

RTW: PROGRAM DEVELOPMENT

Return to Work procedures should address “WHO, WHAT, WHEN, WHY, HOW” types of questions.

At a minimum, RTW procedures should outline/define:

Who gives the worker the forms that need to be filled out, and when should the forms be given?

They should be given by (position or person) immediately upon report of injury and before the injured worker leaves the company premises, if possible.

Who instructs the worker as to when, how, and by whom the form is to be filled out?

The medical restrictions need to be filled out by the Health Care Practitioner at the injured worker's initial visit.

What forms need to be filled out?

WCB Worker's Report of Injury, Company's Safety/Accident form, Medical Restrictions form.

Who does the worker contact at the place of employment following the completion of the forms and when?

The worker is to contact (position or person) immediately following the visit to the Health Care Practitioner.

When and how is the injured worker expected to provide the place of employment with the completed forms?

The completed forms are to be provided to (position or person) when the injured worker reports to the workplace at beginning of his/her next scheduled shift unless medically unable to do so.

In the event the injured worker does not contact the place of employment, who will contact the injured worker, and when?

The necessary contact could be made by an immediate supervisor, HR personnel, or RTW Coordinator, no later than at the beginning of the injured worker's next scheduled shift.

Who maintains contact and when with the injured worker if he/she is medically unable to return to the workplace?

Frequent and regular contact with the injured worker should be carried out by (list one or more positions who might carry this out) over the course of his/her recovery.

This procedure should not be omitted. RTW is about valuing the workforce. This procedure helps maintain the occupational bond with the employer, demonstrates support and can assist in the worker's rehabilitation and prevent loss of motivation.

What steps should be taken if an injured worker fails to provide his/her medical restrictions?

Immediate contact by the place of employment with the injured worker, followed (if necessary) by contact by the place of employment with the WCB for assistance

This is only possible if the WCB has received the E1/W1. This step could include processes to determine potential system flaws as to why this failure occurred.

What should be done if an injured worker's HCP fails to provide medical restrictions?

Immediate contact by the place of employment with the WCB to request assistance.

When and who arranges the RTW planning meeting?

The RTW planning meeting should be arranged by the person designated as the person who oversees the RTW Program – most commonly an HR person or a RTW Coordinator.

Should there be union representation at the planning meeting?

The union should be invited by the person who oversees the RTW Program – most commonly an HR person or a RTW Coordinator

What steps should be taken if an injured worker is medically able and fails to report to work and/or the RTW planning meeting?

The place of employment should immediately contact the injured worker, and then contact with the WCB.

Who documents the RTW plan?

The RTW plan should be documented by the person designated to oversee the RTW program – most commonly an HR person or a RTW Coordinator.

Who forwards the forms (and when) to the appropriate people within the organization?

The person designated to oversee the RTW Program – most commonly an HR person or a RTW Coordinator should forward the forms immediately following the documentation of the plan.

Who forwards the Employer's Report of Injury Form (E1) to the WCB and when?

The (position or person) will forward the E1 Form to the WCB within five days of becoming aware of the injury.

Who forwards the Medical Restrictions Form to the WCB and when?

Most commonly an HR person or a RTW Coordinator will forward the Medical Restrictions form to the WCB immediately upon obtaining the form from the injured worker

Who forwards the RTW plan to the WCB, when and how?

Most commonly an HR person or a RTW Coordinator will fax the RTW plan to the WCB, immediately upon finalizing the plan.

Who forwards time loss and wage information to the WCB and when?

Time Loss and wage information will be forwarded to the WCB on the initial E1form and as requested, most commonly by an HR person or a RTW Coordinator

Who monitors the RTW plan?

Most commonly, most of the monitoring of the RTW plan is the responsibility of an immediate supervisor.

Who reviews the accident report and follows up with an investigation, as well as implementing controls to eliminate or reduce the chances of the accident/injury occurring again?

RTW procedures should be tied to safety systems procedures. Safety procedures should be coordinated by the person in charge of health and safety and should involve the OH&S committee and the person who oversees the RTW program