

RETURN TO WORK SERVICES

SCHEDULE 5

RE-EMPLOYMENT SERVICES

1.00 LOCATIONS

- 1.01 The Contractor's approved Premises for this Schedule are as follows:
- a)
 - b)
 - c)
 - d)

2.00 APPLICATION

- 2.01 Schedules 1, 6A and 7A apply to this Schedule.

3.00 SERVICE OVERVIEW

- 3.01 RE are designed to address the re-employment needs of the Worker to facilitate Suitable, Accessible, and Sustainable Employment, which optimizes wage quality. RE may be delivered as part of an integrated Program or as a stand-alone Service, depending on the circumstances of each case.
- 3.02 RE will include an initial RE Triage Assessment to determine a customized path for each Worker during two (2) main phases which are JP and SJS. JP is not required in all cases, and supplemental learning or training is available when required.

4.00 SERVICE PRINCIPLES

- 4.01 RE will be delivered in a structured, goal-oriented fashion, and individualized to take into account the Worker's functional abilities, education level, work experience, transferable skills, and interests.
- 4.02 The Contractor will strive to obtain the Worker's active participation throughout the provision of RE. The Contractor will facilitate the Worker's understanding and motivation by providing information and resources in a manner appropriate for the Worker's individual needs, learning pace, and level of education.
- 4.03 The Contractor will actively maintain up-to-date knowledge regarding Employment opportunities and LM trends that pertain to Alberta and specifically the Contractor's local LM. LM knowledge will include LM trends, employer needs, job requirements, specific vocational training requirements, general education requirements, wages, Employment environments, and availability of transportation.
- 4.04 The Contractor will maintain a RE resource area for the Worker, and will ensure that the Worker has access to the resource area daily for the duration of RE. The resource area will include, but is not limited to, the following:

- a) Job opportunity information which is updated on a weekly basis;
- b) Resume templates and examples;
- c) Cover letter templates and examples;
- d) Resource materials for Job Leads and research such as hand-outs and videos;
- e) Access to re-employment specialists for coaching;
- f) Access to eLearning modules to help prepare the Worker for a successful job search; and
- g) When Service is in person the following resources will also be available: computer and internet access for online work and research, faxing, copying, word processing, and printing services; local and long-distance telephone access for exploring Job Leads.

5.00 RE-EMPLOYMENT SERVICES MODEL

- 5.01 The RE model was developed to support the Worker by providing timely RE which is both required and meaningful.
- 5.02 To be eligible for an RE Triage Assessment, the following criteria must be met:
- a) The Worker has expected (short-term or Long-Term) work restrictions;
 - b) Modified work options were explored with the Worker and Employer including intervention through Industry Specialist, if needed; and
 - c) Work restrictions are expected for at least two weeks.
- 5.03 Where the Worker's expected (short-term or Long-Term) Restrictions are known during the Program, RE Triage Assessment should occur during the Program. Recommendations post-RE Triage Assessment must consider the following:
- a) The best interest of the Worker, including whether the Worker is psychologically prepared to engage in RE;
 - b) The time requirement, and expected duration, of the Program;
 - c) The type of Program and goals of the Program; and
 - d) The need and availability of additional skills training which can be done during the Program.
- 5.04 To be eligible for stand-alone RE, there must be entitlement for these Services pursuant to the RE model in place at the time of the RE.

6.00 ADMISSION CRITERIA

- 6.01 For all RE the Contractor will ensure that the following criteria are met prior to commencing the Service:
- a) The Worker agrees to actively participate in RE; and
 - b) The RE criteria are met, and continue to be met during RE.
- 6.02 For SJS, the Contractor will also ensure that:
- a) The Worker completed recommendations from RE Triage Assessment;
 - b) The CO has approved the Target Job Option or has otherwise confirmed that there is no Target Job Option, for SJS.

7.00 ADMISSION PROCESS

- 7.01 Verbal confirmation from the CO is required prior to commencing integrated RE. If the Worker is job attached, the Contractor must explore RTW options with the Employer as priority in the RE process, unless they have formal confirmation that the Employer has no immediate plan to accommodate short-term work restrictions.
- 7.02 Prior CO approval must be obtained in order to authorize academic options. A Worker's Retraining Research Form must be completed and approved by the CO for any Long-Term Training.

8.00 SERVICE DURATIONS

- 8.01 The Contractor will make best efforts to confirm CO approval and schedule recommended Services from the RE Triage Assessment within one (1) calendar week.
- 8.02 JP is not a mandatory Service.
- 8.03 The Contractor will complete all components of JP within twenty-five (25) Business Days from the start of JP.
- 8.04 If JP is expected to take longer than twenty-five (25) Business Days, the Contractor will advise the CO as soon as possible for approval, and confirm the revised expected duration of JP.
- 8.05 SJS Services will be made available for up to five (5) Days per week and will be made available for the entire duration of SJS to which the Worker is entitled, as approved by the CO.
- 8.06 The Contractor will make best efforts to complete all TSM within one (1) calendar week, if required.
- 8.07 The CO may only authorize SJS extensions in accordance with the RE model.

