# Communicating with injured workers



A quick reference guide for managers and supervisors

## Initial contact (within 24-48 hours)

#### DO:

- Express genuine concern: "I'm calling to see how you're doing."
- Use active listening and acknowledge the worker's feelings.
- Confirm that medical care has been received.
- Ask about preferred contact method.
- Set the next check-in time.

#### DON'T:

- Discuss fault or liability.
- Press for return date.
- Discuss claim details (unless the worker's incident information hasn't been provided).
- Minimize the injury.
- Dismiss emotional concerns—recognize that injuries impact both physical and mental well-being.
- Communicate if you are involved original injury claim (e.g. bullying) delegate someone else to communicate.

# Key phrases to use:

- · "How are you feeling?"
- · "What support do you need?"
- · "We're here to help."
- "Take the time you need to recover."
- "Let me know if anything changes."

- "If you're feeling overwhelmed, please let us know how we can support you."
- "Injuries can be challenging—please let us know how we can support you."

- Week 1: Every 2-3 days.
- Weeks 2-4: Weekly.
- Beyond 4 weeks: Bi-weekly.
- Always: Adjust to employee preference and communication method (phone, text, email).





# Handling difficult conversations

- · If an employee is frustrated: "I can see this situation is difficult. How can we make things easier for you?"
- If an employee is worried about job security: "Your health is the priority. We're here to support your recovery and return to work when you're ready."
- If an employee seems withdrawn or isolated: "Would you like to stay connected with a co-worker or receive team updates?"

## Document every contact

- · Date and time.
- · Communication method.
- · Key points discussed.
- · Next steps.
- · Follow-up date.

\*Note: Some of the tasks may be done by your HR department or EDMP

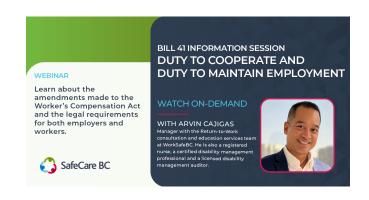
#### Return-to-work basics

- Provide employee with return-to-work package/forms.
- · Review medical limitations.
- Discuss suitable temporary modified work.
- Develop and document a gradual return to work plan.

- · Set check-in schedule.
- · Coordinate with human resources.
- Follow up after the first day/week back to ensure a smooth transition
- Monitor and maintain regular communication after the employee has returned to full duties.

### Additional resources:

- Injury management program | A manual for employers
- Injury management program templates
- Webinar | Bill 41 information session Duty to cooperate and duty to maintain employment
- Webinar | Return to work after PTSD An occupational therapy case study
- Seven principles for successful return-to-work programs



Remember: Be consistent, show genuine care, maintain privacy, and document everything.