

Corporate Policies and Procedures			
DEPARTMENT: Human Resources			POLICY #: G-05
POLICY: Return To Work (RTW)/Stay at Work Process - Accommodations			
DATE: MAR28/01	REV. DATE: Aug 31/16	COVERAGE: All Employees	PAGE #: 1 of 6

POLICY STATEMENT:

The County of Renfrew is committed to the successful recovery of injured and ill employees by assisting with early intervention and return to safe work. The Return to Work (RTW) process centers on the concepts of disability case management, rehabilitation and safe, timely return to work strategies. The process functions in collaboration with safety promotion, accident prevention and wellness initiatives.

All departments will comply with legislative requirements including those of the Workplace Safety & Insurance Act (WSIA), the Ontario Human Rights Code: Duty to Accommodate, and the Employment Standards Act.

This policy identifies the early intervention-return to work process and responsibilities necessary for stay at work or to reintegrate employees back into the workplace as soon as medically reasonable following a medical, short-term disability, long-term disability or WSIB absence.

The RTW process is intended to provide work accommodations to employees while they are recovering from an injury or illness. The County of Renfrew will take all reasonable steps to return injured and ill employees to their pre-injury job as quickly as possible. When the employee is unable to return to the full duties of his/her pre-injury job, the goal is to return them to transitional/modified work that is consistent with their functional abilities. The RTW process is intended for temporary injury or illness situations and will be provided for a maximum of twelve (12) weeks. The program may be extended at the discretion of the Department Head and Director of Human Resources. Employees performing transitional/modified duties will be compensated at their normal rate of pay for a period of up to 4 (four) weeks (or equivalent for shift, part-time and contract employees). Modified work performed beyond 4 (four) weeks will be compensated at the rate appropriate to the value of the work being performed as determined by the job evaluation process

The Return to Work/Stay at Work process is cooperative between the employee, employer, and union (if applicable).

Eligibility: This policy applies to all employees.

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DEFINITIONS:

Accommodation:

The process and implementation of changes to a job which enable a person with a disability to perform a job productively. Accommodations could be in the form of modified duties, reduced work hours, modified work schedules, rest/stretch periods, use of modified equipment, training, coworker assistance.

Modified /Transitional work:

Changes in a job's tasks, the way a job's tasks are completed, work schedules, hours of work, alternative duties or a combination there of. Through modified work hours or duties, the worker is expected to eventually be capable of returning to pre-disability duties.

Suitable work duties:

Duties that a worker has medical fitness and skills to perform that would not cause unreasonable health and safety risk to self or others.

ROLES & RESPONSIBILITIES:

Confidentiality is the responsibility of all personnel involved in the process

Senior Management

1. Provides support and commitment to the RTW and accommodation process.
2. Receives employee requests for accommodation and forward to EHC for consult and recommendations.
3. Provides decision making and direction throughout the process.
4. Requests adjudication/third party intervention when required for decision making throughout process.
5. Solicits availability of work in other departments within the corporation when suitable work is not available within own department.

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6. Requests Human Resources to assist with determining appropriate rate of pay for the work being performed.
7. Responds to labour relations issues in consultation with Human Resources.

Employee Health Coordinator

1. Responsible for overall management of the Return to Work Process .
2. Serves as a liaison between Employee, Supervisor, WSIB, group insurance carrier, Employee's attending Physician or other healthcare professionals, and OMERS.
3. Facilitates and records meetings with the Employee, Supervisor, and, where applicable, a Union representative to resolve recovery/return to work barriers and/or develop a RTW Plan.
4. Monitors the effectiveness of the RTW Plan on a regular basis.
5. Determines information requirements and requests information via Physician/Health Professional statement, an independent medical assessment or a comprehensive functional abilities evaluation as required. Consults COR Medical Advisor as required.
6. Ensures confidentiality and privacy legislation are met by maintaining all medical documentation and documentation related to the RTW process as per County of Renfrew corporate policy *A - 0 2 P r o t e c t i o n o f P e r s o n a l E m p l o y e e I n f o r m a t i o n* and Human Resources SOP HR-29E Employee Medical Files.
7. Upon an employee's exit from the RTW process, the EHC will notify relevant insurers such as WSIB and/or Manulife.

