

WSCC

PASSPORT
to Recovery



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Injured Worker Checklist

- Get medical attention.
- Tell your health care provider you were hurt at work and ask them to send your medical reports to the WSCC.
- Tell your employer you are hurt.
- Fill out the *Worker's Report of Injury* form.
- Make sure you answer all applicable questions.
- Send the form to the WSCC as soon as possible.
- Ask your employer to send the *Employer's Report of Injury* form to the WSCC within 3 days of the incident (as per legislation).
- Write down all medical treatment you receive related to your incident (i.e. doctor appointments, x-rays, physiotherapy, etc.).
- If you need help or have questions, call the WSCC at 1-800-661-0792 in the Northwest Territories, or at 1-877-404-4407 in Nunavut.

What is the Claims Process?

The claims process determines what benefits you can receive from the WSCC when you are injured at work.

Benefits are:

- compensation for wages lost while you recover from a work injury;
- medical care and other non-monetary benefits;
- permanent disability awards (pensions); and
- other services like help to return to work, prescriptions, and out-of-pocket expenses.

The claims process has four steps:

- 1 **Information Gathering:** your claim is filed with the WSCC.
- 2 **Claim Entitlement:** the WSCC makes a decision on your claim.

- 3 **Benefit Calculation:** upon acceptance of your claim, the WSCC calculates your benefits.
- 4 **Ongoing Communication:** you work closely with a WSCC Adjudicator or Case Manager throughout your recovery.

What are my responsibilities while receiving compensation benefits?

You need to:

- inform your WSCC Adjudicator or Case Manager of your progress and upcoming tests or examinations every two weeks;
- follow the treatment plan developed by your health care provider, and have your health care provider send reports to the WSCC;
- talk about your progress with your health care provider, so you understand when you can return to suitable or full work duties;

- advise your WSCC Adjudicator or Case Manager of any situation, or other medical conditions, that might affect your return to work;
- on a regular basis, talk about your progress, expected return to work date, and if necessary, suitable work options with your employer;
- let your WSCC Adjudicator or Case Manager know when your health care provider tells you that you can return to work; and
- tell your WSCC Adjudicator or Case Manager if you leave the territory, move out of the territory, or change your contact information.

- your employment status (permanent full-time, permanent part-time, or non-permanent);
- your work schedule;
- the start and end dates of your season or contract; and
- your employment history.

If you have more questions about how much money you receive, please contact your WSCC Adjudicator or Case Manager.

How do I get paid?

There are three ways:

- 1 Direct deposit into your bank account;
- 2 Cheque in the mail; or
- 3 Cheque for pick-up at the WSCC Head Office (5th Floor, Centre Square Tower, Yellowknife, NT).

What does *Return to Work (RTW)* mean?

RTW is a process that helps get you back to suitable work as soon as medically possible, and as safely as possible. It takes a team effort of workers, employers, health care providers, and the WSCC working together toward this common goal.

What is considered suitable work?

Suitable work is:

- work you can do (and that is within your functional abilities);
- work you already have the skills to do, or can be safely trained to do;
- work that does not pose a health or safety risk to you or your co-workers;
- work that restores your pre-injury earnings, where possible; and
- work that is meaningful and promotes recovery (serves a purpose or valuable function to your employer).

<p>Worker Con't</p>	<ul style="list-style-type: none"> • Helps employer identify suitable and available work, consistent with their functional abilities and, where possible, restores pre-injury earnings. • Informs health care provider of available suitable work. • Accepts suitable work when identified. • Provides WSCC with information on their RTW plan.
<p>Employer</p>	<ul style="list-style-type: none"> • Contacts worker as soon as possible after the injury happens. • Completes and submits an <i>Employer's Report of Injury</i> form. • Stays in regular communication with worker and WSCC throughout the recovery period. • In collaboration with worker identifies and provides suitable work, consistent with worker's functional abilities and, where possible, restores worker's pre-injury earnings.

