



# **POLICIES AND PROCEDURES**

## **CERTIFIED RETURN TO WORK COORDINATOR**

Certified Return to Work Coordinators may work internally within their own organization or externally as a provider. Responsibilities include, but are not limited to, expediting, coordinating and facilitating the return to work of persons with injuries, illnesses and disabilities in a range of settings.

## POLICIES AND PROCEDURES

### APPLICATION REQUIREMENTS

Applications to write the certification examination must include:

- Completed application form (\*see note below))
- Education summary form (\*see note below) including original academic transcripts with the official institutional seal and course certificates: please refer to section entitled “Eligibility Requirements”
- Letter(s) of attestation completed and signed by supervisor/manager on official employer letterhead: please refer to section entitled “Eligibility Requirements”
- Certification examination fee: please refer to Fee Schedule attached

Applicants must meet all of the educational and relevant work experience criteria as set out in this document in order to be eligible to write the certification examination.

\*Note: All forms are available for download from the “How to Enroll” webpage at:  
[https://www.nidmar.ca/certification/crtwc/crtwc\\_enroll.asp?certificationTypeID=1](https://www.nidmar.ca/certification/crtwc/crtwc_enroll.asp?certificationTypeID=1)

### ELIGIBILITY REQUIREMENTS

Certification eligibility criteria are usually based on experience and/or formal education and the successful passing of some form of examination. The *Occupational Standards in Disability Management* identified that formal educational resources in DM have been limited in the past and it is therefore essential that experience and supervision standards emphasize workplace-based DM activities. The following table identifies the education and relevant work experience required in order to be eligible to apply for the certification examination.

The Certification Council will only accept full-time paid employment (FTE) or its equivalent as a valid fulfillment of the employment criteria. Roles and responsibilities of employment must have been in the direct provision of DM / RTW services for workers with disabilities encompassing the domain areas. A letter of attestation completed by the supervisor must be included in the application package.

Given the developmental process currently in DM services, it is recognized that supervision (direct/indirect) by a RTWC or a DMP may not be feasible. Provision is made for management representatives involved in the institutionalizing of DM services in a given setting provide attestation to roles and responsibilities assumed by the applicant.

In order to verify educational backgrounds, original transcripts are required. To be considered valid, official transcripts from educational institutions must bear the official seal of the institution, the signature of the institution's registrar, and the seal on the envelope bearing the transcript cannot be broken.

## ELIGIBILITY REQUIREMENTS (continued)

Education	Employment
<p>Post graduate degree in nursing, occupational health nursing, occupational therapy, physiotherapy, kinesiology, chiropractic, MD, or MA in DM, official transcript required + diploma, certificate or short course equivalents in DM (minimum 50 hours of DM/RTW competency related courses during the last 5 years – proof of attendance with details of courses including course description, date course took place, number of course hours, signed by an official of the institution offering the course).</p>	<p>Minimum of 1 year performing roles and responsibilities during the last 5 years with at least 50% or more of time in the delivery of DM services, supervised by qualified DM supervisor or management representative responsible for DM + letter of attestation from supervisor on employer letterhead.</p>
<p>Bachelor of Disability Management degree Official transcript required.</p>	<p>Minimum of 1 year performing roles and responsibilities during the last 5 years with at least 50% or more of time in the delivery of DM services, supervised by qualified DM supervisor or management representative responsible for DM + letter of attestation from supervisor on employer letterhead.</p>
<p>Bachelors degree in nursing, occupational health nursing, occupational therapy, physiotherapy, kinesiology, chiropractic, official transcript required + diploma, certificate or short course equivalents in DM (minimum 50 hours of DM/RTW competency related courses during the last 5 years – proof of attendance with details of courses including course description, date course took place, number of course hours, and signed by an official of the institution offering the course).</p>	<p>Minimum of 1 year performing roles and responsibilities during the last 5 years with at least 50% or more of time in the delivery of DM services, supervised by qualified DM supervisor or management representative responsible for DM + letter of attestation from supervisor on employer letterhead.</p>
<p>Diploma or certificate program in DM that addresses all DM/RTW competency domain areas. Official transcript required. If program was completed more than 5 years prior to year of application, 50 hours of DM/RTW competency related courses completed within the last 5 years are required – proof of attendance with details of courses including course description, date course took place, number of course hours, signed by an official of the institution offering the course.</p>	<p>Minimum of 2 years performing roles and responsibilities during the last 5 years with at least 50% or more of time in the delivery of DM services, supervised by qualified DM supervisor or management representative responsible for DM + letter of attestation from supervisor on employer letterhead.</p>
<p>Other educational experiences, credentials + short courses in DM program principles and delivery (minimum 100 hours of DM/RTW competency related courses during the last 5 years – proof of attendance with details of courses including course description, date course took place, number of course hours, and signed by an official of the institution offering the course).</p>	<p>Minimum of 3 years performing roles and responsibilities during the last 5 years with at least 50% or more of time in the delivery of DM services, supervised by qualified DM supervisor or management representative responsible for DM + letter of attestation from supervisor on employer letterhead.</p>

