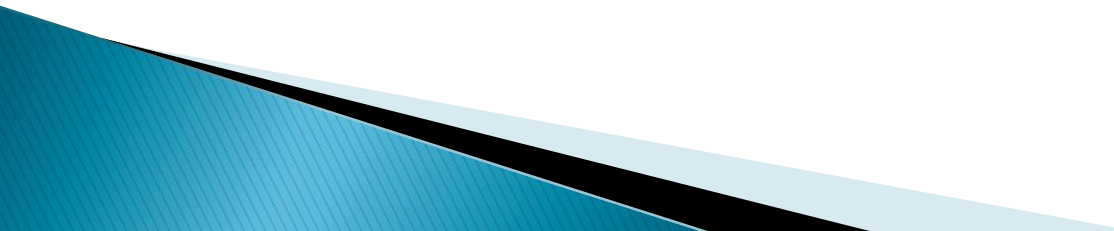


Disability Case Management

A Process

Disability Case Management

- ▶ Define and clarify everyone's roles and responsibilities
 - ▶ Clarify the requirements of the legislation
 - ▶ Ensure an environment of trust and respectful communication and behavior
 - ▶ Can assist with reduction of WCB costs.
- 

Guiding Principles

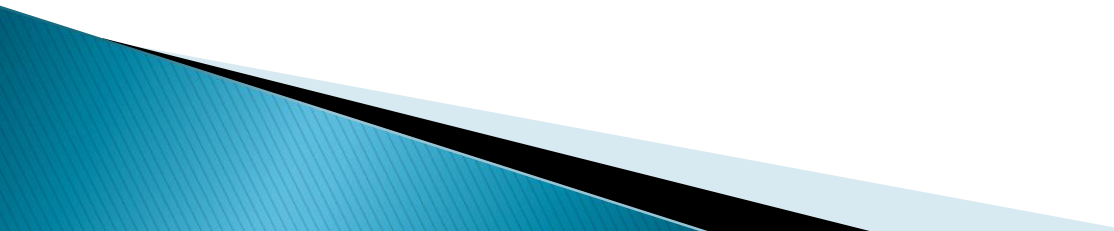
- ▶ **Human Rights**

- Duty to Accommodate
- Undue Hardship

- ▶ **Workers Compensation Act**

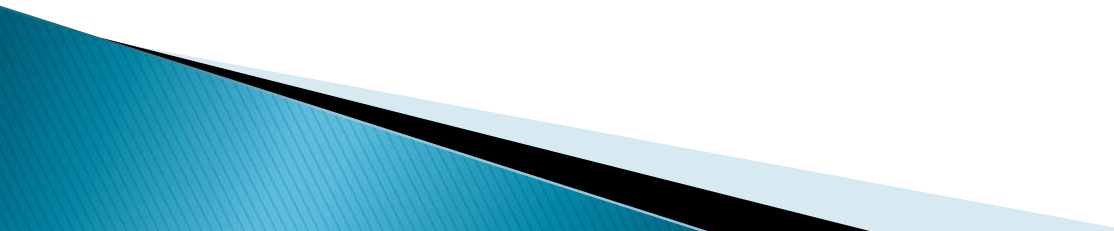
- Re-employment Obligation

The Goals

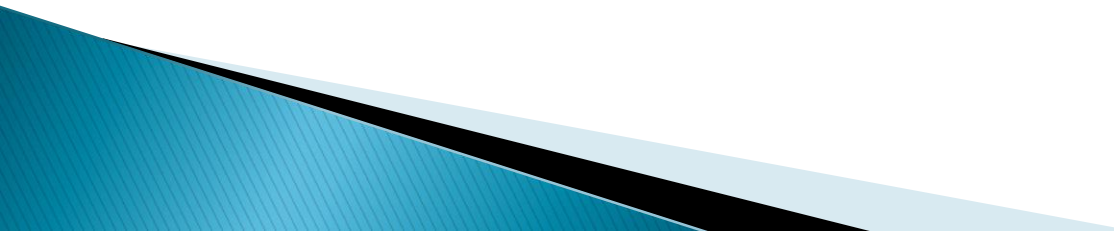
- ▶ To meet the employers legal obligation
 - ▶ To ensure employees return to work in a safe and timely manner based on their capabilities.
- 

