RESHOW IT. THEY COULDN'T BE HERE WITH US TODAY. THEY HAD SOME SCHEDULING CONFLICTS. SO THEY WILL WATCH IT THEN. REGARDLESS OF WHICH AGENCY YOU WORK FOR, WHETHER IT'S BLM, RECLAMATION, FISH AND WILDLIFE, WE HAVE DIFFERENT STRUCTURES IN HOW OUR PROGRAMS ARE SET UP, HOWEVER, THE PRINCIPLES OF WORKERS' COMPENSATION AND MANAGING THOSE CASES IS REALLY THE SAME. AND YOU, AS A SUPERVISOR, IT DOESN'T REALLY MAKE A DIFFERENCE. WHAT WE CARE ABOUT IS HAVING A SAFE WORK ENVIRONMENT AND ALSO UNFORTUNATELY, IF ONE OF YOUR EMPLOYEES GETS INJURED, HOW CAN YOU SUPPORT THEM? HOW CAN YOU HELP THEM? WE WILL BE TALKING ABOUT THOSE THINGS TODAY. WE REALLY APPRECIATE YOU TAKING YOUR TIME FROM YOUR WORK. WE KNOW, ESPECIALLY IN THE PARKS, THAT YOU ARE GETTING READY TO GEAR UP FOR A NEW SEASON AND WITH THE REFUSE. AND TAKING THREE HOURS AWAY FROM YOUR DAY IS REALLY A LOT. WE REALLY APPRECIATE YOU DOING THAT. WE ARE TRYING TO DO EVERYTHING WE CAN TO MAKE IT WORTH WHILE FOR YOU. WE ALSO HOPE YOU FIND IT WORTH WHILE. WE BELIEVE THAT THE JOB OF THE SUPERVISOR IS THE MOST DIFFICULT JOB THAT EXISTS OUT THERE. YOU HAVE SPENT PROBABLY 5, 10, MAYBE 20 YEARS BECOMING A TECHNICAL EXPERT, AND HOW DO YOU GET REWARDED? THEY MAKE YOU A SUPERVISOR AND DON'T GIVE YOU A LOT OF THE TRAINING THAT YOU NEED TO BE A SUPERVISOR. SO WE WILL TOUCH ON SOME THINGS WE HOPE WILL HELP YOU IN WORKING WITH YOUR EMPLOYEES TO ENCOURAGE GOOD SAFETY PRACTICES AND BE A RESOURCE FOR THEM FOR WORKERS' COMPENSATION. H. R. IS THERE TO HELP YOU, AND WE FEEL THAT WORKERS' COMPENSATION IS THAT BRIDGE BETWEEN

HUMAN RESOURCES AND SAFETY. AND IF YOU ASK THE H. R. PERSON, YOU KNOW, WHAT ONE OF THEIR MAJOR CHALLENGES ARE WHEN WORKING WITH SUPERVISORS AND TRYING TO DO THEIR JOB, OFTENTIMES, SUPERVISORS UNFORTUNATELY BELIEVE THEY SHOULDN'T KNOW HOW TO DO A LOT OF THINGS AND THERE'S NOTHING TO REALLY DISPROVE THAT. OFTENTIMES THE SUPERVISORS MAY GO DOWN THE PATH, THE DIRECTION WHICH WHEN IT FINALLY DOES GO TO H. R., THEY HAVE TO KIND OF BACKTRACK IT AND CAN MAKE THINGS MORE DIFFICULT. WE REALLY HOPE WHEN YOU FINISH OUR CLASS TODAY YOU SEE THAT HUMAN RESOURCES REALLY IS YOUR FRIEND AND ENCOURAGE YOU TO GO TO THEM AND WORK WITH THEM. WE WANT TO TRY TO CREATE A CULTURE OF SAFETY, STRIVING FOR EXCELLENCE AND NOT JUST COMPLIANCE. AND YOU WILL HEAR US SAY A NUMBER OF TIMES THAT REALLY WE FEEL THE MOST IMPORTANT JOB THAT A SUPERVISOR HAS IS TO SEND THEIR EMPLOYEES HOME AT LEAST AS HEALTHY AS WHEN THEY CAME TO WORK IN THE MORNING. WE HAVE THE BEST WORKERS' COMPENSATION PROGRAM, PROBABLY IN THE WORLD. WE GET ACTUAL SALARY REPLACEMENT, AND IT CAN GO AWAY AS FAST AS WE GOT THAT. WE REALLY NEED TO PROACTIVELY MANAGE THIS PROGRAM AND WE'RE GOING TO TRY TO HELP YOU, GIVE YOU SOME TIPS AND KARLYN IS GOING TO SHOW, REALLY, SOME OF THE BEST PRACTICES THAT YOU CAN DO IN ORDER TO MAKE THAT HAPPEN. NOW, A NUMBER OF YOU HAVE HEARD OF THE SHARE INITIATIVE, WHICH IS THE SAFETY, HEALTH, AND RETURN TO WORK PROGRAM. EACH YEAR THE DEPARTMENT OF LABOR REPORTS TO THE WHITE HOUSE ON HOW ALL OF THE DIFFERENT GOVERNMENT AGENCIES ARE DOING IN REGARDS TO SAFETY AND TO WORKERS' COMPENSATION. AND THIS INITIATIVE REQUIRES A 3% REDUCTION IN TOTAL CASE RATE. ALSO A 3% REDUCTION IN LOST TIME CASE RATE, A 5% IMPROVEMENT IN TIMELINESS AND 1% REDUCTION IN LOST PRODUCTION DAYS. NOW THESE LAST TWO DIRECTLY IMPACT ON WORKERS' COMPENSATION AND THAT'S WHAT WE DO. I ALMOST SAID "REHABILITATION" REALLY BECAUSE THE WAY YOU REDUCE THE LOST PRODUCTION DAYS IS GETTING PEOPLE BACK TO WORK AS SOON AS POSSIBLE. WE WILL TALK MORE ABOUT THAT LATER. WE HAVE A FULL CLASS TODAY. THAT'S GREAT. WELL, EACH OF YOU WHEN YOU CAME INTO THE CLASSROOM TODAY SHOULD HAVE BEEN HANDED A PARTICIPANT GUIDE. AND THIS PARTICIPANT GUY IS ACTUALLY YOUR WORKBOOK THAT YOU FOLLOW ALONG IN THE COURSE THAT WE HAVE TODAY. AND IF YOU LOOK AT THE BOTTOM RIGHT-HAND CORNER OF THE SCREEN RIGHT NOW, YOU WILL SEE A LITTLE PIECE OF PAPER WITH A PAGE NUMBER. WHAT YOU WANT TO DO IS AS WE'RE GOING THROUGH OUR CLASS TODAY IS TO TURN TO THAT PAGE IN YOUR PARTICIPANT GUIDE. AND YOU WILL FIND ADDITIONAL INFORMATION THAT WILL ALSO HELP YOU TO FOLLOW ALONG WITH OUR COURSE AND ALSO THIS GUIDE, WE HOPE YOU WILL ALSO FIND IT AS A REFERENCE MANUAL, THAT YOU WILL BE ABLE TO TAKE WITH YOU AFTER OUR COURSE TODAY AND THERE ARE SAMPLE LETTERS AND CHECK

LISTS AND ALL TYPES OF TOOLS THAT WE THINK WILL HELP YOU AND THAT YOU WILL KEEP NEARBY IN CASE THAT YOU NEED TO REFER TO IT. NOW, IF FOR SOME REASON YOU DID NOT RECEIVE A PARTICIPANT GUIDE. WHEN WE TAKE OUR FIRST BREAK OR PERHAPS SOMEBODY WILL STOP IN, YOU CAN HAVE THEM GO TO THE WEB SITE WHERE IT CAN BE DOWNLOADED AND GIVEN TO YOU, IF NOT AT THE END OF OUR COURSE. AND THAT WOULD BE AT NPS.GOV/TRAINING/TEL. BECAUSE, AGAIN, WE HAVE A LOT OF RESOURCES HERE AND IT WILL ALSO HELP YOU THROUGH OUR CLASS TODAY. WELL, RIGHT NOW I WOULD LIKE YOU TO TURN TO PAGE 3 OF YOUR PARTICIPANT GUIDE AND WE'RE JUST GOING TO BRIEFLY GO OVER SOME OF THE OBJECTIVES THAT WE HAVE TODAY IN OUR CLASS. I DON'T WANT TO READ THEM ALL TO YOU. YOU HAVE THEM IN FRONT OF YOU. WE WILL BE TALKING ABOUT THE PURPOSE OF FECA, WHICH IS THE FEDERAL EMPLOYEES COMPENSATION ACT. WHAT IS IT THERE FOR? AND WHAT ARE OUR RESPONSIBILITIES UNDER THE FECA ACT? WE WILL EXPLAIN THE RESPONSIBILITIES OF EMPLOYEE, YOU THE SUPERVISORS AND THE WORKERS' COMPENSATION COORDINATOR AND FILING CLAIMS AND THE OBLIGATIONS THEY HAVE UNDER THE FECA ACT. WE WILL DEMONSTRATE HOW TO FILE CLAIMS ELECTRONICALLY IN THE SMIS SYSTEM, THE SAFETY MANAGEMENT INFORMATION SYSTEM, WE WILL BE TALKING ABOUT A LOT MORE LATER ON WHEN WE TALK ABOUT THE SUPPLEMENTAL SAFETY INCIDENT REPORT AND HOW IMPORTANT THIS IS IN REALLY IDENTIFYING SAFETY PROBLEMS THAT WE HAVE AND WE'LL TARGET OUR RESOURCES. AND WE'RE GOING TO HAVE THE OPPORTUNITY HERE FROM MICHAEL MAY TO EXPLAIN THAT TO US AND HOPEFULLY ANSWER -- YOU KNOW, BE ABLE TO ANSWER ALL THE QUESTIONS THAT YOU HAVE. IF NOT, WE WILL HAVE A WAY FOR YOU TO ASK THOSE QUESTIONS. WE WILL ALSO IDENTIFY THE PERSONNEL THAT ARE AVAILABLE TO HELP YOU, THAT YOU ARE NOT ALONE. AND, AGAIN, WE WILL BE ENCOURAGING YOU TO REALLY REACH OUT TO THOSE RESOURCES TO HELP YOU THROUGH THE MAZE OF WORKERS' COMPENSATION, IF YOU NEED TO USE THAT. RIGHT NOW, WHAT WE'D LIKE YOU TO DO IS JUST TO TAKE A FEW MOMENTS AND THINK ABOUT SOME OF THE DIRECT AND INDIRECT COSTS ASSOCIATED WHEN YOU -- WHEN YOU HAVE A WORK PLACE INJURY. SOME OF THE DIRECT COSTS MAY BE MORE OBVIOUS AND IT MAY BE A LITTLE BIT MORE CHALLENGING TO COME UP WITH SOME OF THE INDIRECT COSTS. WE'D LIKE YOU TO TAKE ABOUT FIVE MINUTES AND DISCUSS THOSE AT YOUR SITES AND CLASSROOM AND THEN WHEN WE COME BACK, I WILL ASK MAYBE A FEW OF YOU TO SHARE SOME OF THOSE DIRECT AND INDIRECT COSTS WITH US.

>> S. Rosen: SO RIGHT NOW I WOULD LIKE TO ASK ANN AT DAYTON AVIATION TO HELP US AND SHARE, PERHAPS, SOME OF THE DIRECT AND INDIRECT COSTS THAT A WORK PLACE INJURY MAY RESULT IN.

>> Participant: THIS IS JULIA AT DAYTON AVIATION.

>> S. Rosen: JULIA, THANK YOU SO MUCH!

>> Participant: ANN CAN'T BE WITH US.

>> S. Rosen: WE'RE SURE YOU WILL ALSO ON EVERYTHING YOU LEARN TODAY ON TO ANN. CAN YOU SHARE WITH US SOME OF THE DIRECT AND INDIRECT COSTS THAT RESULT FROM A WORK PLACE INJURY?

>> Participant: YEAH, THE LOST EMPLOYEE, MAYBE SOMEONE ACCOMMODATING OR GOING WITH THEM TO EMERGENCY FACILITIES, CELL PHONE CALLS, COSTS FOR ACCOMMODATIONS FOR ANY KIND OF PERMANENT DISABILITY.

>> S. Rosen: THAT'S RIGHT. YOU KNOW, DIRECT COSTS WOULD BE ACTUALLY, YOU KNOW, COMPENSATION COSTS THAT PEOPLE HAVE, THAT RESULT FROM THE INJURIES AND THE WORKERS' COMPENSATION COSTS AND THOSE MEDICAL BILLS. THOSE ARE THE DIRECT COSTS. AND ALSO, YOU KNOW, AS YOU MENTIONED, I THINK, I HEARD YOU SAY ABOUT GOING, YOU KNOW, TO THE HOSPITAL, THAT THAT'S ACTUALLY, YOU KNOW, PERHAPS AN INDIRECT COST. IT TAKES PEOPLE AWAY FROM DOING THEIR JOB BECAUSE THEY HAVE TO, YOU KNOW, CARE FOR THEIR COLLEAGUE AND THEIR EMPLOYEE. SO THANK YOU. THAT WAS VERY HELPFUL.

>> Participant: THANK YOU.

>> S. Rosen: SO I WOULD LIKE TO ASK IF THERE'S SOMEONE FROM SALEM MARITIME, WHAT DIRECT AND INDIRECT COSTS DID YOU FIND?

>> Participant: STEVE, THIS IS SALEM MARITIME. MY NAME IS JOE AND I WORK IN THE ADMINISTRATION END OF IT. I ONLY STARTED HERE RECENTLY, SO I CAN'T REALLY REFLECT TOO MUCH KNOWLEDGE WITH REGARD TO THAT, BUT I APPRECIATE YOU ASKING. [LAUGHTER]

>> S. Rosen: WELL, YOU JUST STARTED THERE AND WE HOPE THAT WHAT YOU LEARN HERE TODAY WILL HELP TO MAKE YOU ONE OF THE KNOWLEDGEABLE FOLKS THERE.

>> Participant: THANK YOU.

>> S. Rosen: IS THERE SOMEONE THERE FROM FOSSIL BEDS WHO CAN HELP US? JOHN, ARE YOU WITH US?

>> Participant: THIS IS SHIRLEY FROM JOHN DAY FOSSIL BEDS.

>> S. Rosen: SHIRLEY, AND WHAT INDIRECT AND DIRECT COSTS DID YOU COME UP WITH THERE?

>> Participant: MY DIRECT COSTS WERE SIMILAR TO THE OTHER PERSON, ANYTHING TO DO OR ASSOCIATED WITH THE MEDICAL TREATMENT OF THE INJURED EMPLOYEE. AND FOR INDIRECT COSTS, I HAD FROM THE SUPERVISOR' S STANDPOINT, JUST THE TIME THAT IT TAKES TO COMPLETE AND PROCESS ALL THE FORMS.

>> S. Rosen: THAT' S A VERY GOOD ONE AND WE' LL TALK MORE ABOUT THAT LATER, BUT, YOU KNOW, IT TAKES TIME TO GO INTO THE SMIS SYSTEM, COMPLETE THAT SECTION OF THE CA- 1 OR THE CA- 2. AND ALSO, YOU KNOW, BE TRACKING MEDICAL. THERE' S A LOT OF THINGS THAT YOU HAVE TO DO WHEN YOU HAVE AN INJURY. SO IT' S CERTAINLY A LOT EASIER TO PREVENT THEM ALSO ANOTHER ONE IS THE MORALE THAT IT ACTUALLY HAS ON THE OTHER FOLKS ON THE TEAM YOU KNOW, THEY ARE MISSING ONE OF THEIR COWORKERS AND OFTENTIMES IT RESULTS IN MORE WORK FOR THEM TO DO. SO IT REALLY DOES HAVE A LOT OF IMPACT. ANOTHER ONE, WHICH A LOT OF TIMES THAT WE REALLY DON' T THINK ABOUT IS THE EFFECT THAT IT HAS ON AN INJURED WORKER' S FAMILY. OFTENTIMES IT' S LIKE DROPPING A PEBBLE INTO A LAKE AND IT RIPPLES OUT. WE ACTUALLY FIND THAT THE DIVORCE RATE -- AND RESEARCH BEARS THIS OUT, THAT THE DIVORCE RATE IS SIGNIFICANTLY HIGHER WHEN YOU HAVE AN INJURED EMPLOYEE IN THE HOUSEHOLD, AND IT' S ACTUALLY ONE OF THE HIGHEST SUBGROUPS WHEN WE EVALUATE, YOU KNOW, DIVORCES. SO IT REALLY DOES MAKE A DIFFERENCE AND WHAT WE WANT TO DO IS NOT ONLY, YOU KNOW, MANAGE OUR CASES ONCE THERE IS AN INJURY BUT TAKE THE STEPS THAT ARE REQUIRED TO PREVENT THEM FROM HAPPENING TO BEGIN WITH. WE ACTUALLY DID A SMALL STUDY AT YELLOWSTONE SEVERAL YEARS AGO, AND WHAT WE FOUND WAS THAT FOR EVERY DOLLAR IN DIRECT COSTS, THERE WERE \$8 IN INDIRECT COSTS. AND WHEN YOU LOOK AT THE PARK SERVICE AS A WHOLE, BECAUSE THIS IS WHERE WE HAVE THE DATA FROM, WE HAVE APPROXIMATELY \$20 MILLION IN ANNUAL WORKERS' COMPENSATION COSTS. YES, YOU HEARD RIGHT. \$20 MILLION. AND IF YOU LOOK AT THE RESULTS OF INDIRECT COSTS, THAT WOULD BE ABOUT \$160 MILLION. SO, YOU KNOW, IT IS REALLY SIGNIFICANT. WHEN YOU LOOK AT THE COSTS, JUST FROM ONE EMPLOYEE WHO GETS INJURED, YOU WILL FIND THAT, YOU KNOW, THE PROJECTED LIFETIME COSTS ARE EXTREMELY HIGH IF WE DON' T FIND SOME WAY TO BRING THAT PERSON BACK TO WORK. NEXT SLIDE. THAT FOR A PERSON WHO IS EARNING, SAY, \$40, 000 A YEAR AND THEY ARE 40 YEARS OLD WHEN THEY GET INJURED, IF WE DON' T FIND SOME WAY TO BRING THEM BACK TO WORK, REDUCE THEIR WORKERS' COMPENSATION, THAT THE LIFETIME COSTS WOULD BE APPROXIMATELY \$1. 75 MILLION. AND YOU CAN ALSO SEE FOR PEOPLE' S SALARIES WHEN THEY ARE DIFFERENT, WHAT THEY

WOULD BE. SO, AGAIN ONE OF THE THINGS YOU WILL BE HEARING FROM US, WE WILL TALK HOW IMPORTANT IT IS TO BRING PEOPLE BACK TO WORK. NOW, WE TALKED A LITTLE BIT ABOUT THE SHARE GOALS AND ONE OF THOSE ARE LOST PRODUCTION DAYS. AND THE WAY THAT WE BRING -- THE WAY THAT WE CAN RETRACT THAT AND WHAT WE WANT TO DO IS TRY TO REDUCE IT. WE FOUND THAT IN YOUR PARTICIPANT GUIDE THERE'S AN ERROR FROM THE PARK SERVICE FOR THE YEAR-END 2008 NUMBERS. THAT SHOULD ACTUALLY BE 96.3% WHICH IS CORRECT ON THE SCREEN. NOT AS GOOD AS THAT 85 THAT'S IN THE PARTICIPANT GUIDE. YOU MAY WANT TO CHECK THAT IF YOU ARE TRYING TO CONVINCING SOMEBODY OF WHERE WE ARE. THEY CHANGED THE BASELINE ON US IN 2006, BECAUSE WE WERE PROGRESSING AND THEY CHANGED THE BASELINE. IN ORDER TO MEET THE TARGET, WE HAVE TO DO A LITTLE BETTER. BUT ACTUALLY BACK IN 2003, OUR LOST PRODUCTION DAYS PER 100 EMPLOYEES WAS 131 IN 2003. SO YOU CAN SEE THAT WE CERTAINLY MADE PROGRESS BUT NOT THE PROGRESS THAT WE CAN MAKE, THAT, YOU KNOW, WE WOULD ALL LIKE TO BE DOING AS WELL AS THE USGS WITH ONLY 15.2. EXCUSE ME. BUT YOU CAN SEE THAT FISH IS RIGHT AT ABOUT 55 -- I'M SORRY, 27.4. RECLAMATION IS AT 55, AND BUREAU OF INDIAN AFFAIRS IS AT 64. SO, YOU KNOW, WE ARE ACTUALLY DOING PRETTY WELL WITH TIMELINESS. WE WILL TALK ABOUT THAT LATER. THE FACT IS WE CAN DO A LITTLE BIT BETTER HERE. WE WANT TO BRING PEOPLE BACK TO WORK AS SOON AS POSSIBLE, AND THIS WILL -- AND THIS WILL REDUCE, YOU KNOW, OUR LOST PRODUCTION DAYS. AND WE'VE TALKED ABOUT SOME OF THE -- YOU KNOW, ALL THE COSTS, INDIRECT AND COST THAT ARE ASSOCIATED WITH THAT. YOU AS A SUPERVISOR CAN REALLY MAKE A DIFFERENCE, THAT ALL THE RESEARCH SHOWS THAT MANAGEMENT, LEADERSHIP AND SUPPORT FOR ESTABLISHING CONTROLS AND BRINGING PEOPLE BACK -- WORKERS' COMP, BRINGING PEOPLE BACK TO WORK DOES MAKE A BIG DIFFERENCE. IT IMPACTS THOSE COSTS. AND THE MORE INFORMED, YOU THE SUPERVISOR IS, AND BY ATTENDING THIS CLASS TODAY CAN REALLY MAKE A DIFFERENCE IN THE EMPLOYEE COMING BACK TO WORK, THAT THE CHANCES OF A PERSON COMING BACK TO WORK AFTER ONE YEAR IS REDUCED BY 50%. AND THE SOONER THEY COME BACK TO WORK, THE GREATER THE PROBABILITY IS THAT THEY WILL COME BACK TO WORK AT ALL. SO WE REALLY WANT TO FOCUS ON BRINGING PEOPLE BACK TO WORK AS SOON AS POSSIBLE. A SURVEY WAS DONE TO DETERMINE, YOU KNOW WHEN PEOPLE CAME BACK TO WORK, WHAT MADE A DIFFERENCE? WHAT REALLY GOT THEM BACK TO WORK? AND IT WAS FOUND THAT A CONNECTION WITH MAYBE -- OFTENTIMES JUST ONE PERSON AT WORK, WHO STAYED IN CONTACT WITH THEM, LET THEM KNOW THAT THEY WERE VALUED, THAT THEY WERE MISSED, WAS THE MOST IMPORTANT THING THAT MADE THEM STILL FEEL CONNECTED TO THE WORK PLACE AND THAT'S CALLED OCCUPATIONAL BONDING AND HOW IMPORTANT THAT IS. IN THE PARK SERVICE, ESPECIALLY AND OTHER BUREAUS THAT OTHER PEOPLE

CHOOSE TO COME AND WORK FOR OUR AGENCIES BECAUSE THEY REALLY DO BELIEVE IN THE MISSIONS CONNECTED TO OUR ORGANIZATIONS AND WE WANT TO REINFORCE THAT AND LET THEM KNOW HOW VALUED THAT THEY REALLY ARE. YOU WILL HEAR SAID A NUMBER OF TIMES HERE TODAY THAT PEOPLE DON'T GET WELL TO RETURN TO WORK. THEY RETURN TO WORK TO GET WELL. WE WANT TO BRING PEOPLE BACK AS SOON AS POSSIBLE. YOU, AS A SUPERVISOR, AN EMPLOYEE GETS INJURED, YOU WANT TO CALL THEM AT HOME. NOT TO HARASS THEM ABOUT COMING BACK TO WORK, OR WHY DID THEY DO THAT TO GET INJURED BUT TO REALLY SHOW THAT THEY CARE AND TO SEE HOW THEY ARE DOING AND IF THEY NEED ANYTHING. IF THEY HAVE BEEN HOSPITALIZED, AND IF IT'S PRACTICAL, YOU WANT TO VISIT THEM AND IF YOU CAN BRING THEM PERHAPS SOME OF THE REST OF THE TEAM TO VISIT THE PERSON. THAT LETS THE PERSON KNOW THAT THEY ARE BEING VALUED. AT THE SAME TIME, IT'S IMPORTANT TO, YOU KNOW, ENFORCE SAFETY RULES. THAT, YOU KNOW, MANY OF YOU SUPERVISORS HAVE COME FROM THOSE LOW RANKS AND THE PEOPLE YOU ARE SUPERVISING NOW WERE YOUR COWORKERS AND PART OF THE TEAM. AND TO APPROACH THOSE PEOPLE WHEN YOU SEE THEM DOING UNSAFE PRACTICES CAN BE A REAL DIFFICULT THING TO DO, AND SOMETIMES WE FIND SUPERVISORS EVEN IGNORE IT. SO WHAT WE WOULD ENCOURAGE YOU TO DO IS, YOU SEE SOMEONE COMMITTING AN UNSAFE ACT IS TO APPROACH THEM AND LET THEM KNOW THAT YOU ARE NOT WEARING EYE PROTECTION AND YOU NEED TO DO THAT. AND YOU WOULD THEN, YOU KNOW, WATCH THEM AND PERHAPS A WEEK LATER THEY ARE NOT DOING IT AGAIN. AND YOU REALLY NEED TO PUT SOMETHING IN WRITING. AND OFTENTIMES SUPERVISORS, YOU KNOW, ARE UNCOMFORTABLE APPROACHING THE EMPLOYEE AND THEY PUT IT IN WRITING. THE WAY THEY APPROACH THEIR EMPLOYEE IT'S DEFENSIVELY THAT THE EMPLOYEE REACTS IN ANGER. ANOTHER WAY TO APPROACH THE PERSON WOULD BE TO HAVE THAT SAME EXACT LETTER BUT SAY TO THEM, I TALKED TO YOU ABOUT THIS LAST WEEK. YOU ARE NOT WEARING EYE PROTECTION OR SOMETHING ELSE, AND SAY TO THEM, LOOK, I CARE ABOUT YOU. THIS IS IMPORTANT TO ME. I DON'T WANT TO SEE YOU GET HURT. I DON'T WANT TO HAVE TO CALL YOUR SPOUSE AND SAY YOU HAVE LOST AN EYE OR EVEN WORSE THAN THAT, CALL THEM AND TELL THEM THAT YOU ARE DEAD AND YOU ARE DOING THIS BECAUSE YOU CARE AND WE NEED YOU AS PART OF THE TEAM AND IN SIX MONTHS, IT DOESN'T HAPPEN AGAIN, THIS WILL GET, YOU KNOW, RIPPED UP. THIS SHOWS THE EMPLOYEE THAT YOU DO CARE AND THAT'S WHY YOU ARE APPROACHING THEM YOU HAVE ALSO DOCUMENTED THE FACT THAT THE PERSON WASN'T FOLLOWING SAFETY AND THEY HAVE GONE ON NOTICE AND YOU HAVE THAT DOCUMENTED. BUT THE IMPORTANT THING IS WHAT YOU WANT TO IT DO IS CHANGE THEIR BEHAVIOR AND LET THEM KNOW THAT FOLLOWING THE SAFETY PRACTICES IS THERE FOR A REASON AND IT'S VERY IMPORTANT TO YOU. NOW, I WANT YOU TO REMEMBER AGAIN THAT YOU ARE NOT ALONE AND THERE ARE RESOURCES OUT THERE FOR

