

# Managing a Safe Return to Work



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# Introduction

If one of your employees is injured at work, remaining at work or returning to work as soon as it's safe to do so can help their recovery and reduce the chance of long-term disability. They may need to take a different approach to their job, change their hours, or tackle different tasks for a while. But with a little creativity, in most cases someone recovering from a work-related injury or illness can continue contributing at work while helping their body to heal.

It all starts with staying connected. Maintaining a connection between a worker who has been injured and their colleagues and supervisor will aid the injured worker in their recovery. When a worker feels that they're still a part of the workplace, it's easier to talk about what they're able to do, and when.

By encouraging your employees to return to work while providing them with appropriate support, you're investing in the long-term success of both your business and your employees.

This guide provides tips and templates to help you put a seamless process in place for dealing with workplace injuries and helping your employees get back to work safely.

## Benefits of staying connected and returning to work

### **For the injured worker, some benefits include:**

- Maintaining income and employment benefits
- Retaining physical and mental health
- Continuing social contact with co-workers and the workplace
- Maintaining job security
- Reducing the risk of long-term disability

### **For you and your company, some benefits include:**

- Retaining a skilled and experienced worker, which reduces recruitment and retraining costs
- Developing a stronger relationship with the worker, by demonstrating that they are valued
- Reducing the burden on co-workers
- Reducing productivity losses and workflow interruptions
- Reducing costs related to the worker's absence, such as overtime and training for other employees
- Reducing WorkSafeBC premiums

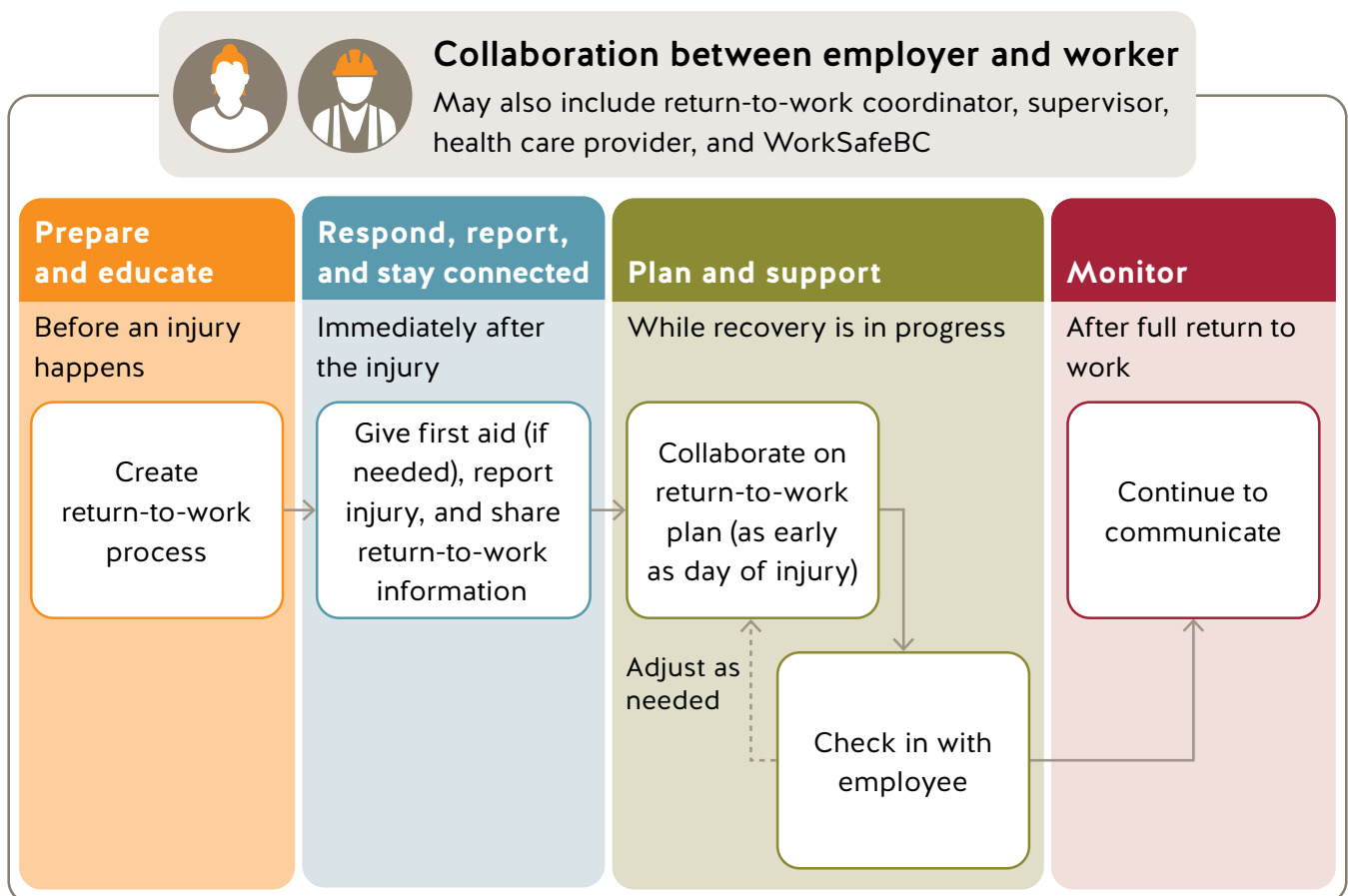
## What does “staying connected” mean?

