

DEPARTMENT OF SENIORS AND LONG-TERM CARE  
EMPLOYER- LED RETURN TO WORK PROGRAM  
QUARTERLY SERVICE REPORTING  
TUTORIAL



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## PROGRAM BACKGROUND

### Message from Government

In 2022-23, the Government of Nova Scotia committed \$3 million dollars to continue efforts to support safe workplaces for Continuing Care (Long-Term Care and Home Care) and Disability Support Program sectors.

The implementation of a return-to-work program (RTW) was a key initiative approved by Government as part of this commitment to support employees who experience workplace injuries.

The goals of the program are to:

- Support injured and ill employees in a healthy and earlier return-to-work process focused on “ability” in the Long-Term Care, Home Care, and Disability Support Programs sectors.
- Keep trained and experienced employees on the job and promote a healthy workplace for the recruitment and retention of employees.

### Targeted Return-to-Work Outcomes

These outcomes are targets for all employers in the Long-Term Care and Home Care sectors to strive for in reducing injuries. Your reporting is an important part of tracking progress toward these goals.



**Targeted Outcome 1** Achieve at least a 2-5% reduction annually in all claims and time loss claims.

**Targeted Outcome 2** Achieve at least a 5-10% reduction annually in the average number of weeks paid.

**Targeted Outcome 3** Achieve at least a 5-10% reduction annually in temporary benefits paid

Refer to Participant Guide from the employer-led program information sessions for more information about Return-to-Work.

## REPORTING REQUIREMENTS

### Quarterly Service Reporting

As part of the funding agreement, your organization will be required to complete quarterly service reports that will be used to compile reports to Nova Scotia's Treasury Board.

You are still required to submit a report even if you have had no new claims, or changes to employee's RTW program during the quarter. If you need help filling out the report, please call the [support line](#) in advance of the deadline.

Note: reporting only applies to injuries that occurred at the workplace and are part of the formal WCB claims process.

### Reporting Schedule

The Government of Nova Scotia operates on a year beginning on April 1 – March 31. Quarterly reports are expected within 30 business days of quarter end:

Due Date	Quarter	Employer-level data
October 30 <sup>th</sup>	July - September	✓
January 30 <sup>th</sup>	October - December	✓
April 30 <sup>th</sup>	January – March	✓
July 30 <sup>th</sup>	April - June	✓

## Indicator Summary

This table provides a summary of the indicators that you are required to report on, and the recommended source of that data.

Information/Indicator*	Information Source
<b>Quarterly WCB Claim Information</b>	
Number of employees (FTE or	Your Records
Number of claims	WCB MyAccount
Number of new claims during quarter	Your Records
Number of closed claims	Your Records
Number of time loss claims during quarter	WCB MyAccount
Total number of weeks of temporary benefits paid	WCB MyAccount
<b>RTW Program Information (by role)</b>	
Number of employees on an active RTW plans	Your Records
Status of active RTW plans	Your Records
Number of employees with completed RTW plans	Your Records
Outcome of completed RTW plans	Your Records
Cumulative Number of Days Lost	Your Records

\* SLTC reserves the right to add or change reporting requirements.

The report will not ask you to report on *individual* claims or return-to-work plans (e.g., employee A has returned to pre-injury work after 10 time loss days) rather you will be reporting on **cumulative** information at the end of each quarter (e.g., 2 employees returned to pre-injury work, each were off for 10 days which cumulated to 20 time-loss days).

### Tracking your RTW Data

The way in which you track the necessary information to submit the report is up to you, but a sample Excel-based tracker has been created for your use. The tracker has been sent in your email and an example is referenced in [Appendix A](#). **Note:** You do not send this tracker to SLTC, as it will contain individual employee records, but it will give you the data you will need for your report input.

## REPORTING TUTORIAL

Submitting Quarterly reports are an important part of tracking your own individual progress, so SLTC can track sector-wide progress toward our shared return-to-work goals.

