Successful Return to Work Outcomes

For Psychological Disability

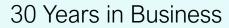
Presented by Amanda Peck Technical Claims Specialist Make It Safe October 31, 2024





WHO IS TEKSMED?







Proudly Canadian



Industry Leader



AMANDA PECK, TECHNICAL CLAIMS SPECIALIST

- Has worked in disability management since 2006
- Experienced in management of all aspects of WCB and disability claims
- As technical claims specialist with TeksMed, supports complex claims management and appeals

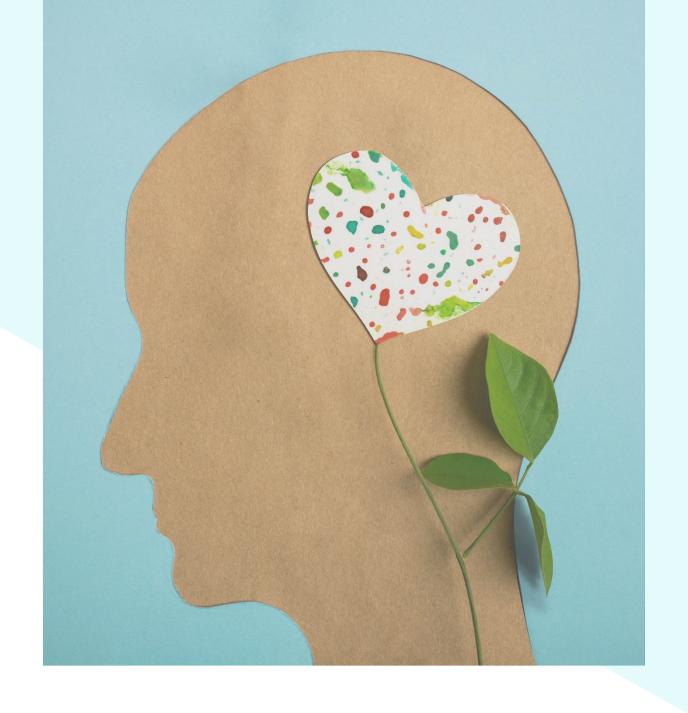




WHAT IS MENTAL HEALTH?

Mental health is a state of mental well-being that enables people to cope with the stresses of life, realize their abilities, learn well and work well, and contribute to their community.

- World Health Organization





WHAT MENTAL HEALTH DISORDERS ARE ELIGIBLE FOR BENEFITS

To qualify for WorkSafeBC benefits a mental disorder must be:

- A reaction to one or more traumatic events arising out of, and in the course of, the worker's employment, or
- The disorder must be predominantly caused by one or a cumulative series of significant work-related stressors, also arising out of, and in the course of, the worker's employment.

If WorkSafeBC accepts a claim, the type and duration of benefits a worker receives will depend on the medical and psychological evidence and the nature of the mental health disorder. Benefits may include the following:













WHAT MENTAL HEALTH DISORDERS ARE <u>NOT</u> ELIGIBLE FOR BENEFITS

WorkSafeBC's ultimate decision on whether to accept a claim for a mental health disorder is bound by law and related policy.

This means that they must not accept a claim caused by an employer's decision relating to employment, such as the following:

- a change in work or working conditions
- changes to a worker's schedule or hours
- discipline, including termination of employment
- workload and deadlines
- > work evaluation and performance management
- > a change of the worker's duties
- > a transfer, lay-off, demotion, or reorganization



WHY YOUR BUSINESS SHOULD PRIORITIZE MENTAL HEALTH



Distracting thoughts
and feelings may
impact a person's
performance,
cooperation, or even
the safety of
themselves or those
around them.



Fatigue and
physical exhaustion
are symptoms of
many mental
illnesses and may
lead to reduced
productivity and
quality of work.



Many symptoms of mental illness, such as decreased coordination, trouble concentrating, and dissociation, can result in an increased risk of injury.



Low moods and mental exhaustion can lead to lower motivation, which reduces work capacity and performance.



Poor mental health leads to excessive absenteeism – and can even impact talent retention.



BENEFITS OF SUPPORTING MENTAL HEALTH IN THE WORKPLACE



Companies who have a robust strategy for supporting employees' mental health have:

- Improved recruitment and retention
- Lower absenteeism and disability rates
- Increased health and safety
- Greater productivity



HOW EMPLOYERS CAN PROACTIVELY PROMOTE MENTAL HEALTH

- Ensure your benefits package addresses mental health, and regularly communicate what's available to your staff
- Be mindful of the language used throughout your organization;
 words are powerful and can strongly influence perception
- Foster an open, stigma-free environment by talking openly about mental health in a non-judgemental way
- Continually check-in with employees even ones you may not think are struggling – while maintaining absolute confidentiality, to build trust throughout your organization
- Educate yourself and your peers; if you can, incorporate mental health training sessions, webinars, or other educational resources into standardized training





THE RETURN TO WORK PROCESS

- Initiate contact as soon as reasonable following an injury or disability
- Identify suitable work that accommodates the employee's injury or disability
- Gather or obtain the worker's limitations or abilities
- Create a formal return to work plan based on medical recommendations
- Implement and monitor the return to work plan
- Make any necessary adjustments as recommended or to address any barriers until fully recovered

Remember... Be Flexible!



INFORMATION AN EMPLOYER CAN ENQUIRE ABOUT

- ➤ Employers are entitled too reasonable communication and updates from their injured workers about matters pertaining to their injury, illness or disability and ability to work
- Employers are allowed to ask a worker about their abilities and specific medical limitations or restrictions
- Employers may ask a worker for their input regarding duties or tasks they feel they may be able to do or duties that may be appropriate
- Employers are NOT entitled to detailed medical information, diagnosis or information about non-compensable conditions and illnesses.



THANK YOU

We would be happy to answer any further questions.