YOU. AND, AGAIN, THERE ARE DIFFERENT STRUCTURES ACROSS ALL OF OUR DIFFERENT BUREAUS. THAT'S OUR STRENGTH AND IT'S ALSO MAYBE ONE OF OUR GREATEST CHALLENGES. IN PARK SERVICE, YOU HAVE A WORKERS' COMPENSATION COORDINATOR, WHO ARE THERE LOCALLY TO HELP YOU. AND WE HAVE REGIONAL WORKERS' COMP MANAGERS AND WE ALSO HAVE ONLINE RESOURCES THAT CAN HELP YOU AND GIVE YOU SOME OTHER THINGS THAT YOU CAN GO TO AND VIEW WHEN YOU HAVE MORE TIME OR WHEN YOU NEED TO. SO RIGHT NOW, WHAT WE'LL DO IS LOOK AT EACH ONE OF THESE AND HOW THEY CAN HELP YOU. NOW, IN THE PARK SERVICE YOU HAVE THE WORKERS' COMPENSATION COORDINATOR AND THIS IS A LIAISON BETWEEN YOU, THE SUPERVISOR, THE EMPLOYEE, AND OWCP. THIS IS A PERSON WHEN YOU HAVE SOMEONE WHO HAS BEEN INJURED THAT YOU WANT TO CONSULT WITH AND CAN HELP YOU. THIS PERSON ALSO COUNSELS THE EMPLOYEES ON ALL WORKERS' COMPENSATION ISSUES. THEY CAN HELP THEM AND ASSIST THEM TO FILE THEIR CLAIMS. THEY ARE THE ONE WHO ACTUALLY FINALIZES THE CA-1 OR THE CA-2 AND TRANSMITS IT TO OWCP. IN COLLABORATION WITH YOU, THE SUPERVISOR, THEY WILL BE OVERSEEING THE CASE AND GETTING UPDATED MEDICAL AND HELPING YOU GET THAT PERSON BACK TO WORK AS SOON AS POSSIBLE. AND THEY ALSO WORK CLOSELY WITH THEIR REGIONAL WORKERS' COMPENSATION PROGRAM MANAGER, WHO WE WILL TALK ABOUT RIGHT NOW. THEY ARE THE SECOND PLAYER IN YOUR RESOURCES THAT YOU CAN GO TO. THIS PERSON PROVIDES REGIONAL ADVICE AND ASSISTANCE TO THE COORDINATOR AND TO YOU. THEY ALSO CAN INTERPRET, YOU KNOW, THE FECA, THE FEDERAL EMPLOYEES COMPENSATION ACT POLICIES AND, AGAIN, DIRECT YOU THROUGH THE MAZE OF WORKERS' COMPENSATION AND HELP TO USE YOUR TIME EFFICIENTLY. AND ADVISE YOU OF WHAT SHOULD BE DONE AND WHAT CAN BE DONE AND HELP YOU CLARIFY WORK RESTRICTIONS ALL OF THOSE DIFFERENT TYPES OF THINGS. AND THEY ARE ALSO GOING TO BE REVIEWING ALL THE REPORTS AND THE EFFECTIVENESS OF, YOU KNOW, THE CASE MANAGEMENT. THEY ARE ALSO GOING TO BE THE POINT OF CONTACT FOR ANY -- INITIATING ANY FRAUD AND ABUSE INVESTIGATIONS THAT WE DO. WE WILL BE TALKING A LITTLE BIT MORE ABOUT THAT LATER ON. NOW, IN THE PARK SERVICE, WE HAVE YOUR REGIONAL WORKERS' COMPENSATION MANAGERS LISTED, AND IF YOU LOOK AT PAGE 5 OF YOUR PARTICIPANT GUIDE, YOU ARE GOING TO SEE A LIST OF WHO THOSE FOLKS ARE. AND THERE'S ALSO REGIONAL POINTS OF CONTACT. EACH ONE OF THESE PEOPLE THAT ARE LISTED ON THE SCREEN ARE -- HAVE MULTI REGIONAL RESPONSIBILITIES. AND IN MANY OF OUR REGIONS, THERE'S ANOTHER LEVEL THERE THAT CAN BE GONE TO BEFORE THEM THAT CAN HELP AND YOUR REGIONAL COMPENSATION -- I'M SORRY, YOUR WORKERS' COMP COORDINATORS HAVE DIRECT ACCESS TO THEM AND CAN GO TO THEM. IF FOR SOME REASON YOUR COORDINATOR MAY BE ON LEAVE OR SOMETHING, OR A PROBLEM COMES UP OR YOU CAN'T HAVE ACCESS TO YOUR COORDINATOR THEN YOU CAN

ALSO GO DIRECTLY TO THE REGIONAL WORKERS' COMPENSATION PROGRAM MANAGER. NOW, IF YOU WORK FOR FISH & WILDLIFE SERVICE, IF YOU LOOK ON PAGE 6 OF YOUR PARTICIPANT GUIDE, YOU WILL SEE YOUR REGIONAL POINTS OF CONTACT THERE. AND ALSO WHAT WE'RE GOING TO HAVE WHEN WE HAVE OUR FRIENDS FROM BUREAU OF LAND MANAGEMENT VIEWING THIS COURSE ON MAY 12th, THEY HAVE TRACY WARE WHO IS THE WORKERS' COMPENSATION PROGRAM LEAD IN WASHINGTON, AND YOUR WORKERS' COMPENSATION OPERATIONAL CONTACT WILL BE KIMBERLY ROSE. AND KIMBERLY IS IN DENVER, AND HER PHONE NUMBER IS 303-236-6690. SO, YOU KNOW, WHAT I WOULD LIKE YOU TO DO IS JUST TURN TO PAGE 7 IN YOUR PARTICIPANT GUIDE AND MAYBE JOT DOWN WHO YOUR CONTACT IS AND WHO WOULD BE THE GOOD TO. AND IF YOU CAN'T -- IF YOU DON'T KNOW WHO YOUR LOCAL WORKERS' COMP COORDINATOR IS, THEN THIS IS SOMETHING THAT AFTER WE FINISH OUR CLASS TODAY THAT YOU ARE GOING TO WANT TO FIND OUT. YOU NEED THIS PERSON. YOU WANT TO HAVE THEM RIGHT AT HAND AND TO CONTACT THEM SO YOU WANT TO HAVE THEIR PHONE NUMBER AND THEIR NAME, YOU KNOW, HANDY. WE ALSO HAVE A NUMBER OF ONLINE RESOURCES AVAILABLE TO YOU. AND WE HAVE THE OWCP HOME PAGE, AND THERE'S ALSO THE -- FOR THE PARK SERVICE, THE RISK MANAGEMENT PAGE. AND IF YOU LOOK AT PAGE 8 IN YOUR PARTICIPANT GUIDE, YOU ARE GOING TO FIND THE LINK TO THE SMS WEB SITE, THE SAFETY MANAGEMENT INFORMATION SYSTEM AND THIS IS WHERE YOU GO TO FILE THE CA-1s AND THE CA-2s AND ALSO THE REFERENCE LIBRARY THERE. AND THERE'S A LOT OF HELPFUL THINGS TO GO THERE, NOT ONLY FOR THE WORKERS' COMP BUT ALSO ON THE SAFETY SIDE OF THE PROGRAM NOW, ONE OF THE MOST VALUABLE SITES THAT YOU CAN GO TO IS THE DEPARTMENT OF LABOR. THE DEPARTMENT OF LABOR HAS AN EXCELLENT WEB SITE WITH NUMEROUS TOOLS AND RESOURCES THAT ARE AVAILABLE THERE. THEY HAVE, YOU KNOW, QUESTIONS AND ANSWERS ABOUT THE FECA PROGRAM, AND PROBABLY ONE OF THE MOST VALUABLE TOOLS THAT YOU CAN HAVE, WHICH, YOU KNOW, JUST ABOUT EVERY WORKERS' COMPENSATION COORDINATOR I KNOW HAS ON THEIR DESK, AND I KNOW I HAVE ONE SITTING THERE AND I WOULD IMAGINE THAT KARLYN DOES TOO, IS THE EMPLOYEE COMPENSATION AND FEDERAL EMPLOYEES, THE CAA-10. THIS IS APPROXIMATELY 40 PAGES LONG. YOU CAN DOWNLOAD IT FROM THEIR WEB SITE AND IT REALLY TALKS ABOUT EACH FACET OF THE WORKERS' COMPENSATION PROGRAM IN VERY BRIEF FASHION. IT'S A GREAT RESOURCE. IT TALKS ABOUT THE CONTINUATION OF PAY. IT TALKS ABOUT ALL DIFFERENT THINGS, THE REQUIREMENTS FOR FILING A CLAIM, TO HAVE IT ADJUDICATED. ALL OF THESE THINGS ARE ADDRESSED THERE. WHEN YOU GET TO THE PAGE, IF YOU SCROLL DOWN A LITTLE BIT, YOU WILL SEE LINKS TO DIFFERENT TRAINING, TO ALL THE FORMS THAT THEY HAVE AVAILABLE. THEY ARE ALL RIGHT THERE. I WILL SAY THAT ONE FORM THAT YOU WILL NOT FIND THERE IS THE CA-16 WHICH AUTHORIZES

MEDICAL TREATMENT WHICH KARLYN WILL TALK ABOUT LATER. THAT'S ON A CLOSED WEB SITE THAT PEOPLE NEED DIRECT ACCESS TO IN ORDER TO GET THAT, BECAUSE AS KARLYN WILL EXPLAIN, IT'S A BLANK CHECK. SO THAT'S NOT READILY AVAILABLE. SO WHAT I WOULD LIKE TO DO RIGHT NOW IS REALLY ASK KARLYN TO TALK TO US ABOUT WHAT ACTUALLY ARE THE FECA, THE FEDERAL EMPLOYEE COMPENSATION ACT BENEFITS THAT ARE AVAILABLE TO US.

>> K. Payton: THAT'S A VERY GOOD QUESTION AND WE WILL ANSWER THAT QUESTION, ESPECIALLY FOR THE NEW SUPERVISORS OUT THERE. FIRST OF ALL, I WOULD LIKE TO EXPLAIN, FECA STANDS FOR FEDERAL EMPLOYEE COMPENSATION ACT. AND BASICALLY THIS LAW PROVIDE -- THOSE WHO SUFFERED AN INJURY OR CONTRACTED A DISEASE OR CONDITION AS A RESULT OF THEIR POSITION OR THEIR WORK-RELATED RESPONSIBILITIES. SO THIS IS THE ONLY REMEDY THAT'S AVAILABLE TO THE FEDERAL GOVERNMENT EMPLOYEES IF THEY INJURE THEMSELVES ON THE JOB. THE LAW WAS SET UP SO THAT EMPLOYEES CONDITION SUE IF THEY INJURE THEMSELVES BECAUSE FECA IS THE ONLY REMEDY. IF SOMEONE INJURIES THEMSELVES ON THE JOB, IT'S THEIR RESPONSIBILITY TO SUBMIT A CLAIM FOR COMPENSATION OR CONSIDERATION OF THE COMPENSATION. AND WHAT WE ARE GOING TO TALK ABOUT TODAY IS WHAT FECA PROVIDES. AND WE ALL KNOW THAT ONE OF THE THINGS THAT FECA DOES PROVIDE, WHERE WE ARE GOING TO START AT IS THE MEDICAL BENEFIT, WHEREIN AN EMPLOYEES' MEDICAL EXPENSES CAN BE PAID AS A RESULT OF INJURIES THAT HE OR SHE HAS INCURRED IN THE LINE OF DUTY. THIS WILL ALSO -- IT'S ALSO A TEMPORARY BENEFIT THAT COMES WITH IT, BECAUSE FECA WAS MEANT TO BE TEMPORARY IN NATURE. WHEN THE LAW WAS DONE, AND -- AND, YOU WHEN WE STARTED OUT, STEVE SAID THE TITLE OF OUR COURSE IS SUPERVISORS' GUIDE TO WORKERS' COMPENSATION FACT AND FICTION. WE WILL TAKE AWAY SOME OF THE FICTIONAL STUFF THAT'S BEEN OUT THERE FOR A LONG TIME SO THAT YOU GUYS HAVE THE FACT ABOUT FECA. ONE OF THE GREATEST THINGS ABOUT FECA IS THAT IT WAS NEVER MEANT TO BE A LONG-TERM BENEFIT. IT WAS MEANT TO BE, AS YOU KNOW, ON A TEMPORARY BASIS. I WILL SAY THAT THERE ARE SOME INJURIES THAT HAVE OCCURRED OR SOME INJURIES THAT EMPLOYEES HAVE SUFFERED THAT REQUIRE LONG-TERM BENEFITS, BUT THAT DOESN'T HAPPEN THAT OFTEN. AND THE INTENT OF THE LAW WAS FOR IT TO BE TEMPORARY IN NATURE SO THAT EMPLOYEES ARE EXPECTED TO RETURN BACK TO DUTY. A LOT OF TIMES PEOPLE INTO THEMSELVES AND ANTICIPATE BEING OUT FOR A LONG TIME. THEY ALSO ANTICIPATE THAT THEY CAN USE FECA AS A RETIREMENT SYSTEM, BUT IT'S NOT A RETIREMENT SYSTEM. FECA IS SOLELY FOR THE PURPOSE OF PROVIDING TEMPORARY BENEFITS WHILE AN EMPLOYEE IS RECOVERING AND/OR HEALING FROM A CONDITION, WHERE THEY EITHER SUFFERED AN INJURY OR INCURRED A DISEASE OR

CONTRACTED A DISEASE IS THE BETTER WORD FOR THAT. THE OTHER FICTIONAL FACT OUT THERE IS THAT FECA, THE WORKERS' COMPENSATION BENEFITS PROVIDE FOR A TAX SHELTER FOR EMPLOYEES. NOW, IT IS TRUE THAT AN EMPLOYEE WHO BECOMES ELIGIBLE FOR COMPENSATION AFTER THE CONTINUATION OF PAY PERIOD ENDS, THEY DO GET A PAY CHECK OR A CHECK EVERY 28 DAYS FROM THE OFFICE OF WORKERS' COMPENSATION PROGRAM AND NO TAXES ARE DEDUCTED FROM THAT PAYMENT THAT THEY RECEIVE. THE ONLY DEDUCTIONS THAT THE DEPARTMENT OF LABOR MAKES FROM THAT COMPENSATION PAYMENT WOULD BE THE LIFE INSURANCE, IF THE EMPLOYEE HAS LIFE INSURANCE COVERAGE AT THE TIME OF THE INJURY, AND/OR HEALTH INSURANCE, IF THE EMPLOYEE HAS HEALTH INSURANCE AT THE TIME THAT HE OR SHE IS INJURED. OTHER THAN THAT, THERE ARE NO OTHER DEDUCTIONS FROM THAT PAYMENT. AND EVEN THOUGH IT IS A TAX-FREE BENEFIT THAT THE EMPLOYEE RECEIVES, IT'S NOT A TAX SHELTER. IT DOESN'T PROTECT THE EMPLOYEE FROM PAYING TAXES, EXCEPT THEY DON'T HAVE TO PAY TAXES FOR THE INCOME THEY GET AS A RESULT OF THE COMPENSATION. BUT AGAIN, THE COMPENSATION WAS NOT INTENDED TO BE LONG TERM BUT SHORT TERM. THE OTHER THING THAT IS A MYTH OR A FICTIONAL FACT IS THAT THE ONLY AGENCY THAT HAS THE AUTHORITY TO DETERMINE WHETHER A CLAIM IS ACCEPTED AND/OR DENIED IS THE OFFICE OF WORKERS' COMPENSATION PROGRAMS, UNDER THE EMPLOYEE STANDARDS ADMINISTRATION, WITH THE DEPARTMENT OF LABOR. NO OTHER AGENCY HAS THE AUTHORITY TO MAKE THAT DECISION OTHER THAN DETERMINATION. THAT'S WHY WE HAVE TO SUBMIT CLAIM FORMS ON BEHALF OF THE INJURED WORKER. WE HAVE TO SUBMIT MEDICAL DOCUMENTATION BECAUSE THAT'S REQUIRED. NO CLAIM SHOULD EVER BE ACCEPTED BY THE DEPARTMENT OF LABOR WITHOUT MEDICAL -- SUPPORTING MEDICAL DOCUMENTATION FOR THE INJURY THAT THE EMPLOYEE IS CLAIMING THAT HE OR SHE HAS SUFFERED. SO WHEN EMPLOYEES GET UPSET THAT BILLS DIDN'T GET PAID OR THEIR CLAIM IS DENIED, LITERALLY, IT'S NOT THE FAULT OF THE DEPARTMENT OF THE INTERIOR OR THE NATIONAL PARK SERVICE, BECAUSE WE DO NOT HAVE THE AUTHORITY TO MAKE THAT DECISION. ONLY THE OFFICE OF WORKERS' COMPENSATION PROGRAMS HAS THAT RESPONSIBILITY OR THAT AUTHORITY. AND, AGAIN, LAST BUT NOT LEAST, IT'S NOT A LONG-TERM PROGRAM. IT WAS NOT EXPECTED THAT EMPLOYEES WILL BE OUT OF WORK FOR LONG PERIODS OF TIME. IT WAS EXPECTED THAT THEY WILL RETURN TO DUTY AT SOME POINT. STEVE, YOU HAVE A COMMENT YOU WANT TO MAKE?

>> S. Rosen: YES. WE JUST WANT TO TALK A LITTLE BIT ABOUT, YOU KNOW, TRAVEL. BECAUSE THIS HAS COME UP A NUMBER OF TIMES AND IT'S AN OPPORTUNITY TO SHARE WITH YOU THIS INFORMATION, THAT IT USED TO BE IN THE PAST THAT YOU RECOVERED 24/7 DURING TRAVEL, NO MATTER WHAT YOU WERE DOING. AND REALLY IN RECENT YEARS OWCP

I GUESS THE TERM WOULD BE "TIGHTENED THAT UP." AND PEOPLE CAN REMOVE THEMSELVES FROM PERFORMANCE OF DUTY AND TRAVEL AND PERHAPS GET INJURED AND IT WOULDN'T BE COVERED. YOU KNOW, AN EXAMPLE WOULD BE A PERSON TRAVELS TO A TEMPORARY DUTY STATION AND THEY DECIDE TO TRAVEL 10 OR 15 MILES WITH A GROUP OF PEOPLE, PERHAPS, YOU KNOW, TO GO OUT FOR DINNER, BUT THERE ARE A NUMBER OF PLACES WITHIN A MILE OR SO OF WHERE THE DUTY STATION WAS, AND THEY GET INJURED, FIVE OR SIX OR 10 MILES AWAY, PERHAPS A CAR ACCIDENT. THEY DEVIATED FROM THEIR DUTY STATION AND THE FACT IS THAT IN ALL LIKELIHOOD, AS KARLYN SAID, OWCP MAKES THE DECISION WHETHER OR NOT A CLAIM IS GIVEN OR NOT. BUT THERE'S A GOOD CHANCE THAT IT COULD BE DENIED. AND OWCP DEFINES IT THEY REMOVED THEMSELVES FROM THEIR DUTY STATION. AND APPROVED PHYSICAL FITNESS ACTIVITY FOR RANGERS COVERED UNDER 6C. IT USED TO BE THAT THEY COULD DO PRETTY MUCH ANY ACTIVITY THAT THEY WANTED TO AND THAT WOULD BE PART OF THEIR FITNESS PROGRAM AND THAT'S CHANGED. IF YOU LOOK ON PAGE 30, YOU WILL SEE A MEMORANDUM THAT CAME OUT, AS WELL AS A LISTING OF THOSE ACTIVITIES WHICH ARE APPROVED AND ALSO SOME THAT ARE NOT. YOU WILL FIND THAT A LOT OF ACTIVITIES THAT CARRY A HIGHER RISK ARE THE ONES THAT ARE NOT APPROVED. THIS LIST HAS BEEN EXPANDED, THAT FOLKS CAN CONTACT FLEPSI AND REQUEST FOR AN ACTIVITY TO BE INCLUDED. THAT HAS HAPPENED. MOST RECENTLY WE HEARD ABOUT THE SWINE FLU AND THERE'S BEEN QUESTIONS. JUST FOR INFORMATION, THE BEST THAT WE HAVE RIGHT NOW, THAT SWINE FLU WOULD BE TREATED AS ANY OTHER TYPE OF OCCUPATIONAL INJURY. THAT EMPLOYEE WOULD BE EXPECTED TO FILE A CA-2 AND, AGAIN, WE'RE DOCUMENTING INFORMATION TO JUSTIFY THEIR CLAIM, WHICH WOULD NEED TO SHOW THAT THE EXPOSURE TO AND THE ILLNESS DID RESULT FROM EMPLOYMENT. AGAIN, AS KARLYN SAID, THAT WOULD BE UP TO OWCP TO MAKE DECISIONS IN ALL OF THESE CASES OF WHETHER OR NOT THE CLAIM IS GOING TO BE ACCEPTED OR NOT. KARLYN?

>> K. Payton: THANKS, STEVE. JUST AS ANOTHER NOTE, STEVE -- STEVE DIDN'T DO THIS INTENTIONALLY, I'M SURE, BUT THE LAW ENFORCEMENT BENEFIT IS NOT JUST FOR PARK RANGERS BUT FOR THE LAW ENFORCEMENT BENEFITS THROUGHOUT THE DEPARTMENT OF THE INTERIOR. SO WE DON'T WANT TO LEAVE OUT PARK POLICE. THAT WAS NOT DONE INTENTIONALLY. ANYWAY, ON PAGE 9 OF YOUR PARTICIPANTS GUIDE AT THE BOTTOM OF THE PAGE, YOU WILL SEE WORKERS' COMPENSATION ACRONYMS BECAUSE WHILE WE ARE TALKING, DURING OUR DISCUSSION, I'M GOING TO BE USING THESE ACRONYMS A LOT AND A LOT OF TIMES FOLKS ARE NOT FAMILIAR WITH THE ACRONYMS. WE THOUGHT AS A WAY OF HELPING YOU IN GETTING THROUGH THIS MAZE, THAT WE WOULD PROVIDE YOU WITH A LIST SO THAT YOU CAN BECOME FAMILIAR

WITH IT. ONE OF THE FIRST DISCUSSIONS WAS ABOUT FECA WHICH STANDS FOR THE FEDERAL EMPLOYEES COMPENSATION ACT. LATER ON WE WILL BE TALKING ABOUT AWA, ALTERNATE WORK ASSIGNMENTS MANDATED BY THE DIRECTOR'S ORDER 50X AND THEN THERE'S RTW WHICH IS THE RETURN TO WORK, AND EVERYBODY KNOWS OWCP IS THE OFFICE OF WORKERS' COMPENSATION PROGRAMS. JUST FAMILIARIZE YOURSELF WITH THOSE THINGS BECAUSE AS WE GO ALONG, YOU WILL HEAR US USING THEM MORE AND MORE. YOU WILL GET FAMILIAR WITH THEM AS A SUPERVISORS AND THEN WORKING IN CONJUNCTION WITH YOUR WORKERS' COMPENSATION COORDINATOR. LET'S LOOK AT THE FIVE MAJOR BENEFITS UNDER FECA. EVERYTHING THAT FALLS UNDER FECA FALLS UNDER ONE OF THESE TITLES. AND THE FIRST BENEFIT WE WILL TALK ABOUT IS MEDICAL TREATMENT. MEDICAL TREATMENT IS ALLOWED FOR ANY ON-THE-JOB INJURY THAT AN EMPLOYEE SUFFERS AND THE CLAIM FOR THAT INJURY IS APPROVED BY THE OFFICE OF WORKERS' COMPENSATION PROGRAMS. INJURED WORKERS CAN SELECT THEIR OWN PHYSICIAN. THERE'S NO SET LIST OF PHYSICIANS THEY HAVE TO SELECT FROM; HOWEVER, ONE OF THE QUESTIONS THAT WE'VE HAD TO -- THAT WE'VE ENCOUNTERED HAS BEEN, WELL, WHAT HAPPENS IF AN EMPLOYEE DOESN'T KNOW WHAT DOCTOR TO CHOOSE OR WHERE TO GO? AT THE NEW WEB SITE PAGE FOR THE OFFICE OF WORKERS' COMPENSATION PROGRAMS, THEY NOW HAVE A TOOL WHEREIN INJURED WORKERS CAN PUT THEIR ZIP CODE INTO THE TOOLS -- THE SEARCH TOOL, THE SEARCH ENGINE AND A LIST OF DOCTORS IN THEIR AREA WILL BE -- WILL COME UP, SO THAT THEY CAN MAKE A SELECTION. NOW, THE EMPLOYEE DOES NOT HAVE TO PICK FROM THAT LIST, BUT IT JUST GIVES THE -- IT'S ANOTHER TOOL FOR THE INJURED WORKER TO DETERMINE WHO HIS OR HER DOCTOR MIGHT BE IF THEY DON'T ALREADY HAVE A PHYSICIAN. AN EMPLOYEE CAN USE THEIR CURRENT PHYSICIAN, WHOEVER THEIR TREATING PHYSICIAN IS FOR JUST REGULAR THINGS THAT ARE NONWORK RELATED BUT, AGAIN, UNDERSTAND FECA, WITH THE MEDICAL BENEFIT, THE EMPLOYEE IS ALLOWED TO MAKE HIS OR HER OWN CHOICE. THE THING ABOUT MAKING THAT CHOICE, HOWEVER, IS THAT THE EMPLOYEE DOES NOT HAVE THE AUTHORITY, NOR DOES THE NATIONAL PARK SERVICE OR THE DEPARTMENT OF THE INTERIOR TO CHANGE DOCTORS. ONCE THE EMPLOYEE MAKES A SELECTION OF A DOCTOR, THAT'S THE DOCTOR THAT HAS TO TREAT THE EMPLOYEE FOR THAT PARTICULAR INJURY. IN ORDER FOR AN EMPLOYEE TO CHANGE DOCTORS, HE OR SHE MUST GET EXPRESSED AUTHORITY FROM THE OFFICE OF WORKERS' COMPENSATION PROGRAMS. AND WHAT THEY HAVE TO DO IS SUBMIT A WRITTEN REQUEST JUSTIFYING WHY THEY WANT TO CHANGE DOCTORS. THE REASON THAT THAT HAPPENS IS BECAUSE A LOT OF TIMES EMPLOYEES -- NOW WE DON'T HAVE PEOPLE THAT DO THIS IN THE DEPARTMENT OF INTERIOR. LET ME CLEAR THAT UP FIRST, BUT WE HAVE SOME AGENCIES THAT HAVE SOME EMPLOYEES WHO WHEN THEY INJURY THEMSELVES THEY GO TO A DOCTOR AND IT MAY BE SOMETHING VERY

