

**RIMS SESSION WC 101  
HOW TO SET UP A RETURN TO WORK PROGRAM  
TO INCLUDE WHY AND HOW**

**PRESENTATION OUTLINE**

**MODERATOR**     Mr. John M. Wilhelm CPCU ARM, Corporate Director of Risk Management Pepsi-Cola General Bottlers, Inc., Rolling Meadows, Illinois

**SPEAKERS**     Mr. George C. Frazier, Vice President Risk Management, Penske Truck Leasing Co. L.P. Reading, PA.

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**WILHELM**     I.     Introduction of the topic.

Welcome to WC 101 "How to Set Up a Return to Work Program to Include Why and How"

**PURPOSE:**

- A.     Appreciate that a well run return to work program will save your company thousands of dollars.
- B.     Appreciate that a well run return to work programs show the employees that the corporation cares and values them.
- C.     Appreciate that well run return to work programs reduce fear and anxiety on the part of employees.
- D.     Appreciate that well run return to work programs will help increase overall productivity.

**VALUE TO YOU:**

- A.     The idea of implementing a return to work program is progressive:

- Good for the employee and the employee's family
  - Helps reduce costs,
  - Improves productivity by gaining a partial productive effort from recovering employees.
- B. The implementation of the return to work program takes team work and the opportunity can highlight you as a team player.

TIME AND LOGISTICS:

- A. The presentation is scheduled for 9:00 to 11:00.
- B. There are no scheduled breaks.
- C. If you have any questions please feel free to ask them.

**WILHELM**

- II. Introduction of the speakers
- III. Outline to the audience what will be covered.
- ✗ A. What is a return to work program?
  - B. Why is a Return To Work Program needed?
  - C. What are the normal functional areas or responsibilities that need to be brought into the loop for program development, implementation and coordination:
  - D. What Steps need to be taken to set up a return to work program.
  - E. When should the program be developed and implemented?
  - F. How should the Return to Work Program be implemented and monitored.
  - G. Personal experiences with Return To Work Programs

H. Questions and Answers

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✕ IV. What is a Return To Work Program?

- A. A program to gain more control over the management and resolution of a WC claim.
- B. A program to gain some productive effort for monies expended under WC or payroll.
- C. A program to reduce loss costs and speed return to full employment.
- D. A transitional return to work program because there is no permanent position know as light duty.
- E. A program that is complementary to the new ADA regulations.
- F. A program that views the employee as an important internal client.

V. Why is a Return To Work Program needed?

- A. To let the employees know that you care about them and their families.
- B. To help create a positive work environment.
- C. To help avoid polarization:
  - Feeling of fault
  - Late reporting of claim
  - Lack of knowledge on benefits
  - Payroll hassles
  - Anxiety and uncertainty
- D. To help achieve earlier return to work.
- F. To help gain better control of the claim and to reduce the loss costs.

- G. To gain some productive effort from employees that are not able to do their regular duties.
- H. To achieve a "Win/Win" situation where both the employer and the employee as well as the employee's family benefit from the return to work.

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- VI. What are the normal functional areas or responsibilities that need to be brought into the loop for program development, implementation and coordination:
  - A. Executive - CEO or COO
  - B. Financial
  - C. Human Resources/Personnel
  - D. Manufacturing/Operations
  - E. Labor Unions (labor contracts/relations)
  - F. Risk Management
  - G. Safety and Loss Control
  - H. Education and Training
  - I. Others - (varies by organization and operations)
- VII. What Steps need to be taken to set up a return to work program.
  - A. Gain the support of the Return To Work Program Ideology by top management.
  - B. Develop and refine a written Return To Work Program that outlines how it will work.
  - C. Develop a training program for supervision and managers to get their support and participation.

- D. Develop literature to educate and outline the program for employees that are injured. The literature can help reduce the stress and uncertainty faced by injured employees.
- E. Implement the program location by location.
- F. Monitor the program location by location.
- G. Pursue a neutral approach with doctors.
- H. Have an incentive for managers and supervisors that encourages them to participate and contribute to the success of the program.

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VIII. When should the program be developed and implemented?

- A. As soon as you desire to let employees know that you value them and care.
- B. As soon as you want to begin gaining better control of:
  1. losses,
  2. increasing productivity and
  3. reducing loss costs.
- C. But not before you have acceptance, cooperation and a formal written format that is not punitive or degrading to the injured employee.

**FRAZIER**

IX. How should the Return to Work Program be implemented and monitored.

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X. Personal experiences with Return To Work Programs

- A. Where Return To Work Programs have worked and why they have worked?

- B. Where Return To Work Programs have not worked and why they probably have not worked?

XI. Questions and Answers

**WILHELM**

- XIII. If you feel Workers' Compensation is a problem and if you do not or have not tried a Return To Work Program, it can be well worth your while. Return To Work Programs are proactive, positive and send a caring message to the employees. The change in style or delivery can be very meaningful in controlling losses, increasing productivity, improving safety and reducing loss costs.