



COR Toolkit:

An Employer Guide to
COR Certification



OVERVIEW

Injury management/return-to-work (IM/RTW) programs are a proactive way for employers to help injured workers stay at work or return to productive and safe employment as soon as physically possible. These programs are based on the understanding that many injured workers can safely perform meaningful and productive work during the process of recovery, and that returning to work can be an effective part of the worker's therapy and recovery.

Effective IM/RTW programs are initiated when the worker first contacts the employer. At this time, an early intervention procedure can be initiated to determine whether the worker is capable of staying at work to perform normal duties or modified duties while the injury heals. In many cases, this prevents any time lost from work. If workers do need time away, the IM/RTW program can reintegrate injured employees into the workforce much earlier and on average with better health outcomes for the worker.

While this element is long and has many details, it again covers the three basic themes:

- What are you supposed to do?
- Is there training for that?
- Are you actually doing it?

KEY CONCEPTS AND IMPLEMENTATION TIPS

In order to meet the above objectives, the audit checks whether:

- The employer has a written policy and procedure for return-to-work and stay-at-work injury cases.
- Cases are tracked from first injury through rehabilitation and analyzed to improve the program. Tracking includes:
 - Date and nature of injury and absence with first aid report and link to investigation.
 - Medical details, if any.
 - Claim contact details, if any.
 - Contact schedule with worker while absent.
 - Return-to-work or stay-at-work plan with estimated end date.
 - Involvement of multiple parties (e.g., first aid, medical, WorkSafeBC, coordinator, worker, supervisor, human resources or union).
 - Any modifications to the plan based on worker progress.
 - Conclusion of case.
 - Analysis of case with suggestions for improvement.
- The program coordinator's duties have been defined and appropriate training given.
- Record-keeping and privacy requirements are being met.



- People with responsibilities in the program (e.g., managers, supervisors, HR and first aid) have been trained appropriately.
- Workers have been trained in how to access the program from their first orientation (or from the start of the program for more experienced workers), so they expect that every injury will result in a return-to-work or stay-at-work plan.
- Meaningful alternate duties have been written down in advance.
- The benefits of the program are promoted to workers, instead of simply informing them of the program's existence.
- There is a prepared package to send with the worker to the doctor.
- Training records exist.

RELEVANT REGULATION AND LEGISLATION

Searchable versions of the Occupational Health and Safety (OHS) Regulation and the *Workers Compensation Act* are available online at <https://link.go2hr.ca/cor-E1-001>.

Occupational Health and Safety Regulation (WorkSafeBC)

There are no OHS Regulation requirements for injury management. It is purely best business practices.

Workers Compensation Act (BC Gov't)

Social Responsibility — [Section 14](#)

Responsibility to Care for Workers — [Section 21](#)



SUPPORTING RESOURCES

Injury Management/Return to Work

Vocational Rehabilitation: Your Guide to Returning to Work (WorkSafeBC)
<https://link.go2hr.ca/imrtw-003>

Recover at Work: Starter Toolkit for Employers (WorkSafeBC)
<https://link.go2hr.ca/imrtw-004>

Navigating Challenging Slopes: Injury Management for Ski Areas (go2HR)
<https://link.go2hr.ca/imrtw-005>

FORMS, POLICIES AND PROCEDURES

go2HR has sample forms, policies and procedures you may find helpful for developing your safety management system. You can download and modify the following Word documents to suit the specific needs of your operation:

- Injury Management Policy and Stay at Work/Return-to-Work Program
<https://link.go2hr.ca/imrtw-006>
- Stay at Work/Return-to-Work Template
<https://link.go2hr.ca/imrtw-007>