

Duty to cooperate in ESRTW

All employers and workers are obligated under section 100 of the Workplace Health, Safety and Compensation Act to cooperate in a worker's early and safe return to work (ESRTW). This means they help the worker find suitable and available employment in their pre-injury workplace.



Challenges within the wholesale trade and retail trade industry.

- Difficulty identifying ESRTW duties due to repetitive nature of work and worksites
- A lot of soft tissue injuries including sprains, strains and tears
- Difficulty accommodating injured workers who do not fully recover from their injuries (permanent accommodation)
- High staff turnover rates

WorkplaceNL

Health | Safety | Compensation

Industry Highlights

The Wholesale Trade and Retail Trade Industry includes operations involved in the wholesale and retail of products and services such as food and beverages, apparel and dry goods, household goods, motor vehicle parts and accessories, hardware, plumbing, heating and building materials, machinery, equipment and supplies.



Tactics and Solutions

EMPLOYERS:

Program specific

- Adopt a collaborative care approach, understanding the concept that ESRTW starts with the injured worker.
- Start talking about recovery at work during orientation.
- Compile a list of light and modified duties for various positions within your company.
- Cross train employees. This allows workers, who have become injured, the capacity to work in other areas, which may be better suited to their abilities.
- Have clear roles and responsibilities for everyone involved in the RTW process.
- Evaluate your return to work (RTW) program each year to ensure it meets objectives.



Contact us

Our RTW Facilitators are here to help you.

St. John's: 709.778.1000

Corner Brook: 709.637.2700

Grand Falls-Windsor: 709.489.1600

For immediate assistance, call 1.800.563.9000



Online services

Employers can enter and maintain their ESRTW plans, review claims information and obtain injury statistics through their **connect** account. Register at **connect.workplacenl.ca**

Claim specific

- Maintain regular communication with injured employees (once a week for anyone in ESRTW).
- Contact WorkplaceNL as early as possible – even before the claim is accepted – if you need help with any part of the ESRTW process.
- Ensure you are receiving health care provider forms from injured employees within 24 hours of each visit.
- Involve the injured worker in the development of their RTW plan.
- If you are having difficulty obtaining functional information, contact the case manager.

If you are having difficulty with arranging ESRTW you can:

- Contact a RTW Facilitator at WorkplaceNL. They can:
 - Assist in developing RTW plans before or after the claim is accepted
 - Assist with clarifying medical information
 - Provide education sessions
 - Help with mediation and communication concerns
 - Complete site visits to help identify suitable and available RTW duties
- Contact a Case Manager at WorkplaceNL They will:
 - Assist with early ESRTW intervention
 - Ensure progression of the RTW plan
 - Help with conflicting medical documentation
 - Ensure roles and responsibilities for RTW are clearly communicated

WORKERS:

- Report the injury to your supervisor immediately
- Ensure that all health care provider forms are returned to the employer within 24 hours
- Help identify potential RTW duties with your employer
- Discuss RTW options with your health care providers
- Maintain communication with your employer throughout recovery

WorkplaceNL

Health | Safety | Compensation