9.00 RE TRIAGE ASSESSMENT

- 9.01 The objective of the RE Triage Assessment is to determine which RE Services would best support the Worker's return to Employment.
- 9.02 The RE Triage Assessment recommendation may include, but is not limited to:
 - a) Advanced skilling up Assessment;
 - b) Basic skilling up options;
 - c) Supplemental learning;
 - d) Ergonomic Assessment;
 - e) JP;
 - f) SJS;
 - g) Skills Profile;
 - h) Master Resume Assessment;
 - i) Resume; and
 - j) TSM.

10.00 ADVANCED SKILLING UP ASSESSMENT

- 10.01 The objective of the Advanced Skilling Up Assessment is to outline skilling up options available for Workers to increase their Employability and job search success.
- 10.02 Recommendations from the Advanced Skilling Up Assessment should include specific courses which will enhance the Worker's Employability across a variety of possible occupations. Advanced skilling up may include, but is not limited to:
 - a) Employment specific training;
 - b) Longer-term courses for certification; and
 - c) Licensing.

11.00 BASIC SKILLING UP

- 11.01 Basic skilling up options include Employment skills training through accredited learning facilities. Basic skilling up options may include, but are not limited to:
 - a) Computer training;
 - b) Employment enhancement learning;
 - c) First aid; and
 - d) Safety tickets.

12.00 SUPPLEMENTAL LEARNING

- 12.01 The goal of supplemental learning is to remove barriers and support the Worker to enhance strengths, aptitudes and abilities that promote Employment.
- 12.02 As recommended following the RE Triage Assessment, supplemental Assessment and learning Services may be provided.
- 12.03 Learning Services outlined in 9.02 must include independent learning options with client deliverables, where possible.
- 12.04 Referral to RE Psychological Services where required, if available.

13.00 JOB PLANNING

- 13.01 The objective of JP is to provide the Worker with one-on-one assistance to identify a minimum of two (2) Suitable, Accessible, Sustainable job options which optimize wage quality. One (1) of the job options will be confirmed as the Target Job Option.
- 13.02 An interim job target must be provided for Workers starting SJS Services for those whose Target Job Option is temporarily unavailable in the job market. The two (2) phase approach in the RE plan must be confirmed with the CO. An interim job target should not include Long-Term Training unless approved by the CO.
- 13.03 A Job Option Report (C1334) may be provided on a retroactive basis when required.
- 13.04 Where Worker involvement is not possible due to extraordinary circumstances, and all reasonable efforts have been made to remove barriers which prevent the Worker from

participating, the CO can authorize a Job Option Report (C1334) to proceed on a documentary basis.

- 13.05 Documentary JP is not available when the Worker is able or willing to participate, regardless of whether that participation is in person, or remote. RE Triage Assessments are not required prior to documentary JP.
- 13.06 The Contractor will advise the CO of the start date of JP.
- 13.07 The initial case conference will take place during the first week of JP. The initial case conference must include the Worker, CO, and Contractor.
- 13.08 The Contractor will meet with the Worker at least once per week throughout the duration of JP.
- 13.09 If the CO does not agree that a job option is Suitable, Accessible, Sustainable, and optimizes wage quality, the Contractor will identify a new job option, and submit it to the CO in a second case conference. The Contractor can only proceed with further interventions once the CO has agreed on the job option(s).
- 13.10 The Contractor will utilize LMA information to support the job option(s). If information is required which is not otherwise available for a particular job option, the Contractor will request the appropriate LMR to ensure there is LMA support for the job option.
- 13.11 The Contractor will send the draft Job Planning Report, with the information about the job options and supporting LMA, LMP or EP information, to the CO at least two (2) Business Days prior to the discharge case conference.
- 13.12 Where applicable, the Contractor will refer the matter for a Suitability Review prior to the discharge case conference. The result of the Suitability Review will be incorporated into the finalized Job Planning Report.
- 13.13 The discharge case conference will take place before JP Services are complete and before the Job Planning Report is submitted. The discharge case conference must include the Worker, CO, and Contractor.
- 13.14 The Contractor must keep time records for all billings for the following types of JP:
 - a) Documentary;
 - b) Retroactive; and
 - c) Incomplete.
- 13.15 RE delivered during JP may include:
 - a) TSM;
 - b) Supplemental learning; and
 - c) Psychological RE, where available.
- 13.16 JP can recommend training options without an Advanced Skilling Up Assessment.

