

# Health Care Industry – Facilitating Recovery at Work

## Duty to cooperate in Early and Safe Return to Work (ESRTW)

All employers and workers are obligated under section 89 of the Act to cooperate in a worker's early and safe return to suitable and available employment with the injury employer.



## Challenges within the Health Care and Social services industry

- Identifying ESRTW duties due to nature of work and worksites.
- Physical demands of the work & progression of ESRTW plans.
- A high number of soft tissue injuries such as sprains and strains (accounts for 52% of injuries in this industry).
- Accommodating injured workers who do not fully recover from their injuries (permanent accommodation).
- Collective agreement provisions impact availability of ESRTW and permanent accommodation options.

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## ESRTW Tips - Health Care Industry Highlights

The Health Care Industry includes sectors such as hospitals, nursing homes, social services, day care services, physicians' offices, and health and community services.

### Lost time claims by top 5 occupations, 2016-2020

Health Care Occupations	% Total Lost time Claims
Personal care attendants	22%
Licensed practical nurses	15%
Light duty cleaners	12%
Registered nurses	12%
Visiting homemakers/related occupations	7%

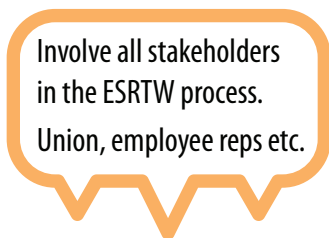
## Tactics and Possible Solutions - Employers

### Program level

- Start talking about recovery at work at orientation.
- Compile a list of modified duties for various positions within your workplace.
- Have clear roles and responsibilities for everyone involved in the Return to Work (RTW) process.
- Ensure all managers/supervisors are educated on ESRTW and their roles and responsibilities.
- Evaluate the RTW program each year to ensure it is meeting objectives.
- Involve all workplace parties in the RTW process.

### Claim specific

- Maintain regular communication with injured workers (once a week for anyone in ESRTW).
- Contact WorkplaceNL even before claim is accepted if you need help with any part of ESRTW process.
- Ensure you are receiving Health Care Provider reporting forms from injured workers within 24 hours after each visit.
- Involve the injured worker in development of ESRTW plan.



Involve all stakeholders  
in the ESRTW process.  
Union, employee reps etc.



### Claim Specific continued

- If difficulty in obtaining functional information, contact the case manager to see if a functional assessment can be completed.
- Explore work that may be across unions if that work is suitable and available.

### If you are having difficulty arranging ESRTW you can:

- Ask the RTW Facilitator. They can:
  - Assist in developing the ESRTW plans before the claim is adjudicated.

- Assist with clarifying medical information.
- Provide education sessions to staff.
- Monitor ESRTW plans and mediate disputes between workplace parties.
- Help identify potential ESRTW duties (suitable & available work).

### Contact the Case Manager. They will:

- Assist with early ESRTW intervention.
- Ensure progression of the ESRTW plan.
- Address issues such as workers being hard to reach or getting required Health Care Provider reporting forms on a timely basis.

### Tactics and Possible Solutions - Workers

- Report the injury to your supervisor immediately.
- Ensure that all Health Care Provider reporting forms are returned to the employer within 24 hours.
- Help identify potential ESRTW duties with your employer.
- Discuss ESRTW options with your health care providers.
- Maintain communication with your employer.

## Contact a WorkplaceNL RTW Facilitator

### ESRTW - St. John's

Jennifer Payne, RTW Facilitator **778.1334**  
Amanda Kerrivan, RTW Facilitator **778.1318**  
Kourtney Sturge, RTW Facilitator **778.1152**

For immediate assistance, call **1.800.563.9000**

### ESRTW - Corner Brook

Jennifer Grimes, RTW Facilitator **637.2741**  
for immediate assistance, call **1.800.563.2772**

### ESRTW - Grand Falls-Windsor

Jasmine Collis, RTW Facilitator **489.1635**  
For immediate assistance, call **1.800.563.3448**



## connect

Employers can enter and maintain their ESRTW plans, review claims cost information and obtain injury statistics through their **connect** account. Register for **connect** at [workplacenl.ca](http://workplacenl.ca)

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