## **CERTIFICATION EXAMINATION**

The certification examination consists of 250 multiple choice questions based on the nine domain areas of knowledge identified in the *Occupational Standards in Disability Management* and which are included herein.

The format is based on a combination of contextually based questions following a brief vignette and a series of independent questions. The examination consists of two question booklets (one to be used during the morning and one to be used during the afternoon) and the responses are recorded on a separate computer-scored answer sheet.

## **RESOURCES / REFERENCES**

All question items generated for the examinations are referenced by the test agency in resource material. A listing of reference material is included herein.

## **EXAMINATION DAY**

The certification examination will take place over the course of one day with 3 hours in the morning and 3 hours in the afternoon, i.e. commencing at 9:00 am until 12:00 pm and re-commencing at 1:00 pm until 4:00 pm. Please note that lunch is not included in the examination. The Certification Council may grant additional time for candidates who indicated on their application forms that this is required due to functional limitations.

No textbooks or other reference materials are to be brought into the examination room. In addition, no food or gum will be allowed in the examination room. Beverages such as water, coffee or tea will be allowed as long as they are contained in closed, spill-proof containers. No cell phones will be allowed. Unacceptable behaviour will not be tolerated. Please refer to section entitled "Examination Irregularities".

Candidates are to bring with them to the examination room three pencils for the purposes of completing the examination. Pens will not be accepted, as the answer sheets are computer scored.

## **CHECK-IN REQUIREMENT ON EXAMINATION DAY**

Check in is required by 8:30 am on the day of examination.

## **EXAMINATION SCORE**

The process of the development of the examination scores is conducted according to sound psychometric principles and procedures. The examination standards are set using a modified Angoff method and incorporating statistics gained from administration of the examinations. Participants will receive notification of their scores approximately six to eight weeks after writing the examination. This information is considered confidential and will be released to the participant only.

## **EXAMINATION ENQUIRIES**

Any questions regarding the examination process may be addressed to the Certification Council. Those who may not be satisfied with the findings of the Certification Council may address their concerns to the Appeals Committee. For further information, see paragraph entitled "Appeals Process".

## **ACCOMMODATIONS FOR EXAM WRITING**

The Certification Council is committed to providing accommodation consistent with standard practice while at the same time maintaining the integrity of the examination process. An accommodation request must be made at the time of application and must include a description of the disability including medical evidence and a description of the accommodation required. All such requests will be reviewed on a case-by-case basis.

### **EXAMINATION IRREGULARITIES**

Irregularities encountered during the examination such as unauthorized use of reference materials, taking examination materials out of the examination room, consulting with others during the examination, etc., will constitute instant dismissal without refund of examination fees.