14.00 ACADEMIC ASSESSMENT

- 14.01 The objectives of the academic Assessment are to:
 - a) Provide a range or percentile ranking of the Worker's intelligence for IQ testing;

- b) Provide a wide range screening measurement for achievement based on reading recognition, spelling, and arithmetic; and
 - c) Provide a quantitative measure of the Worker's general aptitudes to perform various job functions.
- 14.02 The academic Assessment will involve the completion of at least the Wechsler Adult Intelligence Scale IV (WAIS-IV) and the Wide Range Achievement Test IV (WRAT-IV).
- 14.03 The Contractor will ensure that:
- a) Validated and published test protocols are adhered to for each test; and
 - b) The WAIS-IV is completed under the supervision of a psychologist, and the psychologist has provided written interpretation and approval of the results.
- 14.04 The Contractor must obtain CO approval prior to providing the Worker with an academic Assessment. Where the Worker is motivated to explore academic options and previous Employment history indicates success is likely, an academic Assessment is not required.

15.00 SUPPORTED JOB SEARCH

- 15.01 The objective of SJS is to support the Worker, using current LM knowledge and information, in searching for, and obtaining, Suitable, Accessible, Sustainable Employment which optimizes wage quality.
- 15.02 RE delivered during SJS may also include:
- a) TSM;
 - b) Supplemental learning;
 - c) Psychological RE, where available, if required; and
 - d) Resume.
- 15.03 The Contractor will:
- a) Encourage the Worker to partake in actual job search activities during SJS including interviews with employers in the local LM for the purpose of transferring newly acquired job search skills and aptitudes into practical situations;
 - b) Review the Employer Contact Reports with the Worker on a weekly basis to ensure the job search activities are focused on appropriate and previously identified job recommendations; and
 - c) Ensure Employer Contact Reports are submitted to the CO on a weekly basis.
- 15.04 The Contractor will do at least the following during SJS:
- a) Review the availability and appropriateness of local LM Employment opportunities with the Worker on a regular basis;
 - b) Provide the Worker with tangible Job Leads sufficiently in advance of the job postings closing so that the Worker has a reasonable opportunity to apply for the jobs;
 - c) Develop potential Employment placements through direct and indirect promotional opportunities with employers located within the Worker's local LM, including TOJ and TaP Program opportunities;
 - d) Identify and develop job opportunities for the Worker through comprehensive and direct employer contacts;

- e) Develop, maintain, and utilize an established bank of employer contacts in order to facilitate the Worker with an Employment outcome; and
 - f) Conduct debriefing interviews with the Worker and any prospective employers.
- 15.05 The Contractor will facilitate the Worker's job search by:
- a) Providing one-on-one job coaching, instruction, and guidance to the Worker as required;
 - b) Assisting the Worker with resume revisions, cover letter development and revisions, and mock interviews;
 - c) Marketing the Worker directly to prospective employers;
 - d) Marketing the Worker by uploading their resume on WCB Job Connections platform;
 - e) Providing the Worker with networking opportunities with other job searchers at the Contractor's Premises where possible;
 - f) Recognizing and reinforcing positive behaviors and actions demonstrated by the Worker;
 - g) Motivating the Worker and ensuring the Worker's active participation in the job search;
 - h) Focusing on the job options that were developed in JP, if applicable;
 - i) Conducting cold calls to employers;
 - j) Researching the local LM for potential and actual Job Leads through hidden and unhidden job markets;
 - k) Conducting information interviews with employers in the local LM; and
 - l) Networking with employers, Workers, and other resources.

16.00 TRAINING ON THE JOB

- 16.01 The objective of the TOJ Program is to increase the Employability potential of the Worker in Suitable, Accessible, Sustainable Employment which optimizes wage quality through the development of work skills and experience.
- 16.02 The Contractor will discuss the length of the TOJ Program and training requirements with the potential employer.
- 16.03 TOJ opportunities can be short- or long-term.
- 16.04 The Contractor will, as appropriate, provide potential employers with information on the TOJ Program.
- 16.05 The Contractor will contact the CO immediately if an employer expresses interest in, or availability of, TOJ Program opportunities for the Worker.
- 16.06 The Contractor will advise the CO without delay if there is a need to negotiate a subsidy schedule for a TOJ Program. The Contractor can negotiate a subsidy schedule up to nine months in duration with the Worker or TOJ Program Employer.
- 16.07 Participation in TaP can lead to a TOJ Program, but a TOJ Program cannot lead to participation in TaP.

