CSSEA’s 2026 AGM & Conference – Return to Work in Action

Rachelle Grace and Heather Miller – Return to Work Specialist Nurses

Kori Gryschuk - Industry and Program Specialist, Prevention Programs & Services

Date: October 15, 2026

© WorkSafeBC | All rights reserved.

Welcome



Agenda

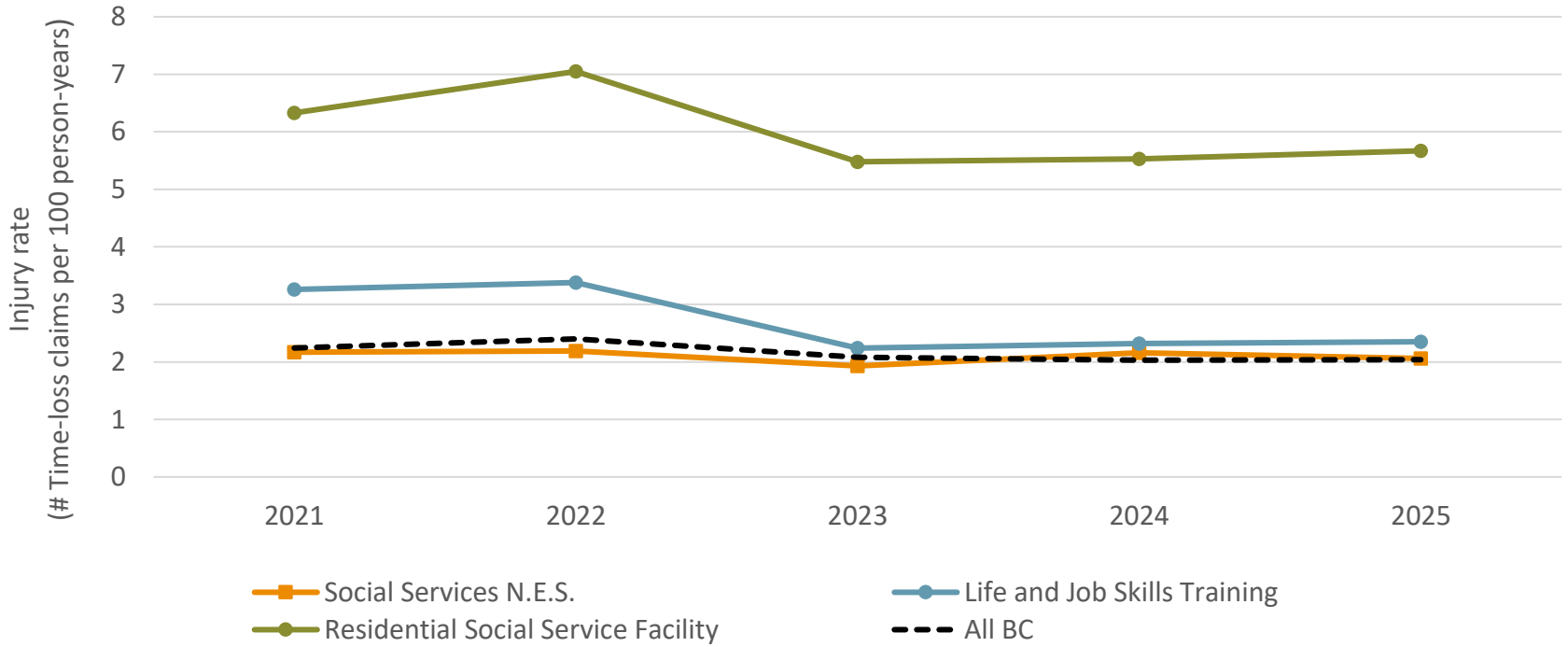
1 Key statistics

2 WorkSafeBC resources

Key statistics

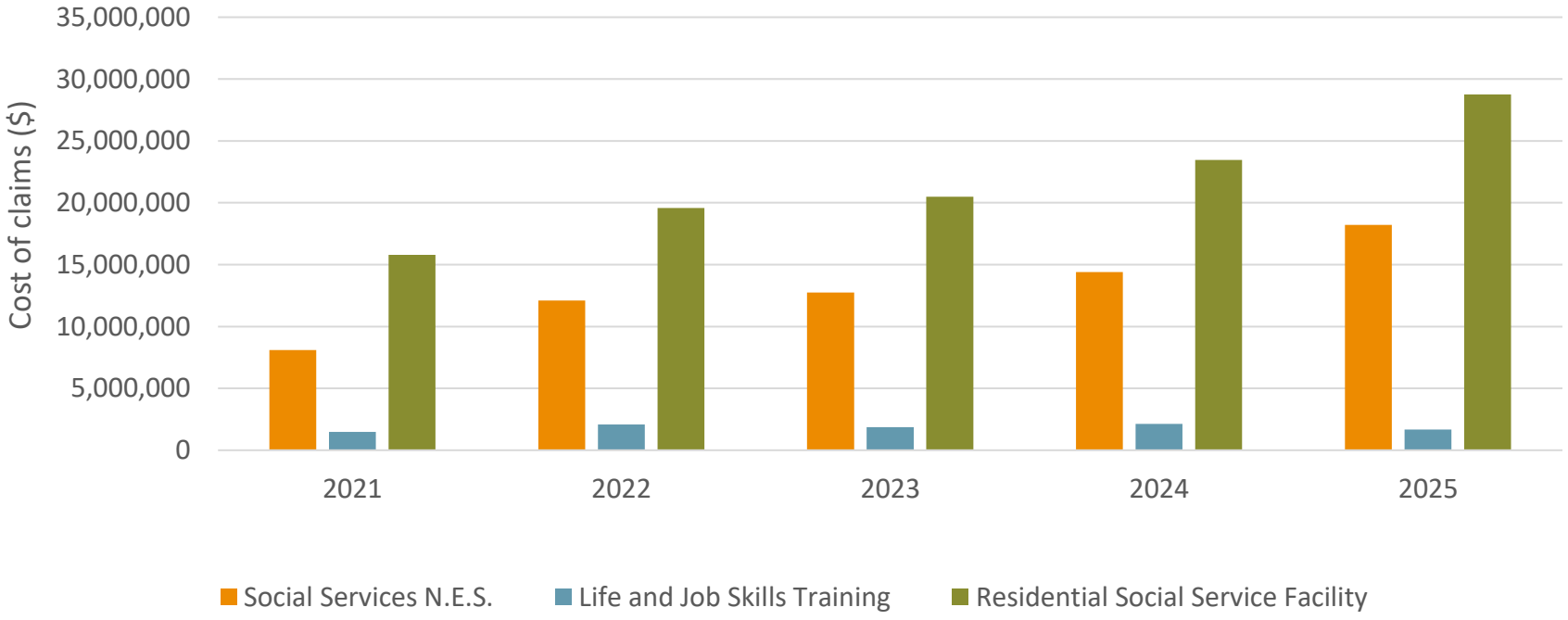
Time-loss claim injury rate by CU

2021-2025



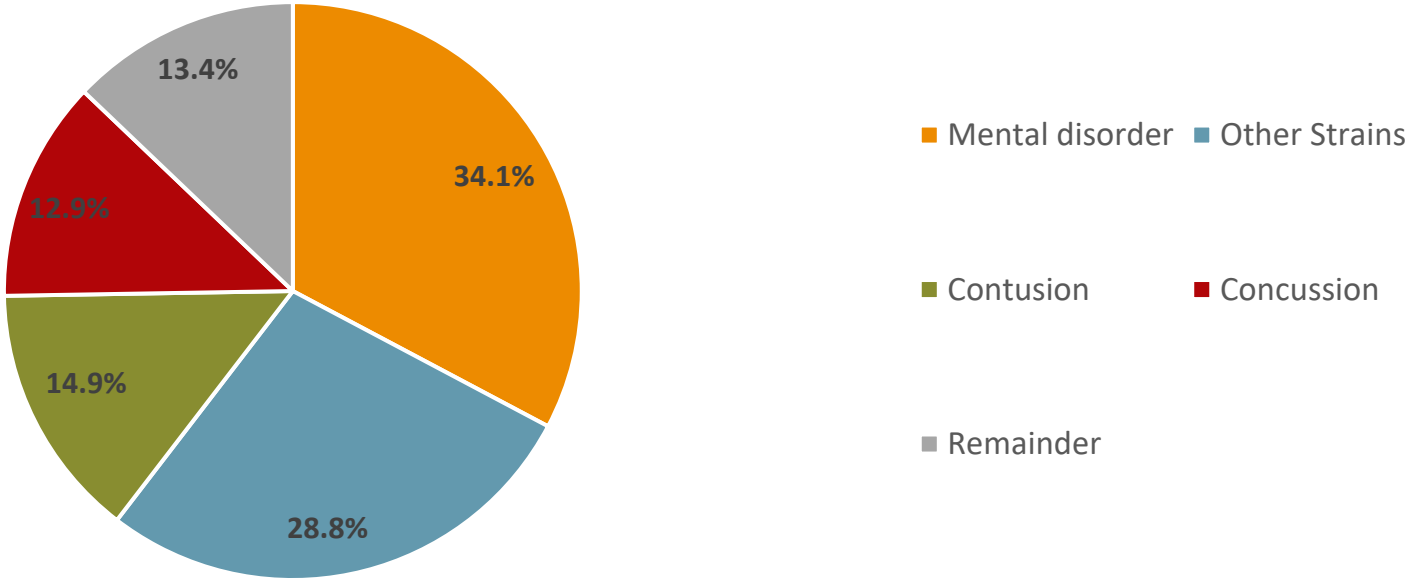
[Data from external Provincial Overview – CU Profile Injury rate]

Claims cost paid by CU
2021-2025



