

Injury Management Policy

Policy Statement

The organization is committed to the health, safety and wellness of its employees, clients, and the public. We recognize and accept the responsibility to provide our employees with a safe, healthy and productive work environment.

Reason for Policy

The purpose of this policy is to establish our Injury Management expectations.

Policy Standards

Incident/Accident Investigation

In the event of a safety incident/accident, we are committed to conducting an immediate non-biased Investigation, to determine root cause and will notify all clients/agencies employees of our findings to eliminate/rectify current and future safety upset conditions. Our investigation findings will be forwarded to clients and colleagues within the industry so that we may all learn and promote a "Courage to Care" attitude within our industry.

We are committed to treating an injured employee and their family with respect and will file all appropriate documentation expediently to ensure the employee receives the medical attention and proper medical coverage they require during this time of grief.

Stay at Work or Return to Work

We will support the employee in their effort to Stay at Work, Return to Work, light and casual office and modified field work, and ensuring time is made available to attend rehabilitation programs.

Injury/Claims Management

Classification and Reporting of Injury

Minor Injury

Is any injury of a minor nature which can be treated with materials available in the first aid kit or by the local first aid attendant? Details of the injury must be recorded in the Treatment Record Book.

Medical Aid Injury

Is any injury, requiring treatment by a doctor, but which does not prevent the person from returning to his duties within the next scheduled shift?

Lost Time Injury

Is any injury which prevents the employee from performing his work during the period of medical care. The period of absence from work is prescribed by the physician.

All Medical Aid and Lost Time Injuries must be reported immediately to the employee's supervisor. Supervisor must complete a WCB Form 7 (Employer's Report of Injury) and send it to the WorkSafeBC claims centre in that area within 3 working days.

In all cases an accident investigation must be completed and recorded using the Injury/Accident Report form. The form and copies are distributed to client groups as required.

Treatment of Injuries

Minor Injuries

Shall be treated using supplies from the first aid kit. (First aid kits shall be located in each vehicle or at each work site.)

More Serious Injury

Shall be treated at the nearest doctor's office or medical centre. In the case of emergency, the injured person shall be taken immediately to the nearest doctor or hospital for attention. The supervisor must be informed immediately.

Except in the case of ambulance transport the injured person shall be accompanied by another employee.

First Aid Kits

Responsibility for the maintenance of the kits in vehicles shall rest with the vehicle operator. The supervisor or first aid attendant shall be responsible for the office first aid kits and/or first aid room. Periodic inspections shall be made to ensure that kits and first aid rooms are adequately stocked.

All employees will be required to carry a WorkSafeBC approved Personal First Aid Kit in the field at all times. Employees shall be responsible to obtain and refresh first aid training and to ensure that at least one other co-worker (whether from the company, the prime contractor or otherwise) with first aid training is present in the field at all times.

The level of first aid care and training of the on-call first aid attendant is to meet requirements put forth by WorkSafeBC regulations. Company trucks transporting more than one person to a field location work site shall include Level 1 First Aid Kits.

WCB Requirements for a Level 1 First Aid Kit

- 3 blankets
- 24 - 14 cm x 19 cm wound cleaning towelettes, individually packaged
- 60 hand cleansing towelettes, individually packaged
- 100 sterile adhesive dressings, assorted sizes, individually packaged
- 12 - 10 cm x 10 cm sterile gauze dressings, individually packaged
- 4 - 10 cm x 16.5 cm sterile pressure dressings with crepe ties

- 2 - 7.5 cm x 4.5 m crepe roller bandages
- 1 - 2.5 cm x 4.5 m adhesive tape
- 4 - 20 cm x 25 cm sterile abdominal dressings, individually packaged
- 6 cotton triangular bandages, minimum length of base 1.25 m
- 4 safety pins
- 1 - 14 cm stainless steel bandage scissors or universal scissors
- 1 - 11.5 cm stainless steel sliver forceps
- 12 cotton tip applicators
- 1 pocket mask with a one-way valve and oxygen inlet
- 6 pairs of medical gloves (preferably non-latex)
- first aid records and pen

These items must be kept clean and dry and must be ready to take to the scene of an accident. A weatherproof container is recommended for all items except the blankets. Blankets should be readily available to the first aid attendant.

