

## Return-to-Work Information Sheet




Norfolk Southern's Health Services process for returning you to work following a non-medical absence of one year or longer or a medically-related absence will depend on your specific situation. You may be required to undergo a return-to-work evaluation by Health Services. A return-to-work evaluation is an individualized assessment of your fitness-for-duty (your ability to return to work and safely perform your essential job functions with respect to your medical condition(s) and any reasonable accommodation). Most cases involve the same general steps<sup>1</sup> that are described in this information sheet.

You can access this **Return-to-Work Information Sheet** and other helpful resources described below on the ERC [Click on **Employee Self Service**, then, on **Medical Information**.] or, at [www.nscorp.com/medical](http://www.nscorp.com/medical). If you do not have access to a computer, please call Health Services at 800-552-2306 for help.

### 1. When is a Return-to-Work Evaluation required?

A return-to-work evaluation is required if:

a. You are returning from a medical absence that meets one or more of the below criteria.

-  Your health care provider ("doctor") has released you to work with work restrictions and/or accommodations.
-  You are a non-agreement employee and have been off medically for 15 days or longer.
-  You are a safety-related employee<sup>2</sup>, yardmaster, crew hauler or NS police officer, and:
  - have been off work medically for 15 days or longer; and/or
  - have had a "reportable" medical condition or event as described in the **Medical Condition and Medication Guidance**; and/or
  - cannot follow medication guidelines described in the **RX Med Form**.

b. you are returning from a non-medical absence (such as furlough, leave of absence, discipline or military leave) of **one year or longer**.

Health Services may determine that a return-to-work evaluation is necessary even if one or more of the above criteria does not apply.

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<sup>1</sup> This is intended as an overview of the return-to-work process. Because an individualized assessment is always conducted, the exact return-to-work process may vary on a case-by-case basis. Health Services reserves the right to modify its policies at any time.

<sup>2</sup> A **safety-related employee** is any agreement or non-agreement employee who: (1) is covered under the hours of service laws; or (2) inspects, installs, constructs, repairs, or maintains track, roadbed, bridges and signal and communication systems; or (3) inspects, repairs, or maintains locomotives, passenger cars or freight cars, or other on-track equipment when such equipment is in service that constitutes a train movement; or (4) determines that an on-track roadway maintenance machine or hi-rail vehicle can be used without repair of a non-complying condition; or (5) directly instructs, mentors, inspects, or tests, as a primary duty, any person while that other person is engaged in a safety-related task; or (6) is responsible for conducting periodic tests and inspections of safety-related employees.

## 2. Your Personal Case Coordinator.

Your case coordinator can help answer your questions, let you know what medical information is needed, guide you through the return-to-work process and help you get back to work as quickly as possible.

Medical Case Coordinator	
PHONE	FAX
1-800-552-2306	678-512-5090

## 3. What documents are needed for a Return-to-Work Evaluation?

### a. Medical absence

Once your treating doctor(s) releases you to return to work, you should provide Health Services with each of your treating doctor's work releases and any recommended work restrictions and/or accommodations. Health Services may also request that your doctor(s) provide medical records and information regarding the specific medical condition(s) that resulted in your absence. Ask your case coordinator. A **Return-to-Work Checklist** is also available on the ERC and at [www.nscorp.com/medical](http://www.nscorp.com/medical) to help guide you through the process.

Once the documents are received and reviewed by Health Services, your case coordinator will let you know if any additional information or evaluation is needed to determine your fitness-for-duty regarding the specific medical condition(s) that resulted in your medical absence, as well as any other medical condition(s) that could affect your ability to safely perform your essential job functions.

### b. Non-medical Absence (of one year or longer)

You must complete a **Health Questionnaire** (Form/Item 002276-0) *for the time period of your recent non-medical leave of absence*, then, forward the completed questionnaire directly to Health Services. An interactive version of this Health Questionnaire is available on the ERC or at [www.nscorp.com/medical](http://www.nscorp.com/medical). You can also obtain this questionnaire from your supervisor.

Once the documents are received and reviewed by Health Services, your case coordinator will let you know if any additional information or evaluation is needed to determine your fitness-for-duty regarding the specific medical condition(s) that occurred during the time period of your non-medical absence, as well as any other medical condition(s) that could affect your ability to safely perform your essential job functions.

#### 4. What happens when you are medically cleared by Health Services to work?

When a determination is made by Health Services that you are fit-for-duty, Health Services will notify your supervisor that you are medically cleared to return- to-work. **A return-to-work physical exam is NOT required.** *Please make sure that your case coordinator has your correct phone number and email address!*

#### 5. How you can provide requested medical records and information to Health Services?

Send the records directly to your case coordinator (recommended):

- *Fax (or email) the records directly to your case coordinator. A **Fax Cover Sheet** is available on the ERC and at [www.nscorp.com/medical](http://www.nscorp.com/medical).*
- You can also send records to Health Services
  - fax to toll-free fax number 678-512-5090
  - email at [notifyhealthservices@nscorp.com](mailto:notifyhealthservices@nscorp.com); or
  - mail to: Norfolk Southern Corporation  
Health Services  
Three Commercial Place  
Norfolk, VA 23510-9202

**NOTE:** When faxing, emailing, or sending records, please provide *your full name, middle initial, employee identification number, and a correct phone number and email address.*

#### 6. Here are some steps you can take to expedite your Return-to-Work Evaluation.

- If you are off work on a medical absence:
  - ***Be proactive and get started early.*** Contact your case coordinator as soon as possible after you have marked off from work.
  - Ask your doctor for your targeted return-to-work date.
  - You can expedite the process by faxing or emailing a copy of any requested medical records and information directly to your case coordinator as soon as you know your targeted return-to-work date, or even earlier. Ask your case coordinator.
- Provide your doctor with a copy of any letter you receive from Health Services requesting medical records or information.
- Ask your doctor's staff about the medical records release process and complete all the necessary steps. If you choose to have your doctor release records directly to us, ensure

that your doctor provides only the requested information pertaining to your relevant condition(s).

- To minimize mistakes, please use the **Fax Cover Sheet** when sending your records if at all possible. Contact your case coordinator the same business day your records are faxed to ensure that they were received.
- Finally, communicate with us throughout your return-to-work process.

## **7. Your Medical Condition, Medication and Return-to-Work**

Medical conditions, medication and dietary supplements may impair your ability to safely perform your job duties. Some medications and supplements – taken alone or in combination – can cause serious side effects that may impair your safe job performance. These medications include both prescription and non-prescription drugs. Educational material about medication is available on the ERC and at [www.nscorp.com/medical](http://www.nscorp.com/medical).

Your responsibilities to help ensure your ability to safely perform your duties with respect to your medical conditions, and your use of prescription and over-the counter medications, and dietary supplements are described in the **Medical Condition and Medication Guidance**.

If you are a designated safety related employee, you have additional responsibilities that include: notifying Health Services if you have a “reportable” medical condition or medical event as described in **Appendix A** of the **Medical Condition and Medication Guidance**; and following Health Services guidance for prescription medication described in the **RX Med Form**. These resources are available on the ERC and at [www.nscorp.com/medical](http://www.nscorp.com/medical).