



**State of Vermont**  
**Department of Labor**  
**Workers Compensation & Safety Division**  
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## MEMORANDUM

**TO:** Workers' Compensation Adjusters, Workers' Compensation Attorneys,  
Workers' Compensation Vocational Rehabilitation Counselors  
**FROM:** J. Stephen Monahan, Director of Workers Compensation, Vermont  
Department of Labor  
**DATE:** 3/18/2020  
**SUBJECT:** Changes being made in handling of workers' compensation claims in  
response to the COVID-19 Pandemic

The health and safety of staff and the public is of paramount concern. For the foreseeable future public access to the Vermont Department of Labor building is being limited, and steps are underway to permit Workers' Compensation staff to work remotely when possible.

1. **Copying files.** If you wish to obtain a copy of a workers' compensation file (and have the claimant's consent) please contact the workers' compensation division at least 24 hours in advance. Identify the files you wish to copy and schedule a time to come in and copy the file. The Copy machine has been moved to a separate space to maintain social distancing.
2. **Submitting forms,** medical records and other evidence and correspondence by email. If you wish to submit evidence by email, please take the following steps:
  - a. Notify the WC specialist that you wish to submit medical records or other evidence via email.
  - b. A workers' compensation specialist will email you an email with the word Secure in brackets i.e. {Secure} in the subject line of the email. This process provides greater security and will protect the confidentiality of the records submitted.
  - c. Reply to that email with the forms, medical records or other evidence that you wish to submit. Please note that attachments cannot exceed 40MB so it may be necessary to break your submission into separate attachments and emails. Remember to identify each submission with the appropriate state file number. The evidence offered should be organized, and efforts should be taken to not submit duplicates.

- d. In addition to the email submission, please also mail a cd or thumbdrive with the information to the department for the file.
  - e. If the submission is not copied to the opposing party's email address (e.g. if mailed USPS) the Division will assume that the opposing party received it 3 business days following the submission, absent evidence to the contrary.
3. **Submitting Hard copies of forms**, medical records and other evidence and correspondence.  
If you wish to drop off hardcopies of correspondence or other evidence a drop box has been installed at the back entrance to the building. Push the button to ring the receptionist and advise that you are leaving correspondence or evidence and it will be picked up after you leave. (The drop box is on camera).
  4. **Informal conferences** and other telephone communications with the specialist  
Please continue to contact workers' compensation staff using their office telephone numbers even if staff are working remotely. We are taking steps for calls to be forwarded to the staff members location if they are not in the office.
  5. **Formal Hearings**, pre-trial conferences etc.  
Please communicate with the Workers' Compensation Administrative Law Judges for any changes in the handling of formal hearings, pre-trials etc.

