

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]

ACCOMMODATION AND RETURN-TO-WORK PLANS

Date of Issue: choose issue date	Review Date: choose date for review
Written by: person(s) who wrote document	Date: insert date written
Reviewed by: person(s) who reviewed	Date: insert date written
Approved by: person responsible for process	Date: insert date written

PURPOSE

A return-to-work (RTW) plan is a written document developed collaboratively by the injured or ill worker, the worker's supervisor or manager, the treating health professional (through the provision of functional abilities information) and, where appropriate, the RTW Co-ordinator and/or Union Representative. The Return-to-Work (RTW) Plan is developed with a focus on creating a return to work plan, promote consistent administration, helps prevent future injury and promote recovery of the injured/ill person.

SCOPE

This program will assist in promoting a timely return to work of employees with work related and non-work related injuries / illnesses, and provide guidance on how requests for accommodation in job duties and work demands due to disability are managed.

RELATED DOCUMENTATION

External

- Work Reintegration Principles, Concepts and Definitions (Policy #19-02-01)
- Responsibilities of the Workplace Parties in Work Reintegration (Policy #19-02-02)
- Determining Suitable Occupation (Policy #19-03-03)
- Work Transition Plans (Policy #19-03-05)
- Work Transition Expenses (Policy #19-03-06)
- Relocation Services (Policy #19-03-11)
- Ontario Human Rights Code

Internal

- Return to Work Plan
- Claim Activity Log
- Return to Work Progress Report

- Return to Work Evaluation Report

DEFINITIONS

Accommodation / Modified Work	The modification of an employee's position (work hardening or transitional work) that allows for the employee to carry out the work assigned within the employee's capabilities.
Suitable Work	Post injury work (including the employee's pre-injury job) that is safe, productive, and consistent with the employee's functional abilities and restores the employee's pre-injury earnings.
Available Work	Work that exists at the company at the pre-injury worksite, or at a comparable worksite arranged by the company.

ROLES & RESPONSIBILITIES

Employer is responsible to:

- Provide meaningful employment for temporarily disabled employees where available and promote the work reintegration procedure
- Facilitate communication between the workplace, the employee, the treating physician, and management
- Assist in the modification of the workplace, up to the point of undue hardship, in accordance with the Ontario Human Rights Code
- Explain the objectives and requirements of the work reintegration program

Management is responsible to:

- Determine in consultation with the supervisor, if the position can be modified
- Communicate with the employee and establish written goals and objectives; these will be established, and agreed upon by the employee and supervisor
- Develop a written modified return to work plan based on the medical restrictions on the Functional Abilities Form (FAF), Form 8 or Physical Capacities Evaluation (PCE) Form
- In the absence of an FAF, Form 8 or PCE, standard medical precautions will be used to establish an initial written return to work plan until an FAF, Form 8 or PCE is received
- Determine and maintain medical monitoring and treatment with the use of the FAF or PCE; the frequency of medical contacts can be determined on a case by case basis
- Monitor the progress of the employee's modified duties through regularly scheduled meetings with the employee and supervisor
- Ensure medical follow-up is obtained on a timely basis

- Provide required information to the WSIB such as, wage information, changes in duties, duration of the return to work program, failure to cooperate in return to work, confirmation of return to full regular duties and hours
- Liaise with the WSIB when required

Employees are responsible to:

- Maintain regular contact with the supervisor and/or management
- Participate in the development of the return to work plan
- Communicate any concerns to their supervisor
- Obtain the required forms (FAF/Form 8/PCE) from the treating physician
- Ensure that medical appointments continue while on modified duties and that appointments are scheduled at reasonable times so as not to conflict with the employer's timetable
- Cooperate with all requests for documentation as required by the WSIB and [insert company here]
- Attend all scheduled return to work meetings

PROCEDURE

Non-Cooperation

- The workplace parties will be considered in non-cooperation of the work reintegration procedure if they do not take part in the responsibilities as outlined in this program.

