



11 Disability Management

11.1 Return to Work Program Policy

11.2 Return to Work Program

11.3 Immediate Transitional Work

11.4 Formal Transitional Work Process

11.5 Roles and Responsibilities



11.1 Return to Work Program Policy

ASSURANCE CONSTRUCTION believes that the rehabilitation of injured and/or ill workers is important. ASSURANCE CONSTRUCTION believes that effective reintegration of a worker injured or made ill in the workplace back into the workplace is the best strategy for maintaining a worker's potential and self-worth and for minimizing the loss of expertise, resources, and productive potential to the company.

The goal of the Return to Work program (also known as Modified Work) is to provide meaningful employment and to demonstrate a leadership role in the management of workplace disability.

11.2 Return to Work Program

The Return to Work program takes the injuries and/or illnesses of a worker into account and develops a program specifically tailored for that worker. Whenever a worker is injured on the job and requires medical attention and the doctors report indicates he cannot return to the date of accident work but is able in the doctors opinion to do lighter duties then the following procedure is to be performed.

When a worker sustains a workplace injury that meets the criteria for the Return to Work program, the following items will be sent to the worker:

- RTW Letter to injured worker
- RTW Letter to physician (form R-8)
- RTW Physician's report to employer (copy)

The initiation of the Return to Work process may be at the request of any of the following:

- The injured/ill worker
- The staff of the provincial authority having jurisdiction (if work related this is Alberta WCB)
- The injured worker's attending physician
- The employer

ASSURANCE CONSTRUCTION promotes a safe and timely Return to Work in a number of ways:

- Intervention early in the process
- Collaboration with workers, employers, and health care providers
- Communication of a documented plan with workers, employers, and health care providers
- Design of the Return to Work plan to accommodate the needs and capabilities of the worker

ASSURANCE CONSTRUCTION staff works with the worker and the rest of the Return to Work team to assist in the planning, co-ordination, and monitoring of the Return to Work plan. Tracking and measuring the plan helps to demonstrate its effectiveness and provides an opportunity for improvement. Close monitoring and feedback throughout the process helps reduce the repetition of similar injuries.



ASSURANCE CONSTRUCTION Health & Safety Program

If workers are enrolled in a rehabilitation program sponsored by a provincial authority, the staff of the provincial authority or representatives may visit the work site in order to gain a better understanding of the injured worker's job and his/her tasks.

The representative may make recommendations for adaptations and/or modifications to the workplace that will enable an injured worker to perform the appropriate job tasks. The representative may also assist with job coaching.

Mission Statement

ASSURANCE CONSTRUCTION recognizes the human and business benefits of a formal Return to Work program and will do a number of things:

- Assist in promoting the well-being and rehabilitation of workers suffering from a work-related injury or illness
- Maintain the trust and respect of the worker
- Ensure that the confidentiality of the individual is protected
- Provide meaningful transitional work that can be performed safely and effectively without risk of re-injury or risk to co-workers or property and assists the recovery process. "Meaningful" work is work that serves the goals and purposes of the company and is not simply "invented" to "keep him busy".
- Partner with the injured or ill worker in the Return to Work process

Program Scope

The Return to Work program will be available to all ASSURANCE CONSTRUCTION workers permanently or temporarily disabled due to a workplace injury or illness.

It is available immediately post-injury/post-illness and includes immediate Return to Work arrangements and formal assistance through the Return to Work.

The program is available throughout any periods of workplace disability/illness.

Program Objectives

The objective of the Return to Work program is to provide a fair and consistent Return to Work for an injured and/or ill worker that focuses on rehabilitating workers recovering from illness and/or injury that occurred on the job.

Program Benefits

The active involvement of workers in the Return to Work program will usually result in a speedier recovery, normal employment, and a normal life.

The worker performing immediate or formal transitional work will receive his or her regular rate of pay.

If the worker is unable to perform transitional work on a full-time basis as the physician would report, records of the hours of work and associated earnings will be forwarded to WCB, enabling any wage top-up entitlements to be implemented.



11.3 Immediate Transitional Work

The goal of immediate transitional work is to make the work site part of the worker's treatment.