Staying connected with an employee who has been injured means:

- Reaching out right away after an injury to inquire about their well-being and offer your support — particularly in cases where they’ve needed to take time off work.
- Maintaining consistent contact throughout their recovery. Even before they’re ready for modified duties, consider including them in staff meetings, special events, training, and coffee get-togethers with co-workers to keep them involved.

## Return-to-work roadmap

Helping an employee return to work after a workplace injury is a collaborative effort. This roadmap gives a high-level overview of the phases of the return-to-work process and who’s involved. Use it as a guide to add a return-to-work component to your health and safety program.



## Who's who in the return-to-work process

Depending on the injury and the roles in your workplace, different people may be involved in making safe, sustainable work arrangements for an injured worker.



### **Worker (employee)**

- Reports their injury to WorkSafeBC
- Has a duty to cooperate with the employer and with WorkSafeBC in bringing about a timely return to work



### **Employer**

- Reports the worker's injury to WorkSafeBC
- Has a duty to cooperate with the worker and with WorkSafeBC in the worker's safe and timely return to work
- Has a duty to maintain the worker's employment if the employer regularly employs 20 or more workers and has employed the injured worker for at least one year before their injury

Employers may have the following employees involved in managing the return-to-work process:

#### **Return-to-work (RTW) coordinator**

- Is someone already at your workplace, such as someone in human resources, a disability coordinator, or a supervisor
- Coordinates an injured worker's return to work and works directly with the worker
- Is trained to know what to do in the event of an injury
- Collaborates with key partners on return-to-work planning
- Documents, implements, monitors, and amends the return-to-work plan

#### **Supervisor**

- Is typically the main point of contact for a worker
- Has a direct impact on the worker's job expectations, work conditions, and work organization
- Is trained to know what to do in the event of an injury
- Can facilitate the return-to-work process or take on the role of the return-to-work coordinator
- Can offer constructive, non-judgmental feedback and highlight successes and accomplishments



## WorkSafeBC

- Processes claims and makes decisions about benefits
- Can provide support about compliance with the *Workers Compensation Act* and Occupational Health and Safety Regulation
- Can facilitate communication between the employer, workers, and health care providers
- Can help employers and workers with return-to-work planning
- Addresses any disputes around the suitability of the return-to-work plan

### Looking for return-to-work coordinator training?

WorkSafeBC offers training and coaching for people taking on the role of a return-to-work coordinator.

Reach out to our Consultation and Education team in Return to Work Services at 1.877.633.6233 or email: [RTW-CES@worksafebc.com](mailto:RTW-CES@worksafebc.com).



## Primary care practitioner and health care provider(s)

Health care providers can play an important role in your employee's recovery and in building their confidence to safely return to work.

Here are some things a health care provider can do:

- Support timely, safe, and suitable return to work as part of the recovery process. This can include encouraging communication between you and your worker — the two most important participants in the return-to-work process.
- Focus on what the injured worker can do, not what they can't do. A focus on function makes it easier to identify suitable work opportunities.
- Provide objective, accurate, and timely medical information so that you and your worker have help in identifying suitable work.
- Educate the worker on their injury and how work can support their recovery. The more information the worker has, the more proactive they can be in their recovery.
- Liaise with other involved health care providers to support the worker's recovery and return to work.





# Prepare and educate

Return-to-work preparation begins before an injury happens. Your goal is to ensure that if something happens, everyone who needs to be part of the process knows what to do.

Have regular conversations to make sure that everyone knows how to report injuries and understands your return-to-work process. Your team wants to know that you have procedures in place to protect them from injuries and to help them recover if something does happen at work.

This section covers some of the ways you can make a return-to-work process part of your health and safety communications.

