

Resilient Return-to-Work (RTW) Program Checklist

This checklist is designed to help organizations build a resilient Return-to-Work (RTW) program that supports employee well-being, ensures smooth reintegration, and fosters a culture of empathy and adaptability.

1. Clear Policies and Procedures

- ☐ Document RTW policies and procedures.
- ☐ Ensure consistency across departments.
- ☐ Define roles and responsibilities clearly.

2. Early and Ongoing Communication

- ☐ Maintain regular contact with employees during absence.
- ☐ Assign a dedicated RTW coordinator or case manager.
- ☐ Use empathetic and supportive communication.

3. Individualized Return Plans

- ☐ Tailor plans to medical restrictions and recovery timelines.
- ☐ Offer modified duties or reduced hours as needed.
- ☐ Allow for gradual reintegration.

4. Collaboration with Healthcare Providers

- ☐ Coordinate with treating physicians or occupational health.
- ☐ Respect medical confidentiality.
- ☐ Align duties with medical recommendations.

5. Supervisor and Manager Training

- ☐ Train managers to support returning employees.
- ☐ Educate on recognizing signs of distress.
- ☐ Provide guidance on accommodations and flexibility.

6. Workplace Accommodations

- ☐ Offer ergonomic tools or flexible schedules.
- ☐ Reassess accommodations regularly.
- ☐ Ensure a safe and sustainable work environment.

7. Focus on Mental Health and Well-being

- ☐ Provide access to mental health resources (e.g., EAPs).
- ☐ Normalize mental health discussions.
- ☐ Encourage peer support and wellness initiatives.

8. Documentation and Tracking

- ☐ Keep detailed records of the RTW process.
- ☐ Track communications, accommodations, and progress.
- ☐ Use data to identify trends and improve the program.

9. Feedback and Continuous Improvement

- ☐ Collect feedback from employees and managers.
- ☐ Use metrics to evaluate program success.
- ☐ Refine the program based on insights.

10. Integration with Broader Absence Management Strategy

- ☐ Align RTW with disability management and wellness programs.
- ☐ Ensure seamless transitions between leave and reintegration.
- ☐ Coordinate with HR and benefits teams.