



**Chapter 13:
Rehabilitation of Injured Employees**

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Purpose

The purpose of this chapter is to ensure that employees who are injured on the job will be as close to fully and completely rehabilitated as reasonably practicable (depending on the injury) to their pre-injury capabilities.

Objectives

The objectives are to:

- Explain the rehabilitation process in a clear and concise manner.
- Set out the responsibilities of all people involved in the rehabilitation process.

Special Terms

WCB WORKERS' COMPENSATION BOARD

WCTL WORK COMP. TECH LTD.

Note

Modifying an injured worker's duties can be beneficial for both an employer and an employee. For the employer, the financial cost of an absent worker can be high and returning an injured employee to work as soon as it is medically possible is important for properly managing compensation, disability claims, and productivity levels. For the employee, returning to work as soon as medically possible is beneficial both physically and psychologically, and is linked to quicker recovery rates and promotion of self esteem.¹

¹ http://www.employment.alberta.ca/documents/WHS/WHS-PUB_oid_acsa.pdf Pg. 7

13.1 Policy on Rehabilitation of Employees Injured on the Job

Policy

Wapiti Gravel Suppliers is committed to a progressive policy of fully and completely rehabilitating its employees as close to pre-injury state as reasonably practicable. WGS will make all reasonable and practicable efforts to accommodate all employees injured on the job to return to work in keeping with restrictions by nature of the injury and/or the physician's written restrictions.

Responsibilities

To accomplish this policy, the following responsibilities are outlined:

1. Management will supply the necessary resources to support the above policy.
2. Superintendents will support and encourage the use of modified work in their divisions.
3. Supervisors of injured employees are responsible for ensuring that all actions necessary for accident reporting and rehabilitation procedures are carried out.
4. WGS alongside Lifemark Health Centre, our occupational injury service (OIS) provider, promote "getting the right care at the right time for the right result" to ensure timely and appropriate medical care and disability management services designed specifically for occupational injuries for our workers.
5. Work Comp. Tech Ltd. shall oversee and review the rehabilitation of injured employees to ensure the best possible treatment is being provided and a quick return to full duties is accomplished.
6. Injured employees are responsible for their wholehearted and genuine cooperation in all aspects of their rehabilitation program.

Bill Turner – Vice President / General Manager
December 1, 2010

13.2 Occupational Injury Service (OIS)

Purpose

Wapiti Gravel Suppliers have entered into an agreement with Lifemark Health Center, an occupational injury service to ensure that injured workers are getting the right medical care at the right time for the right results - a safe, sustainable, return to work.

The OIS program consists of medical clinics that provide timely and appropriate medical care and disability management services specifically for work related injuries.

Objectives

The objectives of the OIS program are to:

- Offer quick access to a facility staffed by physicians, chiropractors, and physiotherapists experienced in assessment, treatment and rehabilitation of injured workers.
- Provide clinical staff that are familiar with our work environment and modified work opportunities.
- Fast track diagnostic and treatment services by referring directly to WCB – AB authorized health care providers.
- Coordinate assessment and treatment communication between WGS, worker, WCB-AB and family physicians.
- Coordinate safe, sustainable return to work via development of modified work care plans.
- Educate WGS and its worker on injury prevention, injury management and return-to-work planning.
- Deliver a high level of customer service with a positive outcome.

13.3 Rehabilitation Responsibilities

Senior Managers

1. Responsibilities

The Senior Managers are responsible for supplying all necessary resources in support of the rehabilitation policy. They are accountable to the President / General Manager.

2. Duties

- Ensure that all reasonable efforts are made to accommodate any employee injured on the job to return to work, taking into account restrictions based on the nature of the injury.
- The Senior Management will direct the HSE Department to supervise the implementation of this policy.

Superintendents

1. Responsibilities

The Superintendents shall be responsible for the implementation of the company rehabilitation policy in their area of responsibility. They will, with direction and assistance from the Safety Department, outline the Company's rehabilitation policy and assign specific responsibilities to the Supervisors. They are accountable to the Senior Manager

2. Duties

- Support and encourage the use of modified work within their division.
- Assist in the proactive identification of innovative modified work assignments.
- Follow up with the Foreman and the Employee to ensure all aspects of the case are progressing without event or concern.
- Ensure all Foremen and Supervisors are well trained in the reporting of injuries and the WCB claims management system.

Supervisors

1. Responsibilities

The Supervisors shall be responsible for understanding and communicating the rehabilitation policy to all their employees. They are accountable to their Superintendent.

