# IMMEDIATELY REPORT ANY WORK-RELATED INJURY OR ILLNESS TO (855) 850-2249

# Authority

CCR Title 8 Section 342

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Work-related injury and illness is a serious concern for the Department. When an employee reports an injury or illness, a process begins that first attends to the health and recovery of the injured or ill employee. It includes an investigation, management and supervision of any ongoing treatment and recovery for the employee. It is likely to result in corrective action(s) to prevent similar injury or illness.

This safe work practice has been broken down into four sections detailing the steps that must be taken to report and manage incidents:

- A. Definitions
- B. Employee Responsibilities
- C. Supervisor Responsibilities
- D. Payroll and Leave

# A. DEFINITIONS

"Immediately" means as soon as you are aware of the injury or illness. In no case should the amount of time from the when the incident occurred to when it was reported exceed the work shift or exceed 8 hours from the time you are aware of it.

"Injury or illness" means any work-related injury or illness which results in:

- Death
- Days away from work
- Restricted work
- Loss of consciousness
- Medical treatment beyond first aid
- Any incident in which a diagnosis or treatment is provided by a health care provider

Do not confuse reporting an incident with filing a workers' compensation claim. A workers' compensation claim is a separate process that an employee may choose to pursue.

"Report" means an employee must personally inform their supervisor of the incident and the employee's supervisor must report the incident to EHS.

"Serious injury" is defined as: an injury requiring hospitalization for other than medical observation or diagnostic testing; an amputation or loss of an eye; an injury that can be expected to result in a serious degree of permanent disfigurement; or an exposure to a hazardous substance in a degree or amount sufficient to create the realistic possibility of death or serious physical harm in the future.

"Work-related" means the injury or illness happened during work hours and while engaged in official business of the Department, or that it arose out of the course of employment, or was caused from the course of employment.

#### **B. EMPLOYEE RESPONSIBILITIES**

- 1. Immediately report to your supervisor any injury or illness you experience while at work.
- 2. When reporting, describe the incident to your supervisor including:
  - Date, time, and place incident occurred
  - A concise explanation of the incident, what happened
  - Symptoms and injury resulting from the incident
  - Names of co-workers and other witnesses to the incident
- 3. If your supervisor is not at work on the day of the incident, report to the acting supervisor, or the next supervisor up your chain of command.
- 4. If a serious injury or illness has occurred:
  - a. You, the injured or ill person should be transported by ambulance to the nearest hospital. Although you may place the call, anyone can make this arrangement by calling 911 (415-553-8090 if using a cell phone).
  - b. Notify your supervisor as soon as possible following treatment.
- 5. If the incident is not serious but medical attention is necessary or desired, arrange for transportation to the treatment facility. You should not drive yourself if your ability to drive safely has become compromised. In such cases, or if you are unsure, your supervisor should arrange transportation for you.

- 6. If you have been stuck by a needle, call the SFGH Needle stick hotline immediately, and we advise that you follow the directions they provide to you. The number is **415-469-4411** and it operates 24 hours a day, 7 days a week. Note that you should dispose of the needle; do not bring it in with you to the clinic, as they will NOT be able to test it for any infectious diseases.
- 7. If necessary or desired, obtain treatment at one of the clinics below during normal "business hours" (Monday Friday, generally 8:00 a.m. to 5:00 p.m., holidays excepted):
  - St. Francis Treatment Room

1199 Bush Street, Suite 160 Hours: 7:30 a.m. to 5:30 p.m., Monday - Friday Telephone: (415) 353-6305

- Kaiser Occupational Health Clinic (Opera Plaza) 601 Van Ness Avenue, Suite 2008 (corner of Van Ness & McAllister, 2nd floor) Hours: 8:30 a.m. to 5:00 p.m., Monday - Friday Telephone: (415) 833-9600
- San Francisco International Airport Medical Clinic International Terminal, Level3, "A Side" (Departures Level, Pre-Security)
   Hours: 8:30 a.m. to 5:00 p.m., Monday - Friday; Telephone: (650) 821-5600
- Sonora Regional Medical Clinic 1000 Greeley Rd Sonora, CA 95370 Telephone (209) 532-3161

AT&T Clinic- St. Francis Health Center (at the Ballpark)
24 Willie Mays Plaza
 A Community To School and Manday Friday