SIMPLE, NOT REALLY AGGRAVATING, ACTUALLY, AND THE EMPLOYEE HURTS THEMSELVES TODAY. THEY GO TO THE DOCTOR THIS EVENING AND THE DOCTOR SAYS, OKAY, WELL, YOU GET A GOOD NIGHT'S SLEEP AND YOU CAN GO BACK TO WORK TOMORROW. THAT WASN'T THE EMPLOYEE'S INTENTION. THE INTENT WAS THAT HE OR SHE HAD ANOTHER AGENDA AND THEY NEEDED TO BE OFF FOR A FEW DAYS. SO WHAT THEY WERE DOING IN A FEW DAYS IS THEY WOULD GO TO ANOTHER DOCTOR WHO WOULD DO WHAT THEY WANTED DONE. YOU HAVE SOME DOCTORS WHO SAY, OKAY, WELL, YOU MAY BE ABLE TO GO BACK TO WORK TOMORROW, BUT WHEN DO YOU WANT TO GO BACK TO WORK? I'VE HAD THAT EXPERIENCE PERSONALLY WHERE THE DOCTOR ASKED ME HOW LONG DO I WANT TO BE OFF. AND THERE ARE DOCTORS OUT THERE. THE LAW DOES NOT ALLOW FOR THE EMPLOYEES TO DO DOCTOR SHOPPING. THEY HAVE TO USE THE PHYSICIAN THAT THEY CHOOSE. UNDER MEDICAL TREATMENT, THE EMPLOYEE IS ALSO ENTITLED FOR ANY KIND OF MEDICAL TESTING AS IT RELATES TO THAT INJURY, PHYSICAL THERAPY, SURGERY OR OTHER DIAGNOSTIC MEDICAL ISSUES, INCLUDING M. R. I. s. THE OTHER THING ABOUT THE MEDICAL TREATMENT IS THAT WELL, YOU AS A SUPERVISOR, YOU HAVE TO SIGN THE FORMS. STEVE MENTIONED IT EARLIER. THE FORM IS A CA-16 AND WE WILL GO INTO A DISCUSSION ABOUT THAT LATER ON IN THE WORKSHOP, BUT THE CA-16 IS THE FORM THAT THE SUPERVISOR SIGNS TO ALLOW THE EMPLOYEE TO SEEK TREATMENT FOR THE INJURY THAT HE OR SHE HAS SUFFERED. NOW, OUR NEXT BENEFIT THAT WE ARE GOING TO TALK ABOUT IS WAGE LOSS COMPENSATION. AND WAGE LOSS COMPENSATION IS WHAT WE TALKED ABOUT -- WHAT I MENTIONED ABOUT EARLIER, ABOUT HOW EMPLOYEES CAN GET COMPENSATION AFTER THE 45-DAY PERIOD HAS ENDED, AND THAT IS A TAX-FREE BENEFIT. IN ADDITION TO THAT, THE EMPLOYEES THAT ARE NOT FULLY DISABLED, HOWEVER THEY CAN COME AND WORK PART-TIME. FOR INSTANCE, THE DOCTOR MAY SAY RIGHT NOW THIS EMPLOYEE CAN WORK FOUR HOURS A DAY BUT NEEDS TO BE OFF FOUR HOURS A DAY. IN THAT INSTANCE, THE EMPLOYEE WOULD BE FOUR HOURS BY THE AGENCY AND THE OTHER FOUR HOURS BY THE OFFICE OF WORKERS' COMPENSATION AND THAT PAYMENT IS TAX-FREE AS WELL. THE NEXT BENEFIT WE WANT TO TALK ABOUT IS SCHEDULE AWARDS. AND SCHEDULE AWARDS IS A BENEFIT THAT'S PAID TO EMPLOYEES AS A RESULT OF A CERTAIN PERCENTAGE OF LOSS TO A BODY PART. FOR INSTANCE, WHEN YOU GO TO WORK, ONE OF THE THINGS THAT HAPPENS TO MOST OF US, WE COME TO WORK WITH 100% OF OUR BODY PARTS WORKING. WE SUFFER AN INJURY, LET'S SAY WE HAVE AN ANKLE TWIST OF SOME SORT, AND FOR WHATEVER REASONS WE TWIST OUR ANKLES. NOW THE ANKLE IS NO LONGER WORKING AT 100%. IT MAY ONLY BE WORKING AT 85%. SO THEREFORE THERE'S BEEN A 15% LOSS. AND THAT'S WHERE SCHEDULE AWARDS COME IN BECAUSE IT ALLOWS THE EMPLOYEE TO RECEIVE A BENEFIT OF COMPENSATION FOR THE 15% OF LOSS. THIS IS THE ONLY FORM OF COMPENSATION THAT AN EMPLOYEE CAN RECEIVE WHILE HE OR

SHE IS STILL WORKING. THE OTHER WAGE LOSS COMPENSATION THAT WE JUST TALKED ABOUT, THAT'S PAID TO AN EMPLOYEE WHEN THEY ARE TOTALLY DISABLED OR PARTIALLY DISABLED AND THEY ONLY GET PAID FOR THE PERIOD OF TIME THEY CAN'T WORK; WHEREAS, WITH THE SCHEDULED AWARD THEY ARE PAID SPECIFICALLY BASED ON THE PERCENTAGE OF LOSS AND THEY CAN RECEIVE THAT COMPENSATION WHILE THEY ARE WORKING AND THAT'S THE ONLY FORM OF COMPENSATION. HE OR SHE MUST SUBMIT A CA-7 WHICH IS A FORM TO FILE A CLAIM, AND IT MUST BE ACCOMPANIED BY MEDICAL DOCUMENTATION INDICATING THAT THE EMPLOYEE HAS SUFFERED THIS PARTICULAR PERCENTAGE OF LOSS. THE OTHER BENEFIT THAT THEY ARE GOING TO TALK ABOUT OR THE FOURTH ONE WE ARE GOING TO TALK ABOUT IS VOCATIONAL REHABILITATION. WE ARE FORTUNATE TODAY THAT WE ACTUALLY HAVE A VOCATIONAL SPECIALIST OR FORMER VOCATIONAL SPECIALIST, NAMELY STEVE. SO STEVE WILL TALK TO US ABOUT VOCATIONAL REHABILITATION AND HOW THAT WORKS.

>> S. Rosen: YES, THE OPERATIVE WORD IS "FORMER." I'M A RECOVERING OWCP EMPLOYEE AND I WAS A VOCATIONAL REHABILITATION SPECIALIST WITH THEM. WHAT IT DOES IS ACTUALLY PROVIDE RETRAINING OR, YOU KNOW, JOB PLACEMENT TO TRY TO GET SOMEONE BACK TO WORK WHO IS UNABLE TO RETURN TO THE USUAL AND CUSTOMARY JOB AND THE AGENCY IN MOST CASES CAN'T TAKE THEM BACK TO WORK. SO WHAT HAPPENS IS THAT THE EMPLOYEE WILL BE REFERRED TO VOCATIONAL REHABILITATION BY THE OWCP CLAIMS EXAMINER AND THEY GET RETRAINED FOR A NEW KIND OF WORK AND, AGAIN, IT'S WHEN WE CAN'T TAKE THEM BACK TO WORK. AND WHAT WE REALLY WANT TO DO IS BRING THESE FOLKS BACK TO WORK, THAT WHEN PEOPLE GET RETRAINED, THEY GO TO -- PERHAPS GO TO SCHOOL. THEY GET TESTING, EVALUATION. THEY MAY GO THROUGH UP TO TWO YEARS OF TRAINING AND THEN JOB PLACEMENT SERVICES. AND A CONTRACT REHABILITATION COUNSELOR IS ACTUALLY PAID FOR THESE SERVICES AND THE EMPLOYEE RECEIVES THEIR FULL WORKERS' COMPENSATION RATE OF COMPENSATION DURING THAT TIME. SO IT CAN ACTUALLY BE VERY EXPENSIVE AND OFTEN AT THE END OF REHABILITATION, AGAIN, USUALLY THE PERSON IS BEING TRAINED IN A NEW FIELD. SO IT COULD BE THEM COMING IN AT AN ENTRY LEVEL AS OPPOSED TO COMING TO WORK WITH THE AGENCY, MODIFYING THEIR JOB AND FINDING A LIGHT DUTY POSITION FOR THEM, WHICH WOULD HAVE A HIGHER SALARY AND THEREFORE A LOWER LIABILITY WITH A GAP BECAUSE OF A LOSS OF WAGE EARNING CAPACITY, BECAUSE THE PERSON RECEIVES A LOSS OF WAGE EARNING CAPACITY WHICH IS THE DIFFERENCE BETWEEN THE JOB THEY HAD WHEN THEY WERE INJURED IS CURRENTLY PAYING AND WHAT THE JOB THEY ARE CURRENTLY DOING IS PAYING. THEY RECEIVE THAT FOR LIFE. SO IT'S REALLY IMPORTANT TO TRY AND ATTEMPT IN EVERY WAY TO BRING PEOPLE BACK TO WORK. ONE OF THE

CREATIVE WAYS THAT YOU CAN USE VOCATIONAL REHABILITATION. THE PERSON MAY NOT HAVE THE SKILLS IN ORDER TO DO A JOB THAT YOU MAY HAVE AVAILABLE IN YOUR PARK. VOCATIONAL REHABILITATION CAN ACTUALLY FUND TRAINING FOR THAT PERSON TO TRAIN THEM FOR THAT POSITION THAT YOU HAVE. AND AT THE END OF THAT TRAINING, THEY WOULD THEN BE ABLE TO COME INTO THAT POSITION. SO YOU REALLY WANT TO BECOME CREATIVE AND, AGAIN, WORK WITH H. R. WORK WITH YOUR WORKERS' COMP COORDINATE TO DETERMINE HOW CAN WE BRING THIS PERSON BACK TO WORK? WHAT NEEDS DO WE HAVE IN THE PARK THAT COULD BE FILLED BY THIS PERSON IF THEY HAD THIS PARTICULAR SKILL? SO THAT' S SOMETHING THAT WE WANT YOU TO CERTAINLY WORK WITH. NOW, ONE OF THE PROGRAMS ALSO THAT FITS INTO THAT KIND OF CATEGORY IS THE NURSE INTERVENTION PROGRAM THAT THE DEPARTMENT OF LABOR HAS. AND THE DEPARTMENT OF LABOR WILL ACTUALLY CONTRACT OUT WITH REHABILITATION NURSES. THEY ACTUALLY ARE KIND OF EYES AND EARS OF THE CLAIMS EXAMINER, AND THESE PEOPLE ARE OBVIOUSLY TRAINED. THEY ARE NURSES. AND THEY SPEAK THE SAME LANGUAGE AS DOCTORS AND SOMETIMES DOCTORS DON' T FEEL PARTICULARLY COMFORTABLE TALKING TO THOSE OF US WHO HAVE NOT -- THOSE OF WHITE HOUSE HAVE NOT BEEN MEDICALLY TRAINED. SO THE NURSE WILL BE ASSIGNED, IF IT' S A CA-1 OR CA2, IT' S NOT CLEAR WHEN A PERSON WILL COME BACK TO WORK. THIS NURSE WILL WORK WITH THE INJURED WORKER, WITH THE TREATING DOCTOR AND WITH THE AGENCY AND TRY TO FACILITATE THAT COMING BACK TO WORK. ANGER, OFTENTIMES, THE PERSON MAY HAVE TOWARDS THE AGENCY. THEY NEED SOMEONE TO BLAME. IT' S NOT UNUSUAL. WHEN PEOPLE GET INJURED AND CAN' T GO BACK TO THEIR JOBS, IT CAN REALLY AFFECT THEIR ATTITUDE TOWARDS THE EMPLOYER. PEOPLE' S IDENTITIES IS OFTEN DEFINED BY WHAT THEY DO AND THIS IS NOT UNCOMMON. PEOPLE WHO ACTUALLY SUFFER THE DEATH OF A FAMILY MEMBER GO THROUGH THE FIVE STAGES OF GRIEVING. AND PEOPLE WHO GET INJURED AND LOSE THAT IDENTITY OF THE JOB THEY DO OFTEN GO THROUGH THESE SAME STEPS. WE WON' T MENTION ANY GROUPS OF PEOPLE, LAW ENFORCEMENT, RANGERS OR OFFICERS CAN SUFFER FROM THIS. SO THE NURSE CAN ACTUALLY SERVE TO HELP, YOU KNOW, WORK WITH THAT. THEY ARE TRAINED IN DEALING WITH THIS AND WOULD REALLY ENCOURAGE YOU TO -- IF YOU ARE CONTACTED BY A NURSE FROM OWCP, THIS IS WHAT THEY ARE THERE FOR. A LOT OF OUR REFUGE OR PARK ARE IN ISOLATED AREAS. THEY MAY NOT ASSIGN A FIELD NURSE BUT THEY COULD ASSIGN A TELEPHONIC NURSE WHO WILL CONTACT ALL THE PARTIES. IT' S IMPORTANT TO TAKE ALL OF THESE THINGS INTO CONSIDERATION. THE STRESS OF OUR PROGRAM, AS YOU HEARD KARLYN SAY AND ME SAY, AND YOU WILL AGAIN AND AGAIN DURING THE COURSE TODAY IS TO BRING PEOPLE BACK TO WORK AS SOON AS POSSIBLE.

>> K. Payton: THANK YOU, STEVE. I APPRECIATE THAT. LAST BUT NOT

LEAST, THE OTHER BENEFIT OR THE SIXTH BENEFIT IS THE DEATH BENEFIT WHEREIN IF AN INJURED WORKER DIES AS A RESULT OF INJURIES SUFFERED IN THE LINE OF DUTY OR DIES DURING THE PERFORMANCE OF DUTY, THEN THERE'S A BENEFIT THAT IS PROVIDED TO THE SURVIVOR, WHETHER IT BE A WIDOW OR WIDOWER AND/OR CHILDREN OF THAT PARTICULAR EMPLOYEE. IN RECENT YEARS WE'VE HAD MORE DEATHS OF FEDERAL GOVERNMENT EMPLOYEES THAN WE'VE EVER HAD IN THE HISTORY OF THE FEDERAL GOVERNMENT BECAUSE OF OUR CHANGING WORLD. AND SO THAT'S WHY WE BELIEVE IT'S NECESSARY THAT EVERYBODY IS AWARE THAT THIS BENEFIT EXISTS. NOW, ONE OF THE OTHER THINGS THAT HAPPENS IS THAT DEPENDING ON HOW THE DEATH HAPPENS, THE DEPARTMENT OF INTERIOR OFFERS A DEATH GRATUITY OF UP TO \$10,000, AND MIND YOU, THE KEY THING IS UP TO \$10,000. EVERYONE DOESN'T AUTOMATICALLY GET THAT. IT'S DONE BY ANOTHER OFFICE OUTSIDE OF WORKERS' COMP. IT'S DONE WITHIN THE DEPARTMENT OF INTERIOR. SO THAT DETERMINATION IS MADE BY THE DEPARTMENT, NOT BY OWCP. THEN THERE'S ONE OTHER BENEFIT THAT'S AFFORDED TO LAW ENFORCEMENT OFFICERS, THAT'S PAID BY THE DEPARTMENT OF JUSTICE. IT'S A LAW ENFORCEMENT DEATH GRATUITY UNDER THE PUBLIC SAFETY OFFICERS BENEFIT THAT'S OUT THERE. BUT, AGAIN, THAT'S ADMINISTERED BY THE DEPARTMENT OF JUSTICE BUT WE THINK THAT YOU NEED TO KNOW THAT SO THAT IN THE EFFECT, GOD FORBID THAT YOU HAVE TO DEAL WITH THAT, THAT'S ANOTHER SOURCE OF COUNSELING THAT YOU CAN PROVIDE OR THE WORKERS' COMPENSATION COORDINATOR MAY PROVIDE FOR THE SURVIVORS OF THAT EMPLOYEE. OKAY. SO FAR WE'VE TALKED ABOUT FIVE BENEFITS AND THOSE WERE THE MEDICAL TREATMENT THAT'S PROVIDED BY FECA, WAGE LOSS COMPENSATION, WHICH IS PROVIDED FOR EMPLOYEES THAT ARE TOTALLY DISABLED AND CANNOT WORK. THEN WE HAVE THE SCHEDULE AWARDS FOR EMPLOYEES WHO SUFFER A PERCENTAGE OF LOSS OF A PARTICULAR BODY PART. THEN WE HAVE THE VOCATIONAL REHABILITATION, WHICH IS AFFORDED WHEN THE AGENCY CAN NO LONGER ACCOMMODATE THE EMPLOYEE OR THE EMPLOYEE CANNOT PERFORM THE POSITION OR DUTIES AND RESPONSIBILITIES OF POSITION OF RECORD AND THEN OUR DEATH BENEFIT, PAYABLE TO THE SURVIVORS OF THE EMPLOYEES WHO LOSE THEIR LIVES AS A RESULT OF PERFORMANCE OF DUTY. WHAT WE'D LIKE FOR YOU TO DO IS GO TO PAGE 11 OF YOUR PARTICIPANTS GUIDE AND WE'VE CREATED FIVE SCENARIOS THAT WE WOULD LIKE FOR YOU TO REVIEW. JUST TAKE A FEW MINUTES TO DO IT AND WE'RE GOING TO PLAY A GAME CALLED LET'S PLAY "NAME THAT BENEFIT." SO WE WILL GIVE YOU A FEW MINUTES. WE WILL COME RIGHT BACK AND DISCUSS THE SCENARIOS.

>> K. Payton: OKAY. I'VE HOPE YOU'VE HAD AN OPPORTUNITY TO INTERACT WITH YOUR CLASSMATES. I SHOULD HAVE DONE THIS BEFORE, BUT THAT'S OKAY. WE ARE KIND OF LAID BACK AND MOVING ALONG AS

WE CAN. ARE THERE ANY QUESTIONS ABOUT OUR DISCUSSION ABOUT THE FIVE BENEFITS BEFORE WE GO INTO THE SCENARIOS? ANY QUESTIONS WHATSOEVER FROM ANYBODY IN THE CLASS?

>> Participant: HELLO?

>> K. Payton: I HEAR SOMEONE SAYING HAD HELLO.

>> Participant: THIS IS JANE FAULKNER WITH GEORGE WASHINGTON MEMORIAL PARKWAY. HELLO KARLYN. I HAVE A QUESTION. IF AN INDIVIDUAL -- IF AN EMPLOYEE HAS AN INJURY AND THEY TAKE A CA-17 TO THEIR -- SAY, THEY WAS REFERRED TO A SPECIALIST AND THEY INDICATE TO THEM THAT THEY NEED TO GET THE CA-17 BACK, BUT THE PROVIDER WILL NOT GIVE IT BACK UNTIL THEY GET A CLAIM NUMBER. SO WHEN IT'S INITIATED IN SMIS, HOW LONG DOES IT TAKE BEFORE YOU ACTUALLY GET THE CLAIM NUMBER?

>> K. Payton: OKAY. I HAD TO YOU WYJEAN. YOU ARE KIND OF PUSHING MY CLASS WAY UP AHEAD OF TIME, BECAUSE WE WILL TALK ABOUT THE SMIS AND THE ENTRIES AND THINGS BUT TO ANSWER YOUR QUESTION IMMEDIATELY, PARTICULARLY BECAUSE WE HAVE SOME NEW SUPERVISORS OUT THERE, IT NORMALLY TAKES 48 HOURS FOR THE CLAIMS NUMBER -- FOR THE CLAIM NUMBER TO BE REPORTED BACK TO THE SMIS SYSTEM SO ONCE THE EMPLOYEE INITIATES THE CLAIM AND THE CLAIM IS ADJUDICATED THROUGH THE SUPERVISORS AND THE WORKERS' COMPENSATION COORDINATOR AND THE MAGIC BUTTON IS PUSHED FOR IT TO GO TO LABOR, 48 HOURS FROM THAT. IF, IN FACT, THINGS GO LIKE THEY ARE SUPPOSED TO, IF I INJURED MYSELF TODAY, DO MY CLAIM FORM TODAY, MY SUPERVISOR DOES WHAT SHE NEEDS TO DO TODAY AND THE COORDINATOR DOES WHAT THEY NEED TO DO, THEN I COULD HAVE MY CLAIM NUMBER AS EARLY AS FRIDAY OR MONDAY. MONDAY OR TUESDAY, I SHOULD SAY, BECAUSE IT'S THE WEEKEND COMING. BUT ON A NORMAL AND AVERAGE BASIS, IT'S 48 HOURS, BUT WE'LL TALK ABOUT THAT MORE ONCE WE START TALKING ABOUT OUR ENTRIES INTO SMIS. DOES THAT ANSWER YOUR QUESTION?

>> Participant: YES IT DOES, AND YOU ARE LOOKING GOOD!

>> K. Payton: THANK YOU, DARLING.

>> S. Rosen: OKAY, KARLYN.

>> K. Payton: ARE THERE ANY OTHER QUESTIONS ABOUT THE FECA BENEFITS THAT WE TALKED ABOUT SO FAR? OKAY. MOVING RIGHT ALONG INTO OUR SCENARIOS. OUR FIRST SCENARIO LETS US KNOW THAT WE HAVE

A TREE WORKER WHO SUFFERED EXTENSIVE INJURIES. AND WE' RE GOING TO GO TO GATES OF THE ARCTIC AND HAVE YOU GUYS TELL US WHAT BENEFIT WOULD BE APPROPRIATE FOR THIS PARTICULAR SCENARIO.

>> Participant: HI , THIS IS JIMLAWLER WITH GATES OF THE ARCTIC. I THINK THAT WOULD BE A VOCATION REHABILITATION WOULD BE THE ANSWER TO THAT ONE.

>> K. Payton: YES, THAT IS CORRECT. IT WOULD BE VOCATIONAL REHABILITATION BECAUSE THE PERSON CAN NO LONGER PERFORM THE DUTIES AND RESPONSIBILITIES OF HIS POSITION AND THE AGENCY CANNOT ACCOMMODATE HIM ANY LONGER. SO THIS BENEFIT WOULD BE WHAT WE WOULD RECOMMEND AND PROBABLY PURSUE FOR THIS PARTICULAR INCIDENT. OKAY. THANK YOU VERY MUCH, JAMES. I APPRECIATE YOUR RESPONSE. THE NEXT SCENARIO IS AN UNFORTUNATE ONE, WHERE WE HAVE AN EMPLOYEE WHO UNFORTUNATELY FALLS 200 FEET DOWN ON SOME ROCKS. GLACIER, WHAT BENEFIT DO YOU THINK WOULD BE APPLICABLE TO THIS PARTICULAR SCENARIO?

>> Participant: WE THINK IT WOULD BE DEATH.

>> K. Payton: YES. THIS WOULD BE A DEATH BENEFIT THAT WE WOULD HAVE TO DEAL WITH BECAUSE I DOUBT IT VERY SERIOUSLY IF THAT PARTICULAR EMPLOYEE SURVIVED THAT. IF HE DID, BOY, HE' S JACKED UP. BUT FOR THIS PARTICULAR INSTANCE, THAT' S WHAT WE WERE TRYING TO GET ACROSS, THAT THIS WOULD BE THE BENEFIT THAT WE WOULD TALK ABOUT. THANK YOU. I APPRECIATE YOUR RESPONSE. OUR THIRD SCENARIO, THE SUPERVISOR OR SOMEONE IN MANAGEMENT IS REVIEWING SOME RECORDS AND NOTICES THAT AN EMPLOYEE NAMES SUSAN IS GETTING A PAYMENT FROM OWCP EVERY 28 DAYS AND, MY GOODNESS, SHE' S BEEN GETTING THIS BENEFIT FOR FOUR AND A HALF YEARS. WHOA! WE NEED TO DO SOMETHING ABOUT THAT! SALEM MARITIME, WHAT BENEFIT DO YOU THINK WOULD BE APPLICABLE HERE? I KNOW SOMEONE IS THERE. I BELIEVE JOE WAS AT SALEM MARITIME. ARE YOU STILL THERE, JOE? OKAY. MAYBE JOE IS NOT WITH US OR MAYBE THEY ARE HAVING SOME SOUND PROBLEMS. WHAT ABOUT DAYTON AVIATION? WHAT BENEFIT WOULD YOU -- DID YOU ALL DECIDE WOULD BE APPLICABLE HERE? ALL RIGHT.

>> Participant: THIS IS JULIA AT DAYTON AVIATION.

>> K. Payton: OKAY, JULIA.

>> Participant: WE FIGURED IT WAS A SCHEDULE AWARD.

>> K. Payton: NO. NO. NOT A SCHEDULE AWARD. DOES ANYBODY HAVE

A DIFFERENT ANSWER? WELL --

>> Participant: THIS IS AMY FROM GLACIER, AND WE BELIEVE IT'S WAGE LOSS.

>> K. Payton: YES. YES. THAT'S THE ANSWER TO THIS ONE, THAT IT IS WAGE LOSS COMPENSATION THAT SUSAN IS RECEIVING. AND ONE OF THE CLUES HERE IS THAT SHE'S RECEIVING IT EVERY 28 DAYS AND SHE'S BEEN GETTING IT FOR FOUR AND A HALF YEARS. THAT'S A LONG TIME TO RECEIVE COMPENSATION. WE NEED TO WORK ON GETTING HER BACK TO WORK, GETTING HER OFF THOSE WORKERS' COMPENSATION ROLLS. AT THIS POINT WE HAVE TO GO BY WHAT WE SEE BUT MAYBE SHE'S GETTING PARTIAL PAYMENTS OR SOMETHING, BUT THAT'S A LONG TIME TO GET COMP. THAT SHOULD TELL YOU BECAUSE SHE'S GETTING EVERY 28 DAYS. AS I SAID WHEN WE WERE DISCUSSING THE WAGE LOSS COMPENSATION IS PAID EVERY 28 DAYS BY OWCP. SO WE THANK YOU VERY MUCH, GLACIER. THE NEXT SCENARIO IS WHERE THE SECRETARY TOUCHED EXPOSED WIRES AND NOW SHE'S LOST SOME FEELING IN HER FINGERS AND IN HER LOWER ARM. BANDELIER? WHAT BENEFIT WOULD BE ATTRIBUTED TO THIS PARTICULAR SCENARIO? I KNOW BANDELIER IS OUT THERE! ALL RIGHT. LET'S GO BACK TO G. W. P. DO YOU HAVE YOUR PUSH-TO-TALK MIC TOGETHER, WHAT BENEFIT DID YOU ATTRIBUTE TO THE FOURTH SCENARIO? I HOPE EVERYBODY DIDN'T GET UPSET BECAUSE WE ASKED G. W. TO HANG UP THEIR TELEPHONE. WE DIDN'T WANT TO LOSE EVERYBODY. WE DIDN'T WANT TO LOSE G. W. IT'S CAUSING SOME FRICTION. ANYWAY, LET'S DO THIS. . . THE RESPONSE TO THIS ONE IS THERE WOULD BE A SCHEDULE AWARD. THE REASON IT IS A SCHEDULE AWARD IS BECAUSE THE SECRETARY, UNFORTUNATELY, SHE'S HAD SOME PERCENTAGE OF LOSS IN HER FINGERS, WHICH IS A BODY PART AND IN HER ARM, WHICH IS A BODY PART. SO THIS WOULD BE A SCHEDULED AWARD. LAST BUT NOT LEAST WE HAVE AN ANIMAL CARE TAKER WHO HAS BEEN BITTEN BY A SNAKE ON THE KNUCKLES. AND WHAT WOULD BE THE BENEFIT THAT YOU THE SUPERVISOR -- WHAT WOULD YOU OFFER TO THIS EMPLOYEE ONCE HE OR SHE REPORTED THIS INJURY TO YOU? ANYBODY CAN VOLUNTEER AT THIS POINT.

