

Workers' Compensation 101: What Every Manager and Supervisor Needs to Know

Course Summary

Description

Workers' compensation claims do not happen often. When they do, they present complex costly issues for front line supervisors and managers. If not handled properly a workers' compensation case can turn out to be disruptive, very expensive and can jeopardize the well-being of your employee. Supervisors and managers along with their employees have the greatest impact on the successful resolution of a workers' compensation claim. However most supervisors or managers are ill prepared for the important role they play in the management of a workers' compensation case. With a basic understanding of the workers' compensation environment and a common sense approach supervisors and managers can successfully deal with most workers' compensation claims.

This program focused on the Ontario workers compensation system offers a variety of knowledge sharing, case study and discussion tools. These tools will provide you with a basic understanding of workers' compensation and help you reduce the losses and disruption caused by workers' compensation accidents.

Objectives

At the end of this course, students will be able to:

- Know the principles of the workers' compensation system
- Know the basics of how report and manage a workers' compensation case
- Know the most successful strategy to use to minimize the disruption and losses associated with workers' compensation cases
- Know how to help your employee return to work after a workers' compensation accident
- Identify, address and remove the barriers to the successful resolution of a workers' compensation case
- Effectively deal with the workers' compensation and medical participants in the workers' compensation process
- Know what to expect and what not to expect from the workers' compensation system

Topics

- Workers' Compensation and your organization
- Workers' Compensation policy and general concepts
- Inside Ontario's workers' compensation system
- The Workers' Compensation process
- Return to Work (RTW) - The only effective workers' compensation strategy after an accident
- When you need to walk away
- Case studies
- Group problem solving

Audience

This class is designed for any supervisor or manager with the potential for having to deal with a workers' compensation case.

Prerequisites

There are no prerequisites required for this course.

Duration

One day

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Course Outline

I. Workers' Compensation and your organization

- A. The Prevention & Disability Management Continuum
- B. Accident Prevention
- C. When the Accident Prevention system fails
- D. Disability Prevention and Management

II. Workers' Compensation policy and general concepts

- A. Penalties to employers
- B. Allowing a claim
- C. Return to work
- D. Appeals

III. Inside Ontario's workers' compensation system

- A. Workers' compensation services, not what you might expect
- B. The Culture inside workers' compensation
- C. The players
- D. What motivates the workers' compensation to act for you or against you
- E. Policy vs. practice

IV. The Workers' Compensation process

- A. Accident reporting
- B. Staying in touch
- C. Return to work
- D. Collecting and recording information
- E. Communicating with workers' compensation
- F. The participants in a typical workers' compensation case
- G. Workers' compensation processes as barriers

V. Return to Work (RTW) - The only effective workers' compensation strategy after an accident

- A. Disability Prevention/Management and RTW
- B. Why RTW is the only way to cut WSIB costs after your prevention system fails
- C. What makes a RTW program successful?
- D. Supervisor/Manager + Employee - the key participants

VI. When you need to walk away

- A. The reality of success rates
- B. When to know to turn the case over to the "the system"

VII. Case studies

- A. Case Study # 1 - Practical applications to manage most workers' compensation claims
- B. Case Study #2 - A complex case reviews. Common problems and solutions for difficult workers' compensation cases

VIII. Group problem solving

- A. A group discussion and problem solving of workers' compensation situations facing program participants