## Things you can do before an injury happens

### Ensure management has training and resources

Managers need to be trained in how to support workers after an injury. Consider sharing this guide, your thoughts and direction, and any other training you think would help your team communicate effectively and provide support. For example, you may want to consider providing training in active listening, conflict resolution, and mental health resiliency.

### Include information about injuries in your safety meetings

Collaborate with your employees and joint health and safety committee or worker representative to create written processes for injury reporting and share them with your new hires during orientation. Discuss your injury-reporting and return-to-work processes regularly during your health and safety meetings.



## Create suitable work lists

Download: [Suitable Work List: Template for Employers](#) (Word doc)

A suitable work list is a list of duties that workers could safely perform after a work injury. Creating a list of duties before an injury occurs can make it easier and faster to develop an effective return-to-work plan if an injury does happen. You do not need to submit suitable work lists to WorkSafeBC. Refer to the resource [How to support workers who have common physical injuries](#) for ideas on the types of duties you may want to include or omit on a suitable work list. If you're looking for training on how to create suitable work lists, reach out to the Consultation and Education team in Return to Work Services at 1.877.633.6233 or email [RTW-CES@worksafebc.com](mailto:RTW-CES@worksafebc.com).

## Collaborate with community health care providers

Consider inviting local physiotherapists (who can treat injured workers) to visit your workplace. This will help them to understand the nature of the job demands in your workplace and the options for suitable work.





# Respond, report, and stay connected

## What to do immediately after an employee is injured

You should take the following steps **immediately** after a workplace injury.

### 1. Get the employee medical attention

- If it's an emergency, activate your emergency response plan and call 911.
- Ensure the employee receives first aid. Your first aid attendant will assess and treat the injury to determine if urgent medical attention is required.
- If urgent medical attention is required, arrange transportation to a medical facility.



### Injured at work checklist

Download: [Has an employee been injured at work?](#) (PDF)



## 2. Communicate and stay connected

If urgent medical attention isn't needed, keeping your employee at the workplace —if it's safe to do so — can support their recovery, reduce stress, and help maintain their connection to the team. It also allows for early support and may prevent unnecessary time away from work, making the return-to-work process smoother.

If urgent medical care is required, start return-to-work discussions as soon as it's appropriate — when doing so won't affect the worker's health or slow their recovery. Early supportive communication helps maintain connection and can lead to a smoother transition back to work.

Research shows that poor communication between employers and workers is linked to worse health outcomes, including a delayed return to work. The more proactive you are when communicating with workers who have been injured, the more positively you can influence their recovery.

In many cases, you can begin the discussion about returning to work on the day the injury occurs. In that first conversation:

- Ask your employee how they're doing and how you can support them.
- Ask what duties they feel they can do.
- Set clear expectations about the return-to-work process.
- Schedule your next check-in or follow-up.
- Provide them with resources.

See [Appendix 2](#) for the resources an injured employee might need for a successful return to work. We recommend that you customize your own package using those resources.

### Do employers have the right to know private medical information?

You are entitled to medical information on a “need to know” basis. For example, you may ask for medical information about the worker's functional abilities, but not their diagnosis, prognosis, or treatment details. The worker's personal medical information is private and confidential.

### 3. Report the injury to WorkSafeBC

To start a claim for compensation for a work-related injury or disease, WorkSafeBC must receive a report of a work-related injury or illness from both the injured worker and the employer. If the worker was assessed or treated by a health care provider, a report from the provider is also required.

- Advise your employee to report their injury to WorkSafeBC as soon as possible. They can report online by visiting [worksafebc.com/report-injury](https://worksafebc.com/report-injury), or they can call us at 1.888.967.5377.
- Employers need to report the injury to WorkSafeBC within three days of the injury, even if you disagree that there should be a claim. Click on “Report a workplace injury” on the [worksafebc.com](https://worksafebc.com) home page.

#### When to report an injury to WorkSafeBC

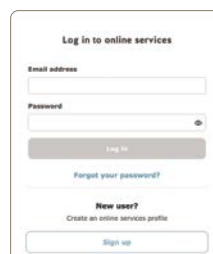
Complete a report of injury as soon as possible (and within 72 hours) if one of your employees:

- Is taken from or leaves the jobsite for treatment at a medical facility
- Misses time or earnings from work after the day of the injury
- Loses consciousness
- Is diagnosed with a work-related disease
- Develops symptoms of a mental health condition related to work or the work environment
- Suffers broken eyeglasses, dentures, hearing aid(s), or artificial limb(s) due to a work-related incident
- Receives physiotherapy because of a workplace illness or injury

Workers can see a physiotherapist or health care provider even while their claim is pending. If they do, they should provide the clinic with their claim number.