17.00 DISCHARGE CRITERIA

- 17.01 If one (1) or more of the following criteria are met the Worker will be discharged from RE. The Worker;
- a) No longer meets the criteria for RE;
 - b) Is refusing to engage in RE and all reasonable efforts have been made to remove barriers and accommodate the Worker, and the CO has confirmed that the Worker is to be discharged;
 - c) The Worker has successfully obtained a placement; or
 - d) The Worker has reached the maximum length of SJS Service to which the Worker is entitled.

18.00 TRANSITIONAL SUPPORT MODULES

- 18.01 The objective of TSM is to assist the Worker in developing critical workplace and life skills necessary to resume Suitable, Accessible, and Sustainable Employment which optimizes wage quality.
- 18.02 There are five (5) TSM. The Contractor can deliver any, or all, of the TSM to a Worker.
- 18.03 It is recommended that any Worker who requires TSM be provided with them as early as reasonable.
- 18.04 Each TSM can only be provided to the Worker once. If RE is transferred from another provider, the Contractor must confirm with the CO whether TSM was delivered in the past.

19.00 PSYCHOLOGICAL RE-EMPLOYMENT SERVICES

- 19.01 The Worker may be appropriate for psychological RE when all of the following criteria are met:
- a) The Worker is in agreement with receiving the Services;
 - b) The presenting concern is preventing the Worker from being psychologically prepared for RE; and
 - c) The presenting concern is likely to be adequately addressed with RE brief psychological counselling in up to five (5) sessions over five (5) weeks or less, and will not require transfer to community provider post RE.
- 19.02 A Worker may be recommended for psychological RE by a re-employment specialist currently providing RE or by a CO while the Worker is receiving full RE. The Worker may also receive psychological RE while the Worker is receiving full RE.
- 19.03 A RTW Referral is not required, as psychological RE are integrated RE.
- 19.04 The Contractor must conduct an initial triage interview prior to providing psychological counselling RE.
- 19.05 The Contractor will not accept a referral for psychological RE for a Worker who is not either expected to or is not participating in either JP or SJS.
- 19.06 If the Contractor determines that the Worker's concern is not predominantly related to re-employment, and/or the concern cannot be adequately addressed through brief

psychological counselling, consideration must be given to whether community psychological, or other similar support Services, are appropriate.

- 19.07 If the Worker's concern does not prevent the Worker from continuing with meaningful RE, psychological RE will be delivered concurrently with RE. If the Contractor believes that it is necessary to stop RE pending psychological RE, the Contractor will obtain the CO's approval prior to pausing RE. RE paused temporarily will be reviewed for re-start weekly, with clear re-start plans communicated to the Worker and CO on a regular basis including re-scheduling of planned Services.
- 19.08 RE is expected to continue unless the continuation of those Services places the Worker in risk of harm or set back in the RE process.
- 19.09 If during the course of psychological RE the Contractor anticipates that the Worker will require more than brief psychological counselling, the Contractor will discuss possible treatment options with the CO. Longer-term treatment should be provided through a community provider.
- 19.10 If community psychological counselling is recommended by the RE psychologist, the CO must complete a referral for community psychological counselling. The Contractor may not re-direct a psychological RE referral or request.
- 19.11 If the Worker is receiving psychological Services in the community, and concurrent psychological RE is determined to be in the best interest of the Worker, the Contractor will co-ordinate treatment with the community psychologist.
- 19.12 Should the Worker cancel, or fail to attend, a scheduled appointment, the Contractor will advise the CO the same day. CO approval is required to re-schedule the appointment.

20.00 STAND-ALONE SERVICES

- 20.01 Stand-alone RE is available as recommended in the RE Triage Assessment.
- 20.02 The Contractor may only provide stand-alone RE where the RE model criteria are met. It is the Contractor's responsibility to verify that the criteria are met prior to booking the RE.
- 20.03 Stand-alone RE currently includes but is not limited to:
 - a) Skills Profile;
 - b) Job Option; and
 - c) Resume.
- 20.04 The Contractor will not provide a Skills Profile where one was recently provided and is otherwise still current without Employment changes.
- 20.05 Where JP has already occurred, the CO will use the job option in the Job Planning Report when at least one (1) of those job options does not require additional Worker training. When such a job option exists, the Contractor may not provide a job option Service.
- 20.06 Where the Worker has previously received Resume, the Contractor will not provide a second Resume for the same job option.

21.00 AVOCATIONAL RE-EMPLOYMENT SERVICES

21.01 Avocational planning must be discussed with, and approved by, the CO prior to development. Avocational options must be approved by the CO and Worker.

22.00 STAFFING

22.01 All non-psychological RE must be conducted by a re-employment specialist with post-secondary education in the social sciences, or a related field, and training in JP, job development, and placement. Experience and equivalencies are acceptable.

22.02 All psychological RE must be conducted by a registered psychologist. Provisional psychologists are not eligible to provide this Service.