>> Participant: THIS IS AMY FROM GLACIER AGAIN, AND WE THINK IT'S MEDICAL.

>> K. Payton: THANK YOU, AMY. YES, IT IS. MEDICAL TREATMENT WOULD BE THE FIRST ITEM YOU WOULD OFFER TO THEM, BUT, YES, THEY WOULD SEEK MEDICAL TREATMENT IMMEDIATELY FOR SUCH AN INJURY. OKAY. WELL, A APPRECIATE YOU ALL PARTICIPATING IN THIS. WE'RE GOING TO GET READY TO TALK ABOUT TYPES OF CLAIMS AND THE APPROPRIATE FORMS. AND AS WE DO THAT, ONE OF THE THINGS THAT STEVE MENTIONED

EARLIER, BECAUSE IT SEEMS TO BE THE MOST POPULAR THING ON THE NEWS AND EVERYTHING IS THE SWINE FLU. SO HE TALKED ABOUT THE OCCUPATIONAL DISEASE THAT SOMETHING LIKE THAT -- SO THIS IS WHERE WE ARE GOING TO TALK ABOUT OCCUPATIONAL DISEASES AND YOU WILL SEE WHY HE'S APPLYING IT THERE AS OPPOSED TO ANYWHERE ELSE IN OUR PRESENTATION. BUT ANYWAY, WE ARE GOING TO START WITH THE FIRST TYPE OF INJURY AND THE FIRST TYPE OF CLAIM, WHICH WOULD BE A TRAUMATIC INJURY. THERE ARE TWO TYPES, BUT FIRST ONE WE TALK ABOUT TRAUMATIC INJURY, BECAUSE THAT'S THE MOST COMMON. THE SECOND TIME IS THE OCCUPATIONAL DISEASE, BUT WITH THE TRAUMATIC INJURY, WHAT THE DEFINITION OF THAT IS IDENTIFIABLE BY THE TIME AND PLACE AND OCCURRENCE OF THE INJURY AND THE BODY PART THAT IS AFFECTED. IT'S CAUSED BY SPECIFIC EVENT. IT NORMALLY HAPPENS DURING ONE'S WORK SHIFT AND THE WOUND OR THE CONDITION CAUSED IS NORMALLY CAUSED BY AN EXTERNAL FORCE. AND WE GIVE THAT DEFINITION TO MAKE IT EASIER TO UNDERSTAND BECAUSE THERE'S -- YOU HAVE TO DIFFERENTIATE BETWEEN THE TWO TYPES OF INJURIES. YOU HAVE TRAUMATIC INJURIES. YOU HAVE OCCUPATIONAL DISEASES. THE THING ABOUT A TRAUMATIC INJURY IS THAT SOMETIMES THERE CAN BECOME A GRAY LINE IN THAT I COULD POSSIBLY, SITTING AT THIS DESK, BUMP MY KNEE ON THE EDGE OF THE DESK. I USED TO DO A SAMPLE, BUT THIS TIME I WILL USE MY KNUCKLES. I COULD DO THAT AND BECAUSE I'M SO EXCITED ABOUT DOING THIS CLASS, NOT REALIZE WHAT I HAVE DONE AND THEN LATER ON TODAY OR IN THE MORNING MY KNEE IS SWOLLEN OR I'M IN PAIN. AND SO SOME PEOPLE IN TRYING TO DISTINGUISH BETWEEN A TRAUMATIC INJURY AND OCCUPATIONAL DISEASE, WILL THINK THAT, OKAY, WELL, THAT MIGHT BE OCCUPATIONAL BECAUSE SHE DIDN'T FEEL ANY PAIN UNTIL THE NEXT DAY. THE INSTANCE OR OCCURRENCE HAPPENED TODAY. THE RESULT OR THE RESIDUALS OF IT I DIDN'T FEEL UNTIL PROBABLY THE NEXT DAY BUT BECAUSE OF WHAT HAPPENED TODAY, THAT MAKES IT A TRAUMATIC INJURY, WHERE I WOULD FILE A CA-1 FORM AND I WOULD BE ENTITLED TO CONTINUATION OF PAY, WHICH IS AT 45 DAYS. FOR THOSE OF YOU THAT ARE NEW OUT THERE, YOU WILL HEAR EMPLOYEES TALK AROUND TALKING ABOUT, OOPS, THEY BUMP INTO SOMETHING, 45 DAYS THIS. THEY HIT SOMETHING, 45 DAYS. THAT'S WHAT THEY ARE REFERRING TO. IT'S ANOTHER SPECIAL BENEFIT UNDER FECA WHICH IS CALLED CONTINUATION OF PAY WHERE, IN FACT, THE EMPLOYEE IS ALLOWED TO CONTINUE HIS OR HER PAY STATUS FOR 45 DAYS AS LONG -- AND THIS IS THE KEY THING, AS LONG AS THE PERSON IS DISABLED FROM THAT INJURY, MAKING THEM ENTITLED TO THE C. O. P. NOW, WHAT HAPPENS WITH THE CA-1 IS THE EMPLOYEE HAS TO INITIATE A CLAIM IN THE SAFETY MANAGEMENT INFORMATION SYSTEM. THAT'S THE CA-1 AND THE CA-2. WE ARE TALKING ABOUT THE CA-1 FOR THE TRAUMATIC INJURY ISSUE. ONCE THE EMPLOYEE ENTERS THE CLAIM INTO THE SMIS, A MESSAGE IS SENT TO THE SUPERVISOR, ADVISING

THEM THAT EMPLOYEE HAS FILED A CLAIM THE SUPERVISOR THEN GOES IN AND FINISHES THE SUPPLEMENTAL SAFETY INFORMATION IN SMIS. WE WILL TALK ABOUT THAT SHORTLY. WHAT HAPPENS IS THE EMPLOYEE AND/OR THE SUPERVISOR SHOULD INCLUDE ANY WITNESS STATEMENTS AS A PART OF THE PROCESS AT THIS POINT. ONCE THE EMPLOYEE AND THE SUPERVISOR HAVE COMPLETED THEIR PART, THE DOCUMENT IS SENT TO THE WORKERS' COMPENSATION COORDINATOR FOR YOUR PARK OR OFFICE OR REGION, HOWEVER YOU ARE SET UP. AND THEN ONCE THAT PERSON REVIEWS IT AND RECEIVES THE MEDICAL DOCUMENTATION, THEN THE CLAIM IS FORWARDED ON TO OWCP. IF, IN FACT, THERE'S AN INJURY WHERE, IN FACT, MEDICAL TREATMENT IS REQUIRED, THEN THE INJURED WORKER SHOULD BE ISSUED A CA-16 IMMEDIATELY. NOW, BECAUSE OF OUR CHANGING WORLD, THINGS HAVE CHANGED. WE ARE NOW -- NOW SOMEONE, SUCH AS SUPERVISOR -- STATUTORILY BY LAW, THE SUPERVISOR IS RESPONSIBLE FOR SIGNING THAT CA-16, HOWEVER, THOUGH NATIONAL PARK SERVICE HAS TAKEN THE LIBERTY TO ALLOW PARK SUPERINTENDENTS OR WHOEVER THE DIRECTORS OR WHATEVER ARE IN YOUR OFFICES TO DELEGATE THAT AUTHORITY TO THE WORKERS' COMPENSATION COORDINATOR FOR THE SOLE PURPOSE OF ACCOUNTABILITY AND MANAGEMENT. BECAUSE WHEN YOU SIGN THE CA-16, THE CA-16 IS BASICALLY GIVING PERMISSION TO SPEND OUR MONEY ANY WAY THAT THE DOCTOR WANTS TO. NOW, THAT'S NOT THE INTENT OF THE LAW, BUT THAT'S HOW IT'S LOOKED UPON. AND ONE OF THE THINGS ABOUT THE CA-16 IS THAT IT HAS TWO SPOTS ON IT, AN "A" AND "B." "A" IS THE OPEN ENDED WHERE IT'S PAYING FOR ANY AND EVERYTHING, AND "B" IS WHERE THE DOCTOR HAS TO BE A LITTLE MORE CAREFUL AND LOOK TO SEE WHAT ACTUALLY HAPPENED, AND THERE IS A REASON WHY THE AGENCY WANTS TO BE MORE CAUTIOUS. I DON'T WANT ANYBODY TO PURPOSEFULLY CHECK THE "B" BOX BECAUSE, YOU KNOW, YOU JUST WANT TO SADDLE THAT EMPLOYEE AND KEEP THEM LIMITED TO THE BENEFIT THAT HE OR SHE MAY BE ENTITLED TO. YOU NEED TO HAVE JUSTIFICATION. WHAT YOU WOULD DO IS TALK WITH YOUR WORKERS' COMPENSATION COORDINATOR TO INSURE THAT THE -- THAT YOU UNDERSTAND WHAT HAPPENS. NOW, THE OTHER THING ABOUT THE CA-16 IS THAT THE CA-16 IS USUALLY ISSUED NO -- NO LONGER THAN ONE OR TWO DAYS AFTER THE INJURY. THE REASON WHY THAT IS DONE IS BECAUSE WHEN AN EMPLOYEE NEEDS TO SEE THE DOCTOR, THEY NORMALLY SEE THE DOCTOR WITHIN A DAY OR TWO AFTER THE INJURY. ANY LONGER THAN THAT, IT BECOMES SUSPECT AS TO WHETHER OR NOT THEY ACTUALLY SUFFERED AN INJURY. NOW, WE DON'T HAVE TO ISSUE IT, AND THE EMPLOYEE CAN GO TO THE DOCTOR AND IF IT TURNS OUT THAT THE EMPLOYEE DID, OWCP WILL COVER THEM BUT WE HAVE TO BE VERY CAREFUL IN ISSUING THE CA-16 FOR ANY REASON. WE HAVE TO HAVE SOME KIND OF ACCOUNTABILITY AND WE HAVE TO MANAGE THE PROGRAM. WHAT I WAS GOING TO SAY IS IN THE PAST, YOU KNOW, YOU HAD TO PUT THE CA-16

IN THE EMPLOYEE' S HAND OR THE SUPERVISOR WOULD GO TO THE HOSPITAL OR TO THE DOCTOR' S OFFICE WITH THE EMPLOYEE, BUT NOW YOU CAN FAX THE DOCUMENT TO THE DOCTOR' S OFFICE. I KNOW THE EMERGENCY ROOM ACCEPTS THE FAXES AND MOST DOCTORS' OFFICES ACCEPT THE FORMS WITH NO PROBLEMS. WHEN THERE' S AN ISSUE ABOUT GETTING THE CA-16 TO THE EMPLOYEE, THERE' S NO LONGER AN ISSUE BECAUSE WE HAVE FAX MACHINES. IF YOU DON' T HAVE A FAX MACHINE, YOU NEED TO GET ONE. GENERALLY THE MEDICAL CARE AUTHORIZED BY THE CA-16 PROVIDES FOR 60 DAYS COVERAGE OF THE INJURY FOR MEDICAL PURPOSES FOR 60 DAYS. THE OTHER THING IS THAT THE EMPLOYEE, AS WE SAID EARLIER CAN PICK HIS OR HER OWN DOCTOR BUT THEY HAVE A 25-MILE RADIUS LIMIT ON THAT. THEY CAN' T JUST GO GET A DOCTOR -- IF I LIVE IN D. C. , I CAN' T PICK A DOCTOR IN NEW YORK CITY! NINE TIMES OUT OF TEN, WORKERS' COMP IS GOING TO SAY, NO, KARLYN. WE ARE NOT GOING TO PAY FOR THAT. WHY DID YOU GO ALL THE WAY TO NEW YORK CITY. YOU HAD TO PASS THROUGH MARYLAND AND MAYBE NEW JERSEY AND DEFINITELY PENNSYLVANIA. NO. SO THEY HAVE A 25-MILE LIMIT ON HOW FAR THEY CAN GO FOR GETTING A DOCTOR. NOW, THERE ARE SOME INSTANCES WHERE SOME OF THE PARKS ARE LOCATED IN REMOTE AREAS AND SO THERE MAY BE SOME EXCEPTIONS TO THAT, BUT THE EXCEPTIONS ARE LIMITED AND, AGAIN, YOU WORK WITH YOUR WORKERS' COMPENSATION COORDINATOR ABOUT THAT OR YOUR WORKERS' COMPENSATION MANAGER THAT STEVE MENTIONED EARLY ON IN OUR WORKSHOP. WHAT I WAS TALKING ABOUT EARLIER, ABOUT THE FACT THAT THE EMPLOYEE CAN PICK HIS OR HER OWN DOCTOR, ONE OF THE ISSUES OR QUESTIONS THAT WE' VE HAD TO COME UP IS, LIKE, IN SOME INSTANCES MOST OF THE TIME THE EMPLOYEES GO STRAIGHT TO THE EMERGENCY ROOM WHEN THEY HAVE AN INJURY, NO MATTER HOW SERIOUS IT IS OR THE LACK THEREOF, BUT THEY CAN' T GO BACK TO THE EMERGENCY ROOM AND THE EMERGENCY ROOM PHYSICIAN WILL REFER THEM TO THEIR OWN PERSONAL, PRIVATE DOCTOR. THE CA-16 WILL COVER THEM IN THAT INSTANCE BECAUSE IT' S NOT CONSIDERED CHANGING DOCTORS. OWCP WILL NOT -- AND PLEASE HEAR ME -- WILL NOT PAY FOR A SECOND EMERGENCY ROOM VISIT FOR THE SAME INJURY UNLESS IT IS A BONA FIDE EMERGENCY, AND BELIEVE ME, YOU HAVE TO PROVE THAT IT' S AN EMERGENCY AND IT WILL BE DIFFICULT TO GET THEM TO PAY FOR IT. SO WHAT WE ADVISE IS DO NOT GO BACK TO THE EMERGENCY FOR A SECOND VISIT, UNLESS IT' S A BONA FIDE EMERGENCY. THIS ALSO COVERS THE EMPLOYEES WHEN THEY HAVE TO GO TO THE CA-16. ONCE THEY GIVE IT TO THEIR DOCTOR AT THE EMERGENCY ROOM OR TO THEIR PRIMARY CARE PHYSICIAN, IF THEY ARE REFERRED TO A SPECIALIST, THE CA-16 ALSO COVERS THAT. NOW, ONE OF THE THINGS I NEED YOU TO KEEP IN MIND, THAT EVEN THOUGH WE ARE SAYING YOU NEED TO ISSUE THAT CA-16 WITHIN A DAY OR TWO AFTER THE INJURY, WE DO NOT ISSUE THE CA-16 A WEEK OR MORE AFTER THE INJURY. WE JUST DON' T DO IT, BECAUSE IT' S JUST HARD TO PROVE OR UNDERSTAND

HOW SOMEBODY WAITED A WEEK TO GO TO A PHYSICIAN FOR A TRAUMATIC INJURY. OKAY? AND THAT'S THE THING ABOUT TRAUMATIC INJURY BEING MORE SO INSTANTANEOUS AS OPPOSED TO AN OCCUPATIONAL DISEASE. WE DO NOT ISSUE THE CA-16 IF THE EMPLOYEE JUST GOES STRAIGHT TO THE DOCTOR WITHOUT EVEN TELLING THE SUPERVISOR THAT HE OR SHE HAS INJURED THEMSELVES. AND AS WE GET FURTHER INTO OUR WORKSHOP, WE WILL TELL YOU ABOUT A NOTICE THAT YOU CAN GIVE THE EMPLOYEE, EXPLAINS TO HIM OR HER WHAT THEIR RESPONSIBILITIES ARE AND THEY SHOULD TELL YOU WHEN THEY INJURE THEMSELVES. AND THE KEY THING TO THE CA-16 AND WE WILL TALK ABOUT OUR NEXT CLAIM, THE OCCUPATIONAL DISEASES, WHEN AN EMPLOYEE PUTS IN A CLAIM FOR OCCUPATIONAL DISEASE, YOU CANNOT ISSUE A CA-16 FOR MEDICAL TREATMENT. OCCUPATIONAL DISEASES ARE DIFFERENT IN THAT OWCP HAS TO ACCEPT AND APPROVE IT AND ONCE THEY DO THAT, THEN THE MEDICAL PART OR THE MEDICAL TREATMENT WILL BE INCLUDED AS A PART OF THAT CLAIM AND THEY WILL DO A REIMBURSEMENT OR THEY WILL TAKE CARE OF THE MEDICAL. BUT PRIOR TO THE ACCEPTANCE AND/OR APPROVAL OF THAT CLAIM, YOU CANNOT GIVE AUTHORIZATION FOR OCCUPATIONAL DISEASE. ARE THERE ANY QUESTIONS AT THIS POINT ABOUT THE TRAUMATIC INJURY OR THE CA-1 FILING? OKAY. BEFORE I GO ON, STEVE, YOU WANTED TO MAKE A COMMENT?

>> S. Rosen: YES, KARLYN, THAT WE REALLY WANT PEOPLE TO KNOW AND UNDERSTAND THAT THE MOST IMPORTANT THING THAT PEOPLE NEED TO DO IS IF PEOPLE NEED MEDICAL ATTENTION, DON'T GET CAUGHT UP IN ISSUING A CA-16 OR THE PAPERWORK. WE WANT OUR PEOPLE TO GET MEDICAL TREATMENT AS SOON AS POSSIBLE. THE PAPERWORK CAN TAKE CARE OF ITSELF, AS KARLYN SAID. WE CAN FAX THE DOCUMENTATION, THE CA-16, WHATEVER IT TAKES TO THE HOSPITAL, BUT THE MOST IMPORTANT THING IS TO GET THE PEOPLE THE MEDICAL TREATMENT THAT THEY NEED. ALSO AS KARLYN TALKED ABOUT, THE PERSON GOES TO A DOCTOR OR MAYBE THEIR PRIMARY CARE PHYSICIAN, AND THAT DOCTOR REFERS THEM TO A SPECIALIST, THAT THAT DOCTOR ALSO -- THAT PRIMARY CARE PHYSICIAN CAN REFER THAT PERSON TO A SPECIALIST WITHOUT ANY ADDITIONAL REFERRALS OR AUTHORIZATIONS, ANY OF THAT, THAT THAT IS COVERED UNDER THE CA-16. ALSO IN THE PAST WE HAD DOCTORS THAT WERE -- WOULD BE HESITANT TO REFUSE TO DO MRIS BECAUSE THEY WERE EXPENSIVE. WELL, NOW OWCP CONSIDERS MRIS AS JUST ANOTHER DIAGNOSTIC TEST AND THEY DO NOT NEED PRIOR APPROVAL TO DO THAT. AND ACTUALLY, I BELIEVE ON THE NEW CA-16 INSTRUCTIONS, IT ACTUALLY SAYS THAT TO THE DOCTOR THAT THEY CAN -- THAT THEY CAN DO THAT. THAT THE EMPLOYEE -- IF THEY GO TO A PRIMARY CARE PHYSICIAN OR TO THE EMERGENCY ROOM, THEY SHOULD MAKE SURE THEY LEAVE THERE WITH A COPY OF THE CA-16 SO THEY CAN GIVE IT TO THAT SPECIALIST. SOMETIMES -- NOT IN ALL CASES BUT

IN SOME CASES THE SPECIALIST MAY NOT HAVE A RELATIONSHIP THAT CLOSE WITH THE PRIMARY CARE PHYSICIAN OR THE EMERGENCY ROOM, AND THEY MAY BE HESITANT TO PROVIDE THE TREATMENT WITHOUT HAVING AUTHORIZATION. SO THE EMPLOYEE CAN THEN BRING THE CA-16 WITH THEM OR THE PRIMARY CARE PHYSICIAN CAN FAX IT OVER TO THE SPECIALIST, BUT IT'S VERY HELPFUL IF THE EMPLOYEE DOES HAVE A COPY OF THAT. ALSO ANOTHER THING TO REMEMBER IS THAT ONLY ONE CA-16 PER INJURY. THAT THE PERSON GOES TO THE EMERGENCY ROOM OR GOES TO THAT PRIMARY CARE PHYSICIAN AND THEY GO TO A SPECIALIST AND THAT DOCTOR WANTS TO HAVE A CA-16, YOU DO NOT ISSUE ANOTHER ONE, THAT ONLY ONE CA-16 CAN BE ISSUED BEFORE CASE.

>> K. Payton: RIGHT. THAT'S CORRECT AND I WAS GOING TO POINT THAT OUT TO THAT. A LOT OF TIME, SUPERVISORS GET CONFUSED ABOUT WHAT RECURRENCES ARE, AND IF AN EMPLOYEE HAS A RECURRENCE, WHERE AN EMPLOYEE STARTS HAVING PROBLEMS WITH THAT INJURY AGAIN AND THEY SEEK MEDICAL ATTENTION, THEY TELL THE SUPERVISOR. THE SUPERVISOR FOR SOME ODD REASON BELIEVES HE OR SHE HAS TO ISSUE A NEW CA-16, WELL, IT'S FOR THE SAME INJURY THAT THEY ALREADY ISSUED A CA-16. YOU CAN'T ISSUE A SECOND ONE. YOU ONLY HAVE AUTHORIZATION TO ISSUE ONE CA-16 AND IT WILL CREATE PROBLEM FOR YOU AND THE AGENCY IF YOU CHOOSE TO DO THAT BECAUSE THAT EMPLOYEE IS GOING TO BE STUCK WITH THAT BILL AND THAT EMPLOYEE WILL BE TICKED OFF AT YOU, WHY DID YOU GIVE ME AUTHORIZATION IF YOU DIDN'T HAVE AUTHORIZATION? WE WILL TELL YOU DON'T ISSUE A SECOND ONE.

>> S. Rosen: THAT'S A REALLY GOOD POINT.

>> K. Payton: YEAH. EVEN IF THOSE INSTANCES WHERE THE EMPLOYEE MAY LOSE OR MISPLACE THE CA-16, IF ANYTHING, DEAL WITH COPIES. IF YOU HAVE PROBLEMS WITH THE DOCTORS, WE CAN WORK IT OUT. YOU CAN WORK WITH YOUR WORKERS' COMPENSATION COORDINATOR OR THE REGIONAL COMPENSATION MANAGER AND SOMETHING CAN BE WORKED OUT. WE ARE VERY, VERY SENSITIVE ABOUT HOW THE CA-16 IS TREATED AND HOW IT'S ISSUED. NOW, SOMEONE ASKED EARLIER ABOUT THE CA-16, I THINK, ABOUT WHERE THEY CAN GET ONE ELECTRONICALLY. AND I BELIEVE, STEVE, YOU SAID THAT NOW YOU CAN GET THEM ON AQS, WHICH IS THE AGENCY QUERY SYSTEM

>> S. Rosen: YES, THE AGENCY QUERY SYSTEM IS ONLY AVAILABLE TO THOSE PEOPLE WHO HAVE BEEN GIVEN SPECIFIC AUTHORIZATION TO ACCESS THIS. THE DEPARTMENT OF LABOR'S WEB SITE AND WE CALL IT THE AQS AND THAT'S WHERE THE WORKERS' COMP COORDINATOR CAN GET CURRENT DATA ON THE CASE AND PROVIDES BILL PAY HISTORY THAT CAN

BE GATHERED, BY, AGAIN, THE WORKERS' COMPENSATION COORDINATOR, IT'S VERY SENSITIVE INFORMATION. IT'S UNDER OPPI. THE WORKERS' COMPENSATION COORDINATOR HAS ACCESS TO THE CA-16s. IF IN SOME CASES YOU HAVE REMOTE AREAS THAT IT CAN BE APPROPRIATE TO GIVE, PERHAPS A SUPERVISOR A BLANK CA-16 IN CASE SOMETHING COMES UP. BUT THE FACT IS THAT WE REALLY, YOU KNOW, NEED TO CONTROL THESE. WHEN WE FIRST STARTED THE PROGRAM, WE FOUND EMPLOYEES DRIVING AROUND WITH SIGNED CA-16s IN THEIR GLOVE COMPARTMENT AND, YOU KNOW, THAT WAS NOT APPROPRIATE AT ALL. SO, YOU KNOW, WE TRY -- THEY NEED TO BE CAREFULLY MANAGED AND THAT'S WHAT THIS ALLOWS BUT YOUR WORKERS' COMPENSATION COORDINATOR OR THE REGIONAL WORKERS' COMPENSATION MANAGER HAS A COPY IF IT'S NEEDED. THE IMPORTANT THING IS THAT THE EMPLOYEE GETS THE MEDICAL TREATMENT THAT THEY NEED WHEN THEY NEED IT. AND THE CA-16 CAN BE FAXED OR DELIVERED TO THE MEDICAL PROVIDER, YOU KNOW, AT ANY TIME AS NEEDED. OKAY?