### **CERTIFICATION EXAMINATION FEES**

Please refer to the fee schedule for the certification examination fees. The fee for application and writing of certification examinations covers the cost of applying and writing the certification examinations, awarding of certification certificate, use of credentials for one year from date of notification of successful completion of certification examinations, and publication and inclusion in registry of professionals.

### **DEFERRAL REQUESTS**

Once an application has been filed and the candidate has been notified of acceptance to write the certification examination, should the candidate require a deferral as to the date of writing the examination, a request addressed to the Certification Council must be submitted prior to the scheduled examination date along with a medical certificate and/or other documentation. In this case, the non-refundable application fee will be retained on file, however, the candidate must write the certification examination within a 12-month period or the application fee will not be refunded.

### **APPEALS PROCESS**

The steps in the appeals process are that a candidate must first address their concerns to the Certification Council.

If the candidate remains unsatisfied with the findings and/or decision of the Certification Council, the next step is to address their concerns to the Appeals Committee, including the Appeals Fee (please refer to the Fee Schedule attached).

This appeals process has been established to provide a second independent review of a situation or issue, which may occur. This same process applies whether the appeal concerns eligibility requirements or the examination process. All appeals must be submitted within 30 days of the occurrence to be valid. All rulings made by the Appeals Committee shall be final.

### **AWARDING OF CERTIFICATES**

Upon successful completion of the certification examination, candidates will be awarded certificates under the auspices of the International Disability Management Standards Council (IDMSC) entitling the use of the official designation mark, CRTWC. The names of successful candidates will appear on a registry of certified individuals on the NIDMAR website. In addition, successful candidates also have the option to become members of the Canadian Society of Professionals in Disability Management (CSPDM), which is the Canadian Chapter of the International Association of Professionals in Disability Management. Once approval has been received, names will be published on the CSPDM website and individuals will receive access to the “members only” area of the website.

### **USE OF DESIGNATIONS**

Individuals who have been awarded certificates are entitled to use the official designation marks as long as they maintain their certification status. Any other use of the designations will be considered a violation and those individuals may be denied the right to apply for certification and may be subject to legal action.

## **CERTIFICATION REVOCATION**

Revocation of an individual's certification may be due to but not limited to the following: falsification of information submitted during application for certification or otherwise, failure to maintain certification status, misrepresentation, etc.

## **ETHICAL STANDARDS AND PROFESSIONAL CONDUCT**

Standards of practice establish fundamental concepts and rules considered essential to promote the highest ethical standards among certified professionals. These standards of practice are detailed in the *Occupational Standards* document and are included herein.

Candidates are required to sign a Statement of Agreement indicating that they agree to abide by the Ethical Standards and Professional Conduct outlined in these Policies.

## **MAINTAINING CERTIFICATION STATUS**

Ongoing maintenance of certification status will require annual submissions which include **all** of the following and will entitle the individual ongoing publication and inclusion in the registry of professionals:

- Renewal application form (\*see note below).
- Proof of ongoing work experience in the field of disability management with submission of letter(s) of attestation completed and signed by supervisor on employer letterhead.
- Proof of 20 continuing education credit (CEC) hours may be submitted each year, or proof of 40 CEC hours may be submitted every second year, and must include credits related directly to disability management competency areas. Official transcripts, certificates or other signed documentation must be included (\*see note below).
- Completed and signed Statement of Agreement for Ethical Standards and Professional Conduct (\*see note below).
- Annual membership fee: Please refer to Fee Schedule attached.

The deadline for the annual submission of all documentation and membership fee is: September 30 of each year.

Failure to maintain certification status will require the candidate to repeat the entire certification process by applying to re-certify which includes re-writing the examination and paying the certification examination fees.

