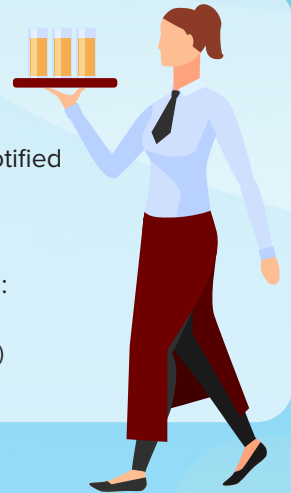


A Guide to **Worker Injury Management** for BC Tourism and Hospitality

WORKER INJURY OCCURS

- 1 Worker reports to first aid and supervisor notified
- 2 First aid is provided [and documented](#) by a qualified attendant
- 3 Injury management decision with input from:
 - ☑ First aid attendant (injury assessment)
 - ☑ Injured worker (worker abilities and injury limitations)
 - ☑ Supervisor (suitable work available)



PATH A: MINOR INJURY

Worker receives on-site first aid and can safely return to regular duties with no modifications.

PATH B: MODERATE INJURY

Worker receives on-site first aid and can safely perform temporary suitable work.

PATH C: MAJOR INJURY

After receiving on-site first aid, the worker needs assessment or care from a healthcare provider before safely returning to regular duties or temporary suitable work.

PATH D: SEVERE INJURY

After receiving on-site first aid, the worker needs assessment or care from a healthcare provider AND recovery time before safely returning to regular duties or suitable work.



Mental Health & Injury Recovery:

Whether the injury is physical with mental health impacts, or purely mental health-related, employer support is essential. These key resources can help:

- [Supporting Employee Mental Health Post Injury](#)
- [Functional Abilities Assessment - Mental Health](#)
- [RTW Strategies for Workers Experiencing Psychological Injuries](#)

Plan Reviews:

- Review and update RTW Plans and Suitable Work Offers every 7 days or as recovery progresses, until the worker returns to full duties.
- Remember to update WorkSafeBC on the revised plans.

While the worker is off work:

- Keep regular, meaningful communication at least once a week (call, text, email, in person).
- Remember to [document your communication](#) and update WorkSafeBC as the plan progresses.

Suitable Work Offers & RTW Plans

Written plans are created by the worker and supervisor, based on the worker's abilities. Use the [Functional Abilities Assessment](#) for additional guidance from healthcare providers for major injuries. Plans should:

- Include meaningful suitable work (in or outside their home department),
- Include regular, meaningful communication, and
- Be reviewed and updated every 7 days.
- ☑ [Temp. Suitable Work Offers](#) are used for simple, short-term plans.
- ☑ [Return to Work Plans](#) are used for more complex, longer-term plans.

FULL RECOVERY

Worker returns to full-time, regular duties



If/when the situation gets challenging, contact:

- WorkSafeBC RTW Support Line: 1.877.633.6233
- Employers' Advisers Office: 1.800.925.2233