>> K. Payton: OKAY. ALL RIGHT. NOW, ONE OF THE OTHER BENEFITS STILL AFFORDED TO EMPLOYEES WHEN THEY SUFFER A TRAUMATIC INJURY -- AND KEEP IN MIND I'M GOING TO STRESS THAT. THAT'S WHAT WE ARE TALKING ABOUT, TRAUMATIC INJURIES. THAT'S THE CONTINUATION OF PAY, THAT 45 DAY PERIOD I MENTIONED EARLIER. AND WHAT HAPPENS IS WHEN AN EMPLOYEE IS INJURED AND HE OR SHE IS RENDERED TOTALLY DISABLED FROM WORK AND THEY ARE GIVEN A PERIOD OF TIME THAT THEY ARE OFF TO HEAL, THEN THEY ARE ENTITLED TO C. O. P. SO THAT THEY CAN HEAL. WHAT C. O. P. DOES IS CONTINUES THEIR PAY, TO MAKE SURE THERE'S NO BREAK IN PAY IF THERE'S A POSSIBILITY THAT THEY MAY BE OFF LONGER THAN A 45 DAY PERIOD THEN PROPER NOTICE NEEDS TO BE FILED WITH OWCP. IT'S CALLED CLAIM FOR COMPENSATION ON BEHALF OF THE EMPLOYEE. SO ON THE 40th DAY THAT CLAIM SHOULD GO INTO OWCP SO THAT BY THE TIME THE C. O. P. PERIOD IS OVER, IF THE EMPLOYEE HAS TO CONTINUE TO BE OFF, AWAY FROM WORK OR TOTALLY DISABLED THEY CAN PICK UP COMPENSATION BENEFITS AND THAT'S THE WAGE LOSS THAT WE TALKED ABOUT EARLIER THAT CAN BE PROCESSED. NOW THE C. O. P. IS ONLY USED FOR TIME LOST FROM WORK DUE TO THE INJURY. THE REASON WE WILL SAY "TIME LOSS FROM WORK" IT'S NOT JUST BECAUSE THEY ARE DISABLED. THEY MAY BE ALLOWED TO COME BACK TO WORK ON A PART-TIME BASIS AND BE ABLE TO WORK, LET'S SAY, FOUR HOURS A DAY. WELL, THE OTHER FOUR HOURS WOULD BE CHARGED TO THEIR CONTINUATION OF PAY. WE WILL TALK ABOUT THE CODE FOR THAT IN JUST A SECOND. AND WHAT HAPPENS IS IF THE EMPLOYEE CAN WORK FOUR HOURS A DAY BUT HAS TO BE OFF FOUR HOURS A DAY, THEN IT IS CODED AS FOUR HOURS A DAY OFF ON CODE 160 FOR THE PURPOSES OF C. O. P., BUT IT IS COUNTED AS ONE DAY OF C. O. P. THAT CAN GET CONFUSING BUT DON'T WORRY

ABOUT IT. THAT'S WHY YOU HAVE A WORKERS' COMPENSATION COORDINATOR TO HELP YOU DOING THAT COUNT. EVEN EMPLOYEES GET UPSET WHEN THEY FIND OUT ABOUT THAT, BUT THAT'S WHAT THE LAW SAYS, AND THAT HAS WHAT WE HAVE TO COMPLY WITH. SO IF THE EMPLOYEE IS TOTALLY DISABLED DURING THAT FIRST 45 DAY PERIOD AFTER HE OR SHE SUFFERS AN INJURY AND/OR THEY HAVE TO BE AWAY FROM WORK FOR, LET'S SAY, A DOCTOR'S APPOINTMENT. THEY HAVE TO BE AWAY FOR AN M. R. I. , THEY HAVE TO BE AWAY FOR OTHER TESTING SUCH AS X-RAYS AND THINGS OF THAT NATURE, AS IT RELATES TO THAT INJURY, THEY CAN USE C. O. P. TO COVER THAT LOST TIME. THEY DON'T HAVE TO CHARGE THAT PERIOD OF LOSS TO THEIR PERSONAL LEAVE. THE BIGGEST THING ABOUT THIS, AND I SAID IT EARLIER AND I WILL SAY IT AGAIN, IS THAT YOU HAVE TO HAVE MEDICAL DOCUMENTATION, SAYING THAT THE EMPLOYEE IS TOTALLY DISABLED OR -- AND/OR THE EMPLOYEE WILL BE ATTENDING A MEDICAL TREATMENT OR SOME KIND OF INCIDENT WHERE THEY ARE GOING TO BE REPORTING AS A RESULT OF THE INJURY THEY SUFFERED. AND C. O. P. IS ON AN INJURY, CASE-BY-CASE BASIS. I WILL EXPLAIN TO YOU WHY I SAY THAT IN JUST A SECOND. AGAIN, THE INTENTION OF THE LAW WAS SO THAT THE EMPLOYEE DOES NOT SUFFER WITH ANY KIND OF PAY LOSS OR STOP IN THEIR PAY DURING THAT FIRST 45 DAYS THAT THEY ARE UP ABLE TO WORK OR THEY HAVE TO BE -- UNABLE TO WORK OR THEY HAVE TO BE AWAY FROM WORK DUE TO THE INJURY. UNLIKE WAGE LOSS COMPENSATION, C. O. P. PAY IS SUBJECT TO THE SAME DEDUCTIONS, SAME TAXES, SAME WHATEVER THAT INJURE NORMAL PAY WOULD BE SUBJECTED TO. SO IF YOU'VE GOT ALLOTMENTS COMING OUT OF YOUR CHECK, YOU ARE PAYING YOUR STATE TAXES, FEDERAL TAXES, PAYING FICA, YOU ARE PAYING RETIREMENT, YOU ARE PAYING FOR HEALTH INSURANCE, ALL OF THAT COMES OUT OF YOUR PAY CHECK FOR C. O. P. PURPOSES, JUST LIKE IT WOULD IF IT WAS REGULAR WORKING. THERE'S NO CHANGE. C. O. P. IS NOT CONSIDERED A FORM OF COMPENSATION, BECAUSE GUESS WHAT THE DIFFERENCE IS THAT IT IS PAID BY THE AGENCY AND NOT BY THE OFFICE OF WORKERS' COMPENSATION. AND THE BIGGEST THING TO KEEP IN MIND IS THAT YOU HAVE TO HAVE MEDICAL DOCUMENTATION TO SUPPORT THE NEED OF THE ABSENCE IN ORDER FOR C. O. P. TO BE APPROVED. WHEN AN EMPLOYEE INJURES HIMSELF OR HERSELF, THE FIRST DAY IS CHARGED TO 060, WHICH IS THE OURS CODE FOR ADMINISTRATIVE LEAVE. WE HAVE HISTORICALLY MADE THE MISTAKE OF CHARGING THE REST OF THE HOUR -- LET'S SAY I WORK FROM 7 A. M TO 3:30 P. M , AND I INJURY MYSELF AT 10 A. M I HAVE WORKED THREE HOURS. SO MY TIMECARD SHOULD SAY 010 FOR THREE HOURS AND THEN 060 FOR THE OTHER FIVE HOURS FOR MY EIGHT-HOUR DAY. OR IF YOU WORK ANOTHER SCHEDULE WHERE YOU WORK MORE HOURS, WHATEVER THE BALANCE OF HOURS IS AFTER THE TIME OF INJURY SHOULD BE UNDER CODE 060. NOW, I MENTIONED THE CODE 160. IN ADDITION TO 160, THERE'S 161 CODE. 160

REPRESENTS THE DAYS THAT THE -- THE DAYS OR THE HOURS THAT I WOULD HAVE RECEIVED REGULAR PAY FOR WORKING. 161 IS FOR WHEN THOSE DAYS THAT I WOULD NOT WORK. SO MOST OF US WORK MONDAY THROUGH FRIDAY. OUR MEDICALS ARE SATURDAY AND SUNDAY, WE DON'T WORK. SO YOU PUT 161 ON SATURDAYS AND SUNDAYS AND 160 ON THE REGULAR WORKDAYS. THIS IS EVEN APPLICABLE TO EMPLOYEES -- LET'S SAY I WORK TUESDAY THROUGH SATURDAY, MEANING I'M OFF SUNDAY AND MONDAY. WELL, BECAUSE I'M OFF SUNDAY AND MONDAY, IT WOULD BE CODED 161 AND MY REGULAR TOUR OF DUTY WOULD BE CHARGED 160. SO THAT'S HOW THAT'S DONE. KEEP IN MIND, 160 AND 161 IS NORMALLY FOR THE FIRST OCCURRENCE OR THE FIRST INJURY. IF I HAVE A SUBSEQUENT INJURY AND I HAVEN'T USED 45 DAYS FOR THE FIRST INJURY, THE SUPERVISOR OR THE TIMEKEEPER HAS TO CODE ME IN UNDER ANOTHER CODE. NOW THE CODES GO UP AND THEY GO UP TO 169, GOD FORBID ANYBODY HAS THAT MANY INJURIES WITHIN THAT SHORT PERIOD OF TIME, BUT IT CAN HAPPEN DEPENDING ON WHAT THE JOB IS. BUT FOR A SECOND INJURY, YOU WOULD USE CODE 164 AND 165, THE SAME WAY YOU WOULD USE 160 AND 161. THIS IS BECAUSE OUR SYSTEM IS SET UP THAT WHEN YOU USE 160 AND 161, IT'S COUNTING 45 DAYS. WHEN A SECOND INJURY OCCURS NOT RELATED TO THE FIRST INJURY, IF YOU USE 160 AND 161 FOR THE SECOND INJURY, THE SYSTEM IS ONLY GOING TO COUNT AND PAY THAT EMPLOYEE FOR THE BALANCE OF THE FIRST INJURY. SO THAT'S WHY WE CHANGE CODES BECAUSE IF IT'S A TRAUMATIC INJURY WITH THE MEDICAL DOCUMENTATION CERTIFYING THAT IT'S AN ACTUAL INJURY RELATED TO THE JOB, THE EMPLOYEE IS ENTITLED TO C. O. P. BUT IT'S A SECOND INSTANCE OF C. O. P. FOR A SECOND INJURY. STEVE, YOU WANTED TO MAKE A COMMENT?

>> S. Rosen: YES, I WANT TO REALLY REINFORCE WHAT WE SAID ABOUT C. O. P. IT'S REALLY THE MOST RESTRICTIVE FORM OF LEAVE, THAT OFTENTIMES A PERSON IS SICK FOR A COUPLE OF DAYS. WE DON'T REQUIRE THEM TO BRING IN A DOCTOR'S NOTE TO JUSTIFY IT. WITH REGARDS TO C. O. P., EVERY HOUR OF TIME THAT A PERSON IS OFF WORK, THAT THEY NEED TO HAVE MEDICAL THAT COVERS IT FOR C. O. P., CONTINUATION OF PAY. AND ALSO THAT THE INJURED WORKER IS REQUIRED TO SUBMIT MEDICAL EVIDENCE, TO HAVE SOME MEDICAL REPORT TO YOU, THE SUPERVISOR AND TO THE AGENCY WITHIN 10 DAYS OF WHEN THEY STOPPED WORKING. THAT'S REQUIRED. AND IF THE FACT IS -- JUST A LITTLE LEAVE SLIP WHICH SAYS OFF WORK FOR THREE WEEKS OR TWO WEEKS OR WHATEVER IS NOT ADEQUATE. THEY NEED TO ACTUALLY HAVE A REPORT, A PRIVATE DIAGNOSIS, WHEN THEY EXPECT TO COME BACK TO WORK. AGAIN, WITHIN 10 DAYS OF WHEN THEY STOPPED WORKING. AND THE OTHER THING I WANTED TO MENTION KARLYN IS THE TIME KEEPING CODES. THAT ESPECIALLY WITH US MOVING TO QUICK TIME, THAT WE FOUND, YOU KNOW, MORE ERRORS ACTUALLY HAPPENING

IN REGARDS TO THE CONTINUATION OF PAY AND IT'S INFLATING OUR NUMBERS FOR LOSS PRODUCTION DAYS.

>> K. Payton: REALLY?

>> S. Rosen: YEAH. IT'S REALLY IMPORTANT THAT YOU, THE SUPERVISOR, BECAUSE YOU ARE USUALLY THE FIRST LEVEL OF VERIFYING THE CODES, IS TO ACTUALLY, WAS THE PERSON OFF ON C. O. P. TO USE THAT 160 CODE? AND THAT CODE CAN ONLY BE USED DURING, YOU KNOW, THE FIRST 45 DAYS WHEN THE PERSON RETURNS, YOU KNOW, BACK TO WORK. SO SOME PEOPLE, THEY WILL SEE IN THE LEAVE SLIP, THEY HAVE FIVE DAYS LEFT. THEY HAVE TO GO TO A DOCTOR'S LATER AND THEY TRY TO USE C. O. P. SIX MONTHS LATER AND THAT'S NOT OKAY. SO IT'S REALLY IMPORTANT FOR TO YOU CHECK THAT. IF YOU HAVE ANY QUESTIONS TO CONSULT WITH YOUR WORKERS' COMP COORDINATOR AND TIMEKEEPERS TO INSURE THAT THAT IS ACCURATE.

>> K. Payton: OKAY. THAT IS CORRECT. ALL RIGHT. BEFORE WE GO ON AND TALK ABOUT THE OCCUPATIONAL DISEASE, ARE THERE ANY QUESTIONS AT THIS POINT ABOUT THE CA-1 OR THE CONTINUATION OF PAY? OR THE CA-16? OKAY. LET'S TALK ABOUT THE OCCUPATIONAL DISEASE. NOW, I CONSIDER THIS A DIFFERENCE BETWEEN OCCUPATIONAL DISEASES AND THAT OF A TRAUMATIC INJURY AND YOU CAN GO AHEAD AND SHOW THAT SLIDE. THE BIGGEST DIFFERENCE IS THAT OCCUPATIONAL DISEASES NORMALLY TAKE PLACE OVER A PERIOD OF TIME. IT'S NORMALLY PRODUCED BECAUSE OF THE WORK ENVIRONMENT, AND IT'S DUE TO EXPOSURE TO STUFF. AND, AGAIN, IT'S NOT SOMETHING THAT HAPPENS INSTANTANEOUSLY. IT HAPPENS OVER A PERIOD OF TIME. OUR MOST COMMON ONE, AND PARTICULARLY IN THE NATIONAL PARK SERVICE, BEING THAT WE ARE GETTING READY TO GO INTO THE SUMMERTIME IS THAT, YOU KNOW, WE HAVE OUR PARK RANGERS. SOME MAINTENANCE EMPLOYEES TOO, THEY GET TICK BITES AND THEN WITHIN TWO WEEKS THEY MAY DEVELOP LYME DISEASE. WELL, IN THAT PARTICULAR INSTANCE, THE DEVELOPMENT OF THE LYME DISEASE IS CONSIDERED AN OCCUPATIONAL DISEASE, BECAUSE IT TAKES TWO WEEKS FOR THE LYME DISEASE TO INCUBATE. THAT'S JUST STANDARD MEDICAL KNOWLEDGE. IT TAKES TWO WEEKS FOR IT TO INCUBATE AND BECAUSE IT HAPPENS OVER A PERIOD OF TIME, THEN THAT WOULD BE CONSIDERED AN OCCUPATIONAL DISEASE. SO THAT'S JUST AN EXAMPLE OF AN OCCUPATIONAL DISEASE. ANOTHER EXAMPLE IS CARPAL TUNNEL. GOSH! A LOT OF US GETTING CARPAL TUNNEL BECAUSE, GUESS WHAT, WE ARE DOING THAT TYPING AND JUST GOING FOR IT. AND CARPAL TUNNEL, THOSE THAT ARE FAMILIAR WITH IT, YOU KNOW GOODNESS WELL THAT YOU CAN'T GET THAT INSTANTANEOUSLY. THAT DETERIORATION HAPPENS OVER A PERIOD OF TIME. SO THAT WOULD BE TREATED AS AN OCCUPATIONAL

DISEASE. AND WHAT HAPPENS IS THE EMPLOYEE HAS TO NOTIFY YOU ABOUT HIS OR HER CONDITION OR THEIR SUSPECTED CONDITION. YOU OFFER THEM THE OPPORTUNITY OF FILING A CLAIM BY ISSUING TO THEM A CA-2, WHICH IS A NOTICE OF OCCUPATIONAL DISEASE CLAIM. THE EMPLOYEE FILLS OUT THEIR PART, ACTUALLY, AGAIN, THEY CAN INITIATE THE CLAIM IN SMIS. THE EMPLOYEE INITIATES IT IN SMIS. THE CA-2 GOES TO THE SUPERVISOR, SO THE SUPERVISOR CAN DO HIS OR HER PART AND THEN THE SUPERVISOR WILL REFER -- YOU CAN REFER THE EMPLOYEE TO THE WORKERS' COMPENSATION COORDINATOR BECAUSE UNLIKE A DRAMATIC INJURY, OCCUPATIONAL DISEASES REQUIRE A LOT MORE DOCUMENTATION AND THEY ARE A LOT MORE INVOLVED, MAINLY BECAUSE THERE ARE DIFFERENT TYPES OF OCCUPATIONAL DISEASES. AND SO THERE IS A CA-35A, ALL THE WAY TO CA-35H AND THE WORKERS' COMPENSATION COORDINATOR WILL GIVE ONE OF THOSE FORMS TO THE AFFECTED EMPLOYEE ONCE A DETERMINATION IS MADE, WHAT THE OCCUPATIONAL DISEASE IS, BECAUSE THE CA-35A THROUGH H, IT COVERS CERTAIN CONDITIONS. SO THE FORMS ARE ISSUED BASED ON THE CONDITION THAT THE EMPLOYEE IS CLAIMING. AND THE EMPLOYEE HAS TO SUBMIT MEDICAL DOCUMENTATION. IF THE EMPLOYEE GOES TO THE DOCTOR, THE DOCTOR'S VISIT IS NOT COVERED UNTIL OWCP ACCEPTS AND/OR APPROVES THE CLAIM. IF THERE'S NO ACCEPTANCE, IF THERE'S NO APPROVAL, IF THERE'S A DENIAL, THEN THE EMPLOYEE CANNOT BE REIMBURSED FOR ANY MEDICAL COST THAT HE OR SHE INCURRED AS A RESULT OF THE OCCUPATIONAL DISEASE. AS I SAID BEFORE, YOU CANNOT -- YOU CANNOT -- YOU CANNOT -- YOU CANNOT ISSUE A CA-16 IF AN EMPLOYEE MAKES A CLAIM FOR AN OCCUPATIONAL DISEASE. NOW, WHAT WE'RE GOING TO DO NOW IS WE'RE GOING TO DO ANOTHER EXERCISE BUT BEFORE WE DO THE EXERCISE, ARE THERE ANY QUESTIONS ABOUT OCCUPATIONAL DISEASES? OR FILING A CLAIM FOR OCCUPATIONAL DISEASES? OKAY. WELL, ON PAGE 14, IN YOUR PARTICIPANTS GUIDE, WE HAVE FOUR SCENARIOS THAT I WOULD LIKE FOR YOU TO LOOK AT. AND WHAT WE'LL DO IN THIS PARTICULAR SEGMENT OF OUR WORKSHOP, WE WANT YOU TO LOOK AT THE SCENARIOS AND YOU AND YOUR CLASSMATES DETERMINE WHETHER IT'S A TRAUMATIC INJURY OR WHETHER IT'S AN OCCUPATIONAL DISEASE. IN ADDITION TO THAT, WE ARE ALSO GOING TO BREAK. SO WE ARE GOING TO TAKE ABOUT 10 MINUTES AND WE ARE GOING TO BREAK. YOU CAN GET UP, STRETCH, GET YOURSELF SOME WATER, RECOUP AND COME ON BACK FOR THE LAST HALF OF OUR WORKSHOP. AND LET US KNOW WHAT YOU THINK THESE SCENARIOS ARE WORKING OUT TO BE. YOU ARE ALSO GOING TO GET TO WATCH A VERY EXCITING THING WITH THE EAGLES.

>> K. Payton: ALL RIGHT. I HOPE YOU ALL GOT TO DO YOUR STANDING UP AND GETTING SOME WATER BECAUSE I SURE DID! LOOK, WE TRIED TO MAKE THE SCENARIOS SIMPLE. I HOPE YOU FOUND THEM SIMPLE AND EASY TO DO. WHAT I WILL DO WITH THE FIRST THREE, I'M GOING TO

CHEAT A LITTLE BIT. I'M GOING TO TELL YOU THE ANSWERS BUT THEN THE LAST ONE, BECAUSE IT'S A LITTLE MORE INTERESTING AND I DID TALK ABOUT IT EARLIER, WHAT WE -- WHAT WE DO WITH THE SCENARIOS, WE USE THEM TO HELP US GAUGE HOW WELL WE ARE TEACHING AND WHAT YOU LEARNED. SO THAT'S WHAT WE WILL DO THIS TIME. WITH REGARDS TO LOLA TURNIP AND HER EXERCISING IN THE GYM, WE HAVE DETERMINED THAT THAT'S A TRAUMATIC INJURY. I WOULD LIKE TO KNOW IF THERE'S ANYBODY IN THE CLASS WHO BELIEVES IT WAS SOMETHING OTHER THAN A TRAUMATIC INJURY. OKAY. WE WILL TAKE THAT TO MEAN NO. YOU THOUGHT IT WAS A TRAUMATIC INJURY TOO, AND THAT'S CORRECT. THAT'S CORRECT BECAUSE IT HAPPENED DURING ONE SHIFT, AND IT HAPPENED INSTANTANEOUSLY AND SHE JUST FELL ON THE FLOOR AND HAD HAD A LITTLE PAIN IN HER HIP. ALL RIGHT. THE NEXT ONE TALKED ABOUT OFFICER TURNER PATROLLING THE LaFAYETTE PARK AND GETS INTO A PHYSICAL ALTERCATION WITH A HOMELESS MAN. THOSE KIND OF THINGS REALLY DO HAPPEN, FOLKS. A LOT OF PEOPLE DON'T KNOW THAT, BUT THEY DO. AND IN THIS PARTICULAR INSTANCE, BEING THE MACHO COP THAT HE IS, OFFICER TURNER SAID I'M OKAY. I'M OKAY. NOW, HE SUFFERED INJURY BECAUSE IT'S VERY DIFFICULT TO FIGHT SOMEBODY AND ROLL ON THE GROUND AND NOT GET SOME KIND OF INJURY. SO WE WOULD CONSIDER THIS A TRAUMATIC INJURY BECAUSE IT HAPPENED DURING THE WORK SHIFT AND IT WAS INSTANTANEOUS. IS THERE ANYBODY IN OUR CLASSROOM WHO BELIEVES THAT IT WOULD BE SOMETHING OTHER THAN A TRAUMATIC INJURY? OKAY. WE'RE GOING TO TAKE IT THAT YOU AGREE WITH US, AND WE ARE GOING TO MOVE RIGHT ALONG. ALL RIGHT. NEXT WE HAVE CHRIS POTTS, WHO WHEN HE CAME INTO THE BUILDING HE SMELLED A HORRIBLE ODOR. HOW MANY OF US HAVE EXPERIENCED THAT? AND IT MADE HIM SICK. HE STARTED COUGHING BUT HE WENT OUTSIDE, GOT A LITTLE FRESH AIR AND FELT BETTER. SEVERAL DAYS LATER, HE EXPERIENCES THE SAME THING, BUT THIS TIME IT GETS SO BAD THAT THEY HAVE TO SEND HIM TO THE HOSPITAL IN AN AMBULANCE. HE BELIEVES THAT IT WAS CAUSED BY THE HORRIBLE ODOR OR WHATEVER HE WAS EXPOSED TO THE WEEK BEFORE. WE CONSIDER THIS, BASED ON THE DESCRIPTION, AN OCCUPATIONAL DISEASE. IS THERE ANYBODY WHO THOUGHT OR BELIEVES THAT BASED OPEN THE SCENARIO, THIS COULD BE SOMETHING OTHER THAN OCCUPATIONAL DISEASE?

>> Participant: THIS IS JIM IN GATES OF THE ARCTIC.

>> Participant: HI, THIS IS JOE FROM SALEM. I JUST HAVE A COMMENT TO MAKE.

>> K. Payton: OKAY, JOE, I NEED YOU TO WAIT JUST ONE SECOND. THERE WAS SOMEONE IN FRONT OF YOU. I THINK IT WAS JIM. I DIDN'T HEAR WHERE HE WAS FROM.

>> Participant: THIS IS JIM FROM GATES OF THE ARCTIC, AND I GUESS I HAD A QUESTION ON THAT LAST ONE, BECAUSE IT -- IT SEEMED LIKE IT WAS A ONE-TIME EVENT THAT HE JUST, YOU KNOW, WAS STILL RECOVERING FROM IT WASN' T LIKE SOMETHING THAT WAS CONTINUING ON FOR THE TWO-WEEK PERIOD, BUT I -- I GUESS I HAVE A QUESTION ON THAT ONE.

>> K. Payton: OKAY. WHAT' S YOUR QUESTION?

>> Participant: SO SINCE IT WAS A ONE-TIME OCCURRENCE, THAT SEEMS LIKE IT WOULD BE A TRAUMATIC OCCURRENCE, BECAUSE HE WASN' T REEXPOSED TO THAT, OR IT WASN' T SOMETHING THAT DEVELOPED OVER A TWO-WEEK TIME PERIOD. IT WAS A ONE-TIME EXPOSURE THAT JUST -- YOU KNOW, WAS ONE-TIME DEAL.

>> K. Payton: NOW, THAT' S A VERY GOOD QUESTION, JIM AND I WANT TO EXPLAIN SOMETHING TO YOU. YOU AND I PROBABLY CAME TO THE SAME CONCLUSION, BECAUSE THIS IS AN ACTUAL EVENT, BUT WORKERS' COMPENSATION DID NOT COME TO THAT CONCLUSION. THEY APPROVED THIS PARTICULAR INCIDENT AS AN OCCUPATIONAL DISEASE BECAUSE OF WHAT HAPPENED WHERE THE EMPLOYEE WAS EXPOSED THAT ONE DAY BUT APPARENTLY HE BELIEVED THAT THERE WAS NO RESIDUALS AND UNTIL A WEEK LATER. AND APPARENTLY DURING THE COURSE OF THE WEEK THINGS GOT WORSE WHERE HE STARTED COUGHING AND DOING THAT, BUT HE DIDN' T ATTRIBUTE IT TO THE INITIAL CONTACT UNTIL HE HAD THAT ATTACK A WEEK LATER. BUT IN THIS PARTICULAR INSTANCE -- AND THIS IS ONE OF THE REASONS WE USE THIS SCENARIO, TO SHOW THAT ACTUALLY THE AGENCY DOESN' T MAKE THE DETERMINATION, OWCP DOES. SO WHILE WE MAY HAVE ASSUMED, BASED ON WHEN IT INITIALLY STARTED, CONSIDERED IT AS A TRAUMATIC INJURY WHEN IT WAS ACTUALLY APPROVED, IT WAS APPROVED AS AN OCCUPATIONAL DISEASE. SO THIS IS JUST ONE OF THOSE EXAMPLES OF HOW OWCP WILL ALWAYS TRUMP THE AGENCY SOMETIMES. I HOPE THAT HELPS TO ANSWER YOUR QUESTION SOME.

>> Participant: THANK YOU.

>> K. Payton: YOU' RE WELCOME. OKAY. WHAT WAS OUR SECOND QUESTION? THIS IS JOE?

>> Participant: HI, THIS IS JOE FROM SALEM MARITIME. JUST REALLY A COMMENT. WHAT I' M REALLY IMPRESSED WITH HERE IS THE FACT THAT WE OFTEN THINK OF OCCUPATIONAL AS BEING LONG-TERM, LIKE SIX MONTHS OR A YEAR OR A RECURRING THING, BUT IT' S NICE TO KNOW

THAT OCCUPATIONAL INJURY CAN OCCUR WITHIN A WEEK.

>> K. Payton: VERY, VERY GOOD OBSERVATION, AND THAT'S CORRECT. AND IT'S BASED -- IT'S NOT REALLY BASED ON A SPECIFIC TIME, BUT IT NORMALLY IS A SPECIFIC TIME. IN THIS PARTICULAR INSTANCE, HE -- HE DIDN'T HAVE THE BRONCHIAL SPASM ON THE DAY OF THE ORIGINAL EXPOSURE. HE DIDN'T HAVE THE BRONCHIAL SPASM UNTIL A WEEK LATER AND WITH MOST BRONCHIAL SPASMS, PEOPLE DON'T HAVE THEM INSTANTANEOUSLY. IT'S DUE TO EXPOSURE OVER A PERIOD OF TIME. I THINK THAT'S WHY IT WAS DONE AS AN OCCUPATIONAL DISEASE.

>> S. Rosen: WHAT REALLY HELPS ME DETERMINE SOMETIMES IF IT'S ONE OR THE OTHER, TRAUMATIC OR OCCUPATIONAL IS THAT ONE WORK SHIFT, THAT THE PERSON WAS EXPOSED OVER MORE THAN ONE WORK SHIFT, SO THAT'S, YOU KNOW, I THINK THE JUSTIFICATION THAT OWCP USED AS TO WHETHER OR NOT IT WAS A TRAUMATIC OR OCCUPATIONAL. A PERSON COULD BE UNLOADING A PICKUP TRUCK AND THEY -- DURING A WORK SHIFT BUT THEY CAN'T TELL EXACTLY WHEN THEY SPRAINED THEIR BACK. THEY WENT HOME. THAT NIGHT ALL OF A SUDDEN THEIR BACK WAS HURTING THEM BUT THEY DIDN'T KNOW WHEN IT HAPPENED DURING THE WORK SHIFT, BUT IT HAPPENED DURING ONE WORK SHIFT AND THEREFORE WOULD BE A TRAUMATIC INJURY. SO THAT IS REALLY WHAT MAKES IT HELPFUL TO UNDERSTAND, BUT AS KARLYN POINTED OUT, THAT OWCP, THAT CLAIM EXAMINER LETS YOU KNOW HOW THEY INTERPRET IT. IF THEY DON'T THINK IT'S TRAUMATIC, IT SHOULD BE OCCUPATIONAL, THEN THEY WILL WANT TO SEE A CA-2, AND VICE VERSA. AGAIN, WE DON'T MAKE THAT DETERMINATION, OWCP DOES.