\*Note: All renewal forms are available for download from the "Maintaining Certification" webpage at: [https://www.nidmar.ca/certification/crtwc/crtwc\\_maintaining.asp](https://www.nidmar.ca/certification/crtwc/crtwc_maintaining.asp)

## **CONTACT INFORMATION**

All communications or enquiries should be forwarded to:

By mail: Certification Council  
c/o NIDMAR  
4755 Cherry Creek Road  
Port Alberni, BC  
V9Y 0A7

By fax: 778-421-0823

By email: [nidmar@nidmar.ca](mailto:nidmar@nidmar.ca)

For further information, please visit our website at: [www.nidmar.ca](http://www.nidmar.ca)

## FEE SCHEDULE FOR 2023

### CERTIFICATION EXAMINATION FEES

The fee for application and writing of the certification examination is \$475 broken down as follows:

- \$150 non-refundable application fee, and
- \$325 due upon receipt of acceptance of application.

Applicants must meet all of the educational and work experience criteria as set out in this document in order to be eligible to sit the certification examinations.

The certification examination fee covers the cost of applying and writing the certification examination, awarding of certification certificate, use of credentials for one year from date of notification of successful completion of certification examination, and publication and inclusion in registry of professionals.

\*Note: All application forms are available for download from the "How to Enroll" webpage at:  
[https://www.nidmar.ca/certification/crtwc/crtwc\\_enroll.asp?certificationTypeID=1](https://www.nidmar.ca/certification/crtwc/crtwc_enroll.asp?certificationTypeID=1)

### APPEALS PROCESS

The steps in the appeals process are that a candidate must first address their concerns to the Certification Council.

If the candidate remains unsatisfied with the findings and/or decision of the Certification Council, the next step is to address their concerns to the Appeals Committee and include the appeals fee of \$100.

The appeals process has been established to provide a second independent review. All appeals must be submitted within 30 days of the occurrence to be valid. All rulings made by the Appeals Committee shall be final.

### MAINTAINING CERTIFICATION STATUS

Ongoing maintenance of certification status will require annual submissions which include **all** of the following and will entitle the individual ongoing publication and inclusion in the registry of professionals:

- Renewal application form.
- Proof of ongoing work experience in the field of disability management with submission of letter(s) of attestation completed by supervisor on employer letterhead.
- Proof of 20 continuing education credit (CEC) hours may be submitted each year, or proof of 40 CEC hours may be submitted every second year, and must include credits related directly to disability management competency areas. Official transcripts, certificates or other signed documentation must be included.
- Completed and signed Statement of Agreement for Ethical Standards and Professional Conduct.
- Annual membership fee: \$275

Failure to maintain certification status will require the candidate to repeat the entire certification process by applying to re-certify and which includes re-writing the examination and paying the certification examination fees.

\*Note: All renewal forms are available for download from the "Maintaining Certification" webpage at:  
[https://www.nidmar.ca/certification/crtwc/crtwc\\_maintaining.asp](https://www.nidmar.ca/certification/crtwc/crtwc_maintaining.asp)



