

# BOWEN Emergency Contact Procedure

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BOWEN is the employer of record for candidates and employees contracted to work in your organization. In the event of an emergency involving one of our contract employees at your work site, BOWEN is here to help. Use this guide when medical treatment is required for a BOWEN contract employee, so that BOWEN can manage the emergency contact notification process.

## What to do

### 1. Secure medical treatment

### 2. Call 1 855 262 1156

- A BOWEN Representative is available 24/7 to respond and notify the BOWEN contract employee's emergency contacts, as required.
- The call will be answered with the following message: "You have reached BOWEN's Emergency Contact Line. If this is during office hours, Monday through Friday between 8:00 a.m. and 5:00 p.m., then please press zero and you will be redirected to reception. Afterhours, please leave a message including your name, your company, a phone number that you can be reached at, the name of the BOWEN contract employee affected and the nature of the situation. Your message will be forwarded to management, who will respond to within one hour."

### 3. Provide required information

Name of caller:

Company that BOWEN contract employee is working at:

Phone number that caller can be reached at:

Name of BOWEN contract employee affected:

Nature of the situation:

## What to expect

- Within one hour, a member of BOWEN's senior management team will speak with the caller to:
  - Acknowledge receipt of the call
  - Secure comprehensive information to understand the details of the situation
  - Determine messaging to relay to emergency contacts
  - Determine contact information for the emergency contacts to follow-up with (hospital information, who they should talk to for updates, etc.).
- BOWEN will call the emergency contacts to advise them of the situation.
- BOWEN will complete any required WCB reporting the next business day.