Who would this include

All staff when:

- ▶ Sick–income replacement
 - ▶ WCB,MPI,EI
 - ▶ long term disability plan
 - ▶ Injury/Illness – work related and not work related
 - both physical and mental
- 

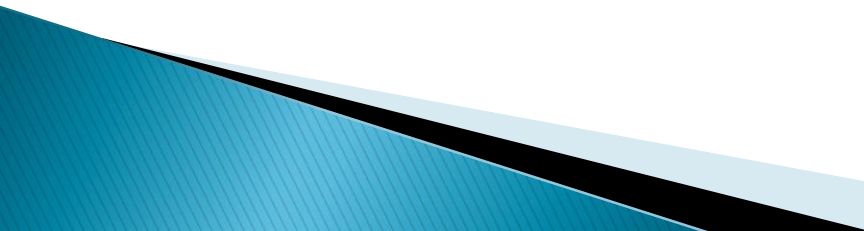
Medical Practitioners

- ▶ Doctors
 - ▶ Chiropractors
 - ▶ Physiotherapists
 - ▶ Nurse Practitioners
 - ▶ Physician Assistants
 - ▶ Midwives
 - ▶ Occupational therapists
 - ▶ Psychologists
- 

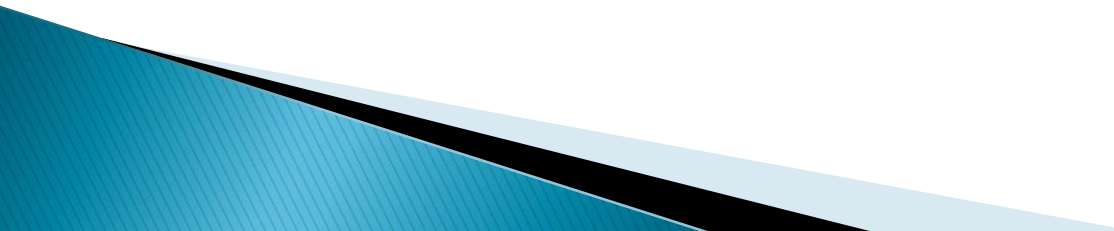
Medical Practitioners

- ▶ Medical practitioners should belong to organizations that have a formal certification and licensing or registration process.

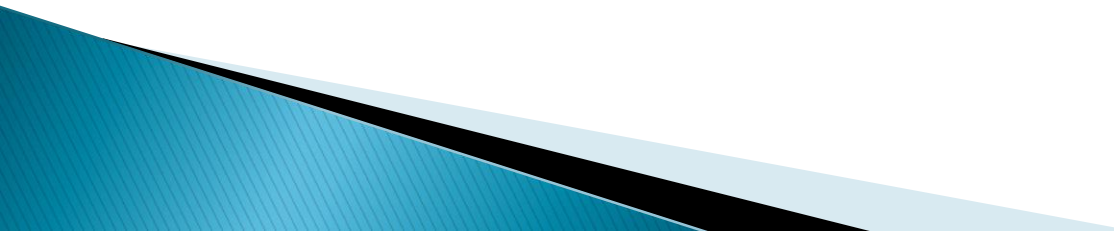
Reasonable Medical

- ▶ Any correspondence from an employee's Healthcare Provider that contains the following information:
 - That a functional impairment arising from a medical condition exists and how this prevents the employee from attending work, or performing their job duties.
 - Employer not entitled to diagnosis
- 