Hours: 7:30 a.m. to 5:00 p.m., Monday - Friday Telephone: (415) 972-2249

- California Pacific Medical Center Davies Campus Castro & Duboce Streets Hours: 8:00 a.m. to 5:00 p.m.
   Telephone: (415) 600-6600
- Valley Care Occupational Health Clinic 4000 Dublin Blvd, Suite 150 Dublin, CA Telephone (925) 416-3562 Hours: 8:00 a.m. to 5:00 p.m.
- 8. After hours (generally 5:00 p.m. to 8:00 a.m., weekends, and holidays), obtain care at one of the facilities listed below. *Note that if you require treatment at an afterhours facility you must schedule follow up appointments with one of the clinics listed above the following work day.* 
  - St. Francis Memorial Hospital Emergency Department 1150 Bush St.

Telephone: 353-6300

 Kaiser Permanente Emergency Dept. 2200 O'Farrell Street at Baker Telephone: 833-3300

 Kaiser Permanente Medical Center Urgent Care 2238 Geary Blvd. 3<sup>rd</sup> Floor Telephone: 833-2200 Hours: M-F 5:30 – 7:30 p.m. Saturday – Sunday 9:00 a.m. to 5:00 p.m.  California Pacific Medical Center – Davies Campus Castro and Duboce Streets

Telephone: 600-0600

 Sonora Regional Medical Hospital 1000 Greeley Rd Sonora, CA 95370

Telephone (209) 532-3161

- EHS will investigate the incident. You must cooperate with the investigator(s)
  including EHS staff, or other third party (e.g. claims adjuster, Cal-OSHA inspector, City
  Attorney staff).
- 10. Obtain a medical status slip.
  - a. If you take any time off due to a work injury or illness, even if you had not planned on seeking medical attention, you are required to obtain a medical status slip and provide it to your supervisor before coming back to work.
- 11. <u>Make sure your medical status slip is complete and legible.</u> Before leaving your health care provider's office, verify the medical status slip shows:
  - a. Your name
  - b. Date of injury for which you were seen
  - c. Date on which you were seen
  - d. Treatment type. On the first medical status slip, the health care provider must use a "First Aid Only" checkbox or provide a description of treatment so that Cal-OSHA recordkeeping requirements can be met
  - e. Your work status, including the dates of any time off, work restrictions or release to full duty (as appropriate)
  - f. Next appointment date and time
  - g. Health care provider's name and signature

In addition, you should check and if not present request your health care provider to provide the start and end time of your visit so that your supervisor can accurately verify your pay status.

- 12. Give the medical status slip to your supervisor. Following each medical appointment, and on the same day as the appointment provide your supervisor with the medical status slip you received from that appointment.
  - a. Leave or benefits may be delayed if this is not received in a timely manner.
  - b. Not providing a timely medical status slip is technically considered inattention to duty and as such could be cause for disciplinary action. Your supervisor should not allow you back to work without a complete medical status slip.
  - c. It is recommended that you provide EHS with a copy of the medical status slip at the same time to help you and your supervisor with related compliance and leave requirements.
  - d. The best place to submit a medical status slip is in the EHS mailbox located on the first floor of the McLaren Lodge Annex near all the other mailboxes. However, we will take them any way we can get them. Some of the alternatives listed below may not be timely, or have other complications (and thus, putting them in the Lodge first floor mailbox is best). The alternatives for submitting medical status slips to EHS include:
    - Scanning and emailing the medical status slip to an EHS staff member
    - Faxing to EHS (831-2098)