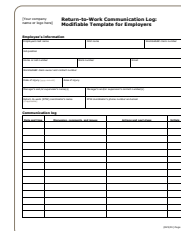
#### Online services

The easiest way to report an injury is through WorkSafeBC’s online services. You can also use our employer online services to view and update claim information, including uploading documents to a claim file. Log in or create an online services account at [Sign up for online services](https://worksafebc.com/sign-up).

A screenshot of the WorkSafeBC online services login and sign-up interface. The interface is titled "Log in to online services". It features two input fields: "Email address" and "Password". Below the password field is a "Log in" button. A link "Forgot your password?" is located below the login button. Underneath, there is a section for "New user?" with the text "Create an online services profile" and a "Sign up" button.

## Keep a communication log

Download: [Return-to-Work Communication Log: Template for Employers \(Word doc\)](#)

A thumbnail image of a document titled "Return-to-Work Communication Log: Template for Employers". The document is a form with several sections and tables. It includes fields for "Employee Information", "Employer Information", "Date of Injury", "Date of Return to Work", and "Communication Log". The "Communication Log" section is a large table with multiple rows and columns for recording communication events.

You can support a worker who has been injured by explaining and answering questions about injury reporting, the claim process, and your return-to-work process in person or by phone. Write down everything you discuss in a communication log and store it in case its requested by WorkSafeBC. Communication logs can be used by supervisors, return-to-work coordinators, and anyone else at your workplace who is involved in an employee's return to work after a work-related injury or illness. The log is used to document events related to collaborative planning and the implementation and monitoring of a return-to-work plan. It can also serve as evidence if there are questions about the suitability of a return-to-work offer. It's best to keep updating the log until the worker has returned to their former duties.

## Lead with empathy

There may be multiple stressors at play when someone is injured or ill, so it's helpful to lead with empathy when you are having conversations with your employee about their injury or illness and their possible return to work. Showing empathy demonstrates that you care and that you understand the feelings your employee is experiencing. Here are some ways you can show empathy in verbal and non-verbal ways:

- **Make time.** Choose a place where you won't be distracted or interrupted, and ensure you have enough time to finish the conversation.
- **Practise active listening.** Listen with the goal of understanding first and responding second.
- **Acknowledge and validate.** Accept the feelings expressed by others and try not to judge them for feeling the way they do. Don't downplay or dismiss people's feelings.
- **Show what you understand.** Paraphrase or repeat what you've heard to demonstrate you understand their concerns. This can also be a helpful way to clarify any misinterpretations.
- **Emphasize trust and confidentiality.** Take the time to assure your employee that you will respect their privacy and will keep what they share confidential. Be mindful of the vulnerability it takes to talk about emotions, changes in abilities, and personal circumstances.
- **Convey your concern and interest.** Be mindful of how your body language and behaviour may influence conversations. Speaking at an appropriate volume and adopting an approachable posture and welcoming facial expressions can help you demonstrate empathy.



# Plan and support

## Develop a return-to-work plan

A return-to-work plan is a document developed collaboratively between you and your employee who has been injured or becomes ill because of their work. Other people that could be involved include a WorkSafeBC claim officer, the return-to-work coordinator (if you have one at your workplace), the injured worker's health care provider, and/or a union representative.

The return-to-work plan is the foundation for helping your employee gradually return to full duties and work hours. You can start working on this plan together on the day of injury for non-critical injuries.

An initial plan can last for the first few workdays after an injury, then be revised as recovery progresses. The duration of a return-to-work plan can vary, but many last three to four weeks. For example, on the day of the injury, you might complete the duties and considerations section for the next three days of work. You would then check in with your employee on day three to see how they are doing and make any needed updates to the plan to reflect their current abilities.



## Return-to-Work Plan

Download: [Return-to-Work Plan: Template for Employers](#)  
(PDF or Word doc)

## Cooperate with each other and WorkSafeBC

The concept of return to work is so important to recovery that it's included in the *Workers Compensation Act* in the sections on the duty to cooperate and duty to maintain employment. These duties:

- Recognize the benefits of workers remaining connected to the workplace after an injury
- Promote greater worker and employer independence and engagement in the return-to-work planning process
- Reduce the impact of workplace injuries for both workers and employers

### Duty to cooperate

Under the duty to cooperate, employers and workers must cooperate with each other and with WorkSafeBC in the worker's timely and safe return to work following an injury.