## DOMAIN AREAS OF ESSENTIAL SKILLS AND COMPETENCIES

1. DEMONSTRATE KNOWLEDGE OF DISABILITY MANAGEMENT THEORY AND PRACTICE
  - Identify and define key components of effective disability management.
  - State the rationale and objectives for disability management practice.
  - Identify the economic and social benefits of disability management in the workplace.
  - Describe the principles of effective disability management programs.
  - Describe the disability management service delivery process (model programs) for large and small work sites.
  - Describe the roles and functions of professionals involved in disability management.
  - Describe the scope of a disability manager's caseload.
  - Develop strategic planning approaches to disability management.
  - Develop and utilize an informational network with other disability management professionals through professional associations and attendance at educational conferences and seminars.
2. APPLY LEGISLATION AND BENEFIT PROGRAMS
  - Utilize employment and disability legislation and regulations, including Duty to Accommodate, Employment Equity Act, Workers' Compensation Act, and Human Rights Legislation in disability management planning.
  - Explain eligibility and entitlement of benefit and compensation systems to workers and their families or refer individual to appropriate resource persons for benefit information.
  - Demonstrate knowledge of public and private disability benefit schemes related to return to work.
  - Interpret health and safety regulations.
  - Communicate implication of medical review/plateau decisions.
  - Apply policy and legislation in arriving at decisions.
3. LABOUR – MANAGEMENT RELATIONS
  - Analyze workplace disability experience.
  - Understand differences and similarities between union and non-union work sites with respect to disability management program implementation.
  - Demonstrate knowledge of inter-related workplace systems, i.e. union, employer, human resources, benefit carrier, health care systems, etc.
  - Collaborate in the development of a joint labour/management disability management committee.
  - Establish workplace-oriented disability management mission and goal statements.
  - Collaborate with labour and management programs in non-union workplaces.
  - Demonstrate knowledge of employment standards legislation entitlements for non-union workers/managers.
  - Describe impact of collective agreements or terms and conditions of employment.
  - Apply knowledge of arbitration and grievance procedures.
  - Negotiate with labour and management to develop policy, structure, and strategies to resolve conflicts and disputes related to disability management.

#### 4. UTILIZE COMMUNICATION AND PROBLEM-SOLVING SKILLS

- Apply conflict resolution skills in interactions with various stakeholders.
- Negotiate/facilitate return to work agreements.
- Demonstrate logical thinking and problem-solving skills.
- Utilize leadership strategies to influence organizational change including workplace communication, team building, and conflict or dispute resolution.
- Communicate understanding of disability management interventions (e.g. job accommodation, ergonomics, early intervention) to labour/management committee.
- Intervene effectively in crises.
- Provide leadership to return to work team at the workplace.
- Demonstrate effective team meeting leadership skills.
- Promote active participation in the disability management program.
- Establish rapport with workers and families.
- Communicate and relate to persons from different ethnic and cultural backgrounds.
- Demonstrate tact and empathy with others.
- Demonstrate sensitivity to family coping strategies.
- Assist worker in adjusting to the impact of injury or disability.
- Demonstrate ability to lead groups, to understand group dynamics.
- Prepare written reports.
- Make oral presentations.
- Educate stakeholders on importance of disability management principles.
- Present disability management process and accomplishments to the broader community.
- Promote the disability management program utilizing varied presentation formats.
- Promote disability management programs and best practices to worker and employer representatives as well as to external providers.
- Utilize adult learning strategies in developing an oral presentation.

#### 5. DISABILITY CASE MANAGEMENT

- Understand the roles and functions of multidisciplinary health care providers in diagnosing and treating injury or impairment.
- Utilize early timed intervention for return to work.
- Apply physical and functional (work) capacity evaluations.
- Evaluate worker adjustment to disability.
- Assess return to work needs of the worker.
- Assess workplace factors that impact disability management outcomes.
- Assess factors that contribute to motivation and readiness to participate in disability management program.
- Identify incentives and disincentives to involvement in disability management planning.
- Develop goals and plans with the worker.
- Coordinate internal and external resources to implement disability management plans.
- Consider positive and negative characteristics of "outsourcing" case management services when developing disability management programs.
- Establish collaborative relationships with multidisciplinary health care providers.

- Develop criteria to assess effectiveness and quality of provider services.
- Describe assistive technology options and typical costs.
- Identify and access funding programs.
- Build and maintain local community resource network.
- Establish relationships with advocacy organizations.
- Utilize cost containment strategies.
- Manage time effectively.
- Plan and organize a schedule.
- Establish priorities within caseload.