SLTC is partnering with the Workers' Compensation Board of Nova Scotia (WCB) on the Return-to-Work program and are using a cross-organizational approach to ensure congruency of data.

### Step 1: WCB MyAccount Claims Data Download

To facilitate the completion of the quarterly service report you will need to use WCBs online portal tool for employer's called 'MyAccount'.

[Click here](#) to go to WCB MyAccount to register or log in.

Once you have a MyAccount you will find the necessary information about past and ongoing claims and download quarterly reports through the 'Claims Data Download' function.

To do this:

- 1) Go to the claims section on MyAccount
- 2) Find the claims data download
- 3) Enter payment range → note that this range will only show claims opened in that range. You will need to track closed claims for that quarter.

The screenshot shows the WCB MyAccount portal. At the top, there is a navigation bar with 'Claims' highlighted. Below it, a sidebar contains various menu items, with 'Claims Data Download' selected. The main content area is titled 'Claims Data Download' and contains a form with several sections: 'Define the population to Download', 'Report Filters and Type', and 'Select Data to Download'. The 'Select Data to Download' section includes a 'Payment Range' field with 'From' and 'To' date pickers, and a 'Single Month(M/YYYY)' field. There are also radio buttons for 'Detail (Individual Payments)' and 'Summary (Totals by Claim and Benefit Category Only)', and a section for 'Include claims with no payments' with 'Yes' and 'No' radio buttons. A 'Next' button is at the bottom.

- 4) Generate a summary report
- 5) Click next
- 6) [Click policy level](#)
- 7) Enter the date range again
- 8) Check the following boxes:
  - Name
  - Claim open
  - Injury date
  - Total cost for the claims
  - Total temporary benefits weeks
- 9) Download the report

[Click here](#) for a MyAccount 'Claims Data Download' video tutorial or call WCB Employer Services at 1-800-870-3331 for support.

Reminder: Claims only need to be filed if outside medical is sought or time loss happens.

The next section will track RTW plans where no time loss has happened.

## Step 2: SLTC Service Report

The SLTC Quarterly Service Report has been designed to be simple and user-friendly. You will receive a reminder to complete the report at the end of each quarter with a link included. Once you click the link you will be redirected to a survey-style report.

Notes on filling out the report:

- Use the 'back' and 'next' buttons to navigate sections
- You will need to fill out all questions to proceed to the next section
- If you close the window or the form times you – you can click the link and continue on from the page you were on.
- Once you press the submit on the final page the report will be automatically sent to SLTC

### Page 1 – Administrative Information

The report opens with a section to input the following employer information. Please use the phone number and email address of the return-to-work lead so that SLTC can reach out with any questions.

1. Employer ID  
Your WCB BN
2. Return-to-Work Lead Name
3. Organization Name  
→ Drop-down menu to select your organization Total number of employees
4. Total number of employer  
→ the total number of persons employed at the time you are submitting the report
5. Civic Address
6. Phone Number
7. Email
8. Reporting Quarter
9. Did you have any new, active, or completed claims/RTW plans to report this quarter?  
→ If yes, you will continue on to fill out the report  
→ If no, the information from last quarter will be used

Click 'Next' to proceed

## Page 2 – Claim Information

This is where you will need your 'Claims Data Download' from WCB MyAccount. You will need to do a few simple calculations for:

### 10. Total number of claims during quarter

→ (= new claims + ongoing claims)

### 11. Total number of new claims during quarter

→ This information is not rolled up by quarter on My Account but there is a listing of the claims and dates so you will need to sum it up. To do this go to the Claims Tab and 'What's Been Registered'.

### 12. Total number of closed claims during quarter

→ You will input this using your organizational records

### 13. Total number of time loss claims during quarter

### 14. Total number of weeks of temporary benefits paid during quarter

\* Note - that this may seem like a high number because WCB MyAccount does not track partial days (e.g., if someone is back to modified on reduced hours).

\*Note - when the claims data download is done, it will show all of the weeks lost since the claim started.

