

TIMELY AND SAFE RETURN TO WORK IN HOSPITALITY

WORKING
TO WELL

Supporting timely and safe return to work allows a worker to continue as a valuable resource to the organization. Use the following as a best-practice guide.



Workers' Compensation Board (WCB) Overview

What does the Workers' Compensation Board of Nova Scotia do?

Timely and Safe Return to Work

What to do when you are injured at work

Why all injuries should be reported

What is the Direct Access Program?

What is Timely and Safe Return to Work?

What are Earnings Replacement Benefits?

What else should you do?

Other Resources

WCB Online

Timely and Safe Return to Work

Working to Well Resources

Translation Services

Direct Access Program

Psychologically Healthy Workplace

Outside Support

Appealing a Claim Decision

WORKERS' COMPENSATION BOARD OVERVIEW

WORKING
TO WELL

WHAT DOES THE WORKERS' COMPENSATION BOARD OF NOVA SCOTIA DO?

- We inform and educate Nova Scotians about how to prevent workplace injury.
- When injury does happen, we act as a form of insurance so you have financial support. Employers pay premiums to us so we can provide this financial support.
- Any worker injured at work is allowed to seek medical attention from a health-care provider.
- We support timely and safe return to work as a way to help you return to your pre-injury life and income.
- If workplace tragedy happens, we provide caring, compassionate support.

TIMELY AND SAFE RETURN TO WORK

WHAT TO DO WHEN YOU ARE INJURED AT WORK

- Seek first aid/medical attention immediately.
- The work supervisor should fill out an internal incident report.
- If you lose time from work or need medical attention, your employer must fill out and submit a WCB injury report form. A WCB case worker will be assigned to your claim.
- If the injury is a sprain or strain, you can see a physiotherapist or chiropractor right away through the Direct Access Program.
- Talk to your employer about what you can safely do and explore options for modified work

WHY ALL INJURIES SHOULD BE REPORTED – EVEN SMALL ONES.

- Small injuries can get worse and require time off or medical attention. For example, a cut or burn could get infected.
- If the injury is not reported, you may not get paid for the time you need off work.
- Employers need to know about all injuries so they can ensure the injury does not happen again.

WHAT IS THE DIRECT ACCESS PROGRAM?

The sooner you see a health-care professional after a workplace injury, the better. With WCB's Direct Access Program, if you have a sprain or strain – the most common injuries – you can see an approved physiotherapist or chiropractor right away without a referral from your family doctor. You can often get an appointment the same day.

The approved health-care provider will assess your injury and determine if you can safely return to your pre-injury duties, do modified work, or will need time off to recover.

Find a list of WCB-approved health-care providers at wcb.ns.ca/serviceproviders.

WHAT IS TIMELY AND SAFE RETURN TO WORK?

In many cases, if you are injured at work, you do not need to take time off to recover.

- Your employer can modify the work – that means make temporary changes so that you can work safely while you recover. Once you are ready, you can return to doing your full, original job.
- If the nature of your injury prevents you from doing modified work, your employer may be able to find you different work that you can safely do at the workplace.

You, your employer, your health-care provider, and your WCB case worker all work together to make a return-to-work plan.

Benefits of a timely and safe return to work:

- You continue to earn all, or almost all, of your pay.
- You stay involved in any employee benefits program.
- You stay active, which is important for recovery.
- You stay connected with your co-workers and workplace, which is important for your social well-being.
- You maintain your sense of confidence by focusing on what you *can* do, as opposed to what you can't.

WHAT ARE EARNINGS REPLACEMENT BENEFITS?

An earnings replacement benefit is compensation provided by the WCB if you have lost all or part of your typical earnings because of a workplace injury.

Earnings Replacement Benefits pay:



Typically, most workers must be off work for more than two days before earnings replacement benefits are payable. This waiting period reduces your benefit by 40 per cent for only the first week after you are injured. This amount is subtracted from your first benefit payment.

WHAT ELSE SHOULD YOU DO?

While you are recovering from a workplace injury, you have an important role to play:

- Get better! That's your most important job.
- Follow any advice your health-care providers give you.
- Participate in your return-to-work program.
- Keep your WCB case worker up to date on any changes to your health, income, or other circumstances (such as if you move).
- Stay connected with your employer.

OTHER RESOURCES

WORKING
TO WELL

Visit the WCB website

www.wcb.ns.ca

WCB ONLINE

With WCB Online, employers and workers can securely:

- submit various forms, such as travel expenses, direct deposit sign-up, and more
- monitor the claim process, including payments
- ask questions about the claim and get the answers quickly
- access all of this from your computer, tablet, or smartphone

onlineservices.wcb.ns.ca/workers/

TIMELY AND SAFE RETURN TO WORK/WORKING TO WELL RESOURCES

wcb.ns.ca/workingtowell

TRANSLATION SERVICES

Need help with English? We can provide translation services in 170 languages through the Language Line Service. Talk to your WCB case worker. Workers can also choose to have a family member or friend assist with translation, or your employer can make other arrangements.

DIRECT ACCESS PROGRAM

wcb.ns.ca/directaccess

PSYCHOLOGICALLY HEALTHY WORKPLACE

Nova Scotia First Responders' Mental Health

firstrespondersmentalhealthns.com

OUTSIDE SUPPORT

The Office of the Worker Counsellor provides assistance, education, and advocacy for workers dealing with WCB or occupational health and safety systems in this province. Their services are confidential and free of charge.

workercounsellor.ca