[Data from external Provincial Overview – Claims costs (2021-2025)]

Acts of Violence, Force Nature of Injury
2021-2025



[Data from external Provincial Overview – Industry claims analysis: counts tab filtered by acts of violence, force accident type (2021-2025)]

Psychological injury claims
(formerly mental disorder claims)

Psychological injury only claims

By industry subsector and CU, 2021 - 2025

Psychological Injury Only Claims Reported and Allowed

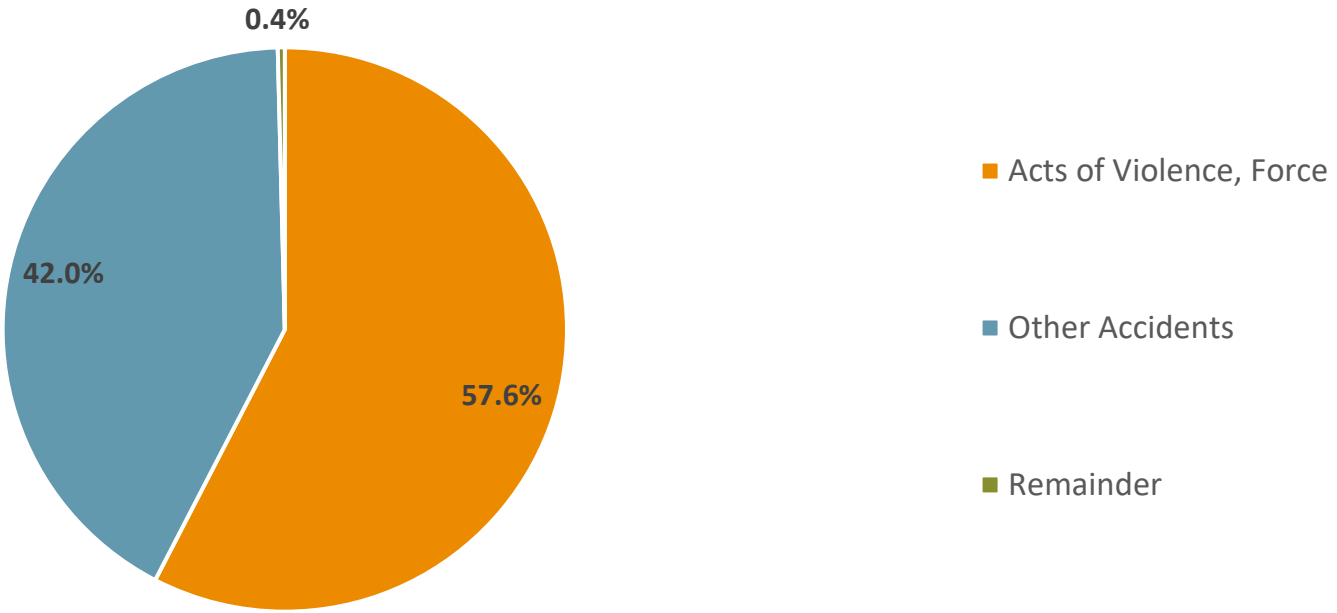
Five-Year Summary, listing industry subsector and classification units with more than 25 psychological injury only claims allowed in 2025.