Accommodation

- An accommodation is anything that helps to remove barriers to working. Some examples include:
 - work station readjustments (such as providing a sit-stand stool)
 - technical aids (such as voice-activated software, hands-free head-set)
 - flexibility or changes in work schedules, or
 - job redesign (such as changing your job description to remove/add certain tasks)

Suitable Work

- "Work" may include the combining or "bundling" of tasks or duties which together may constitute either a temporary or permanent job, or a short-term training program that results in a job with the injury employer. But there is no requirement for the injury employer to create a new job.

- Post-injury work, including the worker’s pre-injury job, is considered “suitable” if it is work that is safe, productive, restores the worker’s pre-injury earnings (if possible), and work that the worker is medically able to perform, according to their physical and/or cognitive functional abilities.
- Items to be considered when trying to identify suitable employment include:
 - functional abilities information
 - modified duties
 - possible modifications to the workplace
 - alternative duties
 - where the worker lives, and
 - human rights obligations.

Available Work

- Work is “available” if it exists at the pre-injury worksite, or at a comparable worksite.
- In determining whether suitable work is “available”, the WSIB will look at whether a job vacancy has been posted, advertised or otherwise communicated, or at evidence of hirings or transfers taking place on or after the date the injured worker is able to do suitable work.
- If the worker has a permanent impairment, or is likely to have a permanent impairment, and their condition is stable but the worker is unable to return to their pre-injury job, the WSIB will look at whether it is reasonable to believe the job will be available on a long-term basis. Suitable work must, therefore, also be sustainable.

Return to Work Documentation

- Return to Work Plan
 - A written document that lays out the steps to be taken to help an employee return to suitable and available work.
 - The Return to Work Plan ensures that the employer and employee understand what is going to happen during the employee’s return to work, who is responsible for activities in the plan, and when the activities will be carried out.
 - The Return to Work Plan can be used for both work related and non-work related injuries and illnesses.



Return to Work
Plan.docx

- Claim Activity Log

- Ideally, contact should begin as soon as possible following an injury or illness.
- The Claim Activity Log is used to keep track of contacts with the employee, as well as with others who are involved in the case such as treating health professionals and WSIB case managers.



Claim Activity
Log.docx

- Return to Work Progress Report

- Meeting regularly to talk about how the return to work plan is progressing and how the employee is doing in the plan is an important part of achieving a successful return to work outcome.
- Regular meetings and communication provide the employer and employee with an opportunity to talk about any difficulties the employee may be experiencing.
- The Return to Work Progress Report is used to monitor and record the worker's progress in their plan.



Return to Work
Progress Report.docx

- Return to Work Evaluation Report

- Once the return to work plan is completed, it is important to evaluate the results by having both the employee and the employee's supervisor complete a Return to Work Evaluation Report.
- In addition to documenting the return to work outcome of the plan, the report provides the employer with information on what worked well and the opportunities for improvement.



Return to Work
Evaluation Report.do

- Return to Work Process

- An employee who experiences an injury at work must immediately report the incident to their supervisor.
- The supervisor is required to:
 - Obtain immediate medical attention for the employee who is injured or ill
 - Arrange for transportation to get medical care, if needed

- Complete an incident investigation report
- Maintain contact with the employee throughout the recovery period
- The employer and employee will work together to plan the return to work.
- The employee is responsible for following medical restrictions on the job.
- Following the employee's return to work, the supervisor monitors the employee's progress, to help resolve any difficulties and ensure that restrictions are carefully followed.
- The employee must immediately report any difficulties performing assigned work, at which point, the supervisor and employee will work to address the problem.

Record Keeping

- The following records related to return to work management and activities must be kept on file by Management, separate from the employee's personnel file:
 - Medical Records (Form 6, Form 7, Form 8, FAF, PCE)
 - Return to Work Plan
 - Claim Activity Log
 - Return to Work Progress Report
 - Return to Work Evaluation Report
 - WSIB Correspondence

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