



Title: Disability Management	Internal/ External
Department: Corporate Services -Human Resources	Policy Number: CS-008
Approval Date: March 03, 2014	Implementation Date: March 04, 2014
Revision Date: July 20, 2017	

BACKGROUND

The Town of Paradise, through our disability management and return to work program, is committed to promoting employee health and recovery from disability (injury or illness) through early intervention and active case management. Our employees are our most important asset and we are committed to their healthy and safe return to the work environment.

PURPOSE/OBJECTIVE

This policy outlines the roles and responsibilities of the employee and employer regarding disability management and return to work processes that aim to mitigate the negative impacts of occupational and non-occupational injury or illness that affects an employee's ability to complete their job tasks.

DEFINITIONS

“Disability management” refers to the process in the workplace designed to facilitate the employment of persons with a disability through a coordinated effort and taking into account individual needs, work environment, operational needs and legal responsibilities.

“Disability” refers to any impairment arising out of any occupational or non-occupational related illness, injury or disease which prevents an employee from performing his/her essential job duties.

“ESRTW”- Early and Safe return to work is to enable you to remain at the workplace following an injury or to return to the workplace in a safe and timely manner if you have already lost time from work.

“Accommodation” Accommodation is any change or adaptation to the work, hours of work, work duties or workplace, and includes the provision of equipment or assistive devices. In any specific case, accommodation can include, but is not limited to, any of the options outlined in this policy or an appropriate combination thereof

“Alternate Duties” Alternate duties are non-pre-injury duties within the worker’s functional abilities.

“Alternative Work” A different job or bundle of duties (not the pre-injury job or duties) that are suitable and are provided to accommodate a worker who has temporary or permanent functional restrictions as a result of the injury.

“Assistive Devices” Assistive devices include aids/attachments specifically designed for the worker and/or required by the worker to perform job-related activities.

“Ease Back” A gradual return to pre-injury hours of work achieved by increasing the number of hours worked over a defined time frame agreed upon by the workplace parties utilizing the functional abilities information relating to the worker. While the pre-injury hours of work vary, the pre-injury duties are the same.

“Modifications” Changes to job schedule, equipment, organization of work, facilities or hours.

“Modified Work” Changing the job duties of the pre-injury position required to accommodate the worker’s functional restrictions as a result of the injury. Modified work includes altering or removing some duties; however, the worker is still working primarily in his or her pre-injury position.

“EAP” Employee Assistance Program

POLICY STATEMENT

Disability management strategies and interventions will focus on three basic objectives: first, reducing the number and magnitude of injuries and illnesses; second, minimizing the impact of disabilities on work performance, and; third, decreasing the lost time associated with injuries or illnesses and resulting disabilities. The approach for disability management will differ depending on whether it is an occupational or non-occupational injury/illness. For non-occupational and occupational injuries/illness, the Town will follow the Workplace NL Policy RE-18 "Hierarchy to Return to Work and Accommodation". Where there is a re-employment obligation, the Town will ensure it complies with the re-employment obligation under section 89.1 Of the *Workplace Health, Safety and Compensation Act*.

GUIDELINES AND PROCEDURES

1. Occupational injury/illness

The Town will support strategies and interventions of effective disability management and will facilitate return to work services and programs using a hierarchical sequence. The Town will make every effort to accommodate and continually communicate with its employees as required by the Workplace NL re-employment obligation and duty to accommodate. The goal is to safely return the worker and ensure the re-employment obligations are met.

As an employer, the Town has the right to request specific functional abilities information or evidence in order to provide accommodation for an employee for occupational injury/illness. To ensure the protection of privacy for the employee, specific individuals have been designated to handle an employee's claim file. Designated individuals who receive this information on behalf of the employer shall not disclose it except to a person who is assisting the employer in returning the employee to work. These designated individuals shall not disclose confidential information regarding the personal or

medical issues to the employer.

2. Non Occupational illness/injury

The Town is committed to supporting employees who have obtained non-work related injury/illness. The supervisor and safety & training coordinator will consult with the employee to work towards a safe and healthy return to work.

