

Back to Work, Back to Health



Return to work for the retail industry

Produced by BC Retailers

Sometimes workers get hurt on the job...

...even when we've all done our best to protect them. That's why a group of retail companies and organizations in B.C. has partnered with WorkSafeBC (the Workers' Compensation Board) to produce this booklet. The group meets regularly to share experiences and explore solutions to health and safety concerns in the retail industry. This booklet presents some of the group's ideas and best practices for helping injured workers get back to work and back to health.

For more information, contact any of the people listed in Section 5, pages 13–14. Each of these people contributed to the development of this booklet and will be happy to help you. You can also visit worksafebc.com or call the WorkSafeBC Prevention Information Line at 604.276.3100 in the Lower Mainland or 1.888.621.SAFE (7233) toll-free in B.C.

Best wishes for a safe, healthy, and profitable business!

Contributing retail organizations

- BC Liquor Distribution Branch
- Canada Safeway
- Costco Wholesale
- H. Y. Louie Co. Limited/Tober Enterprises Limited
- Home Depot Canada
- Hudson's Bay Company
- Kerrisdale Cameras Limited
- London Drugs Limited
- Mountain Equipment Co-op
- Overwaitea Food Group
- Retail Council of Canada (Western Canada)
- RONA
- Sears Canada
- 7-Eleven Canada
- Staples Business Depot
- Thrifty Foods

Special thanks to WorkSafeBC for providing its support in the development of this guide.



Who is this booklet for?

This booklet is for employers and supervisors who would like some guidance in helping injured workers recover and return to work. Workers seeking basic health and safety information can refer to the *Health & Safety Guide for New Retail Workers*, produced by BC Retailers. This booklet and the workers' guide are available online at the following websites:

- www.retailbc.org
- www.retailcouncil.org
- worksafebc.com

Share this booklet with anyone who may need guidance in helping an injured worker. Keep it in a handy place so it's available whenever anyone needs to refer to it.

What is the purpose of this booklet?

The purpose of this booklet is to assist you in returning workers quickly and safely to the jobs they held before work-related injuries or illnesses. Injured workers can recover quicker and get back on the job if they receive assistance from the employer, their family doctor, and WorkSafeBC. This booklet outlines what you can do to help.

How is this booklet organized?

This booklet has six sections:

Section 1: Responding to injuries, page 4

Section 2: Working with doctors and other caregivers, page 6

Section 3: Working with WorkSafeBC, page 7

Section 4: Promoting return to work, page 10

Section 5: Finding more information, page 13

Section 6: Sample letters and information sheets, page 15

You can also help us improve this booklet by completing the survey on page 20 and faxing it to us.

About claims management and return to work

Claims management and return to work involve taking reasonable measures to help ensure that an injury does not adversely affect a worker's future. This usually includes helping the worker return to work during the recovery period and remain at work after recovery.

The process will involve working with doctors, the worker, WorkSafeBC, rehabilitation experts, and others to help the worker recover and return to regular duties. If that is not possible, the goal is to find other ways to help the worker return to productive, gainful employment.

*“Return to work (RTW):
It’s good business.”*

Why are return-to-work programs important?

Workplace injuries not only affect your workers' future; they can also affect your business. How you deal with an injury can make a big difference to both of you. Helping injured workers recover safely and return to work quickly makes good business sense, with benefits including the following:

- better worker morale and productivity
- less turnover, leading to savings in retraining costs
- improved labour relations
- a reputation as a good corporate citizen
- lower WorkSafeBC premiums for your business

Consult the Workers Compensation Act and the Occupational Health and Safety Regulation

This booklet is to be used as a general resource only. It presents recommendations from employers in the retail industry for helping injured workers and dealing with injury claims. Although it reflects some of your obligations under the *Workers Compensation Act* (the Act) and the *Occupational Health and Safety Regulation* (the Regulation), you should still consult the Act and the Regulation to ensure that you are meeting your legal obligations. (If your business is outside B.C. you must refer to the acts and requirements for that jurisdiction.)