Union
(when
applicable)

- Helps employer, worker, and WSCC identify suitable temporary work, and where required, permanent accommodation measures.
- Supports reasonable re-employment or accommodation offers.
- Shares concerns regarding RTW with worker, employer and WSCC.

- Participate in prescribed treatment and rehabilitation programs.
4. Identify suitable work
- Work with your employer, health care provider, and the WSCC to identify suitable work and create a RTW plan; and
 - Contact the WSCC as soon as suitable work is identified to discuss it with your Case Manager.
5. Check in
- Meet regularly with your employer to discuss progress, concerns, etc and make any necessary adjustments to the RTW plan;
 - Continue to attend medical and rehabilitation appointments; and
 - Maintain contact with your WSCC Case Manager to discuss progress.
6. Completion
- You recover and return to pre-injury job duties or new permanent modified duties are identified.

Common RTW Questions

What are the benefits of returning to work?

Returning to work is good for you and your employer. It helps with your recovery and rehabilitation. It allows you to be productive and may provide new work opportunities to gain additional skills and valuable experience. In addition, returning to work can have financial benefits, minimizing or eliminating lost earnings.

Who decides when I should RTW?

Your doctor and other health care providers regularly send progress reports on your recovery to the WSCC. Your employer receives your functional abilities information to determine if there is suitable work available. Your WSCC Adjudicator or Case Manager use these reports and information to determine when you are fit to safely return to work.

Can I RTW before I fully recover?

Yes! At some point during your recovery you may be medically fit for some type of work. You might be capable of doing some of your regular duties



and/or suitable work. Some workers are even able to return to all of their regular work duties full time before they are completely recovered from their injury.

What is a RTW plan?

A RTW plan helps get you back to suitable work as soon as medically possible, and as safely as possible. The plan varies from worker to worker and takes into consideration the type of injury, the recovery process, and the available suitable work.

Who develops the RTW plan?

A RTW plan is a team effort involving you, your employer, your health care providers, your union (if applicable), and the WSCC.

What are some of the RTW options?

The most common RTW options are:

- **Modified Duties** - Your duties are modified according to your functional abilities. This may include a different way of completing job duties such as sitting rather than standing,

changes to the work environment, and reorganizing and removing some duties.

- **Alternate Duties** - This option allows you to perform other job duties that you don't normally perform, that your employer has available within your skills and abilities. The need for alternate duties is usually temporary and depends on your injury.
- **Graduated Return to Full Duties** - This option allows you to return to your regular duties while building your strength and tolerance for work. Usually your work hours are reduced and duties are modified to match your tolerance level. The goal is to allow a steady progression of hours or duties with the end result being a return to full duties, full time.

Your functional capabilities and recovery are taken into consideration when deciding what option is best.

Do I have to accept the suitable work if my employer offers it?

If you choose to refuse the suitable work, you need to explain why. The WSCC considers your reasons. If the WSCC disagrees with your reasons and believes the work is reasonable, you are expected to return to work. If you still choose not to accept the work, your benefits could be suspended or terminated.

Will I get paid my regular wages during my RTW plan?

It depends. Your employer might pay your regular wages. If so, the WSCC will not pay you wage loss payments. If your employer is unable to pay your regular wages while you are performing the suitable work, the WSCC pays you temporary partial disability (TPD) benefits. TPD benefits are based on the amount your employer pays you for the suitable work you're doing and the amount the WSCC would

have paid you if you were totally disabled from working. TPD benefits are subject to the Year's Maximum Insurable Remuneration (YMIR).



Workers' Safety
& Compensation Commission

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What are my Worker Rights?

Right to Know – You have the right to know about unsafe materials and machinery. You also have the right to be trained to do your job safely.

Right to Participate – You have the right to participate in workplace safety and report any unsafe work practices or conditions you see.

Right to Refuse – You have the legal right to refuse unsafe work practices or conditions.

What are my Worker Responsibilities?

- 1 Do your job safely and follow health and safety rules.
- 2 Ask for training if you need it.
- 3 Use personal protective equipment when required.
- 4 Report injuries to your employer and the WSCC as soon as possible.
- 5 Record first aid treatment.

