



Manager's Quick Guide to Work-Related Injuries

When a workplace injury occurs...

Step 1: Employee should immediately report a workplace injury to their supervisor/manager

Step 2: Employee should seek medical attention or first aid as necessary

Step 3: Supervisor/Manager or Employee submits "Employee Event" form on PSMS

Step 4: Submit WCB Forms to WCB via fax, mail or in person
(fax is preferable to ensure a timely receipt of forms, fax #: 902-368-5696)

- Employee = Form 6
- Employer = Form 7
 - Ensure you have current form
 - Fillable form available online: <http://wcb.pe.ca/form7>

Step 5: Notify Health PEI OH&S Officers of injury and status:

- Initial injury:** send copy of Form 7 (and Form 6 if available) to: wcbforms@ihis.org
with subject line: *Name, Site, Date of Injury (i.e. Mary Smith, PCH, January 1, 2018)*
- If additional medical information is received:** send a copy to wcbforms@ihis.org
with subject line: *Name, Site, Medical Note (i.e. Mary Smith, PCH, Medical Note)*
- Recurrence (if new Form 7 not generated):** send email to wcbforms@ihis.org
with subject line: *Name, Site, Recurrence (i.e. Mary Smith, PCH, Recurrence)*
- If the employee returns to work before WCB or OH&S Intervention:** update wcbforms@ihis.org
with subject Line; *Name, Site, Return to Work (i.e. Mary Smith, PCH, Return to Work)-*
Add content within body of email (i.e. Mary Smith returned to her regular duties on February 2, 2018)

* Please note that the email address wcbforms@ihis.org is for Health PEI OH&S Officers (this will not notify WCB).

Tips for Completing WCB Form 7's

- Section 1 - Ensure that you check the box on whether the employee has lost time or not
- Section 2 - Include the site name in Employer Firm Name (i.e. Health PEI – PCH)
- Section 2 - Health PEI's WCB Firm Number is 21258, WCB operation number is 1
- Section 14 – Check boxes with "yes" when asked about supporting modified duties or easebacks
- Section 14 – Contact name for Return to Work Planning should be the employee's manager or supervisor

Questions: Contact OH&S Officer- Return to Work at 902-438-4531

COMMUNICATING WITH INJURED WORKERS

A workplace injury can have a significant impact on a person's life. But an injury to one of your workers can also have an impact on your business. To minimize this impact, try to foster a recover at work culture at your workplace. Regular communication, support and understanding play an important role in ensuring a successful return to work outcome following an injury.

Benefits of you communicating with your injured worker

A supportive and positive approach from you at the time of injury and throughout the rehabilitation process can have a positive impact on recovery and improves the likelihood of a prompt and successful return to work. This in turn reduces the costs of the claim and the impact of the injury on your premium.

Regular communication lets your employee know they are valued and alleviates uncertainty about their job security.

Tips for communicating with an injured worker

Simple actions can go a long way towards helping your employee feel comfortable about returning to work.

- Be empathetic in your communications as this demonstrates you care about the worker's wellbeing
- Make contact as soon as you are aware of an injury, and maintain regular contact throughout the rehabilitation process. It is a good idea to discuss the timing and frequency of contact at the outset to ensure the worker is comfortable. Contacting the worker too frequently could be perceived as prying or placing pressure on the worker to return to work.
- Identify the most appropriate person in your organization to maintain contact with the injured worker. Ideally this should be someone the injured worker has a level of trust and rapport with. Research has shown injured workers like their supervisors to maintain contact with them following an injury.
- Invite injured workers to meetings or functions that they may be able to attend. Send them newsletters and updates about any announcements while they are unable to work, or a get well card signed by their supervisor and co-workers. This helps them feel valued and maintains a connection with the workplace so they feel more comfortable returning to work.
- If one of your employees has sustained a psychological/psychiatric injury, it is equally important that communication is maintained while they are unable to work.

Some tips to help you prepare for conversations with your injured worker include:

- Remain positive when speaking to your employee, and avoid placing blame about the injury, as negativity can impact on a worker's motivation to return to work
- Focus on things the worker can do, rather than those they can't due to their injury
- Reassure the worker their job is safe, and encourage them to focus on their recovery from injury
- Listen to any concerns raised and address these promptly
- Ask your worker when they feel they could return to work and discuss the suitable duties available
- Tell your worker you look forward to them returning to work.

Reference: <https://www.worksafe.qld.gov.au/rehab-and-claims/stay-at-work-return-to-work/how-to-return-to-work/communicating-with-injured-workers>

SUPPORTING WORKERS IN THEIR RETURN TO WORK

- Ensure a manager or supervisor is available to welcome the employee back and orient them to any changes and to clarify the expectations/job duties during their Easeback/Modified Duties, if applicable.
- Ensure other staff are updated appropriately to introduce the return and ensure there are no misunderstandings of roles and responsibilities.
- Encourage a culture among staff of supporting others' in their return to work.
- Check in with the employee, at least daily, to see how they are doing, if they have any difficulties that should be addressed.
- Ensure they are not working outside their recommended duties.
- Create an open-door policy for the employee to discuss any difficulties they are encountering
- If you have any concerns, contact Health PEI's OH&S Officer – Return to Work