Under the duty to cooperate, employers and workers must:

- Contact each other as soon as possible after a work-related injury or illness and maintain communication throughout the worker's recovery and return to work, unless these interactions are likely to harm the worker's physical or mental health or their recovery
- Work together to identify suitable work that, if possible, restores the worker's full wages
- Offer suitable work (employers) and accept reasonable suitable work (workers)

### Duty to maintain employment

Employers with 20 or more workers have a duty to maintain the employment of injured workers who have been employed for at least 12 continuous months before an injury. Depending on the worker's abilities, the employer must offer the worker their pre-injury work, comparable alternative work, or the first suitable work that becomes available, and they must accommodate the worker up to the point of undue hardship.

## Find out more

The following resources on [worksafebc.com](https://www.worksafebc.com) can help you learn more about return-to-work obligations:

- [Worker fact sheet: Duty to cooperate](#) (PDF)
- [Employer fact sheet: Duty to cooperate](#) (PDF)
- [Employer fact sheet: Duty to maintain employment](#) (PDF)

## Collaborate with health care providers, if needed

For many injuries, there's no need to wait for input from a health care provider before beginning the return-to-work planning process. The worker is usually the best source of information about what they can and cannot do and can communicate their functional abilities directly to you, their employer. If there are concerns about the worker's function or safety, a health care provider can help clarify the worker's abilities and considerations that may impact their ability to safely return to work.

If your worker sees a health care provider (e.g., a physician, physiotherapist, or psychologist) for their workplace injury, consider having them take a Functional Abilities Assessment (FAF) form with them to their appointment. There are separate assessment forms for physical injuries and psychological injuries. These forms are not required by WorkSafeBC for creating a return-to-work plan. However, they are useful tools to help you plan a safe and timely return to work with your employee.

If you want to use either form:

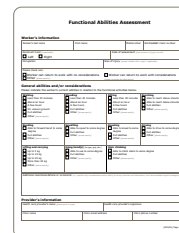
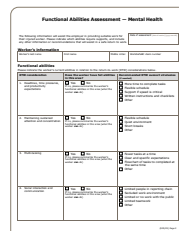
1. Download the form and fill in the blanks in the letter to the health care provider (page 1 of the form).
2. Give the customized letter and blank assessment form to your employee who has experienced an injury at work.
3. Ask the employee to take both the letter and the blank assessment form to their health care provider and then return the completed assessment form to you.
4. Use the information in the assessment form to help identify suitable work duties for your employee.



## Functional abilities assessments

Download: [Functional Abilities Assessment: Template for Employers](#) (PDF or Word doc)

Download: [Functional Abilities Assessment — Mental Health: Template for Employers](#) (PDF or Word doc)

This is a thumbnail of a 'Functional Abilities Assessment' form. It includes sections for 'Worker Information', 'Assessment Information', and a table for 'Functional Abilities' with columns for 'Activity', 'Frequency', 'Duration', and 'Notes'. The form is designed to be filled out by an employer to assess a worker's current abilities.This is a thumbnail of a 'Functional Abilities Assessment - Mental Health' form. It includes sections for 'Worker Information', 'Assessment Information', and a table for 'Functional Abilities' with columns for 'Activity', 'Frequency', 'Duration', and 'Notes'. The form is designed to be filled out by an employer to assess a worker's current abilities related to mental health.

## Define current abilities

Current abilities (which are also called functional abilities) are the activities a worker can safely perform without risking further harm to the injured area. These abilities should be listed on the return-to-work plan. Talk with your employees about any concerns they have regarding their ability to perform their work duties to make sure the return-to-work plan is suitable. See the section “[Lead with empathy](#)” for tips on these discussions.

## Aids in identifying worker abilities

Download: [How to support workers who experience common physical injuries](#) (PDF)

Download: [How to support workers who experience psychological injuries](#) (PDF)

Download: [Return-to-work strategies to support workers who experience psychological injuries: A resource for employers](#) (PDF)



## Focus on abilities

The words you choose can have a lasting impact. What you say affects how workers view their self-worth, strengths, and recovery. When discussing an injury, focus on what the worker can do at work, rather than what they can't.

## Define duties and considerations

This section of the return-to-work plan outlines the job duties a worker will do week to week until they can safely return to their former duties and hours of work, as well as any supports you'll provide them to complete the duties. The goal is to identify duties that are safe, productive, and consistent with the worker's skills and abilities. Refer to the suitable work lists you've created to find tasks that are appropriate.