By obtaining the proper medical documentation and maintaining good communication, the Town will support the employee to ensure an effective return to work plan. In these matters privacy is of the utmost importance and will be maintained throughout the process. Once the employee has returned to work, it is to be understood that their recovery, attendance and progress will be monitored by their supervisor.

Depending on the length of leave required, employees may: utilize their sick leave, take advantage of Employment Insurance based on their eligibility as per EI sick leave policy or apply for entitlements under their group insurance plan.

3. Responsibilities

3.1 Employer

- (i) Contact the worker as soon as possible after the injury occurs and maintain effective communication throughout the period of the worker's recovery or impairment;
- (ii) Provide suitable and available employment.
- (iii) Give the Commission, any information requested concerning the worker's return to work, including information about any disputes or disagreements which arise during the early and safe return to work process. (This only applies to occupational injuries/illness)

3.2 Injured or Ill Worker:

- (i) The role of the injured or ill worker is to actively participate in the return to work process to ensure that it is safe, sustainable and suitable.
- (ii) Contact the employer as soon as possible after the injury occurs and maintain effective communication throughout the period of recovery or impairment;
- (iii) Assist the employer, as may be required or requested, to identify suitable and available employment;
- (iv) Accept suitable and available employment;
- (v) Give the Commission any information requested concerning the return to work, including information about any disputes or disagreements which arise during the early and safe return to work process. Workers are eligible to receive appropriate benefits while co-operating in their active medical rehabilitation and in the progressive early and safe return to work process.
- (vi) Provide appropriate medical documentation if absence is greater than three consecutive days or more than six days in a year.
- (vii) Have Non- Occupational Work Abilities & Restriction Form completed and returned to

employer before returning from absences longer than five days, or if there are restrictions as a result of functional abilities.

- (viii) In cases where the “Non-Occupational Work Abilities & Restriction Form “ does not present clear information or the doctor would prefer a measured assessment , employees will be referred for a “Functional Assessment” or “Independent Medical Evaluation”
- (ix) Actively participate in return to work planning, rehabilitation and functional assessments.
- (x) Employees have a responsibility to work within the guidelines of their health care provider, and never perform any tasks that may result in a setback of recovery.

3.3 Safety and Training Coordinator:

- (i) Administers the Return to Work program and ensures appropriate supporting policies and procedures are developed and maintained.
- (ii) Collaborates with others to clarify the hierarchy of return to work priorities;
- (iii) Plans and implements all education and communication with respect to the Disability Management Program
- (iv) Actively supports the injured or ill worker;
- (v) Facilitates the return to work of an employee, and liaises with supervisors in the development of a safe return to work plan

3.4 Supervisor

- (i) Is the initial point of contact following an injury or illness and will initiate contact with the Safety and Training coordinator and monitor safe work practices of employees who are returning to work.
- (ii) Discusses medical documentation requirement and provides applicable forms to be completed
- (iii) Once notified of leave longer than five days, contacts appropriate employee to cancel work connected email, cell phone, security alarm codes and building access cards.
- (iv) Contacts appropriate employee to reactivate work connected email, cell phone, security alarm codes and building access cards once notification of return to work date.

3.5 Human Resources

- (i) Monitoring absences for costs and outcomes
- (ii) Liase with insurance provider for non-occupational illness/injury that are accepted by the provider.
- (iii) Provide support to all parties involved in the Disability Management Program
- (iv) Provide assistance to employees in accessing the applicable insurance policy / program
- (v) Administration of EAP

3.6 Union Representative

- (i) Provides support and commitment to the Disability Management program objectives.

3.7 Insurance Providers

- (i) For non-occupational injury/illness, the insurance provider is responsible for administering the applicable insurance policy or program.

4 Attachments

- 4.1 Work Related Absences
- 4.2 Non-Occupational Related Absences
- 4.3 Hierarchy of Return to Work Priorities

REVIEW

This policy will be reviewed at least annually and will be updated or changed, as required.