>> K. Payton: THANK YOU FOR THE COMMENT, JOE. NOW THIS LAST ONE. THIS IS A LITTLE TRICKY AND I WANT TO SEE JUST HOW MY CLASS TOOK THIS IN. I'M GOING TO CALL ON A COUPLE OF PEOPLE AND WE'RE GOING TO START WITH REBECCA AT GLACIER. HOW DID YOU DETERMINE -- OR HOW WOULD YOU HAVE DETERMINED THIS INJURY, EITHER AS A TRAUMATIC INJURY OR OCCUPATIONAL DISEASE? AND IF ANN HAS STEPPED OUT A LITTLE LONGER THAN WE EXPECTED, ANYBODY AT GLACIER CAN RESPOND. WE DON'T MIND.

>> Participant: THIS IS REBECCA FROM GLACIER AND WE DETERMINED THAT IT WAS OCCUPATIONAL SINCE IT HAPPENED OVER THE COURSE OF SEVERAL WEEKS THAT SHE DEVELOPED THE LYME DISEASE.

>> K. Payton: OKAY. DID ANYBODY ELSE COME UP WITH A DIFFERENT RESPONSE, WHERE THEY BELIEVE THAT IT WOULD BE A TRAUMATIC INJURY?

>> Participant: THIS IS JOE FROM SALEM AGAIN. I FEEL TRAUMATIC BECAUSE IT OCCURRED ON ONE SHIFT, THE INITIAL HIT BY THE TICK, ANYWAY. BUT I GUESS I COULD GO EITHER WAY.

>> K. Payton: THANK YOU, JOE. AND THAT'S THE TRICK TO THIS PARTICULAR SCENARIO, BECAUSE THAT IS TRUE. THE INITIAL TICK BITE, WHICH SENT HER TO THE HOSPITAL, PARTICULARLY SINCE IT WAS MORE -- SO MANY TICK BITES, IT SHOOK HER UP WOULD HAVE BEEN TREATED AS A TRAUMATIC INJURY BECAUSE THE TICK BITE ITSELF OCCURRED AT THAT MOMENT, AND SUBSEQUENT TO THE TICK BITE, SHE DEVELOPED LYME DISEASE. SO THE LYME DISEASE IN THIS PARTICULAR CASE WAS INCLUDED UNDER THE TRAUMATIC INJURY OF THE TICK BITE. ORDINARILY WHEN PEOPLE GET BIT BY TICKS, NORMALLY, IT'S ONE, MAYBE EVEN TWO, THEY JUST PULL THE TICKS OUT AND GO ON WITH LIFE. AND THEN THEY MAY DEVELOP LYME DISEASE TWO WEEKS LATER. WELL, AS SUCH A THING HAPPENS WHERE THEY DO HAVE TO HAVE THE MEDICAL TREATMENT AT THE TIME, THEN THAT WOULD DEFINITELY BE TREATED AS AN OCCUPATIONAL DISEASE. WHILE WE'RE ON THIS POINT WITH THE TICK BITES I WANT TO MAKE A POINT ABOUT TICK BITES BECAUSE WE ARE COMING INTO THAT SEASON. AND ONE OF THE THINGS THAT YOU WILL HEAR MICHAEL MAY TALK ABOUT LATER ON IS THOSE INCIDENTS THAT ARE RECORDABLE AND THOSE THAT ARE NOT RECORDABLE. FOR TICK BITES, THEY ARE NOT RECORDABLE, PER SE. HOWEVER, BECAUSE THEY CAN HAPPEN SO OFTEN, PARKS AND OFFICERS ARE NOW ESTABLISHING LOG BOOKS SO THAT IT'S DOCUMENTED THAT THE EMPLOYEE MADE THEM AWARE OF THE TICK BITE ITSELF, SO SUBSEQUENT -- TICK BITE ITSELF SO SUBSEQUENT, IF THERE'S SOME RESIDUAL EFFECT LIKE LYME DISEASE THAT EMPLOYEE IS COVERED BECAUSE THEY NOTIFIED THE AGENCY. AND WHAT HAPPENS WITH THAT IS THERE'S NO -- NO DEVELOPMENT OF ANYTHING SUBSEQUENT TO THE TICK BITE, OKAY. IT'S STILL DOCUMENTED. THE THING ABOUT INJURIES UNDER FECA, AN EMPLOYEE HAS UP TO THREE YEARS TO FILE A CLAIM AND THEY DON'T NECESSARILY HAVE TO INITIATE A CLAIM, LET'S SAY IN SMIS OR SUBMIT A CA-1. IT JUST NEEDS TO BE DOCUMENTED BY THE AGENCY THAT THE EMPLOYEE MADE THEM AWARE OF THE INJURY. SO TO HELP REDUCE SOME OF OUR RATES, WE ARE ADVISING FOLKS TO NOT PUT A CA-1 IN FOR EVERY TIME SOMEBODY GETS BITTEN BY A TICK, BUT TO JOT IT DOWN IN THE LOG AS DOCUMENTATION FOR THAT. AND I BELIEVE YOU WANTED TO MAKE SOME COMMENTS ABOUT THAT TOO. I WOULDN'T DARE NOT LET YOU DO IT.

>> S. Rosen: I KNOW THAT. I THINK YOU PRETTY WELL COVERED IT, THAT, YOU KNOW, EARLIER HERE TODAY PEOPLE TALK ABOUT THE BURDEN OF DOING ALL THE PAPERWORK. AND IF EVERY TIME SOMEONE GETS A TICK BITE THEN THEY WOULD BE FILLING OUT A CA-1, I MEAN, THAT'S A REAL BURDEN. BUT IT IS CERTAINLY EASY TO GET A CLAIM ACCEPTED

OVER THE CA-2, OCCUPATIONAL, LESS DOCUMENTATION HAS TO BE SUBMITTED, SO THAT BY KEEPING A LOG MAKES IT A LOT EASIER FOR -- YOU KNOW, FOR EVERYBODY. SOME PLACES KEEP IT IN THE MAINTENANCE AREA, SOME PLACES PARKS OR REFUGE KEEP IT IN THE H. R. OFFICE. BUT, AS YOU SAID THAT, AS THAT'S DOCUMENTED, THEN THAT'S THE IMPORTANT THING. AND IF THEY DO DEVELOP IT, THEN WITHIN THE TIME FRAME OF WHEN THEY PUT IT IN THE LOG, THEN THEY CAN IDENTIFY IT BY A SPECIFIC WORK SHIFT AND IT CAN BE TREATED AS A TRAUMATIC INJURY. ALSO IN AREAS THAT -- FOR A CLAIM TO BE ACCEPTED FOR WORKERS' COMP, THERE HAS TO BE AN INJURY. GETTING BIT BY A TICK, THERE'S NO INJURY. IT MIGHT GET INFECTED, THEN YOU HAVE AN INJURY. PEOPLE OFTENTIMES MIGHT GET BITTEN BY A TICK AND THEY WANT THE OWCP TO PAY FOR THEM TO BE TESTED FOR THE LYME DISEASE. OWCP CAN'T PAY FOR THAT. AGAIN, THERE'S BEEN NO INJURY. SO WHAT HAPPENS IS THAT THE -- MANY OF OUR PARKS HAVE ACTUALLY CREATED LOGS, CONTRACTS WITH LOCAL MEDICAL CLINICS TO HAVE THEIR PEOPLE SCREENED ON A REGULAR BASIS.

>> K. Payton: OKAY. ARE THERE ANY OTHER QUESTIONS WITH REGARDS TO TRAUMATIC INJURIES, VERSUS OCCUPATIONAL DISEASE OR ANYTHING THAT WE DISCUSSED THIS FAR? PLEASE FEEL FREE TO ASK. WE WILL ASK THAT. OKAY. WELL, LOOK, WE ARE GOING TO MOVE ON AND STEVE IS GOING TO DISCUSS WITH YOU INFORMATION ABOUT ELECTRONICALLY FILING, I BELIEVE WYJEAN ASKED SOME QUESTIONS ABOUT THAT AND STEVE IS GOING TO COVER THAT RIGHT NOW.

>> S. Rosen: THANKS, KARLYN. ABOUT SIX YEARS AGO WE WENT TO ELECTRONIC FILING IN THE SMIS SYSTEM WHICH HAS REALLY MADE A BIG, BIG DIFFERENCE. YOU HAVE THE WEB ADDRESS IN YOUR PARTICIPANT GUIDE AND THERE ARE OTHER RESOURCES THERE AND QUICK GUIDES THAT YOU CAN LOOK AT. THERE'S ALSO A SMIS HELP DESK THAT YOU CAN CALL. IF YOU HAVE ANY PROBLEMS ACCESSING THE SYSTEM, FILING THE CLAIM, AND GETTING THAT INITIAL I. D. SO THEY CAN GO IN AND FILE THE CA-1 OR CA-2. INITIALLY PROBABLY THE BIGGEST, YOU KNOW, IMPACT WE HAD FROM THE ELECTRONIC FILING WAS TIMELINESS. BACK IN 2003, AND IF YOU LOOK AT PAGE 15 IN YOUR PARTICIPANT GUIDE, YOU ARE GOING TO SEE THAT, YOU KNOW, LESS THAN 50% OF OUR CASES OR JUST ABOUT 50% OF PARK SERVICE CASES ARE BEING FILED TIMELY. BY GOING TO ELECTRONIC FILING, YOU CAN SEE HOW MAJOR IMPROVEMENT THAT WE HAVE DONE THERE IN FILING OUR CLAIMS TIMELY. AND, YOU KNOW, BLM HAS OVER 92% OF THEIR CLAIMS BEING FILED TIMELY. AND THE REST OF US ARE AT, YOU KNOW, APPROXIMATELY -- PRETTY CLOSE TO THAT. BIA, YOU KNOW, HASN'T HAD ACCESS TO THE INTERNET AND YOU CAN SEE THE IMPACT THAT THAT'S HAD ON THEIR TIMELINESS, BY GETTING THOSE CLAIMS, YOU KNOW,

FILED TIMELY, WE ARE ABLE TO GET BENEFITS TO INJURED WORKERS, OUR EMPLOYEES, A LOT QUICKER AND GET THEIR CASE FILE NUMBERS, AS I MENTIONED EARLIER, SOONER SO THAT MEDICAL BILLS CAN BE SUBMITTED AND BE PAID. SO ELECTRONIC FILING HAS HAD A LOT OF BENEFITS TO US, YOU KNOW IN THE SMIS SYSTEM WITH REPORTS THAT WE CAN GENERATE, YOU KNOW, AND TRACK CASES. THERE ARE PRIMARILY THREE PLAYERS. PEOPLE DON'T HAVE RESPONSIBILITY IN FILING OF CLAIMS, AND WE ARE GOING TO TALK BRIEFLY ABOUT EACH ONE. AND THE FIRST ONE IS THE EMPLOYEE. IT IS THE EMPLOYEE'S RESPONSIBILITY TO FILE THE CLAIM, ALL RIGHT, USING SMIS. THEY WILL COMPLETE THE CA-1 OR CA-2 AND NOTIFY THE SUPERVISOR BY EMAIL, WHICH WILL BE GENERATED AUTOMATICALLY OR IF THEY DON'T, THEN THEY CAN PRINT IT OUT AND HAND IT TO THE SUPERVISOR. THEY CAN HAVE ANY WITNESSES ADD ANY STATEMENTS TO IT. AGAIN, THEY WILL BE USING THAT I.D. NUMBER THEY WILL RECEIVE. AND THE RESPONSIBILITY IS ON THE INJURED WORKER TO MAKE SURE THAT IT TAKES, THAT -- AGAIN, BY GETTING THAT EMAIL BACK, WILL BE OUR OFFICIAL NOTIFICATION THAT THE CLAIM HAS BEEN INITIATED AND FILED. WHEN THAT HAPPENS, YOU, THE SUPERVISOR WILL GET AN EMAIL, LETTING YOU KNOW THAT YOUR EMPLOYEE HAS FILED THAT CLAIM, INITIATED IT. AND YOU HAVE THE RESPONSIBILITY THEN OF GOING IN THERE AND DOING YOUR PART OF IT, THAT YOU WANT TO REVIEW THE EMPLOYEE'S SECTION OF THAT CLAIM AND SEE THAT IT'S ACCURATE AND YOUR SECTION, ANY DISCREPANCIES THAT YOU HAVE, YOU WILL IDENTIFY AND PUT ON THAT CA-1 OR CA-2. YOU WANT TO, AGAIN, COMPLETE THAT SECTION OF IT, AND THEN YOU ARE GOING TO BE SENDING THAT OFF TO THE WORKERS' COMP COORDINATOR. ALSO WHAT WE INTEGRATED INTO THIS SECTION OF THE COMPLETING THE CLAIM IS THE SUPPLEMENTAL SAFETY INCIDENT REPORT. THAT BEFORE WE INCORPORATED THIS INTO THE SMIS SYSTEM DURING THE FILING, WE WERE ONLY SEEING BETWEEN 40 AND 45% OF THE INCIDENT REPORTS BEING DONE AT ALL. AND, AGAIN, WE TALKED ABOUT EARLIER, HOW IMPORTANT IT IS WE WANT TO IDENTIFY THOSE AREAS WHERE WE NEED TO ADDRESS SAFETY CONCERNS AND MAKE THOSE CHANGES. SO YOU ARE GIVEN THE OPPORTUNITY THEN TO COMPLETE THAT AND YOU SHOULD AND MICHAEL MAY WILL BE TALKING MORE ABOUT THAT IN A LITTLE BIT. AND, AGAIN, THERE'S HELP THERE FOR YOU IN DOING THIS. THE WORKERS' COMP COORDINATOR IS THERE TO WORK WITH YOU AND ASSIST YOU IN COMPLETING THAT PORTION OF. IT NOW, AFTER YOU COMPLETE YOUR PORTION -- OF IT. NOW, AFTER YOU COMPLETE YOUR PORTION OF THE CA-1 OR CA-2, IT WILL GO TO THE WORKERS' COMP COORDINATOR. THEY WILL BE LOOKING AT, IT REVIEWING, IT MAKING ANY ADDITIONS OR PERHAPS COMING BACK TO YOU OR THE INJURED WORKER TO MAKE ANY CHANGES. THAT THE WORKERS' COMP COORDINATOR CAN MAKE ADJUSTMENTS TO YOUR SECTION OR THEIR SECTION OF THE CA-2, BUT THEY CAN'T MAKE ANY CHANGES TO THE

EMPLOYEES' PORTION, NOR CAN YOU. IF ANY QUESTIONS OR CONCERNS, THE EMPLOYEE DIDN' T IDENTIFY THE LEFT LEG OR THE RIGHT LEG THAT WAS INJURED, THEN THE WORKERS COMP COORDINATOR MAY GO BACK TO THEM AND SUGGEST THAT THEY -- TO DO THAT. NOW, THE NEXT PERSON, AGAIN, THE WORKERS' COMP COORDINATOR -- ALSO, THERE' S A SECTION ON THE CA- 1 OR CA- 2 WHICH ALLOWS TO YOU PUT INFORMATION IN THERE, THE SUPERVISOR, THAT YOU WANT THE WORKERS' COMP COORDINATOR TO BE AWARE OF. THAT DOESN' T GET TRANSMITTED TO OWCP. YOU CAN ALSO DO THAT. AGAIN, ONE OTHER IMPORTANT THING IS THERE' S A LOG IN THE SMS SYSTEM THAT THE WORKERS' COMP COORDINATOR CAN TRACK THE STATUS OF ALL THE CASES THAT HAVE BEEN INITIATES AND THEY WILL BE REVIEWING THAT ON A REGULAR BASIS. YOU MAY GET AN EMAIL OR A PHONE CALL FROM THEM LETTING YOU KNOW THAT YOU HAVE A CA- 1 OR CA- 2 THAT' S SITTING THERE WAITING TO BE PROCESSED AND THEY ARE WAITING FOR YOU TO MOVE THAT FORWARD. AGAIN, FOR THE PURPOSES OF BEING TIMELY, TO INSURE OUR EMPLOYEES GET THEIR SERVICES AND BENEFITS AS TIMELY AS POSSIBLE, WE REALLY ENCOURAGE YOU TO DO YOUR PORTION OF THAT WITHIN ONE OR TWO DAYS OF THE -- OF THE INITIATION OF THE CLAIM BY YOUR EMPLOYEE. AND NOW KARLYN IS ACTUALLY GOING TO TAKE US THROUGH A CA- 1 THAT IS GOING TO ADDRESS YOUR SECTION OF IT, THAT YOU COMPLETE AND REALLY WE WANT TO ASK YOU TO PAY CLOSE TO ATTENTION TO HER SO THAT YOU UNDERSTAND WHAT' S BEING ASKED FOR AND HOW YOU CAN MAKE IT GO SMOOTHLY SO THINGS DON' T BOUNCE BACK. KARLYN?

>> K. Payton: THANK YOU, STEVE. ON PAGE 16 OF YOUR PARTICIPANTS GUIDE, THERE' S A COPY OF THE SUPERVISORS SECTION. AND IF YOU WOULD PLEASE LOOK AT BLOCK 28 AND 29, BECAUSE THESE ARE IGNORED. THE DEFAULT ANSWER TO 28, WAS THE EMPLOYEE INJURED IN PERFORMANCE OF DUTY. THE DEFAULT ANSWER IS YES. WE KNOW THERE ARE SOME INSTANCES WHEN IT' S NO. AND WHEN THEY SAY NO, TELL US WHAT THE EMPLOYEE WAS ACTUALLY DOING OR NOT DOING TO SHOW THAT IT' S NOT A P. O. D. INJURY. 29 ASKS THE QUESTION, WAS THE INJURY CAUSED BY EMPLOYEES WILLFUL MISCONDUCT, INTOXICATION OR THE INTENT TO INJURE HIMSELF OR OTHERS. AND THE DEFAULT ANSWER TO THAT QUESTION IS NO, BUT SOMETIMES, YOU KNOW, SOME EMPLOYEES, THEY DO WILLFULLY INJURE THEMSELVES OR IN SOME CASES OTHER PEOPLE, BECAUSE SOMEBODY GOT UPSET BECAUSE SOMEONE KEPT RUNNING THEIR MOUTHS AND THEY DECIDED TO STOP THEM AND THEY PUNCHED THEM. THEY GET INTO A FIGHT, THEY GET HURT. WELL, THEY -- THEY WILLFULLY DID THAT AND THE SUPERVISOR NEEDS TO NOTATE, YES, THAT IT' S NOT A DEFAULT KNOW AND THEN TELL OWCP WHAT HAPPENED. WE NEED YOU TO PAY CLOSER ATTENTION TO THOSE. IN ADDITION TO THAT, YOU HAVE BLOCK 36 AND 38. 36 SAYS, DOES THE EMPLOYEE -- OR DOES THE AGENCY, EMPLOYING AGENCY WISH TO CHALLENGE OR CONTROVERT

THIS PARTICULAR CLAIM? AND THE DEFAULT QUESTION ON THAT QUESTION IS NO. BUT SOMETIMES WE DO AND THAT'S WHY YOU HAVE TO MAINTAIN CONTACT, CLOSE CONTACT, ACTUALLY, WITH THE WORKERS' COMPENSATION COORDINATOR TO DETERMINE IF YOU, IN FACT, WANT TO CONTROVERT. WHOA, IT'S BEEN A LONG DAY! YOU KNOW, DETERMINE IF YOU WANT TO CONTROVERT. THERE ARE NINE REASONS FOR CONTRAVERSION AND YOUR WORKERS' COMPENSATION COORDINATOR WILL DISCUSS THOSE REASONS WITH YOU IF IT BECOMES NECESSARY. NUMBER 38, HOWEVER, IS WHERE YOU CERTIFY THAT THE INFORMATION THAT YOU PROVIDED IS TRUE AND CORRECT TO THE BEST OF YOUR KNOWLEDGE. YOU HAVE TO CHECK THAT BOX BECAUSE IF YOU DON'T CHECK THAT BOX, THEN THE FORM WILL NOT BE SUBMITTED. NOW, THERE ARE OTHER BOXES WE NEED YOU TO PAY ATTENTION TO, AND THOSE ARE BOXES NUMBERED 38 -- I'M SORRY, NOT 38. I MEAN, NUMBER 39 AND THEN THE BOX UNDERNEATH THAT. NOW, BOX 39 IS WHERE YOU -- YOUR FILING INSTRUCTIONS WHERE YOU ARE TELLING OWCP, HEY THIS WAS AN INJURY BUT THERE WAS NO MEDICAL TREATMENT. HEY, THERE WAS AN INJURY BUT THERE WAS JUST FIRST-AID TREATMENT ONLY. HEY, THERE WAS AN INJURY WHICH INCURRED MEDICAL TREATMENT AND IN SOME INSTANCES LOST TIME. YOU HAVE TO SELECT ONE OF THOSE ITEMS. I BELIEVE THE DEFAULT IN THIS CASE IS NO LOST TIME, MEDICAL EXPENSE INCURRED. SOMETIMES THAT'S NOT TRUE. BUT YOU HAVE TO BE RESPONSIBLE FOR MAKING SURE THAT YOU CHECK THE APPROPRIATE INSTRUCTION. IN ADDITION TO THAT, WHERE IT SAYS LOCAL CASE NOTES, STEVE MENTIONED THAT JUST A FEW MINUTES AGO, WHERE THAT'S THE PLACE WHERE YOU AS THE SUPERVISOR, YOU CAN PUT NOTES TO THE WORKERS' COMPENSATION COORDINATOR ABOUT THIS PARTICULAR CLAIM AND IT DOESN'T -- NOBODY SEES THOSE NOTES BUT YOU AND THE COORDINATOR. SO THAT THE COORDINATOR CAN HAVE A GENERAL IDEA OF ISSUES THAT YOU MAY NOT BE ABLE TO ANSWER OR EXPRESS IN THE OTHER PORTIONS OF THE FORMS. SO PLEASE TAKE ADVANTAGE OF THAT, AND DO WHAT NEEDS TO BE DONE. NOW, WE ARE GOING TO GO BACK TO STEVE. BECAUSE STEVE WANTS TO TALK ABOUT THE FILING INSTRUCTIONS AS WELL AND THEN WE'LL MOVE ON TO THE SUPPLEMENTAL ACCIDENT INFORMATION.

>> S. Rosen: THANK YOU, KARLYN. ONE OF THE CONCERNS OF MANY SUPERVISORS IS THAT PEOPLE WILL FILE CLAIMS AND EVEN THOUGH THEY ARE BEING DONE PROPHYLACTICALLY AND THEY ARE AFRAID IT WILL COUNT AGAINST THEIR JOBS. THAT'S NOT TRUE. THE OWN CASES TRANSMISSIONED TO OWCP ARE THE ONES WHERE THERE HAS BEEN EITHER MEDICAL COSTS INCURRED OR ANTICIPATED COSTS WILL BE INCURRED AND THERE'S LOST TIME. THOSE CASES ARE TRANSMITTED. IF THEY ARE SIMPLY FIRST-AID CASES OR IF THERE'S NO LOST TIME OR MEDICAL COSTS, THEN THOSE ARE NOT TRANSMITTED TO OWCP, AND ARE NOT COUNTED TOWARDS LOST TIME OR REPORTABLE OR RECORDABLE INJURIES.

SO WE JUST WANT TO MAKE A NOTE OF THAT, BECAUSE WE KNOW THAT'S BEEN A CONCERN OF A NUMBER OF FOLKS THAT -- IN THE BUREAUS ABOUT THEIR JOBS AND THEIR GIPPER AND THEIR SHARE OF GOLD. SO WE WANTED TO POINT THAT OUT. WHAT WE ARE GOING TO TALK ABOUT NOW IS THE IMPORTANCE OF THE SUPPLEMENTAL ACCIDENTAL REPORT. WE DON'T WANT TO KEEP HURTING PEOPLE, AND IF WE DID WANT TO KEEP HURTING PEOPLE WE KEEP DOING THINGS THE WAY WE HAVE BEEN DOING THINGS AND WE WANT TO CHANGE. THAT IT'S SAID THE DEFINITION OF INSANITY IS DOING THINGS THE SAME WAY AND EXPECTING A DIFFERENT OUTCOME. WE REALLY ARE TRYING TO MAKE CHANGES. THAT THE SUPPLEMENTAL INCIDENT REPORT ALLOWS THE SAFETY MANAGER TO DETERMINE WHETHER IT'S A RECORDABLE INJURY, IF IT'S POTENTIALLY A DARK CASE, DAYS AWAY FROM WORK, REASSIGNED OR TRANSFERRED, AND BY REALLY DOING A COMPREHENSIVE INCIDENT REPORT AND A GOOD NARRATIVE, THIS IS WHERE THE SAFETY MANAGER CAN REALLY EVALUATE AND DETERMINE WHAT TYPE OF CHANGES NEED TO BE MADE IN ORDER TO IMPROVE THAT SAFETY. NOW, HAVING SAID THAT, WE HAVE SOME GOOD NEWS AND SOME BAD NEWS. THE BAD NEWS IS THAT MICHAEL COULDN'T BE WITH US TODAY, THAT HE WAS CALLED BACK TO WASHINGTON TO WORK ON A CRITICAL, YOU KNOW, ASSIGNMENT IN REGARDS TO THE SWINE FLU THAT WE'RE SEEING NOW. BUT THE GOOD NEWS IS THAT WE ACTUALLY DID THIS COURSE YESTERDAY AND WE TAPED MICHAEL. SO WHAT WE ARE GOING TO DO IS SHARE THAT WITH YOU, AND I THINK YOU WILL FIND IT VERY, VERY HELPFUL AND PROVIDE YOU WITH INFORMATION THAT WILL HELP YOU TO REALLY COMPLETE ADEQUATE AND SUCCESSFUL SUPPLEMENTAL SAFETY INCIDENT REPORTS.