The duties should be meaningful (not make-work) and meet the needs of both you and your employee. They may vary based on what kind of work is meaningful at your workplace, the type of injury, and what the worker is capable of doing safely.

Ask your employee what they're able to do. Focus on what they can still do, not what they can't do. Consider:

- Temporarily modifying their pre-injury duties
- Identifying other work opportunities that aren't part of their pre-injury duties
- Temporarily modifying their days and/or hours of work
- Changing the sequence of activities they must do to perform their duties
- Making physical changes to the work area (e.g., providing a stool to elevate an injured leg)
- Removing or reorganizing tasks
- Providing special tools or equipment to assist with tasks
- Allowing for stretch breaks and rest periods

Here are some sample scenarios that show what suitable work can look like:

- Ray works as a carpenter for a large construction company and sprains his right arm. Ray's employer suggests that he return to work doing different duties and offers Ray a temporary position delivering orientation sessions to new employees. The regular trainer is working on another assignment in the company's head office.
- Barb is a factory worker with a work-related soft tissue injury in her wrist. Her physiotherapist recommends that, while the injury heals, Barb should reduce how much she tapes up boxes (an activity she usually repeats many times during a shift). Barb's employer assigns Barb to

perform work she has been trained in and that she normally performs as part of a rotation or for relief purposes. This includes using a foot-operated stapler to assemble boxes. Barb is assigned to this and other suitable work full time on a temporary basis.

- Ayaka is a nurse supervisor in a hospital unit. They hurt their back helping an employee move a patient. Their doctor advises them not to do any heavy lifting for five days. Akaya can continue supervising the unit provided they delegate tasks that require lifting.

Whatever duties you decide to offer your employee, keep the focus on what they can contribute to the workplace. Ensure the work that you're offering is:

- Meaningful and productive
- Safe and not harmful to the worker or their recovery
- Suited to their skills
- Within their current abilities

## Check in

Maintain regular contact with your employee throughout their recovery. The frequency of contact is less important than the quality of communication. Supportive and constructive conversations help workers feel more positive and optimistic about returning to work.

Encourage open and supportive communication in your workplace and provide opportunities for workers to talk about challenges they may be facing.

## Adapt the return-to-work plan

Update the return-to-work plan as needed during or after your check-ins. You and the worker can adjust the plan until a full return to regular work and regular hours is possible.

Advise your employee to continue providing WorkSafeBC with updates on their progress.



# Monitor

## When the worker returns to full duties and hours

Congratulations — you’ve successfully helped an injured worker retain their job and return to full, meaningful employment.

There are still a few things you can do.

- Know your obligations: For full return to work, the obligation to make changes to the work and/or the workplace to accommodate your worker is ongoing.
- Check in periodically to make sure the worker’s injury or illness has fully resolved. If there’s a flare-up, promptly offer modified or different duties to support your employee’s recovery and return to work.



# Get help from WorkSafeBC

We're here to help.

## Claims Call Centre

Please call our Claims Call Centre at 1.888.967.5377 if:

- You have questions about a claim
- You have any questions or concerns about a worker's return to work

## Return to Work Services

Our Consultation and Education team in Return to Work Services provides information, education, and resources to help employers improve return-to-work outcomes in the workplace.

## Who should contact the team

- Return-to-work coordinators
- Business owners
- Human resources staff
- Safety officers
- Superintendents
- Supervisors and managers

## When to contact the team

- To learn about return-to-work leading practices
- To understand more about return-to-work planning and supports available
- To arrange education for your managers, supervisors, and return-to-work coordinator

Reach the team at 1.877.633.6233 or email [RTW-CES@worksafebc.com](mailto:RTW-CES@worksafebc.com).

## Our website: [worksafebc.com](https://worksafebc.com)

For more information on supporting return to work, please visit [worksafebc.com/returntowork](https://worksafebc.com/returntowork).

# Appendix 1:

## Return-to-work employer resources

Ready to build your own return-to-work resource package? The following templates and resources from [worksafebc.com/returntowork](https://worksafebc.com/returntowork) are a great place to start.

### Prepare and educate

#### Suitable work lists

- Download: [Suitable Work List: Template for Employers](#) (Word doc)
- Complete suitable work lists **before** injuries happen. You don't need to submit suitable work lists to WorkSafeBC, but they can help you quickly find suitable duties if there's an injury at your workplace.
- See the resource for [supporting workers who have common physical injuries](#) (PDF) for ideas on the types of duties you may want to include or omit on a suitable work list.

A thumbnail image of a 'Suitable Work List' template. It features a table with columns for 'Duty', 'Frequency', and 'Duration'. The table has multiple rows for listing various tasks and their associated work conditions.