#### 6. RETURN TO WORK COORDINATION

- Assess personal and work adjustment needs.
- Coordinate assessment of functional capacity of worker.
- Analyze job duties and requirements.
- Conduct detailed functional job analyses.
- Demonstrate working knowledge of functional ergonomics.
- Develop capacity within the workplace to provide early intervention with the worker with a disability, the worker representative, the supervisor, and health care providers.
- Facilitate rehabilitation interventions and return to work coordination with short-term and long-term disability insurance representatives.
- Develop methods to ensure accountability among supervisors and managers with respect to return to work practices.
- Identify systemic barriers to return to work or employment.
- Develop guidelines and procedures for transitional work program.
- Facilitate job modification, accommodation, workplace redesign and assistive technology.
- Provide information to health care providers on transitional work or modified work opportunities to gain their "buy-in" to the process.
- Facilitate ongoing contact between the employee and other support systems.
- Develop return to work plan with the worker, worker representative, manager, and health care providers.
- Implement return to work plan.
- Monitor and adjust individual return to work plan.
- Understand alternative dispute resolution (ADR) principles and how to utilize resources to resolve return to work issues.
- Maintain case management records.
- Assess service providers, e.g. rehabilitation facilities, physiotherapy services, and EFAP.
- Develop disability management consultation skills.

#### 7. HEALTH, PSYCHOSOCIAL, PREVENTION AND FUNCTIONAL ASPECTS OF DISABILITY

- Utilize medical, physical, and functional capacity evaluations in disability management planning.
- Demonstrate understanding of cultural issues to injury, disability, and work.
- Demonstrate understanding of prominent causes of disability including repetitive strain injuries and workplace stress.

- Relate medical and physical information or acute and chronic illness and disability to functional demands of job.
- Utilize information from medical examinations to coordinate treatment plan.
- Evaluate worker's adjustment to disability.
- Assess personal and work adjustment needs.
- Promote worker health and wellness.
- Analyze home and work environments.
- Demonstrate a sound understanding of accident prevention processes and practices.

#### 8. DEVELOPMENT OF PROGRAM MANAGEMENT AND EVALUATION ACTIVITIES

- Perform evaluations to measure disability management program outcomes.
- Track costs of disability management programs.
- Identify and implement realistic cost containment strategies.
- Conduct qualitative evaluations.
- Conduct quantitative evaluations.
- Evaluate worker/supervisor satisfaction with program.
- Assess effectiveness of health care provider services and resources.
- Identify key elements of an effective data management/program management system.
- Demonstrate basic computer literacy.
- Implement confidentiality safeguards around disability management data storage.
- Incorporate accident and illness reporting system into disability management information system.

#### 9. DEMONSTRATE ETHICAL AND PROFESSIONAL CONDUCT

- Develop and implement a plan to maintain own wellness.
- Participate in ongoing professional development activities to upgrade competencies.
- Demonstrate ethical and professional conduct to workers, employers, health care providers and other stakeholders.
- Contribute to the development and ongoing quality improvement of the disability management process.
- Promote equitable access to services.
- Respect confidentiality of information under the guidelines of ethical code, laws, and regulations.
- Understand reasonable course of action when confronted with ethical dilemmas.

## ETHICAL STANDARDS AND PROFESSIONAL CONDUCT

Standards of practice establish fundamental concepts and rules considered essential to promote the highest ethical standards among Certified Return to Work Coordinators.

The standards of practice in disability management recognize the need to identify ethical and professional codes of conduct as well as the need to present reasonable steps in resolving ethical dilemmas.

Ethical behaviour is a requirement of effective and competent disability management practice. Ethical and professional standards of practice dictate that Certified Return to Work Coordinators apply knowledge and skills in an ethical manner, recognize that there are ethical dilemmas inherent in their professional practice, and utilize ethical decision-making to resolve ethical dilemmas. The major functions of the ethical code are to:

- protect individuals who are receiving disability management services
- provide guidance to professionals who are confronted by ethical dilemmas
- establish stakeholder and public trust and faith in the profession of disability management
- establish professional conduct between stakeholders and other professionals

Standards of ethical practice for Certified Return to Work Coordinators function within the following broad categories and specific rules:

