



EHSS North America Business Program Medical Case Management

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1 PURPOSE

The purpose of this program is to provide a systematic, consistent, and sustainable approach to post-incident injury case management where responsibilities and roles are clearly defined and understood. The intent is to ensure high quality, timely care for all injured workers while minimizing the likelihood of the injury escalating to a more serious classification. (i.e., Escalation from First Aid to OSHA Recordable)

2 SCOPE

This program applies to all Mosaic North America employees and contractors who work on Mosaic sites.

3 APPENDICES

There are no appendices to this Program.

4 GENERAL CASE REQUIREMENTS

4.1 It is important to use onsite medical resources, to provide immediate medical care, when an injury occurs. Prompt initial care can often minimize severity and escalation of the injury.

4.2 The following general requirements are listed by role (who):

WHO	Responsibilities & Actions
Injured Worker	<ul style="list-style-type: none">• Seek immediate first aid• Advise immediate Supervisor of injury, regardless of severity
Contractor Supervisor	<ul style="list-style-type: none">• Immediately inform their Mosaic contact of any injury• Take injured worker to the Health Center or contact the ERT for initial assessment and treatment of injury, if safe to do so. The severity of the injury should dictate the action taken. Example - a worker is involved in a motor vehicle accident with a possible neck injury and should not be moved, 9-1-1 should be called• Inform their Mosaic contact with updated medical status as it becomes available



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	<ul style="list-style-type: none">• Gather facts associated with the incident and inform Mosaic contact as details are available.• Assist with Mosaic's incident investigation as needed• Ensure that the worker is aware that if there is any change in their condition that they are asked to inform their Supervisor, Safety Professional, or member of the Contractor Leadership Team prior to seeking medical attention outside of the Company's span of control• Maintain active involvement in case management of the injury• Utilize the Company's Fit for Duty program in instances where reasonable cause or post incident A&D testing is required
Mosaic Supervisor	<ul style="list-style-type: none">• Take injured worker to the Health Center or contact the ERT for initial assessment and treatment of injury, if safe to do so. The severity of the injury should dictate the action taken. Example - a worker is involved in a motor vehicle accident with a possible neck injury and should not be moved, 9-1-1 should be called• Gather facts associated with the incident and begin an investigation in accordance with the Incident Investigation Procedure (reference below) immediately• Ensure that the worker is aware that if there is any change in their condition that they are asked to inform their Supervisor, Safety Professional, and site nurse prior to seeking medical attention outside of the Company's span of control• Use the company's Fit for Duty program in instances where reasonable cause or post incident A&D testing is required



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Nurse /Paramedics/ERT	<ul style="list-style-type: none">• Examine injured employee and provide initial treatment as required• Consult with Company doctor/nurse practitioner as necessary to determine appropriate treatments• If injured employee requires further medical treatment off-site, provide copy of Fitness Assessment Form for attending physician to fill out or the nurse case manager will attend the offsite appointment with the employee• Inform the Supervisor/Management/Safety Team that employee requires off-site medical assessment and/or treatment. Inform team with update of treatment by issuing summary assessment report to distribution by email• Determine if follow up is needed and schedule time as required• Conduct D&A test in accordance with Mosaic's policy. See links to policies in References below• Assess if fit for full duties, light duty, restricted duty or if injury is a lost time incident. If required nurse or paramedic will consult nurse practitioner or company physician<ul style="list-style-type: none">○ If light/restricted duty is needed, ask supervisor/management team if restrictions can be accommodated.• Maintain active involvement in case management of the injury treatment and recovery process until employee is ready to return to full duties. Nurse or paramedic will inform the Supervisor and worker of frequency of return visits until the injury has resolved.• Should the employee or contractor refuse treatment or to follow the treatment plan provided, the Nurse/Paramedic will have the individual complete the Refusal of Care Form.
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Mosaic's contracted Physicians/Nurse Practitioners	<ul style="list-style-type: none">• Examine, assess, and recommend treatment for injury if contacted by nurses or paramedics.• Determine if follow up is needed and schedule time as required.• Consult with Mosaic management as appropriate and as needed.• Maintain active involvement in case management of the injury treatment and recovery process until employee is ready to return to full duties.
Mosaic H&S Management Team	<ul style="list-style-type: none">• Receives initial injury information from investigation team• Confirms that injured worker has received medical treatment• Communicate with medical team on status of worker if injury could become recordable• Make OSHA recordability determinations based on medical information provided by the medical team and the company physician (i.e., recordable injury - insect bite, recordable illness - heat stress)• Monitor recovery progress of worker if the injury has been deemed recordable