Reasonable Medical

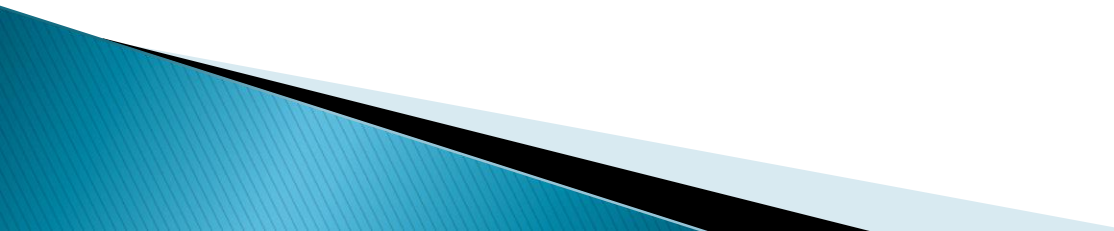
- ▶ A detailed description of the restrictions required as a result of the functional impairment
 - ▶ The specific duration for which the restrictions are in effect
 - ▶ The specific duration for which the restrictions are in place.
 - ▶ The date the employee will be medically re-evaluated
- 

Restrictions

- ▶ Must be based on medical
 - ▶ Can be either physical, hours, or both
 - ▶ Employer can meet these by:
 - Modified duties or hours of work
 - Alternate duties or hours of work
 - Graduated Return to Work: time limited work schedule with progressive increases.
- 

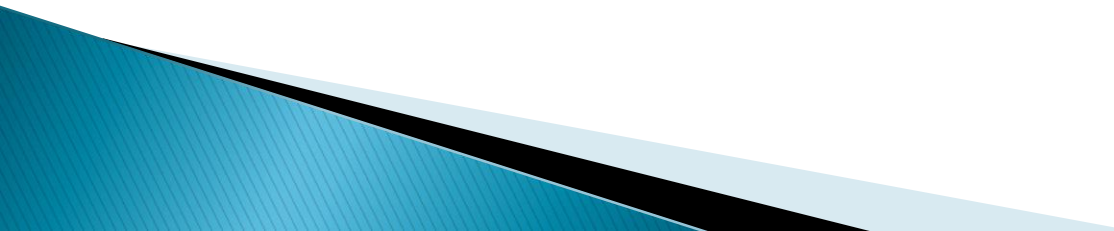
Restrictions

- ▶ Inappropriate or incomplete restrictions
 - Can't work with current manager
 - Can't work in current office

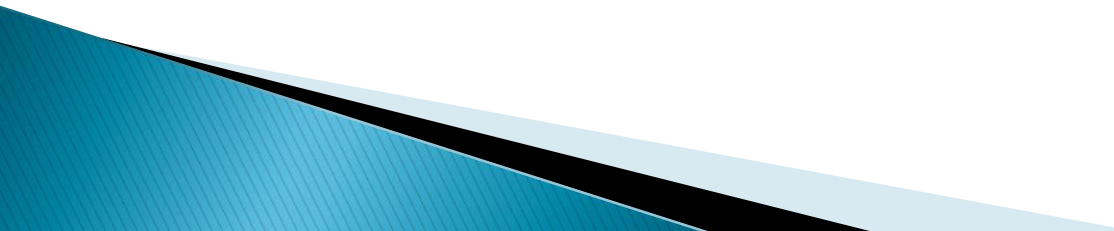
 - ▶ Remember that the Healthcare Provider
 - May not understand the work
 - Doesn't direct the work
 - Can only provide the employee current status and needs.
- 

Creating a Return to work Plan

Consider the:

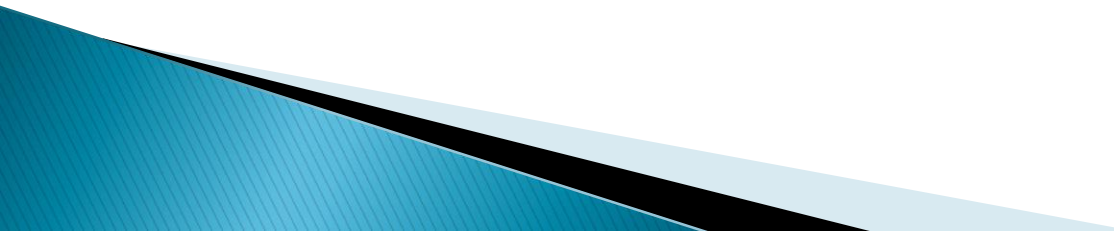
- ▶ Nature of the illness/injury
 - ▶ Nature of the restrictions
 - ▶ The duration for which the restrictions are required
 - ▶ Nature of the job duties to be performed (must be meaningful work)
 - ▶ The existing ratio of other staff for task redistribution
- 