1. The Certified Return to Work Coordinator will respect the integrity, and promote and protect the welfare of individuals with whom they are working.
  - They have a professional and personal responsibility and commitment to workers to implement and maintain optimal standards of disability management practice.
  - They have a primary obligation to keep confidential and to safeguard information about individuals obtained in the course of disability management practice or research except when this conflicts with the responsibility to the law or when maintenance or confidentiality would result in a significant risk of substantial harm to others or to the client if the client is incompetent. In such cases, they would take all reasonable steps to inform the client that confidentiality will be breached.
  - They will ensure that the individual is aware of and understands the limits of confidentiality at the onset of disability management planning.
  - They will communicate personal or confidential information to others only with the individual's written consent, or when there is a clear and immediate danger to the individual or others.
  - They will discuss communication of information with the worker and will safeguard access to information, records, or other information storage means to ensure that access to information by unauthorized individuals is safeguarded.
  - They shall report to the appropriate authority actions of the worker that may cause injury to self or others, after discussion with the worker that this action will be taken.
  - They will strive to eliminate attitudinal barriers including stereotyping and discrimination toward workers with disabilities, and will not discriminate in the provision of disability management services on the basis of disability, race, origin, religion, gender, age, or sexual orientation.
  - They will recognize that culture affects the manner in which clients' problems are defined. The socio-economic and cultural experience of the client will be considered in all interactions with the individual.
  - They will be aware of family and significant others (underlying factors) and how they impact on the perceived impairment/disability of the client.
  - They will provide professional services to the worker with a disability as an individual, not just a number, within a holistic framework, focusing on the worker's functional abilities.

2. The Certified Return to Work Coordinator will maintain an objective and professional standard in their relationship with individuals with whom they work.
  - They shall only provide those services that are within the scope of their competencies considering the level of education, experience, and training; shall communicate the limitations imposed by the extent of their skills and knowledge in a professional area; and, when necessary, recommend that additional opinions and services be sought.
  - They will ensure that individuals with whom they work understand the legal limitations and the extent and range of services that may be offered or provided in order to promote realistic expectations and open communication.
  - They will terminate disability case management activity when the individual can no longer benefit from these services.
  - They must clearly self-define the nature of duties, responsibilities, and loyalties in order to minimize conflict of interest among management, labour, supervisors, health care providers, and other stakeholders.
  - They will refer workers or individuals with whom they may work who may compromise an objective relationship to other professionals.
  - They shall avoid fostering dependent relationships with the client and/or family members.
3. The Certified Return to Work Coordinator will assist workers with disabilities in developing individualized disability management or return to work plans that are consistent with the individual's ability and that have a reasonable probability of success.
  - They will develop return to work plans and employment positions that are consistent with the abilities, limitations, interests, skills, experience, and training of their worker that promote the interests of the worker; and that are consistent with the productivity and business needs of the employer.
  - They will collaborate with the worker, health care provider, and employer to ensure that realistic goals are set for the worker.
  - They will advocate and promote the individual's involvement and full participation in developing return to work plans.
  - They shall ensure that the worker is fully informed about all reasonable options and services available in the delivery or disability management services.
  - They will inform workers and their families where appropriate of the benefits, implications, and effects on the benefits and employment status (if any) by participation in disability management activities.
4. The Certified Return to Work Coordinator is obligated to promote and protect the employability of the worker by identifying and communicating the individual's abilities and limitations and by developing plans that are consistent with the interests of the worker and employer.
  - They will develop return to work plans that are consistent with worker qualifications and ability to perform at work demand levels in a safe workplace.
  - They will utilize every resource reasonably available to ensure that identified needs of workers are met including referral to other professionals or providers that may provide services or resources to maximize effective service delivery.
  - They shall verify the worker's needs and resources or supports needed, by using direct and valid assessments or evaluation procedures to confirm the reasonableness of the plan.
  - They will communicate with the employer and workplace only that information that ensures suitability to perform essential work. Informed consent will be acquired for release of any confidential information.
  - They will consider the safety and welfare of the worker, fellow workers, and the workplace in developing return to work plans or in placing the worker on a job.