5 SPECIAL CASE REQUIREMENTS

5.1 It has been identified that there are instances when certain types of injuries / illnesses if not managed appropriately early on can quickly escalate from a first aid scenario to a recordable incident. These types of incidents include:

- Foreign object in eye
- Heat stress
- Insect bites
- Snake bites
- Soft tissue incidents
- Chemical on clothing



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5.2 When the above listed (5.1) types of incidents occur, the following response should be taken:

Incident	Response
Foreign object in eye	<ul style="list-style-type: none">• If worker detects a foreign body in their eye and an eyewash station is available worker will flush the eye.• Worker will immediately report to their Supervisor whenever they suspect a foreign body in their eye.• If readily available, worker and Supervisor will use eyewash to remove the particle from the eye, it is important that the worker not rub their eye to prevent scratching or damage to the eye.• Whether the eye washing is successful or not, the supervisor will take the worker to the medical clinic to be seen by nurse/medic.• If not embedded, the nurse/medic will perform eye washing or attempt removal of the foreign body using a moistened cotton swab.• If unsuccessful, the worker will be forwarded to a medical facility for further follow up.• If foreign body is embedded in eye, cover the affected eye and transport to medical facility – do not try to remove it.
Heat Stress	<ul style="list-style-type: none">• Should a worker begin to feel the onset of heat stress symptoms they should inform a co-worker or Supervisor that they are not feeling well.• The worker should be taken to a cool place as soon as possible, an air-conditioned building/vehicle or at the very least a shady spot.• Have the worker drink cool fluids – water or sports drinks.• Loosen their clothing and apply cool wet compresses.



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	<ul style="list-style-type: none">• Whether the worker's condition begins to improve or not they should be taken to the site medical clinic to be seen by a member of the medical team to continue first aid.• If the first aid treatment is successful, the worker will be informed by the medical team on how proceed with their work and if there is need for any further follow up.• Should the workers condition not improve they will be forwarded on to a medical facility for treatment.• Once the worker has been released from the medical facility it is important that the worker report back to the site medical clinic for a follow up to ensure that the worker has fully recovered – in the case of heat exhaustion it can take 24 – 48 hours for a full recovery.
Insect Bites	<ul style="list-style-type: none">• If a worker receives an insect bite, immediately move to a safe area to avoid more bites or stings.• The worker will inform their Supervisor that they have been bitten or stung.• If available, ice or cold compress should be applied.• The worker will be taken to the medical clinic to have the sting or bite cleaned and to have first aid treatment provided.• The medical team will provide the worker with instruction on how to manage the sting or bite or ask the worker to return for a follow up.• Should the worker require emergency care the ERT should be activated, and the worker should be taken to the site medical clinic for further first aid treatment.• If the site medical team determines that the workers condition is not improving the worker



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	<p>will be forwarded on to a medical facility for further treatment via ambulance/emergency vehicle.</p> <ul style="list-style-type: none">• Upon the workers return to site they will be required to report to the medical clinic for follow up.
Snake Bites	<ul style="list-style-type: none">• If a worker receives a snake bite, immediately move to a safe area.• The worker or co-worker will contact their Supervisor that they have been bitten.• Have the worker lay down and keep the effected body part lower than the heart.• If able, wash bite area with soap and water.• If available, ice or cold compress should be applied.• The worker/co-worker should have emergency medical services (EMS) respond to where they are located to prevent the venom from circulating through the victim's circulatory system. If it is determined that this is a venomous bite the worker will be transported to a medical facility for further treatment.• If it is determined by EMS that the bite was non-venomous, the worker will be taken to the medical clinic to have the bite examined, cleaned and first aid treatment provided.• In either case, the medical team will provide the worker with instruction on how to manage the bite and ask the worker to return for follow up.
Soft Tissue Incidents	<ul style="list-style-type: none">• Should a worker experience a soft tissue injury which can be brought on by a fall, twist or blow to the body the worker should report this incident to their supervisor immediately• If available, ice should be applied directly to the site injured and then elevated, if possible.



