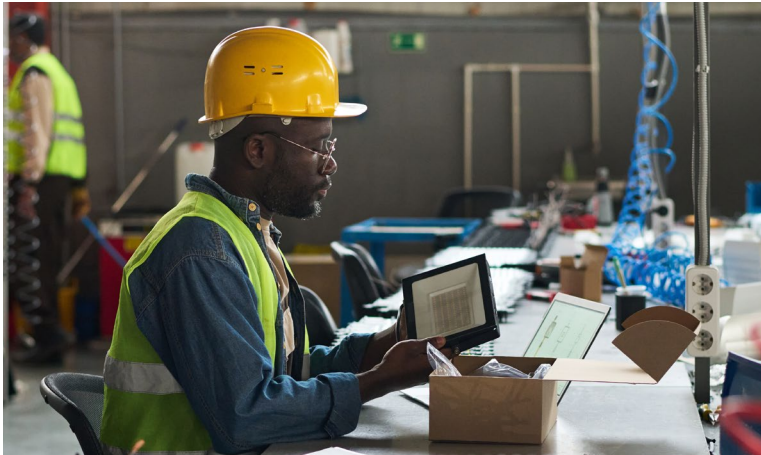




## Return-to-work program



### What is a return-to-work program?

A return-to-work program helps protect your most valuable asset: employees. The program assigns injured employees light-duty work compatible with physical restrictions to facilitate the timely and safe return following an occupational — or non-occupational — injury or illness.

Primary program objectives include:

- Supporting employee recovery
- Maintaining productivity and morale
- Alignment with Americans with Disabilities Act (ADA) and Family Medical Leave Act (FMLA) laws

### Which employees may benefit?

Return-to-work programs apply to employees who are temporarily unable to perform regular work responsibilities due to a temporary medical condition, but they can perform alternative tasks safely within their limited abilities.

Integral parts of this process include:

- Communication and participation of designated medical providers and your own management and supervisory personnel
- Setting goals and benchmarking progress resulting in the individual's unrestricted return to work.

It's important to note that an employee's temporary transition to work may not always be on a full-time or full-pay basis. In these scenarios, the employee's pay will be in accordance with state workers compensation statutes.

### What are some examples of best practices?

Here are a few best practice recommendations for an effective return-to-work program:

- Treating physicians establish temporary restrictions, anticipated recovery goals and provides regular updates on employee progress and capacity
- Employees understand and acknowledge that their temporary restrictions will likely include limitations of work — and off-work — activities
- Supervisors receive training to better understand medical restrictions, ensure employee compliance and assign tasks that avoid the risk of re-injury or worsening the employee's current condition
- Employers keep detailed logs of all return-to-work communications, job offers and evaluations
- Light-duty offers align with legal requirements around disability and medical leave
- Focus on leveraging an employee's remaining abilities and how they can still contribute to the team versus what they cannot do



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### Program components

When establishing a return-to-work program, the following are common primary components.

#### GENERAL RESPONSIBILITIES

<p><b>Leader responsibilities</b></p>	<ul style="list-style-type: none"> <li>■ Promptly provide reasonable information as to where the employee may seek timely medical treatment</li> <li>■ UFG policyholders can direct the use of CorVel's Advocacy 24/7 Triage Telemedicine</li> <li>■ Report the injury to your insurance carrier within 24 hours of the injury</li> <li>■ Provide the insurance carrier with the injured employee's complete job description within 72 hours of injury if the employee has been unable to return to work at that time</li> <li>■ Thoroughly and promptly investigate every reported incident of injury to determine the root cause in workers compensation cases</li> <li>■ Supervise injured employees who are successful in returning to work with physician-recommended restrictions to ensure adherence to those restrictions</li> <li>■ Be sure employees are not assigned to tasks where a quick, unforeseen reaction could cause them to exceed their restrictions and potentially lead to added injury</li> <li>■ Upon receipt of written releases to return to work from treating physicians, notify the employee of the availability of light-duty or modified-duty work via telephone and in writing as soon as such work is identified</li> <li>■ If the employee is not receptive to return to work in the position offered by phone, document the job offer in writing and contact the insurance carrier</li> <li>■ If the employee does not follow the physician-recommended treatment plan, contact the insurance carrier claim adjuster immediately</li> <li>■ Contact the claim adjuster once the employee has returned to light duty and again when the employee has returned to full duty</li> </ul>
<p><b>Worker responsibilities</b></p>	<ul style="list-style-type: none"> <li>■ Report the injury immediately to your supervisor or manager</li> <li>■ If you are injured at work, seek immediate medical treatment if necessary</li> <li>■ Ensure completion of the physician documentation form noted in this program</li> <li>■ If you have any issues or problems with the handling of your claim, bring this to your claim adjuster's attention as soon as possible to resolve the issue</li> <li>■ Make yourself available for light-duty or modified-duty work as assigned; failure to do so may result in the termination of your lost-time benefits.</li> <li>■ Follow all the suggested medical advice, guidance and treatment plans to assist in your recovery</li> </ul>



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### STATE-SPECIFIC REQUIREMENTS

Each state may have specific employer and employee responsibilities. Take steps to review your program with proper legal counsel to ensure compliance.

### AVAILABLE LIGHT-DUTY TASKS

Prior to an injury occurring, consider establishing temporary, light-duty tasks that outline scope of work. Below are examples for reference. Each task can be customized to ensure compliance with physician-provided functional and physical tolerances.

Task title	Scope	Functional and physical tolerances
Material delivery	Light package pickup or delivery tasks.	90% sitting task while driving fleet vehicle. Lifting limited to less than 20lbs.
Inventory management	Inventory of supplies, ordering supplies, project planning and assisting with other administrative duties as assigned.	50% sitting, 50% standing task. Lifting limited to less than 15lbs. Two to four hours computer work.
Content development	Preparation of training manuals and other training projects for the department.	100% sitting task. Lifting limited to less than 15lbs. Four to six hours computer work.
Packaging management	Breaking down cardboard or other products, label cartons of outbound freight, scan merchandise.	80% standing, 20% sitting task. Lifting limited to less than 15lbs.
Cleaning equipment/tools	Non-strenuous cleaning and sanitizing of tools, parts and light equipment.	80% standing, 20% sitting task. Lifting limited to less than 15lbs.
Quality inspections	Perform basic visual and checklist-based inspections of parts or finished goods.	50% sitting, 50% standing task. Lifting limited to less than 10lbs. Two to four hours computer work.

### PHYSICIAN DOCUMENTATION FORM

In the event of an employee injury, it's recommended that a medical status form be completed by the treating physician.

Primary components of this form may include:

- Date of examination
- Diagnosis and treatment plan
- Functional limitations (e.g., lifting, standing, walking restrictions)
- Physical tolerances (e.g., max lifting weight, time tolerances for standing/sitting)
- Anticipated duration of restrictions
- Signature and contact information of the physician



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### OFFER OF MODIFIED DUTY EMPLOYMENT LETTER

Following the completion of a physician documentation form, it's recommended that a formal Offer of Modified Duty Employment be sent to the employee via hard-copy, hand-delivered and/or certified mail as soon as such work is identified.

Points to emphasize within this letter may include:

- Understanding the assignment is temporary
- Agree to perform within provided restrictions
- Notify the company of any medical changes

Best practice is to create this letter in collaboration with the insurance carrier. If the employee is not receptive to return to work in the position offered, it's recommended the employer document that in writing and notify the insurance carrier.

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