	Psychological injury only claims reported					Psychological injury only claims first allowed in year				
	2021	2022	2023	2024	2025	2021	2022	2023	2024	2025
Total - All Subsectors	**5,443**	**5,882**	**6,759**	**7,249**	**8,065**	**1,736**	**1,973**	**2,188**	**2,419**	**2,613**
Health Care and Social Services	**2,315**	**2,487**	**2,962**	**3,373**	**3,685**	**873**	**945**	**1,090**	**1,235**	**1,340**
Pre-hospital Emergency Health Care	426	357	365	481	553	259	242	218	237	340
Acute Care	760	871	1,019	1,070	1,079	244	298	322	335	316
Residential Social Service Facility	236	292	387	422	479	104	121	170	222	202
Community Health Support Services	279	300	354	496	523	87	83	133	155	175
Counselling or Social Services	185	212	266	340	391	68	76	109	117	164
Long-Term Care	285	314	361	361	430	68	71	91	103	92

Psychological Injury Claims (Mental Disorder Claims) 2021 to 2025 | WorkSafeBC

Psychological injury claim counts

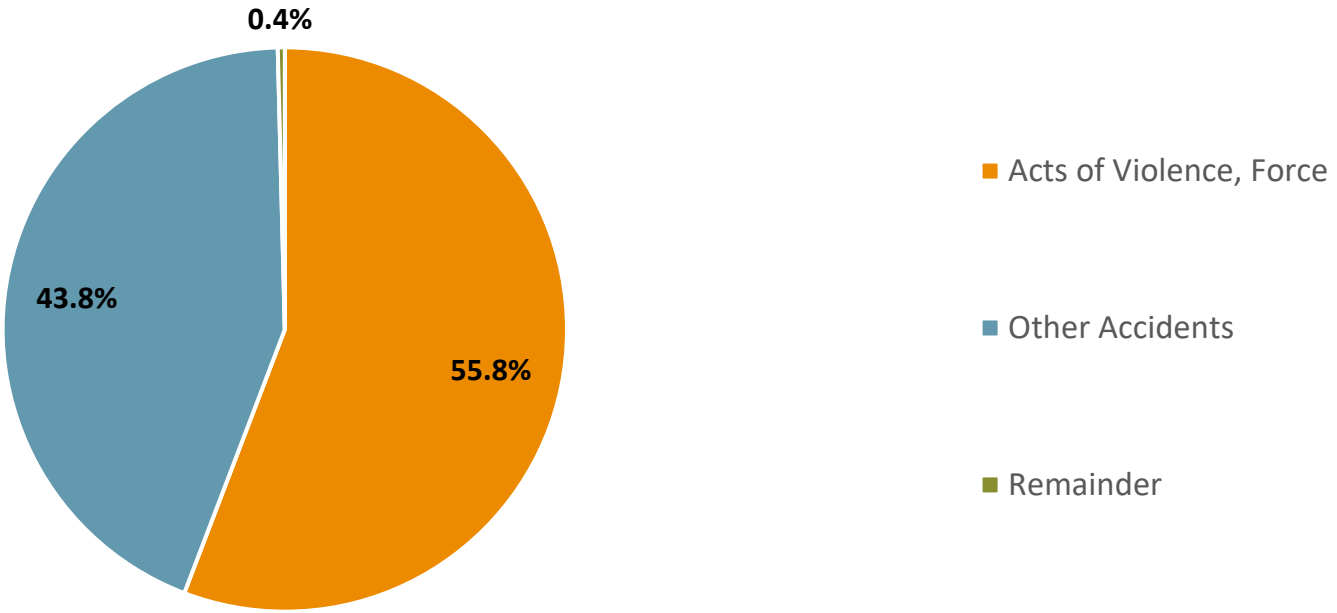
Proportion by accident type, 2021-2025



[Data from external Provincial Overview – Industry claims analysis: counts tab filtered by mental disorder nature of injury (2021-2025)]