2. Duties

- Ensure all employees understand that all near misses, incidents and/or injuries occurring on the job must be reported.
- Provide first aid treatment to the injured employee and document the time and date of the injury/near miss, how it occurred, and the treatment provided.
- If medical attention is required, provide employee with transportation to the nearest appropriate medical facility or call 911 for an ambulance.
- Ensure all necessary WCB and/or WCTL forms have been given to the employee for completion.
- Report the incident/injury/near miss to their Superintendent and the HSE Department.
- Assist the HSE Department in completing all incident investigation reports.
- Implement immediate corrective actions.
- Ensure assigned work duties of injured employee comply with the stated work restrictions listed on the Return to Work form. This is to be done in cooperation with the HSE Department.

Employees

1. Responsibilities

Employees shall familiarize themselves with all aspects of the rehabilitation program and shall participate in the program to the best of their ability.

2. Duties

- Understand that all injuries/incidents/near misses occurring on the job must be reported in a timely fashion.
- Instruct their doctor that Wapiti Gravel Suppliers will provide modified or light work and that WGS will cooperate in any medical treatment.
- Ensure that the Modified Work form from WCTL is completed by their attending physician at the time of treatment.
- If applicable, complete the WCB Worker's Report of Injury form and submit it to the HSE Department within 24 hours of the injury.
- Accept the modified work offered to them with the consent of their physician.
- Participate wholeheartedly in their rehabilitation program.

***Please Note:**

A WCTL nurse will contact the injured employee within 24-48 hours. All employees are expected to maintain contact and return messages in a timely manner.

Work Comp. Tech Ltd.

Wapiti Gravel Suppliers has entered into an agreement with WCTL that states WCTL will assist in the management of all work related injuries.

1. Responsibilities

WCTL shall medically manage and oversee the appropriate rehabilitation of employees injured on the job to facilitate their timely return to full duties.

2. Duties

- WCTL is responsible for completing the Modified Work forms to be signed by the employee and forwarded to WCB, the employee, and the company representative to ensure all details relevant to this case are known by all parties.
- WCTL will review diagnosis and treatment prescribed, and will make recommendations to the medical community regarding same.
- WCTL will arrange special tests and access to a specialist, upon approval from Wapiti Gravel Suppliers.
- WCTL will contact WCB to ensure assigned Case Manager is notified regarding all important information and to seek agreement on treatment path to be followed.
- WCTL will provide a Case Manager to direct and control all ongoing activities and to provide the medical treatment necessary to return the injured employee to as close to full pre-injury capability as possible.
- WCTL nurse will contact the injured employee within 24-48 hours.
- WCTL will maintain contact with all professional health care providers as well as employees to ensure treatments are working and no undue complications have been observed.
- WCTL will maintain contact with the HSE Department to ensure full company cooperation in the rehabilitation process.
- WCTL will review all cases once new medical information has been received and as deemed necessary.

WCB Claims Management Program

You are insured under the Worker's Compensation Board. This insurance replaces lost wages and pays medical costs caused by work-related injuries.

The cost of your WCB insurance is paid entirely by Wapiti Gravel Suppliers and not through employee deductions or income tax. The amount the company pays to the WCB depends on the number and cost of our claims.

We are committed to reducing the number and cost of Medical-Aids and Lost-Time incidents. We are working in conjunction with Lifemark, our Occupational Injury Service, and have hired an outside consulting firm, Work Comp. Tech Ltd. (WCTL), to work with us to manage our WCB claims. The Claims Management Program will:

- Use medically-approved modified work and operate in conjunction with the injured employees' physicians to ensure they are receiving appropriate medical care in regard to a full return to work as soon as possible. All injured employees will be offered, and expected to accept, medically approved modified work.

Benefits of Claims Management Program

Should you be injured while at work, Wapiti Gravel Suppliers' Claims Management Program will benefit you in the following ways:

- Interim/modified work programs are designed to keep you at work, where you receive a regular bi-weekly pay cheque. Note that the Worker's Compensation Board can take 4 – 6 weeks before issuing a disability cheque to you.
- While on interim/modified work, you will be paid your regular hourly pay rate and not a reduced rate of pay provided through the Worker's Compensation Board.
- All interim/modified work will have to be approved through your attending Physician. This program is intended to provide you with the best medical care possible. Wapiti Gravel Suppliers will pay to have an Occupational Nurse, Occupational Physician, or other Specialist to work with both you and your attending Physician. This team will monitor your progress & rehabilitation from the time of injury to the time you are cleared medically and able to return to full-time duties.
- Wapiti Gravel Suppliers in conjunction with Lifemark and Work Comp Tech Ltd. will be able to assist you with any concerns or problems you may have relating to your work related injury.