>> M. May: AS A SUPERVISOR, WHEN YOU START TO CONDUCT YOUR INVESTIGATION, YOUR ACCIDENT INVESTIGATION -- AND THAT'S WHAT YOU ARE DOING WHEN YOU START TO INPUT INFORMATION FROM YOUR EMPLOYEE'S INJURIES, THERE ARE A FEW QUESTIONS YOU WANT TO ASK YOURSELF BEFORE GOING IN. YOU WANT TO ASK -- WELL, OBVIOUSLY, WE KNOW WHO IS INVOLVED, WHERE IT HAPPENED AND HOW IT HAPPENED AND HOW WE CAN PREVENT IT FROM OCCURRING AGAIN. THAT'S THE TYPE OF INFORMATION THAT WE WANT YOU TO CAPTURE, BECAUSE IF YOU DO THAT, THEN THAT WILL GIVE US ENOUGH INFORMATION TO DETERMINE -- TO MAKE THE DETERMINATIONS THAT WE NEED TO DO; HOWEVER, IN REVIEWING SMS CASES WE FIND THAT'S OFTEN NOT THE CASE, THAT IT'S VERY LIMITED INFORMATION THAT'S BEEN INPUT AND A LOT OF TIMES NO INFORMATION IN BLOCKS AT ALL, WHICH REALLY HINDERS WHAT WE CAN DO AND THE VALUE OF THE INFORMATION WE CAN PROVIDE BACK TO YOU. ON PAGE 18, YOU WILL SEE THE SUPPLEMENTAL ACCIDENTAL INVESTIGATION SCREEN THAT YOU HAVE AND WE WILL GO THROUGH AND ANSWER THE QUESTIONS SLIDE HERE AND LOOK AT THE AREAS IN THERE AND THE INFORMATION THAT SHOULD BE INCLUDED. FIRST,

THE ORGANIZATIONAL CODE, THE ASSOCIATE DIRECTOR FOR RESOURCE PROTECTION ISSUED A MEMO STATING OR CLARIFYING IF YOU HAVE AN EMPLOYEE THAT'S WORKING -- IF YOU ARE A SUPERVISOR AND THE PERSON IS WORKING AT A DIFFERENT WORK, AND THEY GET INJURED THEY SHOULD USE THE ORGANIZATIONAL CODE OF WHERE THEY GET INJURED. THAT DOESN'T HAPPEN THE WAY IT SHOULD, OKAY? THAT'S NOT THE CASE FOR FLEXI THEN THEY WOULD USE THEIR HOME PARK ORGANIZATIONAL CODE. IF YOU HAVE SOME QUESTIONS SPECIFIC TO YOUR PARK ABOUT THAT, FEEL FREE TO CONTACT ME AT ANY TIME AND WE'LL DISCUSS IT. GOING DOWN INTO THE FIRST BLOCK, YOU WANT TO LOOK AT WHAT ACTIVITY PRECEDED THE INCIDENT. AND THE REASON WE WOULD WANT TO KNOW THAT INFORMATION OR HAVE A GOOD NARRATIVE ON THAT IS TO DETERMINE IF ANYTHING THAT THEY DID PRIOR TO THE INCIDENT CONTRIBUTED TO THAT. IF THEY WERE DISTRACTED, IF THEY WERE ANGRY, OR IF THEY HAD FATIGUE, WORKED A 12-HOUR SHIFT AND DROVE HOME AND GOT INTO AN ACCIDENT TELLS US MORE THAN THEY JUST GOT INTO AN ACCIDENT. AND THAT HELPS US WITH OUR TRENDING AS WELL. SO PLEASE, FILL THAT OUT COMPLETELY. AND THEN PRINCIPALLY, WHAT HAPPENED? THAT'S THE NARRATIVE THAT'S REALLY THE MOST IMPORTANT US AND WE WILL DO AN EXERCISE, ABOUT A FIVE-MINUTE EXERCISE IN A MINUTE AND LOOK AT -- IF THE INFORMATION THAT THE EMPLOYEE IS GIVING US IS ENOUGH. BUT HERE, WHAT WE WANT TO DO IS WE REALLY WANT TO PAINT A PICTURE OF WHAT HAPPENED. SURE, YOU MAY KNOW WHAT HAPPENED BECAUSE YOU ARE THERE AND INVOLVED BUT MANY OF US, EITHER AT YOUR REGIONAL OFFICES OR AT THE OTHER OFFICES WE HAVE TO LOOK AT THAT AND TRY TO COME UP WITH WHAT HAPPENED BY THAT NARRATIVE THAT YOU INCLUDE. WE NEED THAT TO BE THOROUGH. NOT NECESSARILY A BOOK BUT JUST TO COVER ALL THE QUESTIONS THAT ARE DISCUSSED EARLIER. AND THERE'S ONE THING TO REMEMBER ON THAT, THERE'S NO SUCH THING AS A ONE-WORD NARRATIVE AND THAT ACCIDENT HAPPEN US AT ALL. THE CORRECTIVE ACTIONS BLOCK, OFTENTIMES WE SEE N/A OR NONE, AND THAT MAY BE TRUE SOMETIMES, BUT REALLY THINK ABOUT WHAT YOU CAN DO TO PREVENT YOUR EMPLOYEE OR OTHER EMPLOYEES FROM BEING HURT IN THE SAME WAY THIS PARTICULAR EMPLOYEE WAS INJURED. THAT'S THE SOLE PURPOSE OF CONDUCTING AN ACCIDENT INVESTIGATION IS PREVENT RECURRENCE. TRY TO COME UP WITH SOMETHING TO IMPLEMENT TO PREVENT THIS FROM HAPPENING AGAIN. UNDER THE UNSAFE ACT AND THE UNSAFE CONDITIONS BLOCK, FURTHER DROP DOWN MENUS AND THEY CAN BE KIND OF DIFFICULT. THERE ARE A LOT OF CHOICES THAT SMIS GIVES YOU FOR THOSE, BUT OFTENTIMES I FIND THAT THEY DON'T FIT THE NEED FOR THE REPORTS THAT I REVIEW. TRY TO FIND THE ONES THAT ARE AS CLOSE AS POSSIBLE TO THE SCENARIO THAT YOU HAVE. AND THEN WHAT WAS INJURED? WHAT BODY PART? WHAT HAPPENED? THERE'S A BIG DIFFERENCE OF WRITING "LEG" IN THERE WHICH I SEE OFTENTIMES, A LEG OR AN ARM, BUT THAT

DOESN'T TELL US IF THE LEG WAS SLIGHTLY BRUISED OR IF IT WAS SEVERED. SO GIVE US SOMETHING TO GO ON THERE SO WE CAN DETERMINE WHAT THE INJURY IS AND, AGAIN, IT ALWAYS SHOULD BE THE MOST SERIOUS INJURY IF YOU HAVE A BRUISED ARM AND A FRACTURED LEG, YOU KNOW, DEFINITELY NEED TO KNOW THE FRACTURED LEG MORE SO THAN THE BRUISED ARM. GOING BACK TO THE MENU OPTIONS, REMEMBER WHEN WE'RE INVESTIGATING THESE ACCIDENTS, WE'RE NOT POINTING BLAME. IT'S NOT A CRIMINAL INVESTIGATION, AND WHEN WE ARE DOING AN ACCIDENT INVESTIGATION, THAT IS SOLELY TO PREVENT RECURRENCE. SO DON'T WORRY ABOUT SNAKING YOUR EMPLOYEE, YOU KNOW, LOOK BAD OR PLACING BLAME ON THEM. I SAY THAT BECAUSE THERE'S A SELECTION UNDER THE UNSAFE ACT THAT SAYS THERE WAS NO UNSAFE ACT, AND TO GIVE YOU AN EXAMPLE, WE HAVE SLIPS, TRIPS AND FALLS ARE NATIONWIDE THE NUMBER ONE CAUSE OF ACCIDENTS. IF WE HAVE AN EMPLOYEE WALKING DOWN THE STAIRS AND THEY MISSTEP AND FALL, YEAH, THEY DID NOT TRY TO COMMIT AN UNSAFE ACT, HOWEVER, THE -- THE BETTER SELECTION THAT SMIS GIVES YOU WOULD BE INATTENTION TO FOOTING. SURE, WE DON'T PAY ATTENTION TO EVERY STEP WE TAKE, BUT THAT GIVES US SOMETHING TO TREND AT THE END OF THE YEAR SO WE CAN -- WHEN WE GIVE OUR INFORMATION BACK TO YOU, YOU CAN SAY WE HAD THIS MANY SLIPS, TRIPS AND FALL, DUE TO INATTENTION TO FOOTING, VERSUS NO UNSAFE ACT SO GIVE THAT SOME CONSIDERATION. WE TALKED A LITTLE BIT ABOUT RECORDING, STEVE AND KARLYN, HAVE MENTIONED THAT. ON THE SAFETY SIDE, RECORDING IS VERY IMPORTANT. THERE'S A BLOCK ON THERE THAT THE EMPLOYEE FILLS OUT IT'S RECORDABLE OR NON-RECORDABLE. IT CAN BE A HARD DETERMINATION IF YOU DON'T UNDERSTAND THE DIFFERENCE. WHEN WE SAY SOMETHING IS RECORDABLE, IT IS REPORTED TO OSHA, AND IT IMPACTS OUR STATISTICS. NOW, STEVE HAS MENTIONED THAT THE PARK SERVICE STATISTICS AND DOI, WE HAVE BEEN THE HIGHEST THERE AND WE HAVE BEEN ONE OF THE HIGHEST GOVERNMENTAL AGENCIES IN THE UNITED STATES FOR REPORTABLE INJURIES. WE LIST ALMOST EVERYTHING AS A RECORDABLE INJURY. GOING BACK TO KARLYN'S DISCUSSION ABOUT TICKS AND STEVE. IF WE FIND A TICK ON YOUR BODY, AND IT'S REMOVED, IF WE HAPPEN TO ANY SYMPTOMS -- IF WE HAVE NO INFECTION OR NO SIGN OF A DISEASE HAS BEEN TRANSMITTED, THAT'S NOT RECORDABLE. IT'S NON-RECORDABLE AND THAT'S NOT REPORTED IN CHARTS AGAINST OUR OSHA STATISTICS. WE WANT TO MAKE SURE THAT WE CORRECT THAT ONE CORRECTLY. IF IT'S ENTERED AND IT STAYS FOR MORE THAN SIX DAYS IT'S AUTOMATICALLY REPORTED AND WE HAVE TO GO THROUGH DOI TO GET THAT CHANGED AND IT DOESN'T HAPPEN. I RECENTLY REVIEWED CLOSE TO 500 SMIS REPORTS AND I WILL TELL YOU THAT BASED ON THE INFORMATION THAT HAS BEEN INCLUDED, THAT LESS THAN 25% OF THE ONES THAT I REVIEWED WERE RECORDABLE, BUT THEY WERE MARKED RECORDABLE. SO THAT HAS A DEFINITE IMPACT ON OUR

RATES. AS I MENTIONED EARLIER, THE NARRATIVE IS THE POINT THAT REALLY PAINTS THE PICTURE TO HELP US VISUALIZE WHAT HAPPENED IN AN ACCIDENT INVESTIGATION. SO IF WE WOULD, I WOULD LIKE TO TAKE FIVE MINUTES AND GO THROUGH PAGE 19 HAS FIVE ACTUAL NARRATIVES THAT WERE TAKEN FROM SMIS. SO WE DIDN'T MAKE THEM UP. I WOULD LIKE YOU TO LOOK AT THESE AT YOUR LOCATIONS AND SAY, YOU KNOW DO WE EDIT THIS OR NOT? IF YOU SAW THIS COME FROM YOUR EMPLOYEE -- AND IF I DO EDIT IT, WHAT INFORMATION IS NEEDED? PLEASE TAKE A LOOK AT THAT FOR FIVE MINUTES AND WE WILL COME BACK AND TAKE A LOOK AT EACH ONE OF THEM AND ASK SOME VOLUNTEERS TO TELL US WHAT YOU THINK.

>> M. May: DURING THIS EXERCISE WE WANT TO TAKE A LOOK AT THE EXERCISE AND THE SMIS SUBMISSIONS AND SEE IF WE SHOULD ADD THEM OR NOT. SO IT ASKED, NUMBER ONE, THE CLAIMANT REPORTED MY WRIST BECAME SORE AT THE END OF THE WORKDAY. SHOULD WE KEEP THAT AS IS OR DO WE NEED TO ADD MORE INFORMATION? JAMES AT BLUE RIDGE, I APPRECIATE YOUR INPUT ON THAT. WHAT DO YOU THINK?

>> Participant: YES, WE DO NEED ADDITIONAL INFORMATION. WHAT WAS HE DOING? WAS IT AVOIDABLE, THAT TYPE OF INFO.

>> M. May: ABSOLUTELY. THANK YOU. THAT DEFINITELY BEGS FOR MORE INFORMATION. IT'S HARD TO MAKE A DETERMINATION FROM WHAT'S LISTED RIGHT THERE. THANK YOU. HOW ABOUT NUMBER TWO, STEVE, HISTORIC PRESERVATION. WHAT DO YOU THINK? IS THIS GOOD TO GO OR DO WE NEED MORE?

>> Participant: IT LOOKED PRETTY COMPLETE.

>> M. May: I AGREE, STEVE. IT WAS PRETTY DETAILED. GOOD EXAMPLE. FOR NUMBER THREE, HOW ABOUT LAURA?

>> Participant: I'M GOING TO EDIT IT.

>> M. May: YOU ARE GOING TO EDIT IT. WHAT WOULD YOU ADD?

>> Participant: NO, I SAID NOT TO EDIT.

>> M. May: I THINK IT ANSWERS THE QUESTIONS. I AGREE. FOR NUMBER FOUR.

>> Participant: HI, THIS IS KATHY.

>> M. May: YES, KATHY.

>> Participant: YES, A QUESTION ON THE SECOND AND THIRD SCENARIO. IS IT APPROPRIATE AT THIS POINT, WHEN WRITING THE REPORT TO ASK IF THEY WERE FOLLOWING APPROVED PROCEDURES?

>> M. May: WELL, THIS IS -- I THINK YOU COULD ADD IT OR WE COULD PUT IN CORRECTIVE ACTIONS BUT BETWEEN ONE OF THE TWO, IT WOULDN'T HURT TO ASK RIGHT HERE IF THEY WERE FOLLOWING THE CORRECT PROCEDURES OR NOT, SURE. THAT CAN DEFINITELY BE PART OF THE NARRATIVE.

>> Participant: THANK YOU.

>> M. May: THANK YOU. HOW ABOUT FOR NUMBER FOUR, DENA AT HAGERMAN FOSSIL BEDS.

>> Participant: SHE HAD TO STEP OUT FOR JUST A MINUTE.

>> M. May: OKAY GREAT. ARE YOU GOING TO VOLUNTEER TO TAKE THAT ONE FOR US?

>> Participant: I BELIEVE IT NEEDED EDITED, AND DOING WHAT KIND OF WORK?

>> M. May: I AGREE IT NEEDS SOME EDITING IN THERE. FROM A SAFETY PERSPECTIVE, THERE'S A FEW THINGS WE WOULD WANT TO DETERMINE FROM THIS ONE. NUMBER ONE, IF THE PERSON FAINTED. SO THAT'S LOSS OF CONSCIOUSNESS, FOR US, THAT'S AN AUTOMATIC RECORDABLE. THERE COULD BE SOME SYSTEMIC PROGRAMS WITH THEIR FALL PROTECTION PROGRAM THERE COULD BE A LOT TO LOOK AT RIGHT HERE. HOW LONG THE PERSON WAS IN THE HARNESS, BECAUSE YOU CAN ACTUALLY DIE FROM BEING SUSPENDED FOR A LONG PERIOD OF TIME, DUE TO POOLING OF BLOOD, HOW FAR THEY FELL. YES THIS COULD GO FOR MORE INFORMATION. THANK YOU. FOR THE LAST ONE, HOW ABOUT MARK AT CHICKSAW NATIONAL RECREATIONAL AREA? ARE YOU STILL OUT THERE, MARK? WELL, I GUESS WE KNOW THAT THIS OBVIOUSLY -- THIS OBVIOUSLY FEEDS A LOT MORE WORK, BUT THIS IS KIND OF REPRESENTATIVE OF WHAT WE SEE TOO MANY TIMES OR NARRATIVES LIKE THIS. SO, YEAH. I WON'T EVEN GO INTO THAT ONE BECAUSE IT NEEDS SO MUCH MORE INFORMATION. IT REALLY CAN'T BE HELPED. THANKS FOR ALL WHO VOLUNTEERED TO PROVIDE INPUT ON THESE. AS I MENTIONED -- I'M SORRY. LOOKING THROUGH THESE SCENARIOS, ONE THING YOU CAN NOTICE FROM ALL OF THEM, IS THAT THEY ALL WERE CAUSED BY HUMAN ERROR IN ONE WAY OR ANOTHER, AND THAT'S WHERE THE MAJORITY OF OUR ACCIDENTS OCCUR, ARE THROUGH HUMAN ERROR. SO WHAT WE'VE DONE IN THE NATIONAL PARK SERVICE

NOW IS WE ARE ADOPTING A CONCEPT CALLED OPERATIONAL LEADERSHIP, WHICH IS BUILT ON OPERATIONAL RISK MANAGEMENT PRINCIPLES. THESE TYPE OF -- THESE TYPE OF OPERATIONAL RISK MANAGEMENT PROGRAMS HAVE BEEN AROUND SINCE THE EARLY 1990s AND ARE USED EXTENSIVELY IN THE FEDERAL SECTOR, THE D. O. D. , AS WELL AS THE PRIVATE SECTOR. AND WHAT THEY DO IS THEY TARGET THE BEHAVIORAL ISSUES AND HELP US UNDERSTAND WHY PEOPLE MAKE THE MISTAKES THAT THEY MAKE IN ACCIDENTS. SO THE OPERATIONAL LEADERSHIP CENTERS AROUND BASICALLY AROUND SEVEN CONCEPTS, WHICH ARE LEADERSHIP WHICH IS -- IT ALL STARTS WITH LEADERSHIP, OF COURSE, UNDERSTANDING HUMAN ERROR AND ACCIDENT CAUSATION, THE MISSION ANALYSIS WHERE WE LOOK AT THE OPERATION FROM THE BEGINNING TO THE END AND WE TRY TO IDENTIFY WHERE WE CAN GO -- WHAT COULD GO WRONG TO PREVENT US FROM ACCOMPLISHING OUR MISSION, HOW STRESS AND PERFORMANCE TIE INTO OUR ACCIDENT PROCESS, SITUATIONAL AWARENESS, DECISION MAKING, AND FINALLY EFFECTIVE COMMUNICATION AND ASSERTIVENESS. THOSE ARE THE SEVEN CONCEPTS OF THE PROGRAM THAT WE'VE IMPLEMENTED. THE NATIONAL LEADERSHIP COUNCIL WHICH IS THE EXECUTIVE BODY IN THE PARK SERVICE THAT'S CHAIRED BY THE DIRECTOR ADOPTED OPERATIONAL LEADERSHIP AS A SERVICEWIDE INITIATIVE IN JANUARY OF 2009. PRIOR TO THAT, OPERATIONAL LEADERSHIP WAS USED EXTENSIVELY IN THE PACIFIC REGION, WHERE IT STARTED AT LAKE MEAD AND THE INNER MOUNTAIN REGION BUT NOW IT'S GROWN AND CONTINUES TO GROW. THERE'S A GROUND SWELL OF MOMENTUM WITH THIS PROGRAM AND ITS CONCEPT BECAUSE PEOPLE THERE ARE USING IT AND REALLY SEE HOW IT CHANGES THE BEHAVIOR OF OUR FOLKS. ALL SEVEN REGIONS NOW WITH THE SOUTHWEST CONDUCTING A COURSE AT BIG CYPRESS WILL HAVE CONDUCTED SOME TYPE OF OPERATIONAL LEADERSHIP TRAINING. THERE'S A TWO-DAY BASIC COURSE AND A THREE-DAY FACILITATORS COURSE. WE TRAINED OVER 150 FACILITATORS IN THE PARK SERVICE ALREADY AND EVEN MORE IN THE BASIC COURSE AND THAT NUMBER CONTINUES TO GROW. AND THANKS TO STEVE, WHO HAPPENS TO BE ONLINE, WE NOW HAVE THREE COURSES IN DOI LEARN BEING DEVELOPED. SO THAT WILL BE AN OPTION AND WE ARE ALSO LOOKING AT ANOTHER COURSE TO -- TO TACKLE THE SEASONAL EMPLOYEE ISSUES WHERE WE DON'T HAVE MAYBE TWO DAYS TO GET THEM TRAINED INTO THE CONCEPT. BUT PLEASE SEEK OUT SOME TRAINING OPPORTUNITIES SO WE CAN GET THIS CONCEPT GOING PARK SERVICE WIDE SO WE CAN ALL UNDERSTAND IT AND START TO IMPLEMENT IT, AND WE'LL SEE AS THIS SEED GROWS THAT IT WILL TAKE DOWN OUR ACCIDENT RATES SIGNIFICANTLY. IT'S DEFINITELY A MUCH NEEDED PIECE. THEN LASTLY, BASICALLY WHY. ARE YOU SAYING WHY SHOULD WE USE OPERATIONAL LEADERSHIP? BECAUSE, AS I SAID, OUR HUMAN ERROR CONTINUES TO BE THE MOST SIGNIFICANT CAUSE OF ACCIDENTS, NOT JUST IN THE PARK SERVICE, BUT EVERYWHERE. NO LONGER CAN WE AFFORD

TO PERFORM OUR MISSION AT ANY COSTS. I ' M FAIRLY KNEW TO THE PARK SERVICE, EIGHT MONTHS I HAVE BEEN HERE. ONE THING I ' VE BEEN IN AWE OVER IS THE LEVEL OF DEDICATION THAT YOU FOLKS HAVE, THAT YOU SHOW EVERYDAY, BUT THE POINT IS THAT WE CAN ' T SACRIFICE OR CONTINUE TO SACRIFICE OUR HEALTH -- OUR SAFETY AND HEALTH TO GET THE MISSION DONE. WE CAN GET THE MISSION DONE IF WE STEP BACK AND LOOK AT HOW WE CAN DO IT SAFELY AND EFFECTIVELY. WE NEED TO ACHIEVE THAT PROPER BALANCE BETWEEN THE TWO, BETWEEN PROTECTING OUR EMPLOYEES AND ACCOMPLISHING OUR MISSIONS. AND OPERATIONAL LEADERSHIP BEING A TOOL, A PART OF OUR SAFETY PROGRAM WILL HELP TO GET THAT DONE. SO PLEASE LOOK FOR OPPORTUNITIES WHERE YOU CAN GET INVOLVED. SO ARE THERE ANY QUESTIONS ON ANYTHING THAT I HAVE ADDRESSED THIS MORNING AND THIS AFTERNOON? AGAIN, THANKS FOR THE INPUT WITH THE NARRATIVE AND NOW I WILL TURN IT BACK OVER TO KARLYN, WHO IS GOING TO TALK ABOUT SUPERVISOR RESPONSIBILITIES.

>> K. Payton: WASN' T THAT COOL? HE' S NOT EVEN HERE BUT HE TURNS IT OVER TO ME. HOW GREAT! [LAUGHTER] HEY, WE ARE GOING TO TALK ABOUT SUPERVISORS RESPONSIBILITIES AND THAT' S WHY WE ARE HERE, RIGHT? OKAY. WHERE I WILL START IS TO TELL YOU THAT YOU ARE UNDER THE TITLE 5, UNITED STATES CODE CHAPTER 81. YOU HAVE BEEN ENDOWED WITH THE AUTHORITY TO MAKE SURE THE EMPLOYEE HAS ACCESS TO CLAIM FORMS. YOU KNOW WE HAVE TO INITIATE THE CLAIM FORMS THROUGH THE SMIS SYSTEM. THEY CAN DO IT AT WORK, AT HOME, AT THE LIBRARY, BECAUSE THE SMIS SYSTEM IS AN INTERNET-BASED SYSTEM AND IT' S NOT INTRANET. SO THEY CAN ACCESS SMIS ANYWHERE TO INITIATE THEIR CLAIM. YOU JUST NEED TO ADVISE THEM OF THAT. YOU ALSO NEED TO ADVISE YOUR EMPLOYEES OR YOU HAVE A STATUTORY RESPONSIBILITY OF ADVISING YOUR EMPLOYEES THAT THEY DO HAVE SOME RESPONSIBILITIES AND IN ORDER FOR A CLAIM TO GO THROUGH, THEY MUST INITIATE IT. LIKE STEVE SAID EARLIER, DO YOU THAT WITH YOUR WORKERS' COMPENSATION COORDINATOR AND THE COORDINATOR CAN ESTABLISH A PROXY IF THE EMPLOYEE IS TOTALLY DISABLED FROM FILING THEIR OWN CLAIM, BUT YOU HAVE A STATUTORY RESPONSIBILITY TO EVER IT TO THE EMPLOYEE' S FAMILY TO MAKE SURE IT' S DONE. NOW ONE OF THE THINGS THAT WE DID TO HELP YOU MAKING SURE THAT AN EMPLOYEE UNDERSTANDS HIS OR HER RESPONSIBILITIES IN THIS IS THAT IN APPENDIX B WHICH CAN BE FOUND AT PAGE 26 IN YOUR PARTICIPANTS GUIDE, IT ADVISES THE EMPLOYEE OF THEIR RESPONSIBILITIES IN ALL OF THIS PROCESS. IT PROVIDES THEM WITH INFORMATION AN TIME RESTRICTIONS, SUCH AS STEVE SAID EARLIER, HOW WITH THE C. O. P. , THE EMPLOYEE HAS TO SUBMIT THE MEDICAL DOCUMENTATION WITHIN 10 DAYS, BUT THE LAW ALSO REQUIRES THAT THEY SUBMIT THE CA- 1 WITHIN 30 DAYS OF THE INJURY IN ORDER TO BECOME ELIGIBLE FOR THE C. O. P.

THE EMPLOYEE INFORMATION FORM OR EMPLOYEE INFORMATION SHEET TELLS THEM THAT. THIS IS THE -- THE DOCUMENT IS ALSO GOOD TO YOU BECAUSE IT PUTS YOU IN A POSITION WHERE THE EMPLOYEE CAN SIGN FOR IT. NOW ON THE BACK OF THE FORM YOU WILL NOTICE ON THE SECOND SHEET THERE'S A PLACE FOR THE EMPLOYEE TO SIGN HIS SIGNATURE ACKNOWLEDGING RECEIPT OF IT. YOU CAN'T FORCE THE EMPLOYEE TO SIGN BUT THE MAJORITY OF THE TIME, I WOULD SAY 98% OF THE TIME, MOST EMPLOYEES WILL JUST SIGN IT ACKNOWLEDGING RECEIPT. THAT'S ALL WE WANT. YOU MAKE SURE THEY GET A COPY AND YOU CAN PUT A COPY IN THE WORKERS' COMPENSATION FILE. ONE OF THE OTHER RESPONSIBILITIES THAT YOU HAVE IS THAT YOU SHOULD REVIEW THE MEDICAL DOCUMENTATION. NOW, PERSONALLY, I DON'T WANT TO REVIEW EVERYBODY'S MEDICAL DOCUMENTATION, BUT MY POSITION REQUIRES THAT I DO IT FROM TIME TO TIME. AS A SUPERVISOR, STATUTORILY, YOU ARE REQUIRED TO DO IT BUT YOU CAN ALLOW FOR THE WORKERS' COMPENSATION COORDINATOR TO DO IT AND IN MOST PARKS AND OFFICES THAT'S HOW IT HAPPENS BUT YOU NEED TO KNOW WHAT YOUR RESPONSIBILITY IS. AND LAST BUT NOT LEAST, YOU HAVE AN ULTIMATE RESPONSIBILITY OF RETURNING THAT EMPLOYEE BACK TO WORK. IF YOU REMEMBER, WE HAVE BEEN SAYING IT THROUGHOUT THE ENTIRE WORKSHOP, THAT WHILE FECA DOES PROVIDE BENEFITS, IT'S THE INTENT OF THE LAW THAT THE BENEFIT WILL BE TEMPORARY AND THE EMPLOYEE WILL RETURN TO WORK AS QUICKLY AS POSSIBLE. ARE THERE ANY QUESTIONS SO FAR ABOUT YOUR RESPONSIBILITIES, BEFORE WE GO ANY FURTHER? OKAY. WELL, LET'S MOVE ON TO STEVE, BECAUSE STEVE IS GOING TO TALK TO YOU ABOUT ALTERNATE WORK ASSIGNMENTS. I MENTIONED THAT EARLIER, BECAUSE THAT'S SOMETHING THAT'S MANDATED BY THE DIRECTOR'S ORDER 50A AND SO WE WILL TELL YOU ABOUT THAT AND WHAT YOUR RESPONSIBILITY IS WITHIN THAT VEIN.