Psychological injury claim costs

Proportion by accident type, 2021-2025

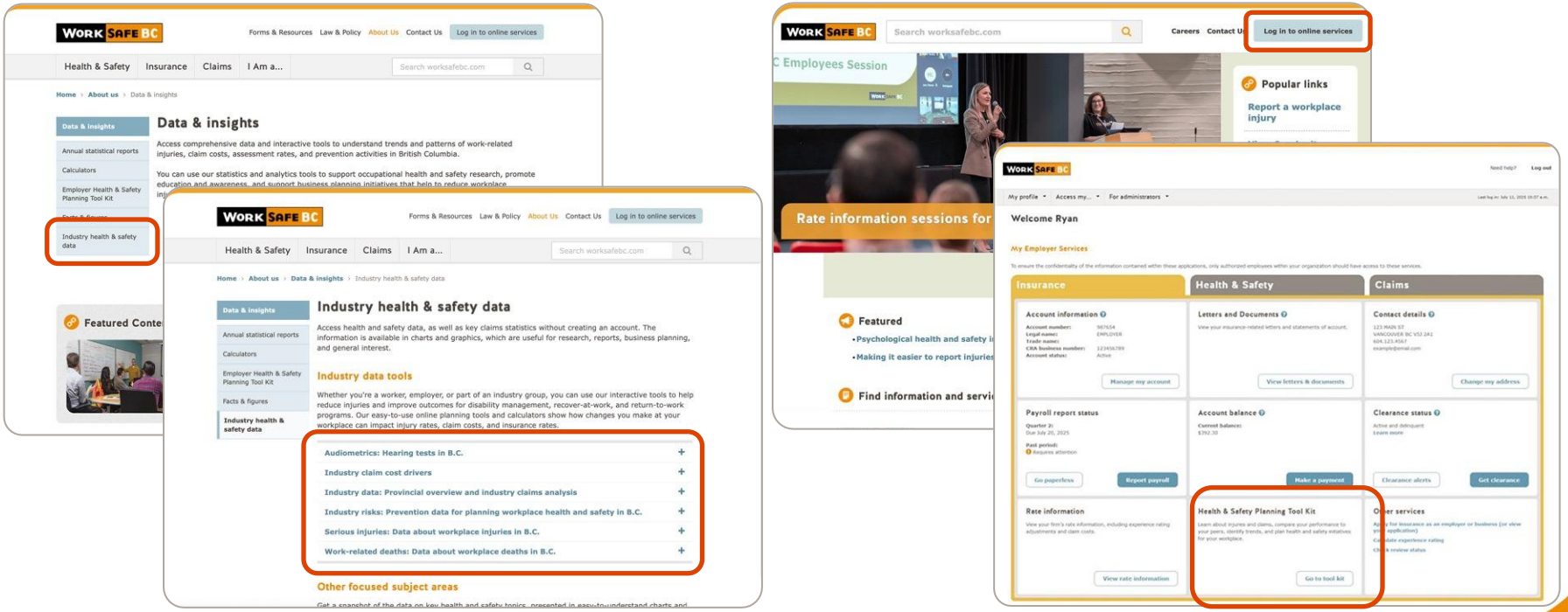


[Data from external Provincial Overview – Industry claims analysis: costs tab filtered by mental disorder nature of injury (2021-2025)]

WorkSafeBC resources

Two streams of shared data

Industry-level data (publicly available) and employer-specific data (secure access)



Use our online resources

Sign up and receive ongoing notifications

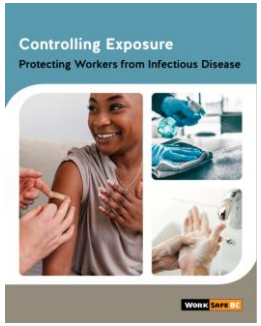
Videos





Books





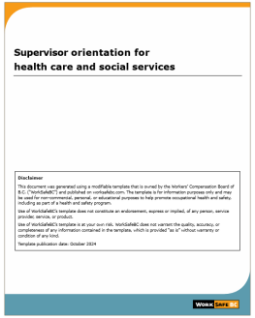




Guides and info sheets











Supervisors Role

in Return to Work

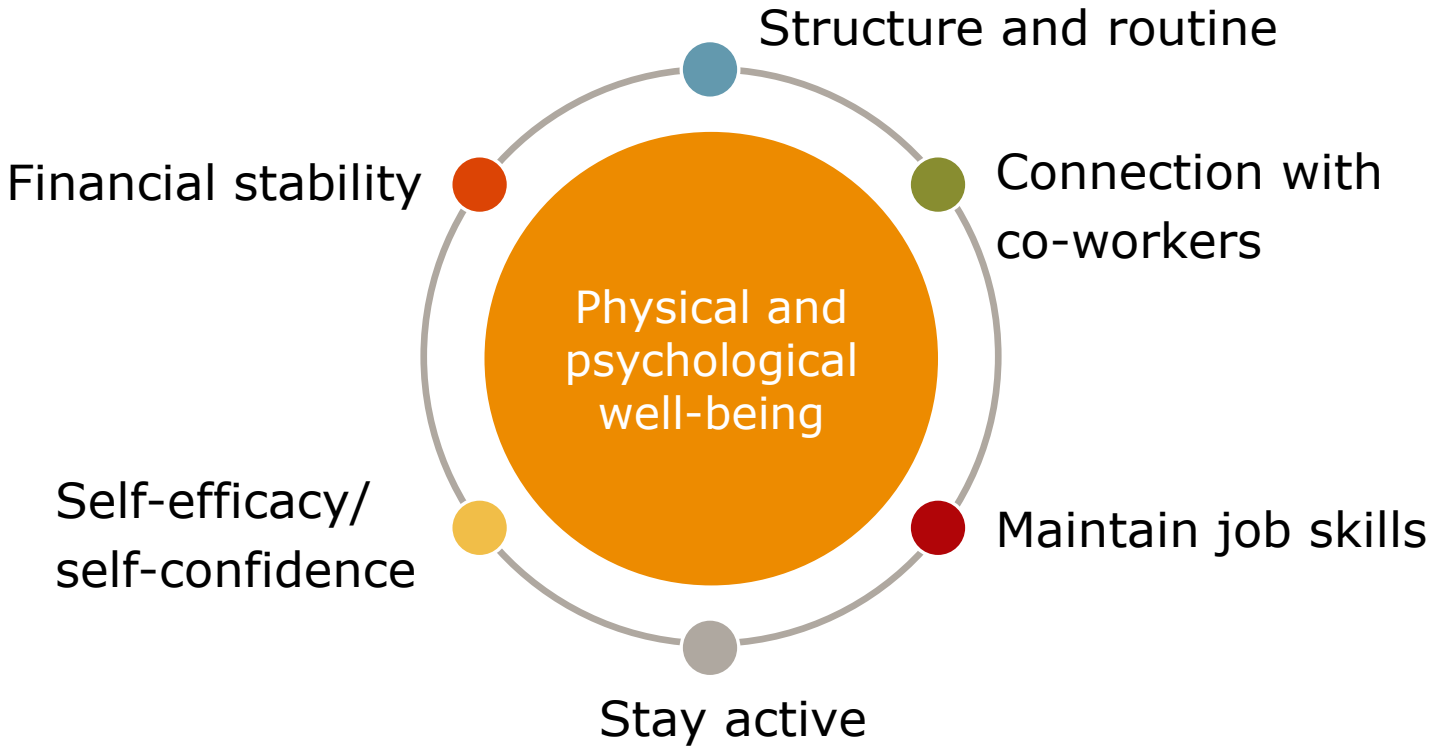
WorkSafeBC

Agenda

1. Work and health
2. Benefits of proactive RTW process
3. The role of the supervisor
4. Early identification and intervention
5. Suitable work offer
6. Questions

Work and health

Work is healthy



Consequences of disability

- Impact relationships with family
- Morbidity
- Loss of livelihood
  - WorkSafeBC aims to mitigate these and to save people's jobs, wherever possible.



