

Return to Work Plan Monitoring Procedure Template

The Return-to-Work (RTW) Plan Monitoring Procedure Template outlines how to implement, monitor and update a RTW plan. An employer can insert the appropriate position or person into the steps below, based on responsibility in their organization.

Absence due to Work Injury Medical Restrictions

1. (Position or person) is to immediately inform (positions or persons) if the injured worker is at any time medically unable to return to the workplace.
2. (Position or person) is to establish and maintain at least weekly contact with the injured worker for any period of time he/she is medically unable to return to the workplace.
3. (Position or person) is to communicate updates to the WCB about any changes in the injured worker's ability to return to work.

RTW Plan: Implementation

1. (Position or person) is to ensure any needed equipment and/or modifications required for the injured worker's RTW plan are in place prior to the start of his/her return to work.
2. (Position or person) is to inform the injured worker's co-workers no later than 24 hours prior to the injured worker's return about the following:
 - a. Injured worker's return date.
 - b. How long the injured worker's RTW plan is in effect (date to date/pending change in medical restrictions).
 - c. If applicable, how the RTW plan affects the co-workers' work.
 - d. Co-workers are not to ask the injured worker to perform work tasks outside his/her RTW plan.
 - e. The injured worker's confidential medical information will not be shared/discussed with co-workers unless required, and only then with the worker's consent. Any concerns as to the health and safety of the injured worker and/or co-workers as relates to the injured worker's RTW plan are to be reported to (position or person) immediately.



RTW Plan: Start

1. The day of the injured worker's return to the workplace, (position or person) is to welcome the injured worker back to the workplace.
2. The day of the injured worker's return to the workplace, and prior to the injured worker commencing his/her RTW plan, (position or person) is to review and discuss the documented RTW plan with the injured worker, including:
 - a. Alternate/modified work tasks.
 - b. Work tasks/activities the injured worker is not to perform.
 - c. Any adjustments made to the work environment, equipment and/or work organization as part of the RTW plan.
3. The day of the injured worker's return to the workplace, (position or person) is to review the following expectations with the injured worker:
 - a. The injured worker is to adhere to medical restrictions and the RTW plan.
 - b. The injured worker is to immediately report problems, issues, concerns, etc. with his/her RTW plan to the following: (position or person).
 - c. The injured worker is to follow his/her medical treatment plan and to obtain updated medical restrictions from the health-care provider (HCP) via the Medical Restrictions/Capabilities Form as he/she recovers.
 - d. Upon returning to the workplace following medical treatment, the injured worker is to provide (position or person) with any updated medical restrictions (Medical Restrictions/Capabilities Form). The injured worker is to contact (position or person) immediately if updated medical restrictions indicate injured worker is to be off work.
 - e. The injured worker is to participate in any RTW planning meeting required in response to updated medical restrictions.
 - f. The injured worker and (position or person) are to meet every (time frame) during the course of the injured worker's RTW plan to discuss the injured worker's progress and RTW plan.

RTW Plan: Ongoing

1. (Position or person) is responsible for directly monitoring and supporting the injured worker on his/her RTW plan.
2. (Position or person) is to ensure the health and well-being of the injured worker and that no type of discrimination or harassment occurs.
3. (Position or person) is not to sanction work tasks outside the injured worker's documented medical restrictions/capabilities.
 - a. The injured worker is not to perform work tasks outside the medical restrictions/capabilities identified on the current Medical Restrictions/Capabilities Form completed by an HCP, even if the injured worker believes he/she is capable of doing so. The injured worker is to return to the HCP for reassessment and identification of updated medical restrictions/capabilities (Medical Restrictions/Capabilities Form).



4. (Position or person) is to provide training and job coaching if the injured worker is learning/performing new work tasks.
5. (Position or person) is to provide ongoing timely feedback to the injured worker as to his/her job performance during the RTW plan.
6. (Position or person) is to check in with the injured worker on a regular basis of (time frame) during the course of his/her RTW plan to discuss the alternate/modified work, the injured worker's progress, their health and well-being and the RTW plan.
 - a. (Position or person) is to use the RTW Plan Update Checklist template to document the meeting, store the information and/or forward the checklist to the appropriate person.
7. When required by the WCB, (position or person) is to complete and forward the E5 (Employer's Progress Report) to the WCB.
8. When the WCB requests a JIW be completed and returned for the injured worker's pre-injury job position, (position or person) is responsible for forwarding the current JIW to the WCB, injured worker and, if known, treating HCP (physiotherapist/occupational therapist).
9. If the injured worker's medical restrictions/capabilities as outlined by the HCP are for a defined time, unless the worker experiences concerns/problems, full pre-injury job duties are to commence on the date indicated by the HCP on the completed Medical Restrictions/ Capabilities Form.

RTW Plan: Arising Concerns/Problems

1. At no time is an injured worker to be directed or allowed to continue work if there is any reason to believe the work either has, is, or may be putting him/her at risk of further injury and/or delayed recovery.
2. If the injured worker or (position or person) identifies a concern/problem with the injured worker's RTW plan, (position or person) is to meet with the injured worker immediately to discuss the concern/problem.
3. (Position or person) is to resolve minor concerns/problems with the RTW plan at the unit/department level, including making minor adjustments/changes to the injured worker's RTW plan.
 - a. (Position or person) is to use the RTW Plan Update Checklist to document the meeting, and any minor concerns/problems and/or adjustments/changes made to the injured worker's RTW plan. The RTW plan update checklist is to be stored and/or forwarded to the appropriate person.
4. (Position or person) is to immediately inform (position or person) of any concerns/problems with the injured worker's RTW plan that cannot be resolved at the unit/department level.
 - a. (Position or person) is to resolve concerns/problems with the RTW plan that cannot be resolved at the unit/department level, including making adjustments/changes to the injured worker's RTW plan.
5. (Position or person) is to immediately contact the WCB if there are concerns/problems or adjustments/changes to the injured worker's RTW plan that (position or person) cannot resolve.



RTW Plan: Updated Medical Restrictions/Capabilities Form

- Injuries with shorter treatment, recovery and RTW timelines may not require completion of more than one Medical Restrictions/Capabilities Form.
 - Injuries with longer treatment, recovery and RTW timelines may often require completion of more than one Medical Restrictions/Capabilities Form as the injured worker's medical restrictions/capabilities change over time, and the RTW plan requires revisions.
 - Injuries where the injured worker experiences concerns/problems with alternate/modified work will require completion of a new Medical Restrictions/Capabilities Form.
1. The injured worker is to provide (position or person) with any updated Medical Restrictions/Capabilities Form within (time frame) of the medical appointment.
 2. If the injured worker provides an updated Medical Restrictions/Capabilities Form, (position or person) is to immediately review the updated form to determine if there are changes to medical restrictions/capabilities. If there are changes to his/her medical restrictions/capabilities, the development and documentation of a new/revised RTW plan will need to occur.

RTW Plan: Follow-up

1. (Position or person) is to follow up with the injured worker within (time frame) of the completion of his/her RTW plan to ensure there are no ongoing concerns/problems.