5. The Certified Return to Work Coordinator will provide disability management services within the framework of a professional relationship.
  - They will clarify professional relationships with workers and other stakeholders and will avoid dual relationships that could impair professional judgment or risk exploitation.
  - They shall cooperate with members of other professions when appropriate and shall actively participate in a collaborative team process when the worker's needs require such involvement.
  - They will respect the value and role of professionals and other stakeholders and will act with integrity in their relationships with professional colleagues, agencies, related disciplines, and organizations.
  - They will ensure that there is a clear and mutual understanding of the disability management plans on the part of the worker and all participants in the plan, and that all plans are developed with mutual understanding and appropriate participation.
  - They will ensure that participants involved in the disability management plan are capable of providing maximum effective services and will ensure that the level of service expectation and outcomes is mutually understood.
6. The Certified Return to Work Coordinator will promote the involvement and contribution of all professionals, programs, agencies, and referral sources involved with the worker with a disability to promote and provide procedures and programs that will ensure maximum benefit of services for the worker.
  - They shall observe ethical standards and professional conduct in interactions with other professionals involved with the worker and workplace.
  - They shall encourage practice, observation, and promotion of ethical standards that promote development of the disability management profession.
  - They will not disparage or demean other professionals, agencies, or organizations or the quality of their involvement in disability management to the worker or others with whom they work.
7. The Certified Return to Work Coordinator is obligated to maintain their skills, competencies, and professional development at a level to ensure that the individual with whom he or she works benefits from the highest quality of service.
  - They will accurately identify the services in which they are competent and qualified to perform.
  - They will continuously strive to maintain knowledge, develop skills, and be aware of developments, resources, and disability management practices that are essential to providing the highest quality of services to workers.
  - They will encourage individuals under their supervision to engage in activities that further the individual's professional development.
  - They will be willing to participate in peer review of other Certified Disability Management Professionals and to undergo review by peers.
  - They will enter into associations and maintain professional integrity.
  - They will seek help from colleagues and appropriately qualified professionals for personal problems that adversely affect their service to clients or the profession.
8. The Certified Return to Work Coordinator will promote and participate in efforts to expand the knowledge and resources needed to increase the effectiveness of services and programs for workers with disabilities.
  - They will institute and participate in procedures on an ongoing basis to evaluate, promote, and enhance the quality of disability management services delivered in the workplace.



9. The Certified Return to Work Coordinator will obey all laws and regulations and will avoid activity or conduct that will cause unjust harm to others.
  - They will restrict the communication of information to what is necessary and relevant with respect to the individual's right to privacy.
  - They will keep informed of standards, guidelines, regulations, and laws related to disability management practice.
  - They, in the performance of professional activity, shall not participate in fraudulent, deceitful, dishonest, or misrepresentative actions of any kind, or any form of conduct that adversely reflects on the field of disability management.
  - They will not abuse the relationship with a worker to promote personal or financial gain, or financial gain for an employer.
  - They shall not allow personal benefit or financial gain to interfere with professional conduct, judgment, or actions.
  - They shall be subjected to disciplinary actions for violations of laws, regulations, statutes, or professional codes that implicate the individual's professional conduct in the future.
  - They will refuse to participate in employment or business practices that conflict with moral, ethical, or legal standards regarding the employer including practices that result in illegal or implied discrimination in any employment practices.
10. The Certified Return to Work Coordinator will demonstrate ethical and moral conduct in their profession and will maintain and promote the integrity of the Standards of Professional Practice in Disability Management.
  - They will be truthful and accurate in all public statements and promotions concerning the services, programs, products, and profession related to disability management.
  - They shall not recommend or provide professional support for individuals who engage in professional practice that violates ethical and professional codes of practice.
  - They shall inform the worker or professional committee (upon request) of ethical violations upon investigation.



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