- Handing the slip to the receptionist at the HR Reception desk
- Interdepartmental mail
- U.S. Postal Service mail
- 13. If you want to work and you do not have a medical status slip, your supervisor should ask you to provide a medical status slip before allowing or assigning you to return to work. This may require that you return to the health care provider to obtain the slip, or make other arrangements before being allowed to work.
- 14. If you have not provided a medical status slip for time you are not at work, you will be marked SLL (sick leave without pay) until such time as you can provide the status slip to your supervisor. If an appropriate medical status slip is subsequently provided, the timesheet can be changed to recover those days.
- 15. Notify your supervisor anytime you know you will be admitted overnight to a hospital, surgical center or other medical facility for anything more than observation. *This includes an overnight stay that may be months or years after the initial date of injury.* It is recommended that you notify EHS at the same time to help you and your supervisor with related compliance and leave requirements.
- 16. Temporary Transitional Work Assignment (TTWA). It is the Department's goal to provide TTWA for all reasonable restrictions. You should expect your supervisor to provide you with a TTWA that starts upon return from your visit to your health care provider. The TTWA program works as follows:
  - a. You may be eligible for the TTWA program for 90 days. After 90 days:
    - The restrictions must improve every 30 days. If this condition is met, you may continue in the program up to 180 days.
    - The program ends after 180 days. After 180 days, you will be off work (on WC)
      until such time as you are released to full duty or the medical condition is
      otherwise resolved.
    - As it is temporary, transitional, and helps speed recovery, in many cases a TTWA offer may be for part time work, and may be different than your usual and customary work days, hours or assignment.
    - A TTWA offer may be with a different supervisor.
  - b. Review and understand the TTWA form conditions with your supervisor before signing.
  - c. Follow the medical restrictions established by your medical provider. They are listed on the TTWA form to help you remember what they are.
  - d. If your supervisor does not provide you with a copy, remind them or ask them for a copy of the signed TTWA form.
  - e. If you elect not to accept a TTWA offer, check the "declined" box, sign and date the form.

- Declining TTWA will affect your WC benefits. By declining a TTWA, the employer has the right to stop Total Temporary Disability payments.
- See Section D. Payroll and Leave regarding how timesheet will be completed.
- f. If your supervisor does not provide you with TTWA, another supervisor may. In this case, you will complete the steps above with a different supervisor.
- g. Leave will be accounted for as follows:
  - If you are taking a leave that does not require HR approval (e.g. floating holiday, vacation, sick pay) then the leave will not interrupt your TTWA, but it will count towards your 180 maximum.
  - If you are taking a leave that does require HR approval (e.g. FMLA or sick leave) then the leave will interrupt your TTWA and will not count towards your 180 day maximum.

# C. SUPERVISOR RESPONSIBILITIES

- 17. Instruct your employees to immediately report any work-related injury or illness to you.
- 18. Following an employee's report or a work-related injury or illness, determine if medical care is needed.
  - a. If a serious injury has occurred, transport the employee by ambulance to the nearest hospital by dialing 911 (415-553-8090 if using a cell phone).
  - b. If the incident is not serious but requires medical attention, arrange for transportation to the treatment facility. Employees should not drive themselves if their ability to drive safely has become compromised. If you are unsure, arrange for transportation, or drive them yourself.
  - c. If the employee takes any time off due to a work injury or illness, even if they did not plan on seeking medical attention, they are subsequently required to obtain a medical status slip and provide it to you before coming back to work.
  - d. If the employee has been stuck by a needle, call the SFGH Needle stick hotline immediately, and we advise that you follow the directions they provide to you. The number is 415-469-4411 and it operates 24 hours a day, 7 days a week. Note that you should dispose of the needle; do not bring it in with you to the clinic, as they will NOT be able to test it for any infectious diseases.
  - e. Employees should obtain treatment at one of the clinics listed below during normal "business hours" (Monday Friday, generally 8:00 a.m. to 5:00 p.m., holidays excepted):
    - St. Francis Treatment Room 1199 Bush Street, Suite 160 Hours: 7:30 a.m. to 5:30 p.m., Monday - Friday Telephone: (415) 353-6305
    - Kaiser Occupational Health Clinic (Opera Plaza) 601 Van Ness Avenue, Suite 2008
- AT&T Clinic- St. Francis Health Center (at the Ballpark)
   24 Willie Mays Plaza
   Hours: 7:30 a.m. to 5:00 p.m., Monday - Friday
   Telephone: (415) 972-2249
- California Pacific Medical Center Davies Campus

# Injury and Illness Reporting and Management

(corner of Van Ness & McAllister, 2nd floor) Hours: 8:30 a.m. to 5:00 p.m., Monday - Friday Telephone: (415) 833-9600

 San Francisco International Airport Medical Clinic International Terminal, Level3, "A Side" (Departures Level, Pre-Security)

Hours: 8:30 a.m. to 5:00 p.m., Monday - Friday;

Telephone: (650) 821-5600

 Sonora Regional Medical Clinic 1000 Greeley Rd Sonora, CA 95370 Telephone (209) 532-3161 Castro & Duboce Streets Hours: 8:00 a.m. to 5:00 p.m. Telephone: (415) 600-6600

Valley Care Occupational Health Clinic 4000 Dublin Blvd, Suite 150 Dublin, CA Telephone (925) 416-3562 Hours: 8:00 a.m. to 5:00 p.m.