Major Accidents and Fatalities

In all cases where there are major accidents or fatalities involving Company personnel or Company property, it is imperative that management be immediately informed, in order to permit full investigation and reporting of the circumstances.

Employees involved in a serious accident or fatality will not discuss with or make any statement to anyone either at the scene or later, other than the police, Company management, WorkSafeBC officials, or the coroner.

Record Keeping Requirements

Definitions

First Aid (WCB classification – RPO – Reported Only) – In the event a worker suffers, or claims to have suffered, a work related personal injury, illness, or industrial disease and is able to return to their regular duties after treatment by the First Aid Attendant (if applicable).

Medical Aid (WCB classification – HCO – Health Care Only) – In the event a worker suffers, or claims to have suffered, a work related personal injury, illness, or industrial disease and must seek additional medical services as rendered by a registered physician.

Lost Time (WCB classification – STD – Short Term Disability) – In the event a worker suffers, or claims to have suffered, a work related personal injury, illness, or industrial disease and is unable to return to their next schedule shift.

First Aid Book Requirements

- Full name of employee
- Date and time of injury or illness
- Date and time reported to employer
- Names of any witnesses

- Description of how injury or illness occurred
- Description of nature of injury
- Description of first aid treatment received
- Description of any subsequent treatment
- Signature of First Aid Attendant

Duties – Employee

If First Aid

- Immediately report the incident to the First Aid Attendant or Supervisor.
- Complete a Form 6A (Employee's Report of Injury or Occupational Disease).
- Sign and date the bottom of Form 6A.
- Forward Form 6A to Supervisor.
- Record all details in the First Aid Book.

If Medical Aid (all above plus)

- Immediately seek attention and assistance of the First Aid Attendant.
- Seek prompt medical attention upon the advice of the First Aid Attendant.
- As soon as possible after treatment, (no later than the start of the next shift) advise Supervisor of the nature of treatment and the name and telephone number of the Physician and teleclaim (Employee's Application for Compensation).

If Lost Time (all above plus)

- Advise Supervisor of estimate of the expected time loss.

Duties – First Aid Attendant

If First Aid

- Provide immediate, appropriate treatment.
- Record all the first aid treatment administered in the First Aid Book and sign the book in the correct location.

If Medical Aid or Lost Time (all above plus)

- Refer employee to immediate and appropriate medical attention.

Duties – Supervisors

If First Aid or Medical Aid

- Ensure an adequate supply of all types of forms are available at all locations (forms are available from the nearest WCB office or on-line at <http://www.worksafebc.ca>).
- For MA's, complete a Form 7 (Employer's Report of Injury or Occupational Disease).
- Ensure that the Employer's Signature, Title and Date are filled in. Submit the form to the WorkSafeBC within 72 hours.
- Review all WorkSafeBC forms (6, 7) to ensure proper completion.
- Ensure that all details of the incident have been recorded in the First Aid Book and initial the book in the proper location.
- Continue to monitor the employee's condition.

If Lost Time (all above plus)

- Stay in continuous contact with injured worker from the onset to provide company support and to assist in the immediate adaptation of the Injury Management and Return to Work Program.
- Seek sources of alternate stay at work duties for the employee (light duty) if possible.
- Assist in facilitating a graduated return to work schedule. This may require communication with the employee's physician and possibly the WorkSafeBC physician.
- Upon return to work, complete a Form 9 (Employer's Statement of Return to Work). Continue to monitor the employee's condition.

Duties - Supervision

Review all copies of Form 7's received and acquire any additional information from the Supervisor, Employee, or First Aid Attendant as required.

- Liaise with the WorkSafeBC and provide subsequent information as required.
- Assist the Company or employees with problems or appeals regarding their claim.
- Assist with investigations and recommendations if required.
- Compile and report accident/injury information to clients as required.
- Compile and report accident/injury information to BCFSC if required.

Important Note:

WorkSafeBC requires all employers to provide them with a copy of the completed Form 7 within 72 hours of the occurrence of the illness or injury.

Failure to report information in a timely manner is in violation of the Workers Compensation Act, and may result in a claim being delayed, or disallowed, or leave the Company open for sanctions and fines at the discretion of WorkSafeBC.

Stay at Work or Return to Work Management

Purpose

The organization recognizes that our most valuable asset is our employees. It is their work ethic, commitment to service excellence and strong sense of loyalty that allows our organization to excel in a competitive market place.

