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Changes coming to WSIB's Return to Work Program

The Workplace Safety and Insurance Board (WSIB) wants to make a difference for every person injured or made ill on the job in Ontario by helping them to recover and return to work safely and at the right time. With our help, nearly 91 per cent of people injured on the job return to work within 12 months.

Changes to our return-to-work services

We recognize that we will need to evolve if we are going to continue to deliver the best return-to-work outcomes for people.



To do this, we have a new Return-to-Work Strategy. The strategy is a blend of the best current practices and new approaches. It will focus on delivering return-to-work outcomes and removing barriers so that we get people working with our highly trained and specialized return-to-work staff at the right time. As part of our strategy, we have created a new Return-to-Work Specialist role for over 300 of our return-to-work staff across the province. Return-to-Work Specialists will now be responsible for all return-to-work decisions and we will no longer use the Work Transition Specialist title.

With the creation of this new role, people will start to see more personalized options and return-to-work decisions made more quickly. Less process and faster decisions will improve people's experience and outcome. Ultimately, these changes are about providing people with the best possible service experience.

Investing in our specialized workforce

As part of our Return-to-Work Strategy, we will continue to invest in our specialized workforce. Our investment will include support for Return-to-Work Specialists in achieving the Certified Disability Management Professional (CDMP) and Certified Return to Work Coordinator (CRTWC) designations. These designations will help our staff to handle the greater case complexity we are seeing as a result of an increase in mental stress and mild traumatic brain injury referrals.

We also recognize the importance of these designations for all stakeholders in the return-to-work process. By investing in the development of our Return-to-Work Specialists, they will be well positioned to handle increased case complexity and deliver improved outcomes for people who are most vulnerable.

*By: Evie DoCouto, Vice President, Return-to-Work Program, WSIB & Chair,
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