1 in 3 experience **marital problems**

1 in 4 experience **financial problems**

1 in 5 experience **clinical depression**

1 in 6 develop **substance use disorder**

Dianne Dyck, *Disability Management: Theory, Strategy and Industry Practice, Seventh Edition*, 2023, p.20

Waiting game…



Duty to cooperate (DTC)

1. **Duty to cooperate** — Adds legal duty for workers and employers to cooperate in the worker's early and safe return to work (RTW), or continuation of work
2. Duty to maintain employment
3. Consequences of non-compliance

Duties

Employer

- Maintain contact
- Identify suitable work options
- Make available suitable work

Worker

- Maintain contact
- Identify suitable work options
- Not unreasonably refuse suitable work

WorkSafeBC

- Facilitate communication
- Assist with RTW planning
- Intervene and resolve disputes in a timely way
- Determine compliance

New key terms

Essential duties

- Core tasks that must be performed to meet job requirements
- Replaces 'critical job demands’

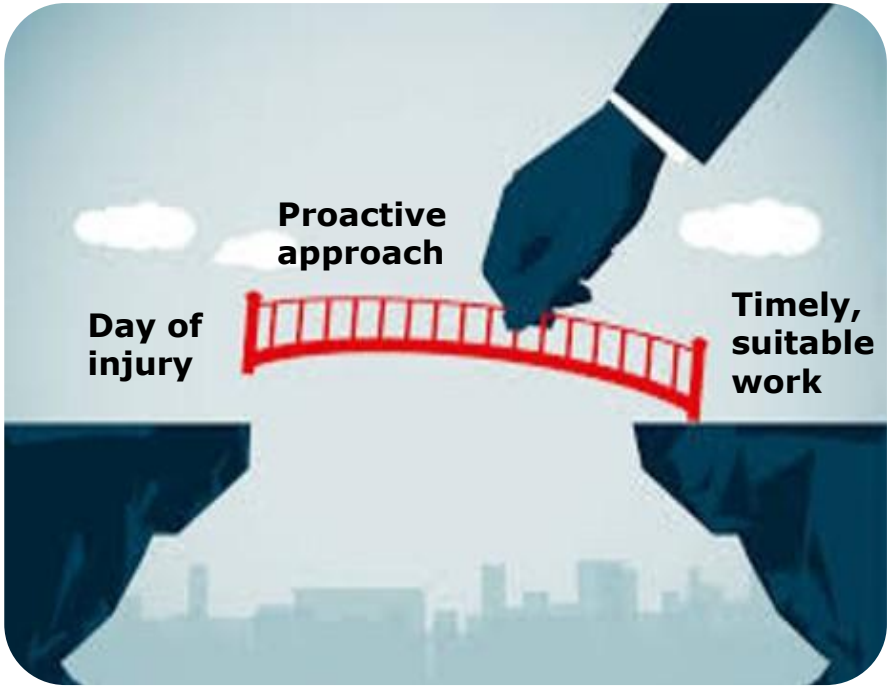
Suitable work

- Safe, productive, and meaningful
- Within workers capabilities and skills
- Modified, light, different duties

© 2023, Workers’ Compensation Board of British Columbia. All rights reserved.

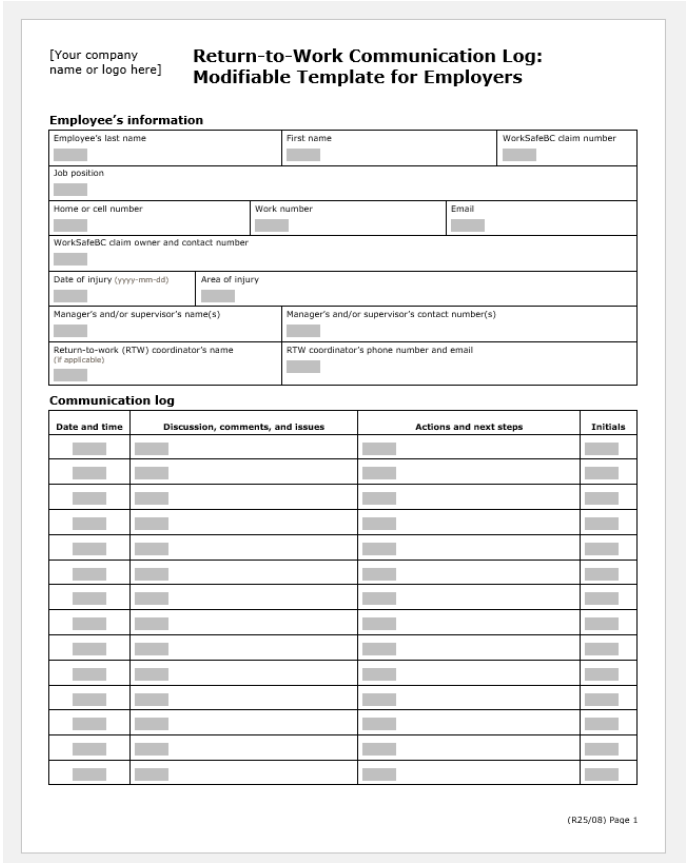
Benefits of a proactive RTW process

The proactive approach



RTW Communication Log

- For internal use by those supporting a worker's return to work
- Use to document key events with worker and other stakeholders
- Find at worksafebc.com/rtw-communication-log-employers



[Your company name or logo here]