Chief Administrative Officer *J. Hublock*

Date: *Nov. 13/ 2017*

Get First Aid if or medical treatment if necessary

REPORT the injury/incident immediately following the incident to your supervisor (before leaving the workplace if possible)

Seek Medical Treatment and advise doctor you were hurt while at work

Provide employer with a copy of your 8/10 . This must be provided as soon as possible and no longer than 24 hours after incident

Work with Supervisor and Safety and Training Coordinator to identify potential accommodations that fit within current restrictions in your developed ESRTW Plan

Notify Supervisor or Safety and Training Coordinator of any concerns with the ESRTW

Follow recommendations and restrictions under your ESTRW Plan

Provide Feedback to your supervisor and Safety and Training Coordinator regarding your progress during your ESRTW

Employee Role

Ensure that employee gets First Aid or medical treatment if necessary

Provide WHSCC form 6 to employee

Complete WHSCC form 7 and forward to Human resources

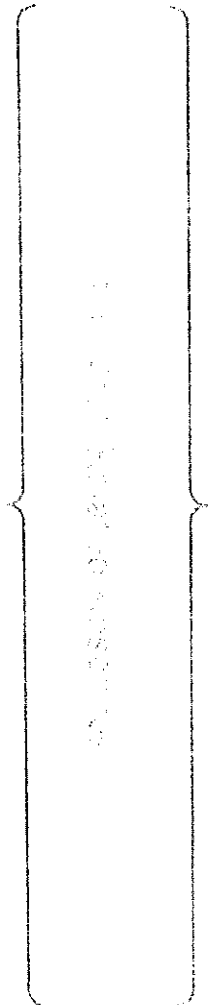
Work with the employee and the Safety and Training Coordinator to develop an ESRTW Plan

Inform, affected staff of job accommodations and restrictions for returning worker where appropriate

Monitor recovery, attendance and progress of injured employee

Provide Feedback to Safety and Training Coordinator regarding your experience or concerns with the ESRTW

Supervisor Role



Report Injury or Illness to Supervisor

Medical Documentation must be provided to supervisor

Update Supervisor on any changes to medical status

Any absences beyond five days require a completion of a functional abilities form to be completed before return. Form is to list functional abilities only - not diagnosis or personal details

Work with supervisor and Safety and Training Coordinator to identify task and accommodations for return to work

Comply with recommendations from health care provider

Provide feedback to Supervisor and Safety and Training Coordinator with experience and any concerns regarding your return to work plan

Continue follow up with healthcare provider until return to full duties. Use of EAP program if required 1-877-455-3561

Employee Role

Remind employees of medical documentation requirement, and ability of employer to accommodate modified duties

Provide with non-occupational work abilities form

Notify Human resources of absences longer than five days

Work with employee and Safety and Training Coordinator to identify tasks that allow for functional abilities

Inform , affected staff of job accommodations and restrictions for returning worker where appropriate

Monitor recovery, attendance and progress of injured employee

Provide Feedback to Safety and Training Coordinator regarding your experience or concerns with the return to work plan

Supervisor Role

401 (b) (7) - Confidential - Personnel

4.3 Hierarchy of Return to Work Priorities		
Return to Work Program	Description	Goal
Priority 1 Pre-injury Job with modifications	Full Hours; Full pre-injury Duties	Full Return to Work
Priority 2 Essential Duties of Pre-injury Job	Full hours; Essential duties of pre-injury job (modified work)	Move to Priority 1
Priority 3 Pre-injury job Modified Work	Full hours; Essential pre-injury duties modified or removed.	Move to Priority 2 or 1.
Priority 4 Pre-injury Job Modified Work	Full hours; Some pre-injury duties; Some non-pre-injury duties.	Move to Priority 3, 2 or 1.
Priority 5 Ease Back to Pre-injury Job	Full pre-injury duties; Gradual return to preinjury hours.	Move to Priority 2 or 1.
Priority 6 Alternate Work	Full hours; Non pre-injury duties. This should only be utilized in cases where none of the other accommodation options involving the pre-injury job can be provided.	Move to Priority 4, 3, 2 or 1

Adapted from WorkplaceNL Policy RE-18 Hierarchy of Return to Work and Accommodation