### 15. Click 'Next' to proceed

## Page 3 – Total Claims by Role

The selection you make for this question will automatically generate a separate section where you will input RTW plan information that is **specific** to each employee category.

e.g., if you select 'Nurse' a page for Nurse specific information will be generated once you click 'Next'.

### 16. Select all employee categories that had active or completed RTW plans during the quarter.

- Allied Health
- Continuing Care Assistant
- Dietary Worker
- Home Support Aid
- Housekeeping
- Maintenance
- Recreation
- Nurse (RN/LPN)
- Residential Care Worker
- Other

→ If the employee categories listed do not represent the employee's role

**Note:** the 'other' option is used if you none of these categories represent the employee who has a claim and associated RTW plan.

Click 'Next' to proceed

## Page 4 - Return-to-Work Details by Role

This section is to collect information on active and completed Return-to-Work (RTW) plans for each role you selected. Understanding the definitions for active and completed RTW plans, and time loss is important for completing this section. Refer to [Appendix B](#) for key definitions.

For this section we will use the following **Nurse** scenarios for example purposes.

If an employee suffers a compensable injury at work and experiences an earnings loss for more than a period equivalent to **2/5ths of their net weekly compensable benefit**, the employee is entitled to short-term temporary benefits (TERB).

**The 2/5<sup>th</sup> rule relates to the waiting period that is the equivalent of 2/5<sup>th</sup> of the employees regularly scheduled shifts.** To be eligible for temporary earnings-replacement benefits, an injured worker must undergo a *waiting period* or deductible. See [Appendix B 'Understanding Time Loss Claims'](#).

For example, if an employee regularly works five shifts a week, and they are injured and miss two shifts - time loss begins on the third day.

### Reduced Hours

If someone has return-to-work with reduced hours – (e.g., they would be in receipt of TERB or POST payment) – those hours count toward their time loss.

If they are back to work and continue to be on reduced hours (e.g., half days) that counts toward their duration.

For example, if an employee received 5 days of TERB and then returned-to-work for a week of half days their duration would be 7.50.

5 days time loss + 5 half days ( $0.50 \times 5 = 2.5$ ) = 7.5 time loss duration.

Time Loss	Total Time Loss Duration
Equivalent of day 1 & 2 after injury (waiting period)	0
1 day (8 hours)	1
3/4 of a day (6 hours)	0.75
2/4 a day (4 hours)	0.50
1/4 of a day (2 hours)	0.25

Tutorial

Active RTW Plans	
Employee A	<p><b>Has returned to modified pre-injury work.</b></p> <p>They received temporary benefits for 5 working days before returning</p>
Employee B	<p><b>Has returned to modified pre-injury work with no time loss</b></p> <p>They were off for ½ a working day before returning.</p>
Employee C	<p>They are <b>unable to return-to-work</b> because modified and alternate work was deemed not suitable at this time.</p> <p>They have been receiving temporary benefits for 15 days at the time of reporting.</p>
Completed RTW Plans	
Employee D	<p>By the end of the quarter they have <b>returned to pre-injury work</b>, with time loss.</p> <p>During the quarter they had <b>first</b> returned to pre-injury work for two weeks and before that had been receiving temporary benefits for 10 ½ days.</p>
Employee E	<p>The employee has been completing alternate work for quite some time.</p> <p>They are unable to return to their pre-injury work but the RTW plan has been deemed completed for the time being due to the nature of their injury.</p> <p>Before they returned to alternate work, they had been receiving temporary benefits for 20 days</p>

17. What is the number of Nurses who are/were on RTW plans as of the end of the reporting period.

Note: The total number of active and completed RTW plans should add up to the total number of RTW employee plans logged during the reporting period.

	# of RTW Plans
Active Plans	3 <small>1-100</small>
Completed Plans	2 <small>1-100</small>

18. What is the **current** status and time loss duration of all Nurses who have **active RTW plans** as of the end of the reporting period?