Immediate transitional work can have a number of variations:

- **Graduated Return to Work (GRTW)**
Staggered hours or duties, slowly increasing the frequency and duration of task requirements until the full job can be performed
- **Modified work**
Change in the tasks that make up a job, such as physical changes to the work area, changes in the equipment used, re-organization of tasks, and/or elimination of tasks
- **Transitional work**
Any group of tasks or specific jobs not intended as the final outcome of the worker's Return to Work

The immediate transitional work options act as a bridge to enable a worker return to normal activities and duties.

11.4 Formal Transitional Work Process

The transitional work process provides ASSURANCE CONSTRUCTION with options to accommodate injured and ill workers in the workplace.

Transitional work is temporary and may be available on a non-discriminatory basis:

- Where appropriate, the injured/ill worker attending the Return to Work (RTW) Committee meeting will be given a notice about the program for the physician treating the worker (This notice can be faxed, along with a note giving the worker's consent, to the physician along with the request that the worker and the supervisor be advised of the worker's restrictions and abilities in order for transitional work to be considered)
- Transitional work is implemented in conjunction with a physician
- Transitional work offered **MUST** be in keeping with the restrictions and/or abilities identified by the physician and/or other health care professionals

11.5 Roles and Responsibilities

Many individuals may be involved in the day-to-day administration of the Return to Work program and/or in each individual Return to Work plan.

The individuals involved may vary, depending on the unit structure, the demands of the workplace, and the specific needs of the program.



Injured Worker's Responsibilities

Under the terms of most provincial policies and the policies of many long-term disability (LTD) insurance providers, workers may be required to perform alternate work where it is clear that the work is safe, suitable, sustainable, meaningful, and productive.

Where appropriate work is declined, the provincial authority having jurisdiction and/or the LTD insurance provider may reduce or cease to pay benefits.

The decision with respect to benefit entitlement and the interpretation of the requirements to perform alternate work rests with the provincial authority having jurisdiction and/or the LTD insurance provider. Workers may enter, withdraw, and re-enter the program, where medically justified.

An injured and/or ill worker should not be a passive receiver of treatment or assistance. The individual should be encouraged to actively participate in the Return to Work process to ensure that it is safe, suitable, and sustainable.

Workers who are injured or ill have a number of responsibilities:

- Perform alternate work where it is clear that the work is safe, suitable, sustainable, meaningful, and productive if required to by the policy of the provincial authority having jurisdiction and/or an insurance provider
- Actively participate in the Return to Work process
- Report the injury and/or illness as soon as possible in order to obtain the assistance required for early Return to Work
- If the injury or illness is work-related, apply for benefits in a manner required by provincial legislation
- Provide written consent to allow those involved in the Return to Work program to obtain medical information relating only to the worker's abilities, limitations, and restrictions, in order to assist in the development of a safe, suitable, and sustainable transitional work program
- Explore appropriate Return to Work options with the Supervisor & Safety Officers
- Be actively involved in the preparation of appropriate Return to Work plans
- Participate in appropriate transitional work
- Comply with recommendations of treatment providers
- Follow Return to Work and transitional work guidelines
- Not exceed approved limitations/restrictions
- Apply safe work practices
- Attend all medical and/or rehabilitation appointments regularly
- Take responsibility for maintaining good health and a good attitude



ASSURANCE CONSTRUCTION Health & Safety Program

- Report any further problems and/or concerns immediately to the appropriate First Aid Attendant, Supervisor.
- Notify the supervisor of any concerns with treatment, benefits, Return to Work plans, or any other issues

Employer's Responsibilities

ASSURANCE CONSTRUCTION is committed to the success of the Return to Work program and commits to fully participate in it.

ASSURANCE CONSTRUCTION's participation will take a number of forms

- Being actively involved in the development, implementation, and monitoring of the appropriate transitional and modified work plans
- Participating in the identification of appropriate transitional work plans, including involvement from the Supervisory and Foreman levels
- Ensuring that the supervisor immediately addresses any problems reported regarding the transitional work being performed