



EMPLOYER SPOTLIGHT

WORK PARTNERS OCCUPATIONAL HEALTH SPECIALISTS



EMILY MARFIA

Health Services Supervisor
LEGOLAND® California



About LEGOLAND®

LEGOLAND® California Resort includes LEGOLAND California, SEA LIFE® Aquarium, LEGOLAND® Water Park and LEGOLAND® Hotel. The nation's first LEGOLAND® Hotel, opened in 2013, features 250 rooms, all themed either as pirate, adventure, or kingdom plus more than 3,500 LEGO models throughout the three-story hotel. LEGOLAND® California is among several parks operated worldwide by U.K.-based Merlin Entertainments.

What is your role and responsibility?

"I am the Health Services Supervisor. I supervise the emergency medical team as well as manage the workers compensation claims on site."

What is your greatest workforce health or safety challenge?

"Diverse seasonal workers, entry level jobs, peak and off peak seasons, keeping everyone engaged, focused, and paying attention at all times."

What health or safety campaign has been most successful?

"We have an in house light duty program for our employees. When an employee gets hurt and needs modified work, they are placed on light duty recommendations for a period of 7-10 days and provided first aid only treatment. They follow up with our health services staff everyday they are scheduled to work, in order to track their progress. If they recover during this time period we will return them to full duty. If at 7-10 days they show little to no progress with first aid only treatment and light duty recommendations, we will send them to a doctor. We have successfully prevented 75 possible workers compensation claims year to date."

Is your partnership with WorkPartners successful?

"Work Partners has helped us get our employees better quicker with consistent patient care and communication with Health Services. This has cut the length of time of claims, thus helping control costs. Our employees are returning to work happy and healthy which creates a more productive work force. We appreciate the working relationship that has developed between the caring providers, front desk staff and our health services team."

What was the last good management book you read?

"The Happiness Advantage: The Seven Principles of Positive Psychology That Fuel Success and Performance at Work" by Shawn Achor.

What is your leadership philosophy?

"My philosophy for managing health services is to lead by example. I believe that the expectations you have for your employees should be the ones you hold for yourself. If you always do things the correct and fair way people are more likely to follow your values. I believe caring about your employees, acknowledging their strengths and developing your team leads to a happy, healthy and productive medical team."

What is your favorite business quote?

"If it doesn't challenge you, it won't change you."

WorkPartners Occupational Health Specialists

Located in North San Diego County, WorkPartners clinics are full service Occupational Health clinics dedicated to supporting the health and wellness of local employees. Learn more at www.WorkPartnersOHS.com.