Section 1:

Responding to injuries

Report serious incidents (accidents and injuries) to WorkSafeBC by calling the Prevention Information Line at 604.276.3100 in the Lower Mainland or 1.888.621.SAFE (7233) toll-free in B.C.

For the After-hours Health and Safety Emergency Line, call 604.273.7711 in the Lower Mainland or 1.866.922.4357 toll-free in B.C.

You can report injuries (initiate a claim) using the Incident and Injury Report at worksafebc.com. **Online reporting streamlines the process so it's easier for you.** Plus, the latest forms are available online, so you won't risk completing an out-of-date form and then having to resubmit a newer version.

If a worker is injured on the job, you need to know how to respond to the situation. This section describes the steps you should take on the first day, within the first three days, within the first week, and on an ongoing basis.

Day 1

- **Provide first aid if necessary.** Call 911 for serious injuries.
- **Transport the worker to the nearest medical facility.**
- **Report the incident immediately if it is serious.** Call the Prevention Information Line (see box at left). Serious incidents include fatalities, serious injuries, major damage to buildings, and major releases of hazardous substances. If you're unsure whether or not an incident is serious, report it anyway.
- **Investigate the incident.** Find out what went wrong and what you need to do to prevent it from happening again. Your investigation should include statements from anyone who was present during the incident.

Days 1–3

- **If possible, talk to the worker's doctor.** If the injury may require time away from work, let the doctor know you are willing to provide alternative or modified work if necessary while the worker recovers. (See the sample letters in Section 6, pages 15–17.)
- **Report any injury to WorkSafeBC within three business days.** If you find out about the injury more than three days after it occurs, report it as soon as possible.
- **Initiate a WorkSafeBC claim.** Submit form 7 — Employer's Report of Injury or Occupational Disease. Ask the worker to complete form 6A. (You can download these from worksafebc.com or get copies by calling 604.231.8888 or 1.888.967.5377.) **Note:** Be sure to indicate in Item 19 of form 7 if you can provide light-duty or modified work.
- If the worker will miss work for an extended period of time, do the following:
 - ~ **Stay in touch with the worker.** Contact the worker at least every 2–3 days.
 - ~ **Consider asking a nurse adviser for help.** To reach one, contact your regional WorkSafeBC office.
 - ~ **Maintain a good working relationship with the person managing the claim at WorkSafeBC.**

Week 1

Make sure all the remaining forms are submitted to WorkSafeBC. These include form 6A — Worker's Report of Injury or Occupational Disease and, if first aid was provided, form 7A — First Aid Report. If your worker wants to apply for compensation, he or she must complete form 6 — Application for Compensation and Report of Injury or Occupational Disease.

Employers' Advisers

If you need more help, you can also call the Employers' Advisers office (see page 9).

Investigate the incident

Ensure that the incident doesn't happen again. Make changes to work procedures or the work environment, as necessary. Involve the worker who was injured and others in implementing the changes.

Need more help? Call the Small Business Contact Centre.

Some larger retail companies hire specialists who help them work with WorkSafeBC, doctors, and others to help injured workers. However, most retail employers in B.C. do not, mainly because they are small companies and lack the resources available to larger employers.

To help employers who might not know how best to deal with an incident, WorkSafeBC has established a Small Business Contact Centre. The centre acts as a single point of contact for clients who need help with issues related to WorkSafeBC, regardless of the type of business they are doing. The centre:

- offers access to Telefile, which allows small businesses to report injuries by phone
- provides claims-related information

Staff at the centre can also help you with virtually any question or concern you may have related to WorkSafeBC. They pledge to:

- answer each call personally between 8:00 a.m. and 4:00 p.m.
- respond to voicemail inquiries within 24 hours
- respond to email inquiries within 3 business days
- respond to written inquiries within 15 days

Phone: 604.233.5353

Toll-free: 1.866.338.3888

Fax: 604.233.9722

Toll-free: 1.866.338.3888



Section 2:

Working with doctors and other caregivers

Doctors and other medical caregivers play an important role in decisions about whether your worker should be receiving workers' compensation benefits or returning to work.