Creating a Return to work Plan

- ▶ The availability of alternate positions whether temporary or permanent in which the employee could be placed
 - ▶ The requirements of any third party insurer
 - ▶ The ability of the employer to pay where there is no third party insurer.
- 

Roles and Responsibilities

▶ Human Resources

- Work with managers/supervisors and employees to ensure the correct application of the policies and procedures, and interpretation of collective agreements
 - Facilitate conflict resolution where workplace barriers exist to process
 - Identify job placements or duties consistent with the employees abilities and restrictions
- 

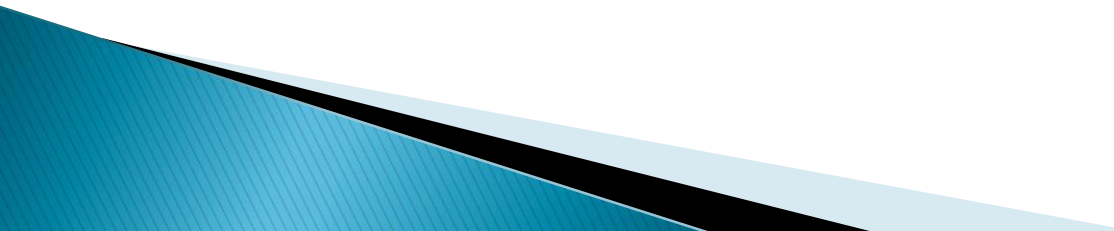
Manager

- ▶
 - Maintain contact with the employee if they are absent
 - Facilitate the return to work process through active participation in planning, supervising, and monitoring of an employee during the return to work plan.
 - Maintain confidentiality regarding the employees health status

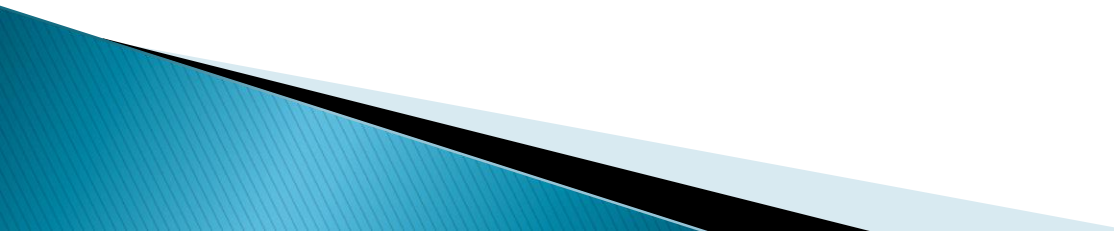
Manager

- Foster a work environment that supports the accommodation employees with physical or mental disabilities

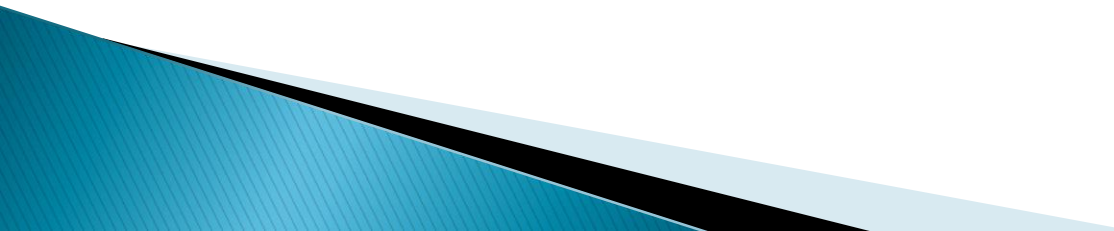
Employee

- Immediately report if a health condition may impact their ability to safely perform their job duties or prevent regular attendance at work.
 - Attend all medical appointments and participate in the recommended treatment plan
 - To inform their Healthcare provider that a return to work program is available that includes modification to hours, duties or both.
- 

