

Q&A

As Maryland's leader in workers' compensation insurance, Chesapeake Employers' professionals are here to help answer your questions. We also encourage you to contact your agent partner and to visit our website, www.ceiwc.com, for more frequently asked questions and answers.

Q. My injured employee received a permanency award and remains off work. What does Chesapeake Employers do to follow up and check on the worker's condition?

A. Chesapeake Employers doesn't just send out checks and forget about the claimants. Our Special Investigations Unit will schedule visits also known as **"Alive and Well Checks."**

*Bob Treziak,
Field Investigator*

Alive and Well Checks serve multiple purposes. They allow Chesapeake to have face-to-face meetings with claimants to let them know that their treatment remains a priority for Chesapeake and to make sure that they are receiving the appropriate benefits. We also ask them if they are interested in setting up direct deposit to receive their payments. The checks/visits also serve to let the claims adjuster know if anything has changed in the claimant's situation that would impact the claim, such as a return to work or a change in activity level. On average per year, Chesapeake conducts hundreds of "Alive and Well Checks" on claimants living in Maryland as well as out-of-state.



Q. I have been president of a distribution warehouse for more than 25 years. Recently, I've experienced an increase in workplace accidents. I wrote a basic overview of company safety rules and regulations and I posted my commitment about safety on the bulletin board. I also mounted safety posters throughout the warehouse. Now it seems these tools are no longer effective in controlling accidents. What else can I do?

A. No one can argue against the importance of maintaining a strong managerial commitment to promoting safety in the workplace. Posting safety posters and making employees abide by safety rules are fine. However these mechanisms may become stale after a while.

What is needed are more supervisory and employee "buy in" tactics. For instance, having regularly scheduled safety meetings and asking staff for its feedback on the effectiveness of the company's safety policies can provide great insight into what is "wrong" and "right" with the program. This allows employees to have a greater sense of ownership in developing innovative and practical safety solutions. Employee involvement tends to bolster compliance with safety rules and elevate overall morale.

Thus, it is this "buy-in" that is a major component of a successful safety program that enables employees to become "engaged" with management in fulfilling the common objectives of providing a safe and healthy workplace.



Do you have a workplace safety question?



Visit the **"Ask Pete"** section under Safety University at www.ceiwc.com to submit your workplace safety question.

*Pete Holzberg,
Safety Management
Specialist*