In fact, WorkSafeBC will even pay a doctor to consult with you on a return-to-work (RTW) plan for your worker. You can encourage doctors to do that by doing the following:

- Let them know that you are committed to ensuring a safe return to work.
- Let them know what alternative or modified work you are able to provide.
- Ask them what the worker can do in your company during recovery.
- Encourage them to contact you to create an RTW plan if the worker needs one.

Provide the doctor with information

Section 6 includes sample letters to give to doctors (pages 16–17) as well as information about a WorkSafeBC fee code (page 18), which lets doctors know how they can bill WorkSafeBC for helping you develop an RTW plan. It's a good idea to copy this information and include it with your letter to the doctor. For more information, search for "fee code 19950" at worksafebc.com or using an Internet search engine.

You can either send this material with your worker to give to the doctor, or you can provide it yourself. Doctors are very busy and difficult to reach by phone, so the best approach is to contact their office assistants and ask to talk to the doctor about a return-to-work plan and a fee code that they can use to charge WorkSafeBC.

One of the best things you can do is have a list of modified duties and job descriptions available for the worker to give to the doctor. That way the doctor can tell right away if there is work that suits the RTW plan.

What if the doctor approves of an RTW plan?

Excellent! Work with the medical caregiver and stick to the agreed-upon plan. But remember that a caregiver's responsibility is the health of the patient, not the needs of your business. It is important for you to support the caregiver's efforts and not to compromise the care plan. If you do, the caregiver may have to withdraw from the plan.



Section 3:

Working with WorkSafeBC

In addition to dealing with your worker's doctor, you will also be in contact with WorkSafeBC staff (for example, the case manager assigned to your worker or a nurse adviser in that office). In fact, the nurse adviser might be easier to contact and can provide direct assistance.

Remember that WorkSafeBC decisions regarding your worker's injury claim are based on the facts as WorkSafeBC knows them. That is why it is important to keep the facts clear and communicate them effectively.



Start a file and keep records

Over time you will find that there is a growing amount of information related to an injury claim. Stay on top of things by creating a separate file for the injury claim. The file should include copies of the following:

- claim forms
- the incident investigation report
- medical certificates and reports
- travel receipts
- rehabilitation reports
- return-to-work plans
- notes from phone conversations with your worker, WorkSafeBC, and the medical caregiver (including dates and topics discussed)

This information may be important if you find you disagree with a WorkSafeBC decision at some point.

Include a cover sheet with the file

It helps to put a cover sheet at the front of the file to keep track of phone calls, contact names and numbers, and correspondence. For a sample Contact Record Sheet, see page 19.

Keep correspondence professional and confidential

Be aware that all correspondence with WorkSafeBC is documented and available to the worker, so *always* keep it professional and focused on getting the worker back to work.

What if I disagree with a WorkSafeBC decision?

If you disagree with a WorkSafeBC decision, there are three steps you can take: ask for clarification and a decision letter, request a review of the decision, and appeal the decision.

Step	Deadline
1. Ask for clarification and a decision letter.	The request must be made within 75 days of the decision date.
2. Request a review of the decision.	The request must be made within 90 days of the decision date. (Decisions are usually made within 150 days.)
3. Appeal the decision with the Workers' Compensation Appeal Tribunal (WCAT).	The request must be made within 30 days of the review decision date. (Decisions are usually made within 180 days.)

For more information and copies of forms, visit worksafebc.com and use the following links:

- under “Quick Links” click “Review and Appeal”
- click “Forms”

Nurse advisers — An option to consider

The worker's family doctor or other medical caregiver does not necessarily have the final say in decisions about whether or not an injured worker should be at work. You can contact a nurse adviser employed by WorkSafeBC if you need help with your worker. Nurse advisers can provide close support that you can't always get from a doctor. A nurse adviser's job is to do everything possible to help your worker get back to work.

Nurse advisers can support you and your worker directly by:

- working closely with the case manager to develop a safe RTW plan that promotes a quick return to work
- working with you, the injured worker, the medical caregiver, community therapists, and others
- helping identify the worker's home-support needs

To contact a nurse adviser, call your local WorkSafeBC office. There is a nurse adviser available to every WorkSafeBC office in B.C.