Return-to-Work Communication Log: Modifiable Template for Employers

Employee's information

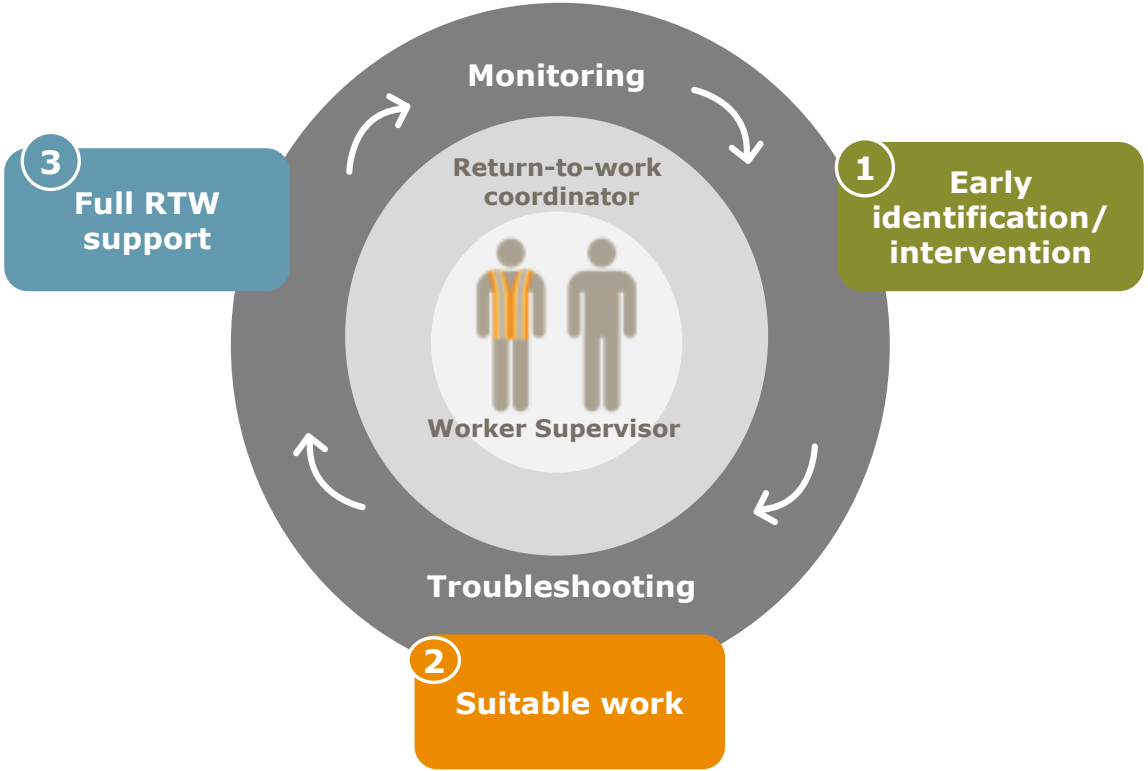
Employee's last name	First name	WorkSafeBC claim number
Job position		
Home or cell number	Work number	Email
WorkSafeBC claim owner and contact number		
Date of injury (yyyy-mm-dd)	Area of injury	
Manager's and/or supervisor's name(s)	Manager's and/or supervisor's contact number(s)	
Return-to-work (RTW) coordinator's name (if applicable)	RTW coordinator's phone number and email	

Communication log

Date and time	Discussion, comments, and issues	Actions and next steps	Initials

(R25/08) Page 1

Three stages of the RTW process



Supervisor’s role in the Return-to-work process

Did you know?

Supervisors and co-workers play significant roles in an injured workers' return to work

The number of contacts is less important; it is the quality of contact that matters

Employees who experienced contact [from their employer] as supportive and constructive were far more positive and optimistic than others regarding their return to work

Selander, Rjulin, Mussener and Ekberg 2015

What Supervisors are Responsible for with work related illness/injury

Supervisors **are** responsible for:

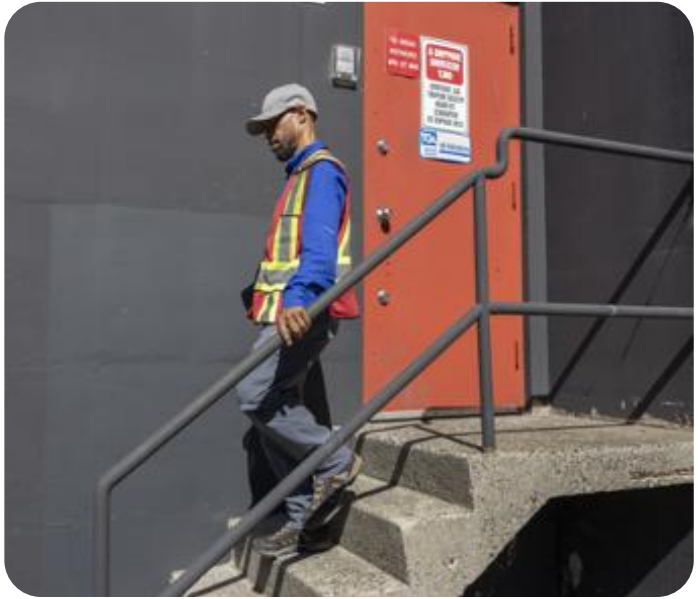
- Maintaining contact
- Demonstrating support
- Focusing on abilities
- Identifying suitable work
- Supporting accommodations
- Maintaining confidentiality
- Documenting conversations
- Collaborating with RTW resources

Supervisors **are not** responsible for:

- Diagnosing health conditions
- Determining claim entitlement
- Acting as a clinician
- Demanding personal medical information

Focus on function

- Look at what the worker can do now
- Match abilities to available duties
- Stay active
- Support suitable work while recovering



Supervisor Checklist



Has an employee been injured at work?

This checklist can help you keep track of what to do when helping an injured employee safely return to work.

Immediately

- ☐ If it's an emergency, activate your emergency response plan and call 911.
- ☐ Ensure the worker receives first aid.
- ☐ Determine if additional emergency medical care is needed and arrange for transportation if it is.
- ☐ Report the injury to WorkSafeBC.
- ☐ Advise the worker to also report their injury by going to worksafebc.com/report-injury or calling WorkSafeBC at 1.888.967.5377.

Same day or next shift

- ☐ Provide the worker with Functional Abilities Assessment form(s), if needed.
- ☐ Discuss their abilities and modified duties that match these abilities.
- ☐ Create a return-to-work plan.
- ☐ Discuss next steps for communication.

Ongoing

- ☐ Maintain regular contact with the injured worker.
- ☐ Check in with the worker, and revisit and revise the return-to-work plan as needed.
- ☐ Advise the worker to contact WorkSafeBC to give updates on their progress.