- 19. After hours (generally 5:00 p.m. to 8:00 a.m., weekends, and holidays), obtain care at one of the facilities listed below. Note that if you require treatment at an afterhours facility you must schedule follow up appointments with one of the clinics listed above the following work day.
  - St. Francis Memorial Hospital Emergency Department 1150 Bush St.

Telephone: 353-6300

Kaiser Permanente Emergency Dept.
 2200 O'Farrell Street at Baker
 Telephone: 833-3300

Kaiser Permanente Medical Center Urgent Care

2238 Geary Blvd. 3<sup>rd</sup> Floor Telephone: 833-2200 Hours: M-F 5:30 – 7:30 p.m.

Saturday – Sunday 9:00 a.m. to 5:00 p.m.

California Pacific Medical Center – Davies Campus

Castro and Duboce Streets Telephone: 600-0600

 Sonora Regional Medical Hospital 1000 Greeley Rd

> Sonora, CA 95370 Telephone (209) 532-3161

- 20. Gather information and secure evidence in preparation for your work with the investigator:
  - Date, time, and place the incident occurred
  - Names of co-workers and other witnesses to the incident
  - Description and sequence of what happened
  - Observations of injury or symptoms
  - Secure any evidence related to the incident for investigation purposes
- 21. In the event of a fatality or a serious injury (see definition above), you **must report it to the Cal-OSHA district office within 8 hours of the time of occurrence.** It is likely that Cal-OSHA will conduct an investigation and a citation(s) may be issued.
  - a. You should report the incident as follows:
    - By telephone (415-557-0100; or see the "Cal OSHA Reporting Checklist" for other district office numbers outside of San Francisco). This is the method preferred by Cal OSHA.
    - By email (caloshaaccidentreport@tel-us.com). This will document the date and time it was sent. Please copy an EHS representative on the email.

- b. Use the "Cal-OSHA Reporting Checklist" so that you provide the proper information to Cal-OSHA. If you report by telephone, then provide a copy of the completed checklist to EHS and keep a copy for your records.
- c. Vehicle accidents involving injury which occur on a public street or highway do not need to be reported unless the accident occurred in a construction zone.
- d. Any incident that occurs in the workplace must be reported even if it originated from a personal medical condition (e.g. a heart attack at work).
- 22. Call the Incident Reporting Hotline at **(855) 850-2249** to report the incident. This number is staffed by a Registered Nurse 24 hours per day 7 days per week. The Registered Nurse will guide you on immediate health care options and notify EHS of the incident.
- 23. After receiving notification from the nurse EHS will follow up to complete an investigation to conform to Cal-OSHA requirements to identify corrective actions. You must cooperate with the investigator(s) (e.g. EHS, claims adjuster, Cal-OSHA inspector, and City Attorney staff).
- 24. Control or correct any imminent hazards or practices to prevent a subsequent injury to the employee or any other staff.

# 25. Treatment and Recovery

- a. Track the employee's medical leave until discharged from medical care. You should expect all regular work time to be covered by a medical status slip. All other leave issues, rules and procedures still apply.
- b. Obtain a medical status slip from the employee. Following each medical appointment, and on the same day as the appointment, expect that the employee will provide you with a medical status slip from that appointment.
  - i. Leave or benefits may be delayed if the medical status slip is not received in a timely manner. Not providing a medical status slip in a timely manner is technically inattention to duty and can be cause for disciplinary action.
  - ii. It is recommended that the employee provide EHS with a copy of the medical status slip at the same time that they give it to you, so you don't have to do it. It also helps with related compliance and leave requirements.
  - iii. The best place to submit a medical status slip is in the EHS mailbox located on the first floor of the McLaren Lodge Annex near all the other mailboxes. However, we will take them any way we can get them. Some of the alternatives listed below may not be timely, or have other complications (and thus, putting them in the Lodge first floor mailbox is best). The alternatives for submitting medical status slips to EHS include:
    - Scanning and emailing the medical status slip to an EHS staff member
    - Faxing to EHS (831-2098)
    - Handing the slip to the receptionist at the HR Reception desk