Nurse advisers have a new role at WorkSafeBC. They can provide close support to you and your worker in ways no one else can. If you need help with your worker's injury, contact a nurse adviser at your local WorkSafeBC office.

Employers' advisers

The Employers' Advisers Office is a branch of the B.C. Ministry of Labour and Citizens' Services, independent of WorkSafeBC. Employers' advisers are funded by the WorkSafeBC premiums collected from employers. At no additional cost, advisers provide impartial advice, assistance, representation, and training to employers about workers' compensation legislation, decisions, appeals, and policies.

Employers' advisers have a right to access WorkSafeBC information on your behalf, but they cannot file reports for you. Employers' advisers also conduct educational seminars for employers on topics such as occupational health and safety requirements, claims management, disability management, and assessments.

You can visit the Employers' Advisers website at www.labour.gov.bc.ca/eao/ or contact a regional office for help. You can now reach all Employers' Advisers regional offices using the following numbers:

- Phone: 604.713.0303
- Toll-free: 1.800.925.2233
- Toll-free fax: 1.855.664.7993



Section 4:

Promoting return to work

This section describes what you can do to help an injured worker return to work quickly and safely.

Start a return-to-work program today

Have an RTW strategy in place before a worker is injured. Prepare a list of modified duties or alternative work in advance. That way you will be better prepared to make arrangements to accommodate injured workers. Be creative! For more information on selective and light employment, see Section 34.11 of the WorkSafeBC *Rehabilitation Services and Claims Manual*.

Tell your workers about your company's RTW program. Let them know how you will help them if an injury happens.

An RTW program starts before the worker returns to the job site. In fact, a good program starts now — before anyone is injured.

Maintain contact with injured workers

Contact your injured worker as soon as possible and communicate the following:

- Assure the worker that you will do what you can to accommodate any special needs the worker may have upon returning to work.
- Create positive expectations: Talk about *when* the worker is healthy and back at work, not *if*.
- Let the worker know you will work with the doctor to make sure the return to work is safe.
- Reassure the worker that you are willing to provide productive work with modifications, if necessary, during recovery to minimize the risk of aggravating the injury or causing further injury.
- Let the worker know that you will provide training if the worker's medical restrictions require alternative work.
- Ask about any other needs the worker may have, such as transportation to and from work or ongoing appointments with physiotherapists or doctors. Help out where you can.

A good RTW program can help injuries heal faster. Studies show that the longer injured workers are off work during recovery, the less likely it is that they will return to the job. Stay connected and call often.

Don't stop communicating with your worker after day one. Contact them at least every 2–3 days. Keep listening to their needs and concerns. Encourage them to make suggestions for modified work that fits their restrictions. Showing this kind of consideration to your worker will help keep up morale among other workers.

Tips for a successful return-to-work plan

1. Make sure that light-duty work or job modifications are meaningful and productive.
2. Discuss potential modified-work scenarios and tasks with the worker. Consider any restrictions stated by the doctor or other medical caregiver.
3. Maintain regular contact with injured workers who are off work. Update them on what is happening at work and let them know they are missed.
4. Understand the importance of light-duty or modified work as a treatment or reconditioning step. A program is doomed to fail if you don't believe in it.
5. Based on the medical caregiver's recommendations, decide in advance on the specific number of days, and possibly hours, that the worker will perform light-duty work.
6. Be creative when seeking solutions. Ask for input from workers, supervisors, and medical caregivers.
7. Get everyone involved. Make sure other workers support the program and understand what is going on.

Critical steps for helping your worker return to work

1. Call your worker.
2. Consider potential options for return to work.
3. Call the WorkSafeBC representative and indicate that you are willing to provide modified duties.
4. If necessary, call a nurse adviser to see how he or she can help.

What if you can't provide alternative work?