Importance of Communication



Conversations in return to work

Supportive communication

- Ensure privacy and time to talk
- Be consistent and respectful
- Show care and interest
- Acknowledge feelings
- Listen and clarify
- Use positive body language
- Ask how you can help

Focus points

- Explain confidentiality
- Outline process and expectations
- Keep conversation on track
- Agree on next steps
- Plan follow-ups
- Share resources
- Ask about abilities

Determining functional abilities and suitable work

Sources

- Worker
- First aid attendant
- Suitable Work Lists
- How to support workers who have common physical injuries
- Physiotherapist
- Physician, chiropractor, etc.
- WorkSafeBC

Suitable Work List

- Tool to identify suitable work
- Pre-made list of suitable duties
- Duties based on the job and injured body part
- Requires regular review and updating

Determining suitable duties — Physical injuries

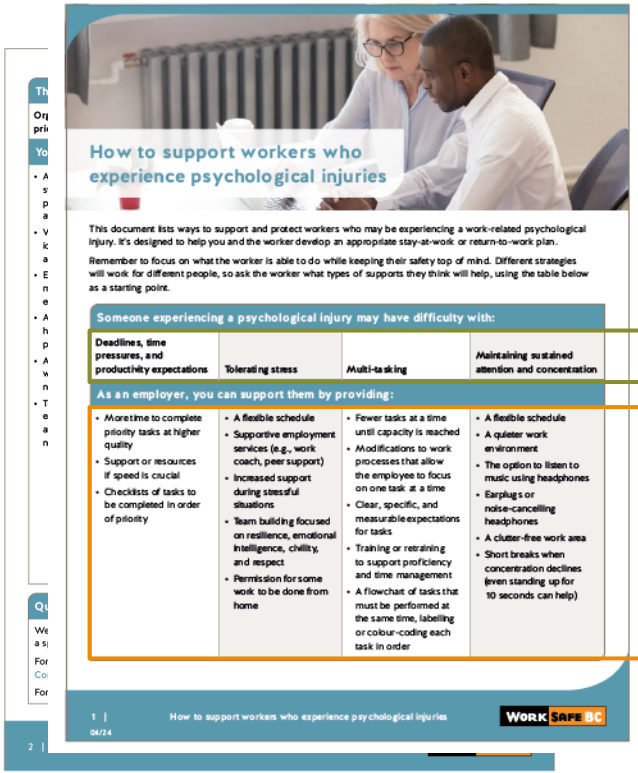


Injured body part

Support strategies for success

Considerations for suitable work

Determining suitable duties — Psychological injuries



How to support workers who experience psychological injuries

This document lists ways to support and protect workers who may be experiencing a work-related psychological injury. It's designed to help you and the worker develop an appropriate stay-at-work or return-to-work plan.

Remember to focus on what the worker is able to do while keeping their safety top of mind. Different strategies will work for different people, so ask the worker what types of supports they think will help, using the table below as a starting point.

Someone experiencing a psychological injury may have difficulty with:

Deadlines, time pressures, and productivity expectations	Tolerating stress	Multi-tasking	Maintaining sustained attention and concentration
As an employer, you can support them by providing:			
• More time to complete priority tasks at higher quality • Support or resources if speed is crucial • Checklists of tasks to be completed in order of priority	• A flexible schedule • Supportive employment services (e.g., work coach, peer support) • Increased support during stressful situations • Team building focused on resilience, emotional intelligence, civility, and respect • Permission for some work to be done from home	• Fewer tasks at a time until capacity is reached • Modifications to work processes that allow the employee to focus on one task at a time • Clear, specific, and measurable expectations for tasks • Training or retraining to support proficiency and time management • A flowchart of tasks that must be performed at the same time, labelling or colour-coding each task in order	• A flexible schedule • A quieter work environment • The option to listen to music using headphones • Earplugs or noise-cancelling headphones • A clutter-free work area • Short breaks when concentration declines (even standing up for 10 seconds can help)

1 | How to support workers who experience psychological injuries 04/24

WorkSafeBC

Common challenges

Considerations for suitable work

Activity

Developing a Suitable Work List

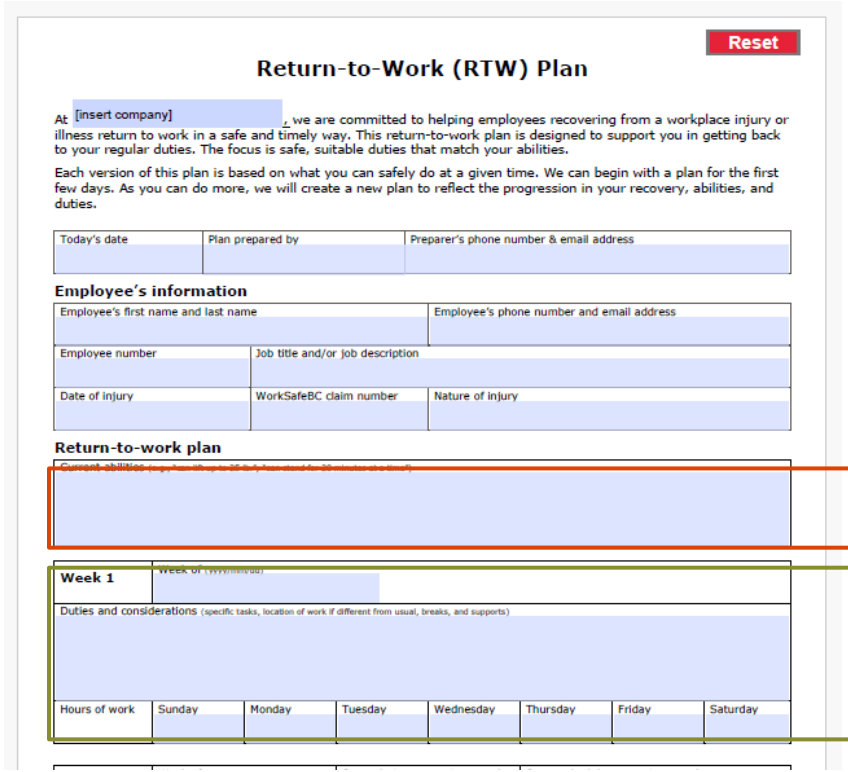


1. Identify five essential duties of a grocery store cashier.

2. Identify three other possible duties that can be done in the store.

3. Of the duties identified, what could be suitable for a cashier with a low back injury?

Return-to-Work Plan template



Reset

Return-to-Work (RTW) Plan

At [insert company], we are committed to helping employees recovering from a workplace injury or illness return to work in a safe and timely way. This return-to-work plan is designed to support you in getting back to your regular duties. The focus is safe, suitable duties that match your abilities.

Each version of this plan is based on what you can safely do at a given time. We can begin with a plan for the first few days. As you can do more, we will create a new plan to reflect the progression in your recovery, abilities, and duties.