Human Resources Coordinator/Administration Supervisor

1. Assists with labour relations issues.
2. Assists with determining the appropriate rate of pay for the value of the work being offered.

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3. Assists with skills identification and training/education requirements

EMPLOYEE

1. The role of the employee in the RTW process is to do the following:
 - (a) Immediately advise management of his/her reduced or complete inability to perform his/her regular duties.
 - (b) Promptly respond to all employer requests for information that the employer identifies as relevant to assess or pursue return to work initiatives and/or adjudicate the need for complete absence from work due to medical reasons. The information may be required within twenty-four (24) hours in order to begin the process of developing a return to work plan.
 - (c) Initiate a request for accommodation by submission of a written request for accommodation (Appendix 1) to his/her director for a “stay at work” situation, and/or if temporary accommodations will assist with recovery. Notify his/her supervisor, and the EHC.
 - (d) Obtain and participate in active treatment in order to resolve his/her illness or injury as quickly as possible.
 - (e) Conduct himself/herself reasonably and cooperate in the development and implementation of return to work initiatives.
 - (f) Communicate with management regularly throughout recovery and provide updates of functional abilities.

3. Employees should recognize that failure to:
 - (a) Provide all relevant information in a timely manner.
 - (b) Cooperate with the implementation of RTW initiatives may limit the County of Renfrew’s ability and obligations to successfully address the employee’s accommodation needs and may jeopardize the employee’s earnings and benefits.

MANAGEMENT

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1. The role of management in the RTW process is to do the following:
 - (a) Consult with the EHC and assess and verify the existence of a return to work situation.
 - (b) Identify accommodation options. In cooperation with the employee, determine an appropriate return to work plan.
 - (c) Monitor the progress of employees who are being accommodated and seek assistance from the EHC as required.
 - (d) Respond to the identification of changing needs and/or identify when the need for the accommodation ends.
 - (e) Train the employee on any new duties.
 - (f) Brief co-workers to ensure cooperation.

UNION

1. The role of the Union in the RTW process is:
 - (a) Counsel its member in the benefits of cooperating in the Return to Work process.
 - (b) Attend RTW meetings
 - (c) Cooperate with the RTW/Accommodation process.

Healthcare Professional(s)

1. Provide appropriate assessment, diagnosis, treatment plan and ongoing monitoring for the employee.
2. Provide initial and periodic updates of functional abilities and limitations and other requested information (with written authorization of the employee).

References & Appendix:

Workplace Safety Insurance Act - <https://www.ontario.ca/laws/statute/97w16>

Ontario Human Rights Code -

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Occupational Health & Safety Act -

<https://www.ontario.ca/laws/statute/90001>

Employment Standards Act -

https://www.ontario.ca/laws/statute/00e41?_ga=1.187278760.1201155773.1459366132

<<Dept Specific>>



<<Dept address and contact info>>
 www.countyofrenfrew.on.ca

Request for Accommodation Form
 (Physical or Mental Disability)

Name:	
Position:	
Department:	

Accommodation is the adjustment of a person's workplace, responsibilities, or job assignment to accommodate a disability protected under Human Rights law. Accommodations can include changes to hours of work, provision of specialized equipment, modified duties, or other.

1. In general terms, describe the accommodation(s) you are requesting.

2. What is the time period/duration you expect will be needed for this accommodation?

3. What supporting documentation is attached to this request?

 Employee Signature

 Date

***Submit this form to your Supervisor/Administrator.**

Documentation – Please note that documentation related to your request will be needed and should be discussed with your supervisor. Any documentation of a personal or medical nature can be submitted to the Employee Health Coordinator, who will share (as appropriate) only information related to any work-related restrictions or circumstances that require accommodation. The confidentiality of your personal and/or medical information will be safeguarded by the Employee Health Coordinator in accordance with County of Renfrew Corporate Policy A-02 Protection of Personal Employee Information and HR SOP HR – 29E Employee Medical Files.

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