There is help! If you haven't already, contact a nurse adviser in your area by calling your local WorkSafeBC office. Nurse advisers will do everything they can to help your worker return to work. Otherwise, WorkSafeBC may assign a vocational rehabilitation consultant to assist. The consultant is a supportive ally in helping your worker return to work.

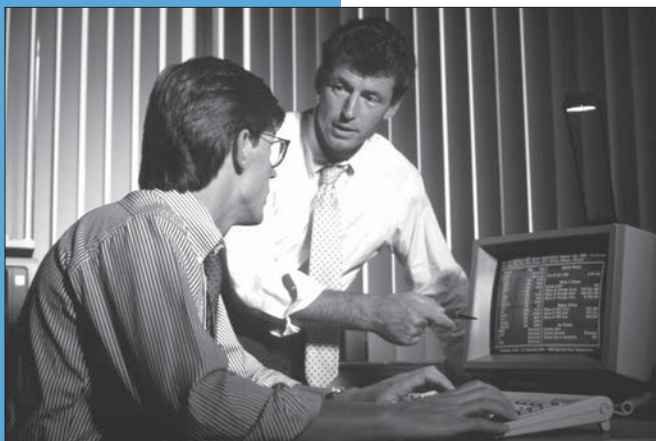
WorkSafeBC sometimes provides financial assistance for the following:

- refresher training or skill upgrading
- a graduated return to work
- a work trial in a new job and assessment of the trial
- modifications to the worksite or equipment
- modified job duties
- on-the-job training
- formal training for a new and different job

Talk to the WorkSafeBC case manager or vocational rehabilitation consultant if you think assistance is necessary.

Important!

- It is against the law to pay an injured worker to stay home.
- Modified jobs must make a productive contribution to the business.



Upgrading skills

If your worker faces a long rehabilitation before returning to work, you may suggest that the worker use this time to upgrade skills, if necessary. Upgrading skills can help:

- enhance your worker's prospects for alternative return to work, if necessary
- develop a positive focus for the future
- reduce the compensation costs of training after recovery

If the worker can't return to your workplace permanently, you can still help them prepare for a different job by working with the vocational rehabilitation consultant.

Going one step further — Absence management

Even if a medical leave from employment is not the result of a work-related injury, you can still use many of the same steps described in this booklet to help your worker return to work.

Return to work is really just one kind of absence management. Absence management should be a normal part of running your business. Absence management includes the following:

- non-occupational illnesses or accidents (for example, sick days)
- time off resulting from work-related accidents or illnesses
- time off for family and other personal matters

Most of the activities that you would put in place for an RTW plan will benefit an absence-management program, and vice versa.

Note: For matters that are not related to WorkSafeBC, please seek independent legal advice as required.

Section 5:

Finding more information

Health and safety publications for retail

Visit worksafebc.com for searchable versions of the Occupational Health and Safety Regulation (including key excerpts from the *Workers Compensation Act*) and associated guidelines. The website also includes the following useful publications:

- *Health & Safety Guide for New Retail Workers*
- *Health and Safety for Retail Small Business*
- *Small Business Guide to Health and Safety*
- *Small Business Primer: A Guide to WorkSafeBC*
- *Take Care: How to Develop and Implement a Workplace Violence Prevention Program*
- *3 Steps to Effective Worker Education and Training*
- *Understanding the Risks of Musculoskeletal Injury (MSI): An Educational Guide for Workers on Sprains, Strains, and other MSIs*
- *What To Do in Case of a Fire in Your Public Building*

The Small Business Safety Calculator is an online resource that helps small business owners understand all the costs associated with work-related injuries. Go to www2.worksafebc.com/sc/tours.

Industry contacts

Name, company, and title	Phone	Email
R. Glenn Barned, CHRP, CHSC, CRSP Thrifty Foods Occupational Health and Safety Auditor	250.483.1656	gbarned@thriftyfoods.com
Terrie Binns Staples Business Depot Associate Relations Consultant, Western Canada	604.320.6806, ext. 4400	terrie.binns@staples.ca
Pat Smith 7-Eleven Canada Occupational Health and Safety Rep	604.293.5644	psmith@7-Eleven.ca
Brian Burgess Sears Canada BC Regional Resources Protection Manager	604.420.8578 604.787.0863 (cell)	bburges@sears.ca
Cherri Singleton RONA Health and Safety Advisor, Western Division	604.882.6341	cherri.singleton@rona.ca

Industry contacts cont.

