

# summit's COMPRESS

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## Employee Onboarding Best Practices

The pandemic has upended how we work, and for many business owners, it has created a major staffing shortage. Many workers view this moment as their chance to change direction in their careers, hoping for more flexibility or career satisfaction. These and potentially dozens of other factors can affect the number of job seekers in the labor market.

Inevitably, however, the employment field will begin to level out again and you'll see more applications for your open positions. As that happens, there are some major workers' comp implications you'll need to keep in mind during the hiring process.

### Physical and mental fitness

As you process applications, the most important consideration from a workers' comp standpoint is fitness for the role. A worker who is physically and mentally up to the task is not only more likely to accomplish the job well, but also to avoid injury in the process.

Once you issue a conditional job offer, you could require new hires to demonstrate their fitness for any physically demanding role. Many employers choose to do this through an on-site test or via a medical evaluation. Depending on the stress level of the job, a psychological evaluation could be important, as well. If you choose to use pre-employment testing, be sure to talk with your HR



department first. Testing for fitness at the start of the position not only helps prevent workplace injuries—it also provides a baseline for claims adjustors to consider should an injury occur.

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Keep in mind, the Americans with Disabilities Act may also play a role in this process. Generally, if you have a qualified disabled candidate who can do the job with a reasonable accommodation, that person should be considered equally along with other qualified candidates.

### Integrity

No doubt, one of the most important criteria you're looking for in a candidate is integrity. It doesn't matter how well someone can do the job if the employee lacks honesty or ethics. Someone without integrity can drag down your whole team, can leave your customers with a negative experience and can create workers' comp-related problems in the future.

But how can you assess integrity in a job interview? Asking behavioral questions, such as, "Could you tell me about a time you experienced failure at work?" can help you avoid hiring someone who doesn't mind bending the rules. Look for an open and honest answer, and don't go for the candidate who takes the easy way out or a non-answer approach. Most people have experienced failure or made mistakes at work. What's important is how an employee fixes the mistake and his or her willingness to speak candidly about it!

### New employee training

So, you've found an honest new employee who is physically and mentally up for the job. What now? In addition to your standard skills training, be sure your new employee is properly trained in all the areas impacting your workers' comp program.

This includes a clear understanding of, and agreement to, your drug-free

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