- Interdepartmental mail
- U.S. Postal Service mail

# c. Check the medical status slip to see that it is complete and legible.

- i. We recommend that you do this at the time the employee hands you the slip, and while they are still there so that they can answer any questions you may have, or in case you need to send them back to the health care provider.
- ii. The medical status slip must show:
  - The employee's name
  - Date of injury for which they were seen
  - Date of their visit
  - Treatment type. On the first medical status slip, the health care provider may use a "First Aid Only" checkbox or provide a description of treatment so that Cal-OSHA recordkeeping requirements can be met.
  - Their work status, including the dates of any time off, work restrictions or release to full duty (as appropriate)
  - Next appointment date and time
  - Health care provider's name and signature
- iii. In addition, we have recommended to your employee that they obtain the start and end time of their visit so that they can accurately report their pay status to you.
  - If the medical status slip is not complete or legible, you should send the employee back to the health care provider to clarify any questions.
  - Do not allow the employee back to work without a complete medical status slip.
  - This is to protect you and the Department from incorrectly completing the time sheets for the employee or working them in a manner inconsistent with the health care provider's instructions.
     Working an employee in a manner not consistent with the health care provider's instructions may prolong the treatment, open the Department to new or increased liability due to exacerbation of the existing injury or illness, or cause a new injury.
- iv. If the employee has returned to work and you do not have a medical status slip, you should tell the employee they must provide it before you can allow them to return to work. This may require that the employee return to the health care provider to obtain it.
- v. If the employee has not provided a medical status slip and they are not at work, you should mark them as SL (sick leave without pay) until such time as they can provide an appropriate status slip for those days to you.
- vi. Anytime an employee knows they will be admitted overnight to a hospital, surgical center or other medical facility for anything more than observation for a work-related injury or illness, they should notify you.

- This includes an overnight stay that may be months or years after the initial date of injury.
- Report this to the Cal-OSHA district office (see number 15 above) within 8 hours of knowledge of that information.
- It is recommended that you ask the employee if they have provided this information to EHS. If not, you can do it yourself, or ask them to do it.
- 26. Temporary Transitional Work Assignment (TTWA). It is the Department's goal to provide TTWA for all reasonable restrictions. The TTWA program works as follows:
  - a. Initially, the employee is eligible for 90 days of TTWA. After 90 days:
    - The restrictions must improve every 30 days. If this condition is met, the employee may continue in the program up to 180 days.
    - After 180 days, the employee will be off work (on WC) until the employee is released to full duty or the claim is otherwise resolved.
    - If TTWA is completed in another unit, you should work with the providing supervisor to properly complete the employee's timesheet. See the EHS website (http://sfrecpark/OEHS/oehs1.htm) for procedures and forms to help you ensure this process runs smoothly.
    - A TTWA offer may be for part time work and may be different than the employee's usual and customary work days, hours or assignment.
    - Provide a new TTWA form to EHS for each medical status slip.
  - b. If you know an employee has gone to the health care provider, anticipate they may return with restrictions by having a TTWA ready, and that starts upon return from their visit to their health care provider.
  - c. Review the TTWA with the employee. Make sure they understand the following to avoid confusion and ensure the program runs smoothly for both of you:
    - The restrictions
    - The start and end dates
    - Any other conditions (such as different shift times, or another duty)
    - Provide the employee with a copy of the signed TTWA form
  - d. Ensure the employee follows the medical restrictions established by the medical provider as listed on the medical status slip and the TTWA form.
  - e. If the employee elects not to accept a TTWA offer, have them check the "declined" box, sign and date the form.
    - If they refuse to check the box, you may check the box for them and indicate you did so
    - Declining TTWA will affect their WC benefits. By declining a TTWA, the employer has the right to stop Total Temporary Disability payments
    - See Section D, Payroll and Leave regarding how to complete timesheets.
  - f. Return the signed TTWA paperwork to EHS as soon as you are able. Timely submission may prevent overpayment to the employee by WC, and subsequent requirement that the employee payback the overpaid funds.

