**Responsibilities While Managing a Return to Work Program**

**Employer/Supervisor/HR/Claims Manager**

* Orient all employees on the Return to Work program
* Regularly update employees on the status of the Return to Work program whether or whether not an injury or illness has been sustained.
* Be open to positive conversations about the Return to Work program.
* Ensure first aid is provided by a trained staff member as soon as an injury or illness is reported.
* Ensure that the injured/ill employee is spoken to as soon as reasonably possible following the incident.
* Ensure prompt medical attention for employees when required. This could be calling emergency medical services (911) or transporting the employee to the hospital, doctor, or allied health professional (physiotherapist, chiropractor).
* For less severe injuries, begin the discussion about alternate or modified duties that may be offered.
* Report the injury/illness to the appropriate authority and complete an investigation:
	+ Medical aid or lost time – Workers’ Compensation Board (WCB) within 5 business days.
	+ Critical injuries or fatalities – Department of Labour and Advanced Education immediately but no later than 24 hours after the incident.
* Maintain confidentiality of all information obtained from WCB or healthcare professionals.
* If employees are unable to return to work immediately, ensure they are contacted on a weekly basis to discuss how they are doing. This will help employees feel more connected and not isolated from the company.
* Work with the appropriate individuals to create a productive and meaningful Return to Work plan with the employee.
* Monitor the Return to Work plan to ensure it is functioning effectively, and make adjustments as necessary.
* Stay in regular contact with the employee throughout the Return to Work process.
* Document any conversations you have with the employee.

**Employee**

* Responsible to know how the Return to Work program functions as communicated by the employer.
* Immediately report any injury or illness sustained at work.
* Seek first aid attendant and have first aid administered by a trained employee.
* Obtain further medical attention as the situation warrants.
* Provide the health care professional with information regarding the Return to Work program and that modified or alternate duties can be made available.
* Be an active participant with the Return to Work team to generate a plan that will be safe, meaningful, and productive.
* Actively engage in the Return to Work plan and only do what your abilities allow.
* Regularly communicate with the supervisor, WCB, and your health care professional. Request adjustments to the plan if there are concerns.

**First Aid Attendant**

* Be available with supplies to provide first aid to an injured or ill employee.
* Report the injury/illness to the supervisor immediately.
* Document first aid treatment.
* Determine if further medical attention is required and work with the supervisor to ensure the employee receives the appropriate attention.

**Healthcare Professionals (Doctors, Nurses, Physiotherapists, Chiropractors, etc.)**

* Provide injured/ill employee with treatment as required.
* Provide updated functional ability information to the employee and employer so appropriate Return to Work plans can be completed.
* Follow up with the employee and provide updated information on a regular basis (usually every two weeks).
* Submit required paperwork to WCB.

**Safety Officer/Claims Coordinator**

* Work with the supervisor and employee to complete the appropriate paperwork and notify the appropriate authorities (e.g., WCB, Department of Labour and Advanced Education).
* Work with the supervisor and employee to develop a safe, meaningful, and productive Return to Work plan.
* Regularly communicate with the supervisor and employee to determine how the plan is working and determine if any adjustments need to be made.
* Regularly communicate with WCB and healthcare professionals throughout the claim to ensure the most up to date information has been shared.