

## Return to Work

- Written return to work program that employees have access to, like an employee handbook. It should spell out your expectations. You may also want to include **non-work** related.
  - Return to work forms that spell out the process; what to expect for minor injuries, impending surgery & light duty
  - TBT on injury reporting
  - Orientation or when hired, document that they were told the injury process
- Light/restricted duty job tasks
  - Worker on loan-Goodwill, Salvation Army, food shelf
  - Online training-New language, OSHA30
  - Contractual and non-contractual work-
    - Painting, sorting time cards, raking, make training booklets
  - Goal is to have them work at the jobsite while on light duty
- Work place injuries
  - Call or see your employee to check in on progress. Weekly on more serious cases.
    - Call before surgery to wish good luck (keep things friendly)
    - Ask to have them or spouse call after surgery
  - Documentation
    - Notes on conversations
    - Forms should have a signature line that they understand or received
    - Save emails, notes, and letters.
- Know your Union by laws/contract
  - Rate of pay for-
    - Light duty non-contractual work
  - Are they paid while at medical appointments
- Have a job description for every classification. App, JW, FM, GF
- Trouble cases
  - Know your claim handler
  - UCWCP program
  - Assign a nurse case manager before a QRC is assigned
  - Private investigator
  - Separation of employment

## Prevention

Fitness for duty process for new hires and those injured off the job

Manpower coordinator should be in the loop on who is injured weather its work related or not. Also they should be aware of troubled claims.

Use outside sources such as Onsite physical therapy, Medcor, Workcare, etc to help manage claims.

## Closing

You have to be engaged in the management of the claim and sometimes have to push the insurance to do further investigations, assign PI or push for worker on loan. Most don't understand that these injuries tie into our pre-qualifications on bidding jobs.