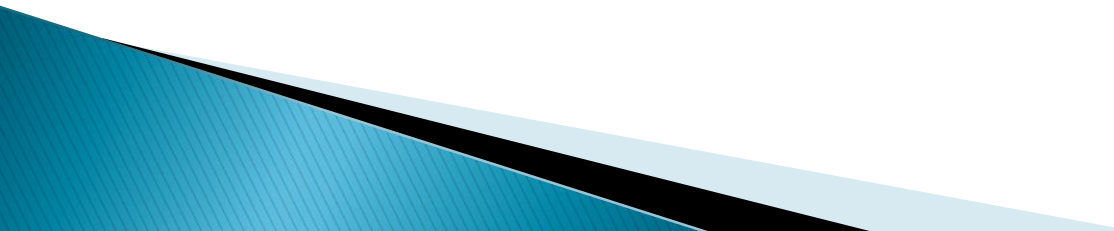
Employee

- to provide medical that is reasonably sufficient to the employer
 - actively participate in the graduated return to work program
 - maintain regular and consistent contact with their employer
 - provide medical clearance when received
- 

Unions

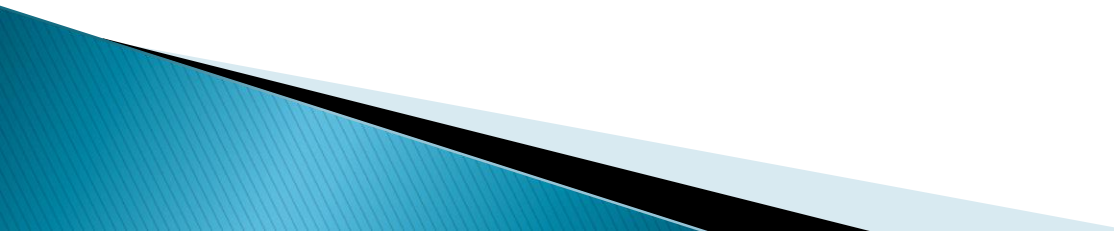
- ▶ educate and support members about the graduated return to work process
 - ▶ encourage members to identify and communicate any need for workplace accommodations or graduated return to work.
 - ▶ be active partners in the return to work and accommodation process.
- 

Hierarchy of Appropriate Placement

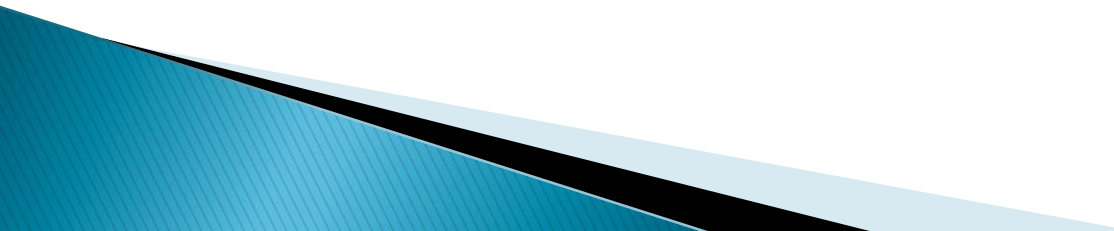
- ▶ Pre-disability job
 - ▶ Pre-disability job, with modifications
 - ▶ Alternate job, same classification with modifications
 - ▶ Alternate job, different bargaining unit
- 

The Return to work Team

- ▶ Employee
 - ▶ Manager/Supervisor
 - ▶ Union
 - ▶ Human resources
 - ▶ Third party Insurer– if any

 - ▶ Everyone has responsibilities and the same goal for success.
- 

Return to work Meeting

- ▶ Record all meeting/discussions with employee and /or return to work team meetings including:
 - Date of meeting
 - List of attendees
 - Review of any position or duties discussed for temporary or permanent accommodation
 - Final resolution of meetings
- 

In Conclusion

▶ Remember:

- that in any Human Rights investigation it is the employers disability process that will be examined.
- WCB covered employees are not to be treated any differently than any other ill/injured employee

Questions?