#### Checklist

- Download: [Has an employee been injured at work?](#) (PDF)
- Use this checklist to keep track of each phase of the return-to-work process.

A thumbnail image of a checklist titled 'Has an employee been injured at work?'. The checklist contains several sections with numbered items, including 'Initial assessment', 'First aid', 'First aid kit', 'First aid training', 'First aid kit', 'First aid training', 'First aid kit', and 'First aid training'. It is designed to be used as a guide for employers to ensure they are prepared for workplace injuries.



# Respond, report, and stay connected

## Injury reporting

### How to report an injury:

With an account  
(recommended)

[Log in or create an account](#) ▶

Without an account

If you've received a Form 7 request notice, you can submit your report without an online account.

[Report without creating an account](#)

Form (fax or mail)

- Most employers can use [Form 7 Employer's Report of Injury or Occupational Disease](#)
- If you have Personal Optional Protection coverage, use [Form 6/7 Independent Operators](#)
- If you are in the fishing industry, use [Form 7F Fishing](#)

- Click on “Report a workplace injury” on the home page of [worksafebc.com](#) within three days of the injury.
- Ensure your employee reports their injury, either online at [worksafebc.com/report-injury](#) or by phone at 1.888.967.5377. See [Appendix 2](#) for resources for employees.

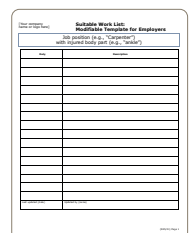
## Duty to cooperate

- Download: [Employer fact sheet: Duty to cooperate](#) (PDF)
- Use this fact sheet to understand employer and employee obligations around return to work.



## Communication log

- Download: [Return-to-Work Communication Log: Template for Employers](#) (Word doc)
- Keep track of all communication with an injured worker by using a communication log.
- Upload updated communication logs to the WorkSafeBC claim file only if a WorkSafeBC officer requests them.



# Plan and support

## Functional abilities assessments

- Download: [Functional Abilities Assessment: Template for Employers](#) (PDF or Word doc)
- Although it's not mandatory for a return-to-work plan, your employee may visit a health care provider as part of their recovery from a physical injury. If they do, suggest they bring the Functional Abilities Assessment form with them to their appointment.
- Download: [Functional Abilities Assessment — Mental Health: Template for Employers](#) (PDF or Word doc)
- Your employee may visit a mental health care provider for a psychological injury. If they do, suggest they bring a Functional Abilities Assessment — Mental Health form with them to their appointment.

A detailed form titled 'Functional Abilities Assessment' with sections for 'Employee Information', 'Employer Information', and 'Assessment'. The assessment section includes a grid for 'Physical Abilities' (e.g., walking, standing, sitting, lifting, carrying, pushing/pulling, reaching, bending, twisting, climbing, balancing, stooping, kneeling/squatting, crawling, crawling, crawling) and 'Mental Abilities' (e.g., concentration, memory, judgment, decision-making, problem-solving, communication, social interaction, stress tolerance, emotional stability, self-regulation, self-awareness, self-motivation, self-direction, self-organization, self-management, self-control, self-discipline, self-reliance, self-sufficiency, self-satisfaction, self-fulfillment, self-actualization, self-actualization, self-actualization, self-actualization).A detailed form titled 'Functional Abilities Assessment - Mental Health' with sections for 'Employee Information', 'Employer Information', and 'Assessment'. The assessment section includes a grid for 'Physical Abilities' (e.g., walking, standing, sitting, lifting, carrying, pushing/pulling, reaching, bending, twisting, climbing, balancing, stooping, kneeling/squatting, crawling, crawling, crawling) and 'Mental Abilities' (e.g., concentration, memory, judgment, decision-making, problem-solving, communication, social interaction, stress tolerance, emotional stability, self-regulation, self-awareness, self-motivation, self-direction, self-organization, self-management, self-control, self-discipline, self-reliance, self-sufficiency, self-satisfaction, self-fulfillment, self-actualization, self-actualization, self-actualization, self-actualization).

## Return-to-work plan

- Download: [Return-to-Work Plan: Template for Employers](#) (PDF or Word doc)
- Ask your employee to help you identify suitable work duties. Check out [How to support workers who experience common physical injuries](#) (PDF) and [How to support workers who experience psychological injuries](#) (PDF) for additional ideas.
- Work with your employee to create a return-to-work plan.
- Revisit the return-to-work plan and update it as needed.