Name, company, and title	Phone	Email
Mike Stortz Overwaitea Food Group Employee Development Specialist	604.881.3596	mike_stortz@owfg.com
Iva Zupancic Mountain Equipment Co-op	604.707.4428	izupancic@mec.ca
Philippa Brown Mountain Equipment Co-op HR Generalist	604.707.4488	pbrown@mec.ca
Laurie Lowes London Drugs Limited Manager, Health and Safety	604.272.7115	llowes@londondrugs.com
Jacque Allison London Drugs Limited WorkSafeBC Claims Coordinator	604.272.7109	jallison@londondrugs.com
Mark Offerhaus Liquor Distribution Branch Manager, Corporate Health Programs	604.252.3266	mark.offerhaus@bcliquorstores.com
Ken Milligan Liquor Distribution Branch Safety Officer	604.252.3252	ken.milligan@bcliquorstores.com
Linda Hudson Kerrisdale Cameras Limited Personnel and Advertising Manager	604.263.4553	linda@kerrisdalecameras.com
Sharon Rupal Hudson's Bay Company Manager, Health and Safety Western Canada	604.248.2971	sharon.rupal@hbc.com
Nicky Buchanan Home Depot Canada Environmental Health and Safety Manager	604.529.4316 888.714.1517 (pager)	nicky_buchanan@HomeDepot.com
Brenda Page H.Y. Louie Co. Limited HR, Training and Development Specialist	604.444.5416	brendap@hylouie.com
Betty MacNichol Costco Wholesale Western Canada Regional Safety Manager	604.444.9347	bmacnichol@costco.com
Gary Davies Canada Safeway Health and Safety Coordinator	604.301.2665	gary.davies3@safeway.com

Section 6: Sample letters and information sheets

This section includes information for doctors and other caregivers, including sample letters and information on a WorkSafeBC fee code. The preferred approach is to give this information to your worker to give to the doctor; however, you can also provide it yourself. The purpose is to encourage the doctor to take steps to help your injured worker return to work.

Include the first sample letter if you send the package to a medical caregiver when the worker first goes for medical care. Include the second sample letter if you follow up with the family doctor or other caregiver after the worker's initial visit.

It's also a good idea to provide the doctor with a job description for the worker along with a list of alternative duties they might be able to do during recovery. This will help the doctor in developing an RTW plan.

Remember: Doctors are busy people. Usually the best way to reach them is by contacting their office assistant and explaining that you would like to talk to the doctor about a return-to-work plan and a fee code that they can use to bill WorkSafeBC. It may be a good idea to include your business card with any correspondence you send them.

This section also includes a sample contact sheet that you can use to track your communications with WorkSafeBC and others.

Provide the doctor with a job description for your worker and a list of alternative duties they might be able to take on during recovery.

Sample letter #1 — for caregiver

(for delivery when the worker first goes to a clinic)

Note to Medical Caregiver

As an employer, the safety and health of my workers is paramount. Thank you for attending to the needs of my injured worker. My company is committed to helping any of our workers who have been injured on or off the job to return to work as soon as possible.

If it is necessary for the worker to be off work for any length of time, I want to support you in the contribution you are making to the worker's recovery and return to the workplace. Please feel free to phone me at the number above to discuss safe options that will promote recovery for my worker.

You are entitled to bill WorkSafeBC, should you wish to develop with me a safe return-to-work plan for your patient. Attached is a document that explains the fee code you would use for billing purposes.

If there is any other way I can assist with the recovery of your patient, I would be pleased to hear from you.

Sincerely,

Sample letter #2 — for doctor

(for delivery after you learn the worker will be off work)

Dear Dr. _____

As an employer, the safety and health of my workers is paramount. I understand that [NAME OF WORKER] is unable to attend work due to [her/his] condition. Thank you for attending to [her/his] needs.

