

Injured Worker Story Mountain

Introduction

Aiden, a 26-year-old construction engineer, is married with two young boys and a third child on the way. His wife, Lisa, is a stay-at-home mom. Aiden recently fell off a scaffold at work, resulting in a broken leg, broken right arm, and a mild concussion. He has limited use of his right hand, making it difficult to use his cell phone.

"Am I going to lose my job? Will I lose my apprenticeship?"

Buildup

Aiden lives paycheck to paycheck and is feeling overwhelmed. He is concerned about his living expenses and is considering moving in with his parents temporarily, due to his third-floor apartment and need for crutches. He is worried about being able to support his family.

"How do I file for workers' comp? What information do they need? When will I get paid?"

Problem

Aiden's boss encouraged him to try to file for workers' compensation on the BWC website. Aiden uses his cell phone to access the Internet. He is finding the BWC website hard to read on his phone. The form is overwhelming -- he does not understand a lot of the medical jargon used. The instructions are confusing, and the form is lengthy. His wife is also confused by the website and form.

"Why is this so difficult?"

Resolution

Aiden's boss called to inform him about a new, simpler workers' compensation form on the BWC website. He invited Aiden to his office to help complete the form. Once there, Aiden was able to fill out the form on his boss's computer himself.

"No medical jargon. I hope I can get a check soon."

Ending

Aiden's boss provided BWC with the necessary paperwork to start the workers' compensation process. Aiden received his first check within three weeks, and with budgeting, his family will be okay. His boss commented on how much easier the new form was.

"Wow -- that was so much easier and faster than I thought it would be. I heard stories of how long this could take."