A form titled 'Return-to-Work (RTW) Plan' with sections for 'Employee Information', 'Employer Information', and 'Plan'. The plan section includes a grid for 'Physical Abilities' (e.g., walking, standing, sitting, lifting, carrying, pushing/pulling, reaching, bending, twisting, climbing, balancing, stooping, kneeling/squatting, crawling, crawling, crawling) and 'Mental Abilities' (e.g., concentration, memory, judgment, decision-making, problem-solving, communication, social interaction, stress tolerance, emotional stability, self-regulation, self-awareness, self-motivation, self-direction, self-organization, self-management, self-control, self-discipline, self-reliance, self-sufficiency, self-satisfaction, self-fulfillment, self-actualization, self-actualization, self-actualization, self-actualization).

## Monitor

### Duty to maintain employment

- Download: [Employer fact sheet: Duty to maintain employment](#) (PDF).
- Use this fact sheet to understand your duties as an employer. If you're an employer in B.C. who regularly employs 20 or more workers, you must maintain employment of injured workers you've employed full time or part time for at least 12 continuous months before their date of injury.

A fact sheet titled 'Employer fact sheet: Duty to maintain employment' with sections for 'What is the duty to maintain employment?', 'What are the requirements for the duty to maintain employment?', 'What are the consequences of not complying with the duty to maintain employment?', and 'What are the consequences of complying with the duty to maintain employment?'. It provides detailed information about the legal requirements for employers in British Columbia to maintain employment for injured workers.

# Appendix 2:

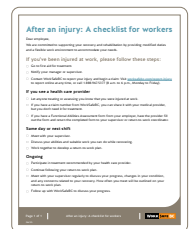
## Return-to-work resources for your employees

It's a good idea to have an employee resource package ready to go in case someone is injured at your workplace. Use your judgment about the appropriate time to provide the package if someone is injured. It's best practice to ensure your employee has had their injury attended to and is in a calm space where you can have a conversation.

Although the following templates and resources are not mandatory for a WorkSafeBC claim or your return-to-work process, they may be helpful to frame conversations with your employees on the return-to-work process.

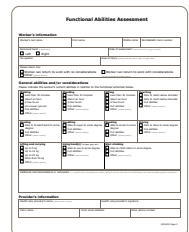
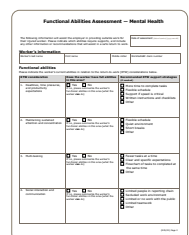
### Dear Employee checklist

- Download: [After an injury: A checklist for workers](#) (PDF or Word doc)
- Use this checklist to let your employee know what's expected of them in the return-to-work process, including how to contact WorkSafeBC to file a claim.

A thumbnail image of a document titled "After an injury: A checklist for workers". The document is a checklist for workers to follow after an injury, providing steps for reporting the injury, seeking medical attention, and returning to work. It includes sections for "If you've been injured at work, please follow these steps:", "If you can't work for a while, please follow these steps:", and "If you can't work for a long time, please follow these steps:". The document is presented in a clean, professional layout with a header and footer.

### Functional abilities assessments

- Download: [Functional Abilities Assessment: Template for Employers](#) (PDF or Word doc)
- Download: [Functional Abilities Assessment — Mental Health: Template for Employers](#) (PDF or Word doc)
- These forms are not mandatory, but they may provide useful information for you and your employee about suitable work based on a health care provider's assessment.
- You can ask your employee to take the relevant form to their appointment with a health care provider. The Functional Abilities Assessment form is for physical injuries and the Functional Abilities Assessment — Mental Health form is for psychological injuries.
- There is typically a provider fee for completing the assessment forms. Use the letter that accompanies the forms to indicate what fees you will cover and how the provider can invoice you.
- You may want to print out the forms and customize the letter ahead of time so they are ready to use in the event of a workplace injury and your employee decides to seek specific health care services.

A thumbnail image of a form titled "Functional Abilities Assessment". The form is a template for employers to use to assess an employee's functional abilities. It includes sections for "Employee Information", "Assessment Information", and "Assessment Results". The form is presented in a clean, professional layout with a header and footer.A thumbnail image of a form titled "Functional Abilities Assessment — Mental Health". The form is a template for employers to use to assess an employee's functional abilities in the context of mental health. It includes sections for "Employee Information", "Assessment Information", and "Assessment Results". The form is presented in a clean, professional layout with a header and footer.

## Duty to cooperate

- Download: [Worker fact sheet: Duty to cooperate](#) (PDF)
- This fact sheet can help your employees understand their obligations under the *Workers Compensation Act*. The Worker fact sheet: Duty to cooperate explains the details.