>> S. Rosen: THANKS, KARLYN. YES, KARLYN JUST MENTIONED THAT DIRECTOR'S ORDER 50A FOR THE PARK SERVICE, YOU KNOW, REQUIRES THAT INJURED WORKERS BE RETURNED TO WORK DURING THE RECOVERY PERIOD. WE'VE ALREADY TALKED ABOUT HOW THE CHANCES OF A PERSON COME BACK TO WORK ARE REDUCED 50% AFTER ONE YEAR. YOU KNOW, KARLYN USUALLY TELLS US THAT IF A PERSON CAN BREATHE, THEY CAN COME BACK TO WORK. AND THOUGH I SHARE THAT SENTIMENT, WHAT WE REALLY WANT IS PEOPLE TO HEAL SO THEY CAN COME BACK TO FULL DUTY, BUT IF A PERSON CAN WORK AT LEAST FOUR HOURS A DAY, THEY SHOULD BE BACK TO WORK. PEOPLE WHO CAN'T WORK SHOULD BE HOME AND RECOVERING. PEOPLE WHO CAN COME BACK TO WORK SHOULD BE BACK TO WORK. AND WHAT THEY SHOULD BE OFFERED IS AN ALTERNATIVE WORK ASSIGNMENT. WE WANT YOU TO REMEMBER THAT PEOPLE DON'T GET WELL TO RETURN TO WORK. THEY DO RETURN TO WORK TO GET WELL. SO WHAT WE HAVE DURING THE RECOVERY TIME IS ALTERNATIVE WORK

ASSIGNMENTS. IF A PERSON CAN WORK AT LEAST FOUR HOURS A DAY, THAT WE WANT TO OFFER THEM MEANINGFUL WORK WITHIN THEIR DOCTOR'S RESTRICTIONS. THAT'S VERY, VERY IMPORTANT AND THE DOCTOR OR THE OWCP HAS DETERMINED WHAT THOSE RESTRICTIONS ARE AND THOSE JOB DUTIES WHICH YOU ASKED THEM TO DO SHOULD BE THERE. NOW HOPEFULLY IDEALLY WE TALKED EARLIER THAT PEOPLE WILL COME BACK TO WORK IN THEIR OWN DIVISION, WHERE THEY WORK IN, WITH THEIR OWN, WITH THE USUAL PEOPLE THEY WORK WITH, BACK IN THEIR OWN ENVIRONMENT, AND THAT IS THE BEST AND PERHAPS, YOU KNOW, SOME THINGS THEY CAN'T DO BUT THEY CAN DO SOME PARTS OF THEIR JOB AND THAT WOULD BE THE IDEAL SITUATION DURING THAT RECOVERY TIME. BUT IF YOU CAN'T USE THEM IN YOUR SHOP OR IN YOUR DIVISION, THEN PLACES OUTSIDE OF YOUR SHOP SHOULD BE LOOKED AT IN ORDER TO BRING THE PEOPLE BACK TO WORK. BUT, REMEMBER, IF THEY GO WORKING FOR SOMEBODY ELSE, AT A DIFFERENT SITE, THAT YOU ARE STILL GOING TO BE PAYING FOR THAT JOB BECAUSE THEY ARE CONTINUING, YOU KNOW, C. O. P. SO THEIR SALARY WILL STILL BE COMING OUT OF YOUR BUDGET. SO WE ENCOURAGE YOU TO BRING YOUR PEOPLE BACK TO WORK AS CLOSE TO THEIR DUTIES AS POSSIBLE AND LOCATION, SO THEY CAN MAINTAIN THAT CONNECTION. REMEMBER, WE TALKED ABOUT OCCUPATIONAL BONDING AND THIS IS A WAY TO DO THAT. BRINGING PEOPLE BACK TO WORK AS SOON AS POSSIBLE ALSO REDUCES THE NUMBER OF LOST PRODUCTION DAYS, AND REDUCES THE DIRECT AND INDIRECT COSTS. I WANT TO REALLY EMPHASIZE THAT IT MUST BE WITHIN THE INJURED WORKER'S WORK RESTRICTIONS. AGAIN, H. R. IS YOUR FRIEND. YOU WANT TO WORK WITH THEM TO CLARIFY ANY QUESTIONS THAT MAY BE ABOUT WHAT THOSE RESTRICTIONS ARE, THAT WE ARE PROHIBITED TO CALL THE TREATING DOCTOR TO DISCUSS WORK RESTRICTIONS OR THE PERSON -- THE INJURED WORKER'S MEDICAL CONDITION. HOWEVER, WE CAN FAX THEM AND THERE'S A FORM THAT CAN BE USED. WE'VE HEARD IT MENTIONED HERE TODAY, THE CA-17, IF NEEDED, THAT CAN CLARIFY WHAT THE RESTRICTIONS ARE AND YOUR WORKERS' COMP COORDINATORS ARE WELL VERSED IN DOING THAT. IF YOU LOOK AT APPENDIX A ON PAGE 23, YOU ARE GOING TO SEE A SAMPLE OF AN ALTERNATIVE WORK ASSIGNMENT THAT WAS DEVELOPED. AND WE HAVE MANY OF THOSE AND WE WOULD ENCOURAGE YOU IN YOUR PARKS THAT BEFORE YOU NEED THEM TO GO LOOK AT TYPES OF JOBS THAT COULD BE DEVELOPED. AND IF THERE'S ANY QUESTION ABOUT WHETHER IT'S IN THE WORK RESTRICTIONS OF THE INJURED WORKER, THEN YOU CAN SEND THAT TO THE DOCTOR AND ASK THEM TO SIGN OFF AND APPROVE ON IT. AND THERE ARE SANCTIONS TO THE EMPLOYEE IF THEY REFUSE A JOB, ALTERNATIVE WORK ASSIGNMENT OR PERMANENT JOB, THAT THEY ARE ABLE TO DO. AND WE WILL EVEN PROVIDE YOU WITH A LETTER ON PAGE 22 THAT CAN BE SENT TO THE DOCTOR. ARE THERE ANY QUESTIONS ABOUT ALTERNATIVE WORK ASSIGNMENTS? WELL, WHAT KARLYN IS GOING TO DO NOW IS REALLY TALK TO US AND SHARE WITH US SOME

IMPORTANT THINGS TO DO TO MONITOR AND REVIEW CASES. KARLYN?

>> K. Payton: THANK YOU, STEVE. IT'S VERY IMPORTANT THAT YOU GET INVOLVED WITH MONITORING AND REVIEWING CASES FOR THE INJURIES THAT YOUR EMPLOYEES THAT ARE SUBJECT TO YOU SUFFER. THAT'S BECAUSE YOU PLAY A CRUCIAL ROLE IN THAT EMPLOYEE'S LONG-TERM CARE OR TEMPORARY CARE AND THEIR ABILITY TO RETURN BACK TO WORK. SO IF YOU GET INVOLVED, IT WILL REQUIRE YOU TO MAINTAIN CONTACT WITH THAT EMPLOYEE BECAUSE ONE OF THE BIGGEST COMPLAINTS WE HEAR FROM LONG-TIME EMPLOYEES IS NOBODY HAS CALLED ME. NOBODY CONTACTED ME. I THOUGHT THE AGENCY DIDN'T WANT TO BE BOTHERED WITH ME ANYMORE. AS A RESULT, SINCE THEY BELIEVE WE DIDN'T WANT TO BE BOTHERED WITH THEM, GUESS WHAT, THEY DIDN'T WANT TO BE BOTHERED WITH US AS WELL. SO THEY ENDED UP ON BEING LONG-TERM ROLLS AND WHEN WE LOOKED AT FILES AND FOLDERS OF WORKERS' COMPENSATION, WE SEE MEDICAL DOCUMENTATION, WHERE, IN FACT, THE EMPLOYEE COULD HAVE RETURNED TO DUTY A WHOLE LOT SOONER THAN WHEN WE BEGAN, AND WE WANT YOU TO BE PROACTIVE. WE ARE RECOMMENDING THE DIRECTOR'S ORDER 50A REQUIRES THAT YOU GET INVOLVED WITH MONITORING AND REVIEWING THE CASES. ONE THE THINGS THAT YOU ARE GOING TO LOOK TO SEE IS, IS THAT EMPLOYEE STILL ALIVE? YOU KNOW, WE'VE HAD CASES WHERE EMPLOYEES HAVE PASSED AWAY AND NOBODY NOTIFIED AGENCY AND A BENEFIT CONTINUED TO BE PAID. AND THAT BENEFIT SHOULD HAVE BEEN STOPPED WHEN THE EMPLOYEE STOPPED, BUT NOBODY SAID ANYTHING. WE WEREN'T MONITORING. THAT'S NOT HAPPENING ANYMORE, I PROMISE YOU. BUT AS A SUPERVISOR -- EXCUSE ME, AS A SUPERVISOR, YOU SHOULD BE REVIEWING THE CASE AND INVOLVED IN THE CASE SO YOU KEEP UP WITH THAT. THERE COULD BE A CHANGE IN THE MEDICAL CONDITION. LIKE I SAID THERE WAS SOMETHING IN THE FILES THAT SAID THE EMPLOYEE COULD RETURN TO DUTY AND IT DIDN'T MAKE A DIFFERENCE WHETHER IT WAS FULL DUTY OR PARTIAL DUTY OR LIMITED DUTY. THE POINT IS THE EMPLOYEE COULD BE RETURNED TO DUTY BUT WE WERE NOT MONITORING OR REVIEWING THE CASES. AS A SUPERVISOR, THAT'S YOUR RESPONSIBILITY. WE TALK ABOUT ALTERNATE WOK ASSIGNMENTS AND VOC REHAB. WHERE, IF THE EMPLOYEE CANNOT PERFORM THE DUTIES OF THEIR POSITION OF RECORD, THEY CAN BE RETRAINED TO DO SOMETHING ELSE. YOU NEED TO GET INVOLVED IN DOING THAT. THAT'S CRITICAL TO THE WHOLE PROGRAM YOUR INVOLVEMENT IN MONITORING AND REVIEWING IS VERY IMPORTANT. SO WHAT WE DID, ON PAGE 24, THINK IT'S APPENDIX B, THERE IS A LETTER THAT YOU CAN WRITE TO YOUR EMPLOYEE BECAUSE IN STAYING IN CONTACT, YOU CAN CALL THEM YOU CAN GO TO THEIR HOUSE. I DON'T RECOMMEND THAT YOU GO TO THEIR HOUSE UNANNOUNCED AND SAVE YOURSELF SOME TROUBLE. IT'S A SAMPLE LETTER. JUST LET THE EMPLOYEE KNOW, HEY, WE ARE THINKING ABOUT YOU. WE ARE

CONCERNED ABOUT YOU. WE WANT TO MAKE SURE THAT YOU ARE OKAY. THAT'S KEEPING THAT CONTACT. THE EMPLOYEE IS MORE THAN LIKELY TO COME BACK TO WORK BECAUSE OF THE CONTACT, BECAUSE OF THE REVIEW, BECAUSE OF THE MONITORING, BECAUSE WE HAVE SHOWN THAT WE CARE. ALL RIGHT. LET'S GO ON AND WE ARE GOING TALK ABOUT POINTERS ON THINGS YOU NEED TO WATCH OUT FOR OR NOTICE AS A PART OF YOUR MONITORING AN REVIEWING THE OWCP CASE FILE OR THE CLAIM

>> S. Rosen: THANK, KARLYN. I MEAN, THE FIRST THING I WANT TO DO IS REALLY STRESS THAT MOST OF OUR EMPLOYEES WHO, PERHAPS, DO GET INJURED, PERHAPS THEY GET SOME MEDICAL ATTENTION, THAT THEY DO RETURN TO WORK, THAT MOST OF OUR EMPLOYEES ARE HIGHLY DEDICATED AND MOTIVATED AND IT'S A VERY FEW NUMBER OF PEOPLE THAT COMMIT ABUSE OR FRAUD. IT'S IMPORTANT FOR US TO REMEMBER THAT. THOSE ARE OFTENTIMES THE CASES THAT WE REMEMBER. WE FOUND THAT OVER 93% OF OUR INJURED WORKERS WHO GO OUT RETURN TO WORK WITHIN THE 45 DAY CONTINUATION OF PAY PERIOD AND THE AVERAGE AMOUNT OF TIME IS ONLY EIGHT DAYS. WE'D LIKE TO MAKE THAT EVEN BETTER. YOU KNOW, IN THE NATIONAL PARK SERVICE. THAT HISTORICALLY THE RESEARCH SHOWS ONLY 3 OR 5% OF FOLKS THAT MAY BE COMMITTED ABUSE OR FRAUD, HOWEVER, WE DO TAKE ALLEGATIONS OF FRAUD OR ABUSE, YOU KNOW, VERY, VERY SERIOUSLY AND WE DO INVESTIGATE THEM AND IF YOU LOOK ON PAGE 21 OF YOUR PARTICIPANT GUIDE, YOU ARE GOING TO SEE SOME OF THE RED FLAGS THAT WE HAVE IDENTIFIED THAT COULD MEAN -- I WANT TO UNDERLINE, COULD MEAN ABUSE OF FRAUD GOING ON, THINGS THAT MAKE YOU WANT TO GO HMM AND, FOR EXAMPLE, FACING A LAYOFF OR FIRING WOULD BE AN EXAMPLE. HISTORY OF SUBMITTING, YOU KNOW, SUBJECTIVE CLAIMS COULD ALSO BE AN INDICATION. AGAIN, JUST A POSSIBILITY, WHICH SHOULD WARRANT LOOKING A LITTLE CLOSER, THE TIMING OF THE INJURY. BEGINNING OF EVERY FISHING SEASON -- WE HAD ONE CASE WHERE A PERSON IS SHOWING UP WITH A HITCH ON THEIR PICKUP TRUCK EVERY YEAR AND THEN TWO DAYS LATER, THEY WOULD BE OFF FOR TWO WEEKS. AND THE PERSON CALLED THE HOTLINE AND WE FOUND OUT THE PERSON WAS ACTUALLY PARTICIPATING IN A FISHING TOURNAMENT. SO IN THIS CASE, WE INVESTIGATED AND WE IDENTIFIED THE FRAUD AND IT WAS TURNED OVER TO THE I.G. ONE OF THE PROGRAMS THAT WE ARE INITIATING AND WE HAVE DONE A COUPLE OF TIMES BEFORE, WE ARE IDENTIFYING WHAT ARE CALLED FREQUENT FILERS, PEOPLE WHO HAVE HAD, PERHAPS FIVE OR MORE INJURIES OVER THE LAST FIVE YEARS. AND IN THIS CASES, WE'RE NOT SAYING THAT ABUSE OF FRAUD IS HAPPENING, BUT SOMETHING IS GOING ON THAT'S NOT RIGHT. PERHAPS THE PERSON IS WORKING OUTSIDE THEIR PHYSICAL CAPABILITIES, PERHAPS THEY ARE NOT HAVING ADEQUATE SAFETY TRAINING OR ADEQUATE SUPERVISION. THE FACT IS THAT IT NEEDS TO BE DEALT WITH AND AS,

YOU KNOW, MICHAEL SHARED WITH US, THAT THE NARRATIVE IS SO IMPORTANT IN BEING ABLE TO IDENTIFY THE REASONS AND THE CAUSES SO THESE PROBLEMS CAN BE MITIGATED. I MENTIONED THAT, YOU KNOW, WE HAD A CONTRACT AND THIS CONTRACT, WE DO HAVE A FRAUD HOTLINE, AND YOU -- PERHAPS IN THE PARK SERVICE YOU HAVE SEEN THIS POSTER AROUND. IT PROVIDES ALSO A PHONE NUMBER, WHICH ALLOWS FOLKS TO CALL IN AND LEAVE INFORMATION ANONYMOUSLY, THOUGH IT IS HELPFUL IF PEOPLE DO PROVIDE INFORMATION SO THAT WE CAN CONTACT THEM IN CASE WE NEED A LITTLE BIT MORE INFORMATION. WE DO -- YOU KNOW FOR ANY CREDIBLE PROBLEMS OR EVIDENCE THAT MAY BE RECEIVED, THAT WE WILL -- WE WILL FOLLOW UP ON. WE HAD ONE CASE WHERE WE HAD AN EMPLOYEE AT A PARK CAME IN ON OUR HOTLINE, HE WAS SUPPOSEDLY TOTALLY DISABLED. THE FIRST DOCTOR SAID HE COULD ONLY WALK WITH A CANE AND WE HAD REPORTS THAT THEY WERE SEEN DOING SOME CLAMMING, CARRYING ALL THE RAKES. THIS PERSON OWNED SOME LAND AND WE HAD FOUND HIM BURNING BRUSH ON HIS LAND, A BIG BONFIRE GOING, CLIMBING UP ON A BOBCAT AND MY FAVORITE PART OF IT WAS PULLING UP SAPLINGS OUT OF THE GROUND. THE PERSON HAD BEEN ACCEPTED FOR DISABILITY RETIREMENT. AS A RESULT OF THIS, THAT ENTITLEMENT WAS RESCINDED AND THE PERSON ALSO WAS TURNED OVER TO THE I. G. AND THE U. S. ATTORNEY AND WORKERS' COMPENSATION WAS STOPPED. WE HAVE A CONTRACTOR, AGAIN WHO PROVIDES THESE SERVICES FOR US, AND WE EXPECT TO BE INITIATING, YOU KNOW, ALIVE AND WELL PROGRAM VERY SHORTLY, WHERE WE WILL BE DOING HOME VISITS. AND AS KARLYN SAYS, SOME OF THESE PEOPLE HAVE JUST BEEN FORGOTTEN AND MANY OF THEM EVEN WANT TO COME BACK TO WORK BUT YET THEY THOUGHT THEY HAVE BEEN FORGOTTEN. AGAIN, HOW IMPORTANT THAT OCCUPATIONAL BONDING WITH FOLKS REALLY IS. THAT'S YOUR RESPONSIBILITY, REALLY TO, YOU KNOW, STRIVE FOR EXCELLENCE AND NOT JUST FOR COMPLIANCE. YOU CAN MAKE A DIFFERENCE. ALL RIGHT. AND WE'VE TALKED ABOUT WAYS THAT YOU CAN DO MODELING, THAT IF YOU DON'T WORK SAFE, HOW CAN YOU EXPECT YOUR EMPLOYEES TO WORK SAFE? THEY WANT TO AGGRESSIVELY USE THOSE ALTERNATIVE WORK ASSIGNMENTS AND REGULARLY PARTICIPATE IN THE REVIEW OF THOSE OLD CASES. JUST BECAUSE THEY ARE NO LONGER ON YOUR ROLLS, DOES NOT MEAN THAT THEY ARE NOT ON THE WORKERS' COMPENSATION ROLLS AND THAT WE'RE STILL PAYING FOR THEM AND YOU REALLY WANT TO STAY VERY, VERY CLOSE ON TOP OF THE NEW CASES, AND MAKE SURE ALL THE TIME THE PERSON IS OFF WORK, THAT THIS IS CURRENT MEDICAL TO JUSTIFY THAT TIME AWAY FROM WORK. AND, AGAIN, THAT'S WORKING CLOSELY WITH YOUR H. R. OFFICE. AT THIS TIME, I WOULD REALLY LIKE TO ASK IF YOU HAVE ANY QUESTIONS ON ANYTHING THAT WE'VE TALKED ABOUT TODAY. CONCERNS? OR ISSUES? KARLYN AND I ARE HERE AND WE LIKE QUESTIONS AND WE'D LOVE TO, YOU KNOW, HAVE YOU ASK THEM AND ANSWER THEM. IF WE DON'T HAVE THE ANSWERS, THEN WE WILL GET

THEM FOR YOU.

>> K. Payton: WE ARE READY, WILLING AND ABLE! ALL YOU HAVE TO DO IS ASK.

>> Participant: HI, THIS IS SHANNON IN BANDELIER. I HAVE A QUESTION FOR YOU.

>> K. Payton: OKAY. SHANNON. GO AHEAD WITH YOUR QUESTION.

>> Participant: IF SOMEBODY HAS A CHRONIC INJURY AND IT'S AGGRAVATED AT WORK OR SOMETHING ADDITIONAL HAPPENS, ARE THEY STILL QUALIFIED FOR ENTITLEMENT?

>> S. Rosen: THAT'S A REALLY GOOD QUESTION, AND THE ANSWER IS YES. THAT THERE'S NO APPORTIONMENT IN OUR WORKERS' COMPENSATION SYSTEM IN THE PRIVATE SECTOR THERE OFTEN IS, THAT IF THE JOB WORKING FOR THE FEDERAL GOVERNMENT, EVEN CREATES, YOU KNOW, A 10%, 15% ADDITION, THEN WE OWN THE WHOLE THING. WE HIRED THAT PERSON WITH THAT CONDITION. IT COULD BE A TEMPORARY AGGRAVATION OF A CONDITION THEY HAVE, IT COULD BE ACCELERATED CONDITION THEY HAVE, OR EVEN PRECIPITATES A CONDITION THAT THEY HAVE. WE DON'T MAKE THE DECISION, OWCP WILL MAKE THE DECISION.

>> K. Payton: WE SHOULD AFFORD THE OPPORTUNITY FOR THE PERSON TO FILE A CLAIM WE STRESS THAT BECAUSE WE HAVE A LOT OF SUPERVISORS, WHEN THEY ARE APPROACHED BY THE EMPLOYEE ABOUT THE INJURIES FIRST THING THEY SAY, WELL, THAT'S NOT AN INJURY. YOU DIDN'T SUFFER IT ON THE JOB. YOU CAN'T FILE THE CLAIM NO, YOU HAVE TO ALLOW THEM TO FILE THE CLAIM AND OWCP MAKES A DETERMINATION WHETHER OR NOT IT'S A LEGITIMATE INJURY OR DISEASE. DOES THAT ANSWER YOUR QUESTION, SHANNON?

>> Participant: DEFINITELY. THANKS.

>> K. Payton: ALL RIGHT. ARE THERE ANY OTHER QUESTIONS OR CONCERNS OR COMMENTS? OKAY, STEVE.

>> S. Rosen: THANKS, KARLYN.

>> K. Payton: YOU'RE WELCOME.

>> S. Rosen: IT'S ALWAYS SO MUCH FUN TO DO THIS CLASS WITH YOU. IT'S A JOY. THE MOST IMPORTANT TASK, AS WE SAID THAT YOU HAVE AS A SUPERVISOR IS INSURING THAT YOUR EMPLOYEES GO HOME AS

HEALTHY AS THEY CAME TO WORK IN THE MORNING, AND TO REALLY CREATE THAT CULTURE OF SAFETY. AND DON'T JUST STRIVE FOR COMPLIANCE. AND WE CAN'T STRESS THAT ENOUGH. WE'RE HOPING THE OPERATIONAL LEADERSHIP IN THE PARK SERVICE IS GOING TO HELP TO REINFORCE AND TO HELP TO MAKE THAT A REALITY. DEMONSTRATE THE GOOD SAFETY PRACTICES, AGAIN, IT SHOWS HOW, YOU KNOW, YOU DEVELOP A TRUST WITH YOUR EMPLOYEES. THEY SEE YOU BEING SAFE AS A ROLE MODEL AND THEY WILL FOLLOW IT. LIKE I SAID, IT DOES BUILD TRUST WITH YOUR EMPLOYEES TO SHOW THAT YOU DO CARE ABOUT THEM THERE'S REALLY TWO WAYS TO REDUCE WORKERS' COMPENSATION COSTS AND THAT IS TO EITHER NOT HAVE THE INJURY AT ALL, OR TO BRING PEOPLE BACK TO WORK AS SOON AS POSSIBLE. AND I KNOW THAT BOTH KARLYN AND I WOULD NOT MIND AT ALL BEING PUT OUT OF A JOB BECAUSE THERE'S NO INJURIES AND NO NEED FOR WORKERS' COMPENSATION, HOWEVER, I THINK WE BOTH FEEL SAFE THAT WE HAVE JOBS, YOU KNOW, FOR THE NEXT FUTURE. EMPLOYEES DON'T GET WELL TO RETURN TO WORK. THEY RETURN TO WORK TO GET WELL. IF WE DON'T MANAGE OUR WORKERS' COMPENSATION PROGRAM, THOUGH, WE CAN LOSE IT. WE HAVE THE BEST PROGRAM THAT EXISTS. IT'S IMPORTANT FOR US TO PROACTIVELY MANAGE OUR CASES. RISK MANAGEMENT AND HUMAN RESOURCES ARE COMMITTED TO PROVIDING USEFUL SAFETY AND WORKERS' COMPENSATION TRAINING AND TO REALLY ACHIEVE A SAFE WORK PLACE, AND THE QUALITY EFFECTIVE WORKERS' COMPENSATION PROGRAM EVERY YEAR WE HAVE OPPORTUNITY TO DO THIS AND WE REALLY DO HAVE FUN DOING THIS, AND WE HOPE THAT THAT KIND OF COMES THROUGH. WE REALLY ENJOY IT, AND WE DON'T HAVE A CHANCE TO -- WE ARE IN DIFFERENT PARTS OF THE COUNTRY. SO IT GIVES US A CHANCE TO GET TOGETHER AND CATCH UP AND DO SOMETHING THAT WE BOTH VERY STRONGLY BELIEVE IN. WE WANT TO GIVE THANKS TO YOU, THE STUDENTS, FOR BEING HERE WITH US TODAY AND REALLY TAKING TIME OUT OF YOUR IMPORTANT TASK THAT YOU'VE HAD TO DO IN GETTING READY FOR THE SEASON. AND, YOU KNOW, WE LOOK FORWARD TO SEEING YOU FOLKS AT BLM ON MAY 12th, WHEN THIS COURSE IS -- IS DONE AGAIN FOR YOU. I WANT TO GIVE MY APPRECIATIONS ALSO TO MICHAEL FOR -- FOR BEING HERE AND ALSO TO DAVE DAVIES AND TO RICHARD POWELL, AND MARY PARKENS FOR REALLY SUPPORTING THIS PROGRAM AND FOR PROVIDING US THE OPPORTUNITY TO REALLY SHARE INFORMATION THAT WE HOPE IS BEST PRACTICES FOR MANAGING WORKERS' COMPENSATION CASES. WE PROBABLY HAVE NOT SUCCEEDED IN ANSWERING ALL OF YOUR QUESTIONS. THE ANSWERS WE HAVE FOUND, ONLY SERVE TO RAISE A WHOLE NEW SET OF QUESTIONS. IN SOME WAYS, YOU MIGHT FEEL YOU ARE AS CONFUSED AS EVER, HOWEVER, S IS OUR SINCERE HOPE THAT YOU ARE CONFUSED ON A HIGHER LEVEL AND ABOUT MORE IMPORTANT THINGS. THANK YOU FOR BEING WITH US, AND PLEASE BE SAFE.

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