[NAME OF COMPANY] is committed to helping any of our workers who have been injured on or off the job to return to work as soon as possible. I want to support you in your efforts to bring [NAME OF WORKER] back to good health. Please feel free to contact me at [PHONE NUMBER] to discuss safe options for return to work that will promote recovery for your patient.

Attached is a document that explains a fee code you can use to bill WorkSafeBC, should you wish to develop a safe return-to-work plan for your patient with me. If not, if there is any other way in which I can be of assistance with the recovery of your patient, I would be pleased to hear from you.

Sincerely,

Information regarding WorkSafeBC fee code 19950

Fee code 19950 is a \$260 fee that covers the following:

1. An office visit with your patient

2. A phone call to the employer

Contact the employer to find opportunities for safe work.

3. Developing a specific return-to-work (RTW) plan

- This plan would specify hours, activities, and progression of activity, including the expected date of full return to work.
- Consider graduated hours or graduated activity. The plan does not need to start on a Monday. In fact, arranging the return to work for a Thursday will allow your patient a weekend break after the first couple of days back.
- Physicians using this fee code to date tell us that, where possible, attaching the patient back to his or her normal work and finding appropriate graded activity and hours works better than moving the patient to a completely different area. However, if this is not possible, attaching the patient to any type of work is shown to significantly improve recovery.

4. Communicating the plan to your patient

This can be a second office visit, a phone call, or whatever method of communication you and your patient decide on.

5. Reporting the RTW plan to WorkSafeBC on a form 11

The form 11 should contain the following:

- the usual history and physical
- a specific RTW plan with dates and duties
- a notation that the form 11 is the report for billing code 19950

All of the above steps need to be carried out for you to collect the fee. **The fee will be paid even if the claim is not ultimately accepted.**

Please contact WorkSafeBC at the following number if you have any difficulties using this fee item, or see the April 2005 issue of the *BC Medical Journal* (Vol. 47, No. 3, page 131). You can find this article online at www.bcma.org/public/bc_medical_journal/BCMJ/2005/april_2005/wcb.asp.

Dr. Celina Dunn
Manager, Medical Services
Workers' Compensation Board of British Columbia
Tel: 604.232.5825

Sample contact record sheet

Worker name: _____	WorkSafeBC claim number: _____
Worker contact number: _____	Date of injury: _____

Return-to-work plan	Limitations (what the worker should not do)
Start date: _____ End date: _____ Date of return to regular duties: _____	Ask the case manager or call the Small Business Contact Centre at 604.233.5353 in the Lower Mainland or 1.866.338.3888 toll-free in B.C.
	Ideas for light duties or modified work

Contacts			
	Name	Phone	Other
	Nurse adviser		
	Claims adjudicator		
	Case manager		
	Doctor		
	Other		

Contact notes		
Date	Person contacted	Notes

Help us improve this booklet

We want to know if this booklet is useful to you. Please complete the form below and fax it to Retail BC at 604.736.3154.

Tell us what you think about this booklet

On a scale of 1 (Strongly Disagree) to 5 (Strongly Agree) please rate the following:

	Strongly Disagree			Strongly Agree	
The topics in the booklet are relevant to your work.	1	2	3	4	5
The information is useful.	1	2	3	4	5
The information is interesting.	1	2	3	4	5
There is enough general information.	1	2	3	4	5
There is enough health and safety information.	1	2	3	4	5
The information is easy to read.	1	2	3	4	5
The information is easy to understand.	1	2	3	4	5

Do you like the size of this booklet? Yes No

Suggestions?

Do you have any suggestions or comments on how we could improve this booklet?

Is there anything in this booklet that you will implement or have already implemented as a result of reading it?

Which of the following are you?

- Employer Supervisor Worker
 Health and safety personnel Other _____

Please indicate the number of people that work in your store or company:

- 1-10 11-20 21-50 51-100 over 100

*“You don’t get people healthy to bring them back to work.
You bring them back to work to get them healthy.”*