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	<ul style="list-style-type: none">• The worker should be taken to the site medical clinic to be seen by a member of the medical team in order assess the injury and provide first aid• The medical team will provide the worker with instruction on steps to be taken to treat the injury• The medical team will require that the worker report to the site medical clinic on a frequency determined by the type of injury to follow up on first aid treatment
Chemical on Clothing	<ul style="list-style-type: none">• In cases where workers have come in contact with chemical and gotten it on their clothing, it is important that the clothing be removed as soon as possible• Wash the chemical from your skin - in the case of sulfuric acid contact flush with copious amounts of water for at least 30 minutes• Inform a coworker or your supervisor that the incident has occurred• The worker should be taken to the site medical clinic to be assessed by a member of the medical team and provided first aid• If the assessment reveals that further treatment is required, the worker will be transported to a medical facility• When the worker has returned to site, they will go to the site medical clinic for a follow up

6 PERSONAL PROTECTIVE EQUIPMENT (PPE)

6.1 There are no specific PPE requirements to this program.



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7 TRAINING

7.1 Training required

The following table outlines the training required for Medical Case Management:

Audience	Training Elements / Topics	Frequency	Method
Select Management / Supervisors (Operations & Exposed)	Medical Case Management	Initial	CBT

7.2 Retraining

7.2.1 In addition, the groups listed above shall receive additional training (or retraining) if any of the following conditions exist:

- Program requirements change
- Changes in the workplace render previous training obsolete
- Inadequacies in the employee's knowledge is of concern

7.3 Training records

7.3.1 Training records shall be maintained by the North America Business Learning Management System (LMS).

7.3.2 Training records shall be maintained as per **Mosaic Document and Record Control** policy.



Reference: Mosaic Document and Record Control policy

8 SELF-ASSESSMENTS

8.1 Site self-assessment shall be conducted in accordance with the MMS requirements.



Note: Recommend any changes to the Program EHSS Project Management Office (PMO) via the PMO Change Request form link:

(https://employee.mosaicco.com/ehss_nab_phos_potash_program_change_request_for_m.htm)

9 PROGRAM REVIEW

9.1 The North America Business Health and Safety team will review this program every 7 years (maximum) and change/update when required.

10 RECORD RETENTION



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10.1 Refer to the ***Mosaic Global Records and Information Management Policy*** for record retention requirements.

11 DEFINITIONS

11.1 Key terms used in this program are defined below.

Term	Definition
Medical Team Member	A medical team member could be the site nurse, paramedic or medically trained ERT member
Soft Tissue Incidents	Soft tissue incident is a broad term used to capture injuries ranging from tears, pulls, and/or contusions of one's ligaments, tendons, or muscles

12 REFERENCES

12.1 These documents are related to and support the case management procedure:

References
Fit for Duty Program - Canada https://doculink.mosaicco.com/livelink/lisapi.dll/fetch/2000/136116/42784578/43149483/307611/-/Fit_For_Duty_Program_-_Canada.pdf?nodeid=36794854&vernum=-2
Fit for Duty Program – U.S. https://doculink.mosaicco.com/livelink/lisapi.dll/fetch/2000/136116/42784578/43149483/307611/-/Drug_Alcohol_and_Substance_Abuse_Policy.pdf?nodeid=67056338&vernum=-2
OSHA Recordability Reference https://doculink.mosaicco.com/livelink/lisapi.dll?func=ll&objId=115839923&objAction=browse&viewType=1
NAB Incident Investigation Program Incident Investigation (mosaicco.com)

13 REVISION LOG

Rev. No.	Rev. Date	Revised By	Reason for Revision
00	02/15/2023	Health and Safety	Initial release