Today's date	Plan prepared by	Preparer's phone number & email address

Employee's information

Employee's first name and last name		Employee's phone number and email address
Employee number	Job title and/or job description	
Date of injury	WorkSafeBC claim number	Nature of injury

Return-to-work plan

Current abilities

Week 1	Week of (YYYY/MM/DD)						
Duties and considerations (specific tasks, location of work if different from usual, breaks, and supports)							
Hours of work	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday

- Find this template at worksafebc.com/rtw-plan-employers

Current abilities

Schedule and details of suitable work

Goal Accomplished! Partnering for Progress



Recap

Return to Work Resources

For employers

Find tips, templates, and resources to help you plan for return to work.

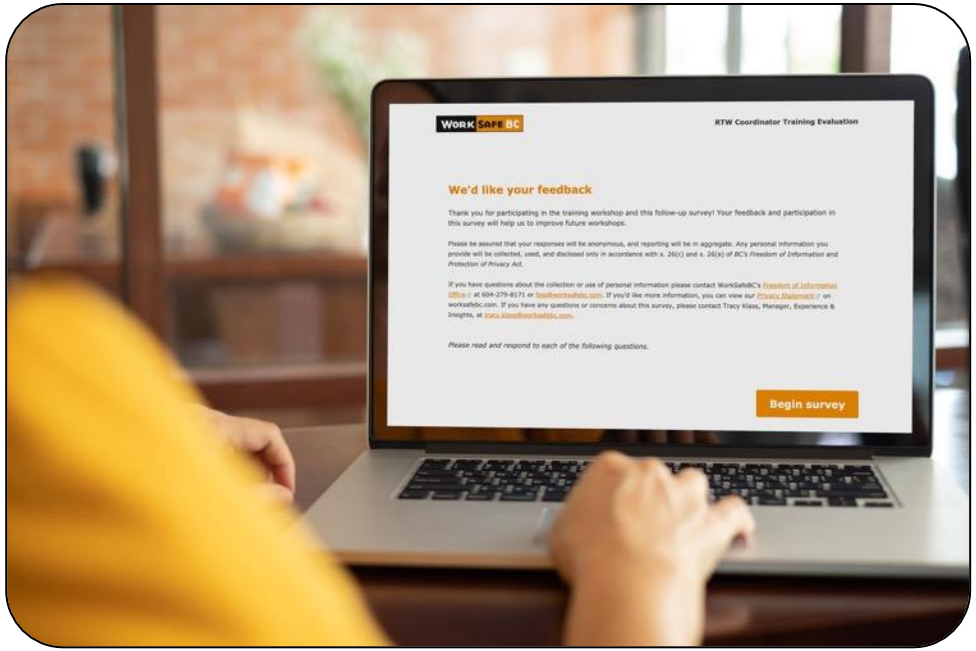
worksafebc.com/returntowork-employers

For workers

Learn about your responsibilities after a workplace injury and the benefits of staying connected to the workplace while your recover.

worksafebc.com/returntowork-workers

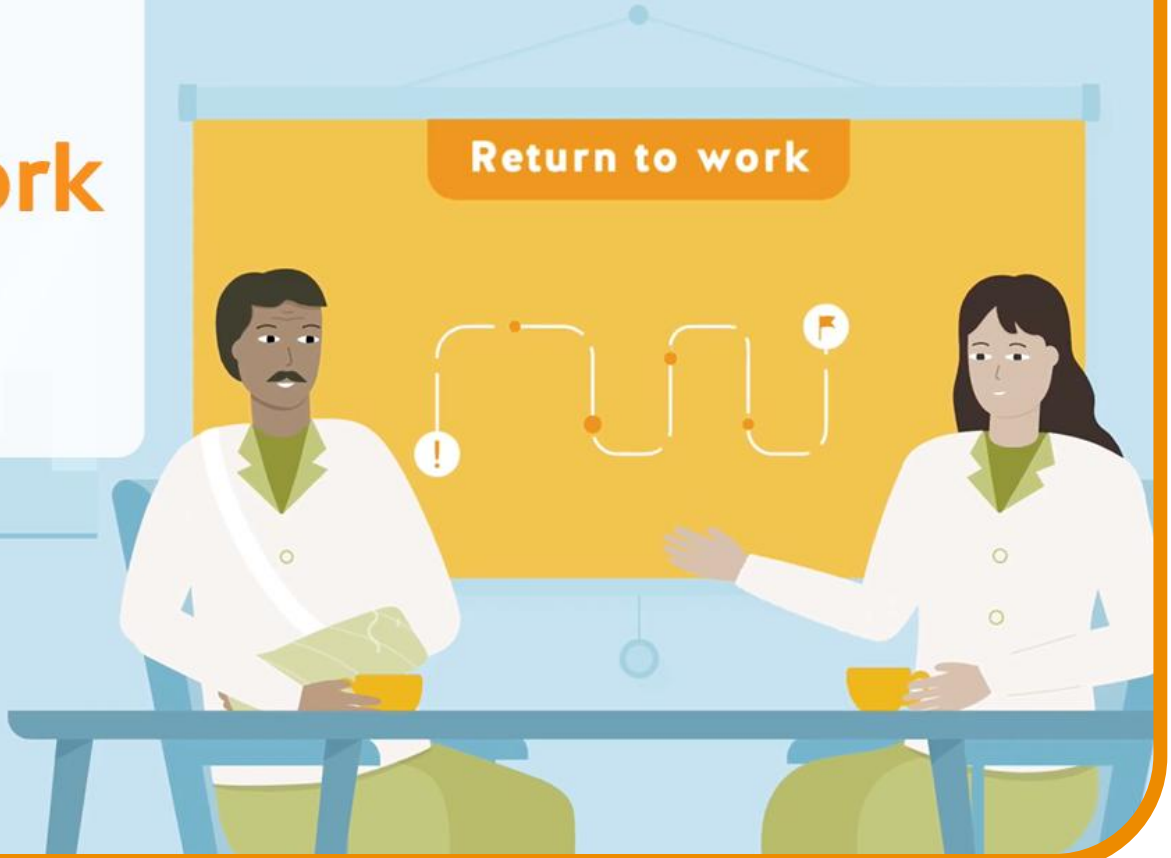
Course evaluation



WORK SAFE BC

Return to Work

Information for employers



Play

Review

1. Who makes the initial offer of suitable work and when should it be made?
2. Name three benefits for the injured worker participating in a return-to-work program.
3. How would you find out a worker’s abilities?
4. Do you need a doctor’s note to complete a suitable work offer?
5. How often should you follow-up with an injured worker?

Questions?