	# of RTW Plans	Total Time Loss Duration (days)	
Returned to modified pre-injury work with <u>no</u> time loss (including limitations and restrictions)	1 1-100	0 1-150	Employee B ½ day missed = 0 time loss duration (days)
Returned to modified pre-injury work with time loss (including limitations and restrictions)	1 1-100	5 1-150	Employee A
Returned to alternate work with <u>no</u> time loss			
Returned to alternate work with time loss			
Unable to return-to-work (modified and alternate work not suitable at this time)	1 1-100	15 1-150	Employee C

19. What were the **outcomes** and time loss duration for all **Nurses** that had **completed** RTW plans as of the end of the reporting period?

	# of RTW Plans	Total Time Loss Duration (days)	
Returned to pre-injury work with no time loss			
Returned to pre-injury work with time loss	1 1-100	10.5 1-150	Employee D
Continues to be on the return-to-work continuum (transitional work)	1 1-100	20 1-150	Employee E
Unable to return-to-work - long term accommodation initiated			

## Reporting Support

WCB Employer Services for MyAccount Support Services <b>Only</b>	<b>1-800-870-3331</b>
Questions Regarding Employer-Led RTW Program	<a href="mailto:ContinuingCare@novascotia.ca">ContinuingCare@novascotia.ca</a>
Reporting Support  This phone number will be active until November 1st, 2023	<b>902-491-8807</b>

## Appendix A: Optional Data Tracking Tool

We have created an optional, Excel-based RTW Plan Tracking tool for your reporting convenience. The tool allows you to track all employees on a RTW Plan and their status. The tool includes a summary table that can be used to easily input the RTW Details by Role. Do NOT send this tool to SLTC.

### Step 1

- Use the first column to select the quarter you are in  
 Note: use the arrows throughout the tool to select the necessary information (circled in red)
- Input Employee Name and Role
- Input the 'Date Inured' and the 'Date Returned to Work',
- Manually input time loss duration

1	2	3	4		
FY Quarter	Employee Name	Role	Date Injured YYYY-MM-DD	Date Returned to Work YYYY-MM-DD	Time Loss Duration (Days + Hours)
Q2 (Jul 1 - Sept 30)	Employee A	Nurse (RN/LPN)	2023-09-20	2023-09-27	5.00
Q2 (Jul 1 - Sept 30)	Employee B	Nurse (RN/LPN)	2023-08-10	2023-08-11	0.00
Q2 (Jul 1 - Sept 30)	Employee C	Nurse (RN/LPN)	2023-09-15	2023-09-30	15.00
Q2 (Jul 1 - Sept 30)	Employee D	Nurse (RN/LPN)	2023-09-10	2023-09-20	10.50
Q2 (Jul 1 - Sept 30)	Employee E	Nurse (RN/LPN)	2023-08-01	2023-09-22	20.00

- Use the drop-down to select the appropriate descriptors for their active, or completed RTW Plan  
 Note: If your plan is complete, you can keep the 'active' RTW plan populated for your records. This will not count toward your number of active plans in on the summary tab
- The status bar will automatically populate

5	6
Active RTW Plans	RTW Plan Outcome
Returned to modified pre-injury work with time loss (including limitations and restrictions)	Active
Returned to modified pre-injury work with time loss (including limitations and restrictions)	Active
Unable to return-to-work (modified and alternate work not suitable at this time)	Active
	Returned to pre-injury work with time loss
	Continues to be on the return-to-work continuum (transitional work)
	Closed
	Closed

## Step 2

7. Go to the Summary tab and select the quarter you are reporting
8. Select the role
9. Input this information into your Quarterly Service Report 'Return-to-Work' Details section which mimics this table.

