Modified Work: Retail Industry



Tips for helping injured workers perform safe and suitable work during their recovery process

If an injury occurs, returning to modified or alternate work helps with the worker's ability to recover, and their physical and psychological wellbeing.

To identify suitable work, look closely at the worker's job demands and compare them to their functional abilities (the worker should have a **Functional Abilities** form completed by a health care provider). Identify the barriers that prevent the return to work and decide if there can be changes made to overcome them. If the worker is unable to do their job duties with modifications, look for alternative work that is within their abilities. Make sure the worker has the skills and training to do the tasks.

Ways to overcome barriers may include tool or equipment modifications, for example, using a sit/stand stool at the cashier counter rather than always having to stand.

Here are some other ideas for modified or alternate duties.

They range in level of physical demands. Make sure to review the worker's functional limitations and restrictions to determine suitability:

Office work

 Paperwork/administrative tasks – research products, order supplies/products, answer phones, file, purge, or shred files

Store helper

- Greeter welcome customers and provide advice on products.
- Inventory count merchandise and compare against inventory or shipping invoices.
- Pricing put new price tags on merchandise with the use of a labeling gun or special tags.
- Cashier operate cash register, check credit receipts.
- Display place merchandise on mannequins and/or display racks.

Other types of work

- Pick-up and deliver supplies
- Inventory and source materials
- Other customer service tasks – process returns, etc.

- Shipping and receiving box, ship, weigh and label outgoing merchandise
- Light cleanup sweep common areas, dust display shelves and vacuum
- Safety inspections
- Review and update procedures and assist with other projects

These are ideas to get you thinking – you know your workplace and workers best. Identify suitable work for each case.

For more information on developing a Return to Work program, visit our website at wscc.nt.ca or wscc.nu.ca, or contact WSCC's Return to Work Specialist at 1 (800) 661-0792 or ReturnToWork@wscc.nt.ca.