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| RTW – Worker Interview Questions |
| Note: Numbers with asterisks (\*) beside them have a corresponding question on the RTW – Manager/Supervisor 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. |  |  |  |
| 11.2.1\* | 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 workers to determine if they are aware of who has the authority to coordinate return to work plans. |  |  |  |
| 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 workers to determine their awareness and understanding of the early intervention/RTW process.  |  |  |  |
| 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 workers 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 workers 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 a representative sample of workers 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 workers 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 workers to determine if the program is actively promoted. |  |  |  |