



Business resumption and WCB

As businesses and service providers in Alberta begin to reopen, you may have questions about what this means for a safe recovery and return to work. We're here to help workers and their employers through the process.

We can support workers and employers through the transition from a virtual treatment program to a safe return to modified work. If you have any questions about your specific circumstances, don't hesitate to give your claim owner a call to discuss.

Virtual treatment programs and fitness for work

While some clinics are starting to provide in-person treatment, workers who have been receiving treatment through a virtual return-to-work program are best served continuing their existing program. This is based on the advice of Alberta Health Services and the regulatory bodies of health care providers who recommend **virtual services should continue to be the first option for providing services**. Consideration for in-person services can be given if virtual services cannot be provided or there are other barriers to these services. The need for in-person services is determined based on individual client need and the ability to offer safe services.

In addition to successfully supporting a worker's recovery, virtual programming also provides an accurate assessment of an individual's capabilities and limitations for return to work. If a worker is uncomfortable or disagrees with their assessment, we will arrange a conversation with the worker, employer and service provider to address concerns and confirm how we can continue to support the worker's safe return to work. It's important that workers, employers and WCB claim owners continue to work together to make sure a worker's recovery and return-to-work plan stays on track.

Returning to modified duties

Employers are required to follow provincial guidelines to provide a safe environment for their employees, customers and patients. When an employer asks an employee to return to work, WCB will support the worker and employer by ensuring the job duties offered to the worker fit within the work restrictions related to their work injury.

In cases where an employee has concerns about the steps their employer is taking to provide a safe work environment, we will provide support to help address those concerns. In many cases, we may refer those concerns to [Occupational Health & Safety](#).

If an employer can demonstrate they're following provincial safety requirements and a worker refuses the modified work, the worker's wage replacement benefits will be adjusted as if they have returned to work.

We're here to help

We are committed to collaborating with workers, employers and service providers throughout the recovery and return to work process. If you have questions or concerns about treatment and modified work, share them with your case manager—there are many ways we can help.