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| RTW – Manager/Supervisor Interview Questions |
| Note: Numbers with asterisks (\*) beside them have a corresponding question on the RTW – Worker Interview Questions sheet. You will need to blend the results from the Question/Guideline on both sheets when scoring and writing the audit report.  |
| # | **Question/Guideline** | **Positive Response** | **Negative Response** | **Comments/Overall Conclusion** |
| 11.1.2\* | Has a written injury management/ return to work program established?Interview employees to determine if they are familiar with the return to work program. |  |  |  |
| 11.1.6 | Is the organization using the evaluation of the injury management/return to work data to implement ongoing improvements to the program?Interview a representative sample of managers, and supervisors to determine if actions are implemented to address the improvement opportunities identified in the program evaluation. |  |  |  |
| 11.2.1\* | Have the duties of an Injury Management/Return to Work Coordinator, or those who fulfill those roles, been assigned and does the assignment include the authority to establish and implement return to work plans?Interview a representative sample of supervisors and managers to determine if they are aware of who has the authority to coordinate return to work plans. |  |  |  |

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| 11.2.3 | Is the designated Injury Management/Return to Work Coordinator aware of legislation relevant to injury management and return to work?Interview the designated injury management/return to work coordinator to determine his/her awareness of human rights and workers compensation legislation (e.g. Section 34.11 of the Rehabilitation Services and Claims Manual, human rights, and other related WCB regulations). At a minimum, the representative should know where to access the information. |  |  |  |
| 11.2.5 | Have the relevant groups (human resources, injury management and OH&S personnel) been educated on PIPEDA (privacy regulations) related to the injury management process?Interview the injury management/return to work coordinator to determine his/her understanding/awareness of applicable privacy regulations. |  |  |  |
| 11.3.1\* | Does the company have a written formal process (series of steps from onset of the injury to return to regular work duties) for the handling of all early intervention/RTW cases and has the process been communicated to all employees?Interview a representative sample of supervisors and managers to determine their awareness and understanding of the early intervention/RTW process.  |  |  |  |
| 11.3.3 | Has the organized developed and identified meaningful, productive light/alternate duties in writing for early intervention/return to work?Interview supervisors to determine if they are aware of the availability of modified duties and their ability to offer such duties to injured workers. |  |  |  |
| 11.3.4\* | Have the contact persons with injured workers (i.e. supervisors, first aid attendants, H&S coordinator) been provided education and training with regard to the early intervention procedures?Does the training provided include the reporting requirements per the WCB Act?Interview a representative number of contact persons with injured workers to verify if the procedures are being followed.Interview supervisors to verify their understanding of reporting requirements. |  |  |  |
| 11.3.5\* | Does the early intervention/return to work policy and procedures outline a timeline when contact is to be first made with an injured worker (or in some cases their emergency contact) and timelines for scenarios where the worker may be absent from work?Interview the Injury Management/RTW Coordinator to determine if these timelines are consistently followed. |  |  |  |
| 11.3.6\* | Is there a process to monitor the return to work plans and is the process consistently followed?Interview the Injury Management /RTW Coordinator to determine if monitoring of the return to work plans is documented and the process is followed. |  |  |  |
| 11.4.1\* | Have the policies and procedures of the injury management/RTW program been effectively communicated to all existing workers, supervisors and managers? Interview a representative sample of managers and supervisors to verify their awareness and understanding of the injury management/RTW policies and procedures. |  |  |  |
| 11.4.2\* | Does the employer actively promote the benefits of the injury management/return to work program to all employees?Interview supervisors to determine if the program is actively promoted. |  |  |  |