FY Quarter: Q2 (Jul 1 - Sept 30) ← 8  
 Role: Nurse (RN/LPN) ← 9

Status	
	Total
Active RTW Plans	3
Closed RTW Plans	2

Active RTW Plans Overview		
	Total RTW Plans	Total Time Loss Durations (Days)
Returned to modified pre-injury work with <u>no</u> time loss (including limitations and restrictions)	1	0.0
Returned to modified pre-injury work with time loss (including limitations and restrictions)	1	5.0
Returned to alternate work with <u>no</u> time loss	0	0.0
Returned to alternate work with time loss	0	0.0
Unable to return-to-work (modified and alternate work not suitable at this time)	1	15.0

RTW Plan Outcomes Overview		
	Total RTW Plans	Total Time Loss Durations (Days)
Returned to pre-injury work with no time loss	0	0.0
Returned to pre-injury work with time loss	1	10.5
Continues to be on the return-to-work continuum (transitional work)	1	20.0
Unable to return-to-work - long term accommodation initiated	0	0.0

Other Notes: You can create a copy of the tab for future years

## Appendix B: Definitions

### Active RTW Plan

A personalized RTW plan is considered active from the time the employee has experienced a WCB compensable injury/ illness to the time the RTW plan is completed. Active RTW plans often include transitional work.

### Completed RTW Plan

A personalized RTW plan is considered completed when the employee is back to full hours and their full pre-injury work, or pre-injury work has been ruled out.

### Return-to-Work Plan

A customized roadmap for employees recovering from workplace injuries, outlining steps and accommodations to help a timely and safe return to their pre-injury duties. Plans are a collaborative between the employee, RTW Lead (employer), case workers and health care service providers that considers an employee's restrictions and limitations immediately following an injury that will enable safe recovery at work. Looks at the functional abilities of the employee and considers applicable legislation, health, and safety requirements.

### Return-to-Work Continuum

The entire RTW Journey is **not a linear process**. It requires consistent **communication** and collaboration with all parties. During the quarter an employee may transition to various points along the return-to-work continuum (e.g., modified pre-injury work, alternate work).

*Important Note: If an employee's psychological injury is the result of a workplace event or series of events, employers should use the standard claims process to report the injury. WCB will then recommend an appropriate course of action according to the Traumatic Psychological Injury Program process.*

### Understanding Transitional Duties

#### Alternate work

Enabling safe work by taking the employee's **temporary** restrictions and limitations into consideration through changing the **essential work** of the pre-injury work with the goal of returning to the pre-injury work.

#### Modified pre-injury work

Enabling safe work by taking the employee's temporary restrictions and limitations into consideration through changes to the **non-essential work of the pre-injury job**, conditions of employment (e.g., work schedule) or addition of assistive devices to the pre-injury job. **Includes limitations and restrictions**

## Limitations

A limitation defines *the extent* to which an employee may perform an activity but does not prevent an injured employee from performing that activity. (e.g., *lift up to 10 pounds*).

## Restrictions

Clear and specific things to avoid during recovery because there is a specific risk of harm or a safety concern, including but not limited to specific tasks, exposures, body motions, and/or positioned tolerances (e.g., “do not drive”)

## Understanding Time Loss Claims

### Duration of Time Loss (Days)

The number of time loss days *before* the employee returned-to-work. This is the number of days that WCB pays the employee temporary earning replacement benefits (TERB).

Aligning with WCB policy time loss follows a 2/5ths rule. An employer needs to miss **more than the equivalent of 2/5th** of their regular scheduled work week for it to be considered time loss.

**For example, if an employee regularly works five shifts, and misses more than two shifts - time loss days begins on the 3<sup>rd</sup> day.**

### No Time Loss

If an employee returns to work immediately or **within the equivalent of 2 days of their injury**, there is no time loss and no time loss duration. (e.g., 2 days missed = no time loss and 0-time loss duration).

### Temporary Benefits

Refers to Temporary Earnings Replacement Benefits (TERB). Usually paid every 2 weeks as long as the worker is medically unable to return to work. For the first 26 weeks after the injury occurs, the TERB will be 75% of the net earnings loss. After 26 weeks, the TERB increases to 85% of the net earnings loss.

### Time Loss

Time loss occurs if an employee suffers a compensable injury at work and misses **more than 2/5ths of their net weekly compensable benefit**.