We realize that work is, in many instances, not only an economic necessity but also a major element in defining personal self-worth. Self-esteem, as well as the satisfaction of basic needs, is met through the process of work. Often a work-related injury will result in feelings of depression, lowered self-esteem, isolation from co-workers and a sense of being a burden on families or society.

It is for these reasons that the organization is concerned about the impact of workplace injuries on our employees. It is our goal to play an active role in minimizing the impact and disruption to the lives of our injured employees and to assist them back to work in as timely a fashion as possible.

Policy

The organization is committed to developing and maintaining a safe and healthy work environment. Our goal is to keep workers in the workplace or to assist in returning injured employees to the workplace allowing them to maximize their full potential. As a by-product of the goal, the high cost of claims from injuries will be reduced.

In keeping with this goal, it is our policy to implement a formal Modified Work Program. We will facilitate the rehabilitation process by making every reasonable effort to provide the following:

- suitable Stay at Work and/or light modified employment to any employee unable to perform their duties because of a work-related injury;
- timely medical intervention resulting in better care and faster recovery, with fewer recurrences of injuries; and
- daily communication with the injured employee and regular communication with medical service providers and WorkSafeBC personnel.

It is through our commitment to provide, support and facilitate compassionate rehabilitation of our injured workers through our Modified Work Program.

Objectives

The objectives of the Modified Work Program are:

- to provide temporary stay at work employment to the injured employee through a progressive reintegration into the workplace until the regular position is resumed. If permanent light modified work is required, the organization will do everything possible to accommodate the employee;
- to provide productive, valuable work for injured employees;
- to give injured employees an opportunity to develop skills within the organization;

- to reduce absenteeism;
- to help maintain the injured employee's identity and self-respect; and
- to control accident costs and claims.

Benefits

By implementing a formal Modified Work Program, the organization provides the following benefits to its employees:

- improved rehabilitation through timely medical intervention;
- reduced feelings of alienation or isolation from the work environment;
- reduced the risk of re-injury on return to work;
- minimized the loss of employment fitness;
- minimized risk of employment loss;
- gradual re-adaptation to the physical demands of the workplace; and
- maintained dignity and self-respect by having the employee remain productive.

Responsibilities

In the effective implementation of this policy, it is necessary that responsibilities be understood and properly executed, namely:

Employee's Responsibilities

- Report all incidents and accidents immediately, both major and minor, to his or her supervisor.
- Assist the supervisor in completing accident reports.
- Accept transportation to a medical facility as provided by the organization.
- Obtain medical attention as soon as possible after the injury occurs.
- Report to the supervisor with all necessary documentation after consulting with the treating physician.
- Participate in the modified work program.
- Communicate any concerns to the supervisor so those potential problems can be resolved.
- Report to the supervisor on a daily basis if absent for a prolonged period and attend meetings as required, to assess progress.

Co-Worker's Responsibilities

- Provide moral support for the injured employee during modified work program.
- Assist with tasks that may be beyond injured employee's physical restrictions.
- Communicate any difficulties that the injured employee may be having with modified work.
- Where necessary, complete witness form.
- Cooperate with the principles of the Modified Work Program.

Supervisor's Responsibilities

- Evaluate the situation immediately.

- Provide first aid when required.
- Provide transportation for the employee when required.
- Provide all applicable documentation to the employee for his or her physician.
- Inform the program coordinator that the worker was injured.
- Help the injured worker feel comfortable in the modified work position.
- Uphold the philosophy and policy of the modified work program to help the injured worker feel like an integral part of the work team.
- Report on a regular basis to the program coordinator on the progress of the worker while on the Modified Work Program.
 - Complete all necessary documents relating to the incident and forward to the appropriate personnel immediately.
 - Assist with appeals of questionable WorkSafeBC claims.
- Maintain regular contact with the employee during his or her absence from work;
- Coordinate administration with WorkSafeBC.
- Develop action plans for the employee's return to work.
- Ensure that meetings are held regularly with the injured employee and the required personnel during the work program to discuss progress.
- Work with supervisors and management in order to develop modified work program opportunities.
- Conduct an evaluation of the Stay at Work or modified Return to Work program on a quarterly basis, presenting the report and recommendations to management.