- g. Non-occupational injuries may also be eligible for the TTWA program. If you receive a medical status slip with restrictions for a non-occupational injury, bring the slip to EHS. As time allows, we will work with you to establish a TTWA for the employee.
- h. If a TTWA assignment is not available in your unit, work up your chain of command to find one for the employee.
- i. If the employee is at home for some reason, and they have restrictions, then they should be brought back to a TTWA assignment.
- j. Leave will be accounted for as follows:
  - If the employee is taking a leave that does not require HR approval (e.g. floating holiday, vacation, sick pay) then the leave will not interrupt their TTWA, but it will count towards the 180 day maximum.
  - If the employee is taking a leave that does require HR approval (e.g. FMLA or sick leave) then the leave will interrupt their TTWA and will not count towards their 180 day maximum.
- k. If you are having trouble finding tasks for the employee to do within the medical restrictions, it is recommended that you consider having them do the following (presuming it is within the restrictions):
  - Complete all Mandatory Safety Awareness Meetings for the year that are not already completed.
  - Complete a Safety Awareness Meeting for all Required Safe Work Practices as described in the Injury and Illness Prevention SWP.
  - Have them train your work group, unit, or division/PSA staff in Mandatory SAMs, then Required SAMs.
  - Complete any Periodic Inspections needed for the supervisor or PSA.
  - Follow up on corrective actions resulting from the SAMs, Periodic Inspections, or corrective actions from incidents.
  - Complete vehicle inspections. Recommend that they do vehicle inspections at the beginning and end of shifts to account for vehicle damages occurring during shifts that previously went unreported.
  - Complete equipment inspections, send items needing correction off for repair, follow up on items already sent in to see if they are ready for pick up, and pick them up as necessary.
  - Additionally, see the EHS website for other pre-defined TTWA assignments (http://sfrecpark/OEHS/oehs1.htm).
  - If the employee completes all this work, contact EHS for assistance.

# 27. Workers' Compensation

a. Complete the Modified/Alternative Search request form when received.

#### 28. Corrective Actions

- As a compliance measure and good business practice, it is likely that corrective actions will be required to prevent reoccurrence of the incident causing the injury or illness.
- b. Corrective actions will be developed as a result of EHS' investigation in most cases. After being notified of any corrective actions, you must ensure they are completed by the target date. If you cannot complete them by the target date contact EHS to request an extension.
- c. Abatement of the corrective action should occur no more than 30 calendar days following issuance of the notification, unless otherwise indicated. Abatement of corrective actions related to more serious hazards will often be required to occur no more than seven calendar days following issuance of the notification. Setting an abatement date depends on the:
  - Probability that a fatality, injury or illness could occur as a result of the violative condition during the abatement period
  - Amount of time needed to accomplish abatement, for design work or obtaining materials, equipment, personnel
  - Availability of interim safety and health measures such as personal protective equipment or training
  - Occurrence of weekends or holidays

#### D. PAYROLL AND LEAVE

- 29. On the actual day of the injury, the employee's time will be recorded as if they had been uninjured and working.
- 30. Initially, the first three days of lost time are not compensated and will be recorded as sick leave pay. If the employee files a claim for Workers' Compensation benefits, and the claim is subsequently accepted, and the lost time incurred exceeds three days, the employee will be reimbursed for these three days.
- 31. If the employee needs time off for follow up appointments or physical therapy, or declines TTWA, then record that time as sick leave pay (SLP).
  - a. Employee's are advised to obtain the start and end time of their visit so that they can accurately report their pay status to you.
  - b. If the employee does not have sick pay, they may elect to use compensatory leave or vacation leave.
  - c. If those leaves are not available, you must use sick leave (SLL sick leave without pay).
- 32. Health care provider's pre-designation forms are administered by the Department of Human Resources Workers' Compensation Division (WCD). Forms may be obtained from WCD.

33. See #25 for time sheet recording issues when an employee has not submitted a medical slip.

# References:

1. Cal/OSHA Reporting Memorandum, DHR/WCD, Dated 12/23/2019

For any questions, please contact EHS at 415-831-2780.