



**CITY OF HAVERHILL FIRE AND POLICE DEPARTMENT  
INJURED-ON-DUTY  
EMPLOYEE INFORMATION SHEET**

Dear Police Officer/Firefighter:

Cook & Company Insurance Services, Inc. has been hired by the City to assist in the administration of the IOD program. The City and Cook & Company will be working together to ensure that employees have a safe environment in which to work and to help an injured employee return to work as quickly and safely as possible.

**If you are injured, report immediately to your supervisor, but no later than 24 hours after the incident occurs.** Your supervisor will give you forms to fill out. Please note: the medical release applies to a particular injury and cannot be used to obtain other medical information not directly related to your injury. These forms will initiate your claim.

If you receive any medical bills or invoices related to your work injury, please send all medical bills to your chief or the City's Human Resources Department. **Do not pay medical bills directly to the provider. Do not use your health insurance card or pay any co-pays. You must use your issued "Cook Card".**

It is important that you call your supervisor to say that you will not be reporting to work, and to send the required Doctor's note to the Chief's Office. For employees on longer term injuries, employees should update the Chief on a regular basis.

Please let your supervisor know how the City may assist you in returning to work as soon as possible.

If you have any questions, please contact the City's Human Resources Department.

**Cook & Company Insurance Services, Inc.  
Injured on Duty Group  
1025 Plain Street, P.O. Box 1068  
Marshfield, MA 02050  
(781) 837-7300 Fax: (781) 834-7245**