

*This sample policy/procedure must be customized to fit the needs of your company. It must be integrated into other policies/procedures and processes as required. This is not meant to be used "as-is", but must be adapted to reflect your company needs and processes.*

**[insert company info here]**

## **RETURN TO WORK PROCEDURE**

<b>Date of Issue:</b>	
<b>Written by:</b>	<b>Date:</b>
<b>Reviewed by:</b>	<b>Date:</b>
<b>Approved by:</b>	<b>Date:</b>

### **PURPOSE**

Work Reintegration is the process of returning to work following a period of disability. It encompasses the many ways in which this can happen. For example, a graduated return to work, workplace accommodations, and/or retraining to return to work with either the injury employer or a new one. Employers must be able to outline steps that have taken place to show compliance with sections 40 and 41 of the Workplace Safety and Insurance Act (WSIA) as well as taking into consideration the Ontario Human Rights Commission's Policy and Guidelines on Disability and Duty to Accommodate.

**(Company name)** is committed to providing a safe workplace for our employees. Preventing work related illness and injury is our primary goal.

Our early return to work program strives to provide accommodation for an employee who is temporarily or permanently unable to return to their duties as a result of an occupational injury or illness. The program provides opportunities to perform the regular job with modifications or, when available, to perform alternate temporary work that meets the injured employee's functional abilities.

### **SCOPE**

The Return to Work (RTW) program applies to all employees of the company, both unionized and non-unionized, and management. The RTW will be a collaborative and outcome-based process to assess, plan, implement, co-ordinate, monitor and evaluate the options and services required to meet an individual's needs. RTW case management will include a planned and organized approach to achieving an outcome for an injured/ill employee.

(This program can be extended to non work-related injuries/illnesses if an employer chooses)

## RELATED DOCUMENTATION

### External

#### WSIB WR Policies:

- Work Reintegration Principles, Concepts and Definitions – policy #19-02-01
- Responsibilities of the WPP in Work Reintegration – policy #19-02-02
- Determining Suitable Occupation – policy #19-03-03
- Work Transition Plans – policy #19-03-06
- Work Transition Expenses – policy #19-03-06
- Relocation Services – policy #19-03-11

### Internal

- Orientation Policy and Procedure
- Orientation Checklist (company RTW policy & procedure)

## DEFINITIONS

WPP	Workplace parties
Suitable work	Post injury work (including the worker's pre-injury job) that is safe, productive, consistent with the worker's functional abilities, and that to the extent possible, restores the worker's pre-injury earnings
Available work	Is work that exists with the injury employer at the pre-injury worksite, or at a comparable worksite arranged by the employer
FAF	Functional Abilities Form

## ROLES & RESPONSIBILITIES

### Employer:

- Provide first aid immediately, if needed.
- Arrange and pay for transportation to a medical facility, if needed.
- Pay worker's wages for first day of injury
- Complete and submit a Form 7 to the WSIB within 3 days if the injury/illness involves health care treatment OR time away from work OR lost wages
- Investigate the accident
- Contact the worker as soon as possible after the injury. Communication will be maintained throughout the worker's recovery and return to work
- Provide return to work information (RTW package, which includes Letter to Health Care Professional, Form 6 ) to the worker and review process.
- Attempt to identify **suitable work** together with the worker. Work that is safe, within the worker's (functional) physical capabilities and restores the worker's pre-injury wages as closely as possible.

- A RTW plan will be developed in cases where the worker requires ongoing medical treatment, job modifications or accommodations. The RTW plan will be documented.
- Copies of any RTW plans or related forms will be provided to the worker and WSIB
- Monitor RTW plans by scheduling regular meetings to assess progress, obtain current functional abilities information and make any adjustments to RTW plan, as needed.

**Supervisor:**

- Initiate early and supportive contact with worker as soon as possible after the injury/illness.
- Provide return to work information (RTW package) to the worker. Review RTW procedure and process. Remind worker to bring back the second page of Form 8 after the initial medical treatment (includes functional abilities information).
- Participate in the development of the worker's RTW plan. Maintain regular and supportive contact with the worker throughout recovery.
- Establish a follow up schedule with worker and document progress.
- Obtain support and input from coworkers, as needed.
- Evaluate success of RTW plan with worker and implement any necessary adjustments or improvements to ensure long-term success.

**Worker:**

- Obtain first aid or health care immediately
- Report injury/illness to **(Company name)/Supervisor** on the same day, or as soon as possible
- If health care is required or there is lost time from work, confirm that **(Company Name)** has filed a Form 7 with the WSIB and obtain a copy.
- Complete Worker's Report of Injury/Disease (Form 6), send to WSIB and provide copy to **(Company Name)**.
- Maintain regular contact with **(Company Name)/Supervisor** throughout recovery and attend scheduled RTW meetings as needed.
- Comply with medical and rehabilitation treatment and arrange appointments during non-work hours wherever possible. **(Refer to company time off for medical appointments policy here if applicable)**

**Designated RTW Coordinator: (if applicable)**

- Act as a central point of contact to communicate and coordinate the RTW process with all involved WPP (worker, union, supervisors, health professionals and insurance provider)
- Develop individual RTW plans with input from the injured/ill workers and facilitate workplace support for the RTW program through education and resources
- Monitor the progress of each return to work case and advise all involved parties of any changes to wages, duration or duties of the plan and closure of the plan.
- Document all activities and responsibilities in each return to work case and oversee the administration of the return to work program

### **WSIB Responsibilities**

- Provide education to workers and employers
- Actively case manage and monitor activities, progress and co-operation of the WPP
- Maintain communication with the employer, the worker and their treating health professional throughout the RTW process
- Determine the suitability of employment and fitness to return to work
- Encourage and actively assist the worker in their successful RTW
- Determine compliance with re-employment and co-operation obligations
- Provide RTW resources that the workplace parties may choose to access
- Provide Labour Market Re-entry services

### **Treating Health Professional Responsibilities**

- Provide appropriate, effective health care that facilitates recovery and expedites return to productive work.
- Provide information on the workers functional abilities when requested by the company, the worker or the WSIB
- Complete functional assessment forms thoroughly, being alert to job demands that might cause re-injury or aggravation of an existing condition.
- Suggest ways in which tasks could be modified to place less strain on existing injuries or conditions.
- Establish and maintain open communication with the workplace, having regard for patient confidentiality.
- Provide timely information to the WSIB.

### **Procedures**

- The company RTW program will be communicated to all new and returning employees as part of the New Worker Orientation
- The communication of RTW program will be documented on the Orientation Checklist
- Each supervisor (if applicable) will be provided with updated Return to Work Packages that will contain: WSIB Form 7, Worker's Report of Injury (Form 6), **Letter to the Health Care Physician (see Resources)**
- The RTW Coordinator/Employer will communicate with all treating health care professionals by ensuring that the Letter to the Physician is provided and to clarify any medical restrictions indicated on the second page of the Form 8
- The RTW Coordinator/Employer will ensure that the WSIB and any other insurer (if applicable) as required will be kept up to date on the progress of any employees in the RTW process

RTW Resources



Letter to Health  
Care Professional.doc



RTW Contact  
Log.docx



RTW Plan.docx

Dated at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Name & Title (please print)

\_\_\_\_\_  
Name

Continuous Improvement Review Tracking		
Date of Review/Change	Notes	Name of Reviewer