

# Introduction to the WSIB

For: The Union of National Employees Conference

Delivered by Suzanne McClelland, Stakeholder Relations Manager

# Agenda

1. Life of a claim
2. Service commitment
3. Digital services
4. Question period

# Life of a claim

# Reporting an injury or illness

Both the **employer** and the **injured/ill person** are responsible for reporting an injury or illness.

## Employer

- Employer's report of injury/illness ([Form 7](#))
- The report must be made within three days of being notified of a workplace injury/illness
- Employers must report a workplace injury/illness, even if they do not believe it to be work-related

## Injured/ill person

- Worker's report of injury/illness ([Form 6](#))
- The injured/ill person should tell their employer about their injury or illness as soon as possible
- A workplace injury or illness must be reported within six months from the date the injury occurred or the date of diagnosis

# Benefits

## Loss of earnings (LOE)

- 85% of net average earnings
- Paid bi-weekly
- Paid until age 65

## Loss of retirement income (LRI)

- Contributions start after one year LOE is paid
- 5% of benefit is put into a retirement fund
- Payable at age 65

## Non-economic loss (NEL)

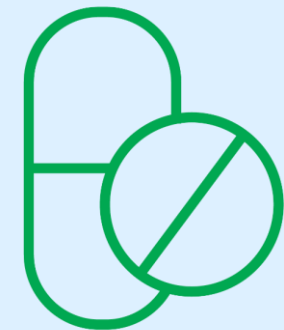
- Benefit for a permanent impairment

## Survivor benefits

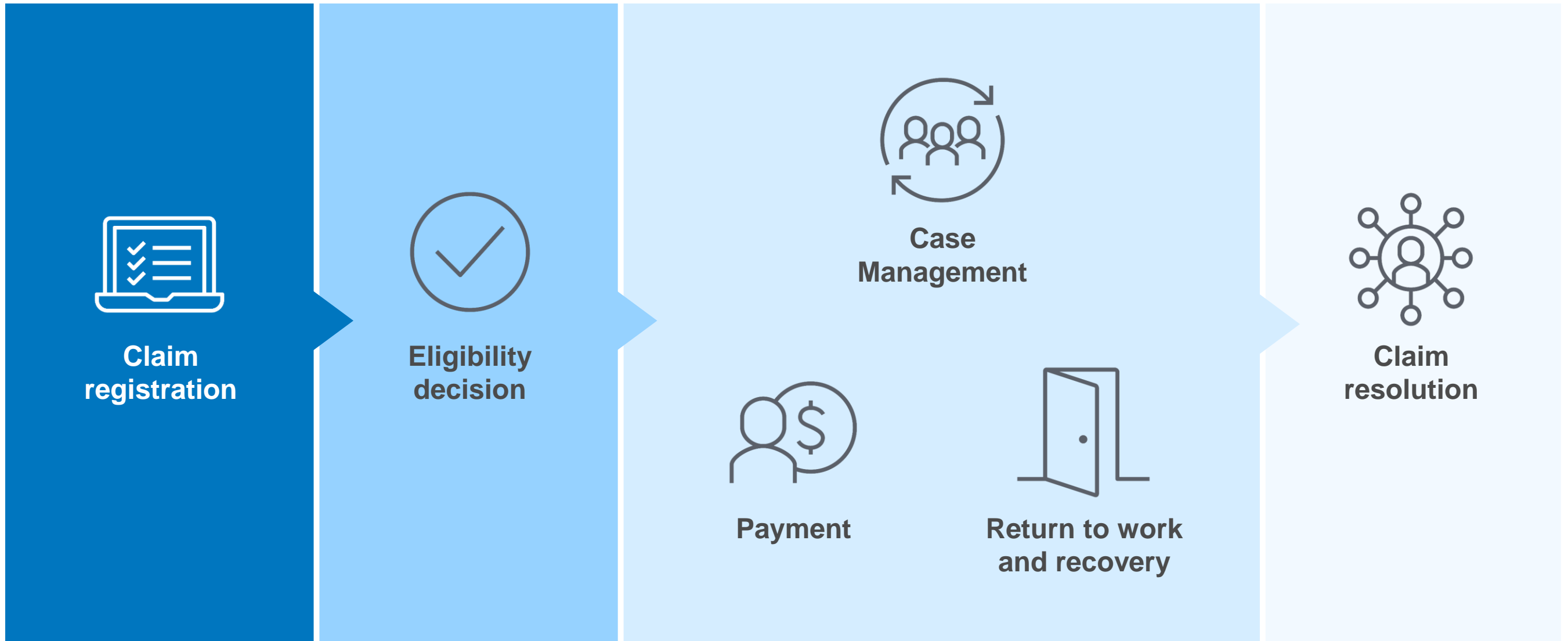
- Financial support
- Support to re-enter the workforce if necessary
- Support to provide for post-secondary education of dependent children

## Health care benefits

- Medical treatment/assessment
- Hospitalization, including emergency care and surgery
- Prescription drugs
- Medical devices and orthotics
- Equipment and supplies
- Travel and accommodation expenses



# Life of a claim



# Return-to-work considerations

- Return to Work Overview and Key Concepts – Policy 19-02-07
- Functional abilities
- Suitability of modified work
- Duty to accommodate



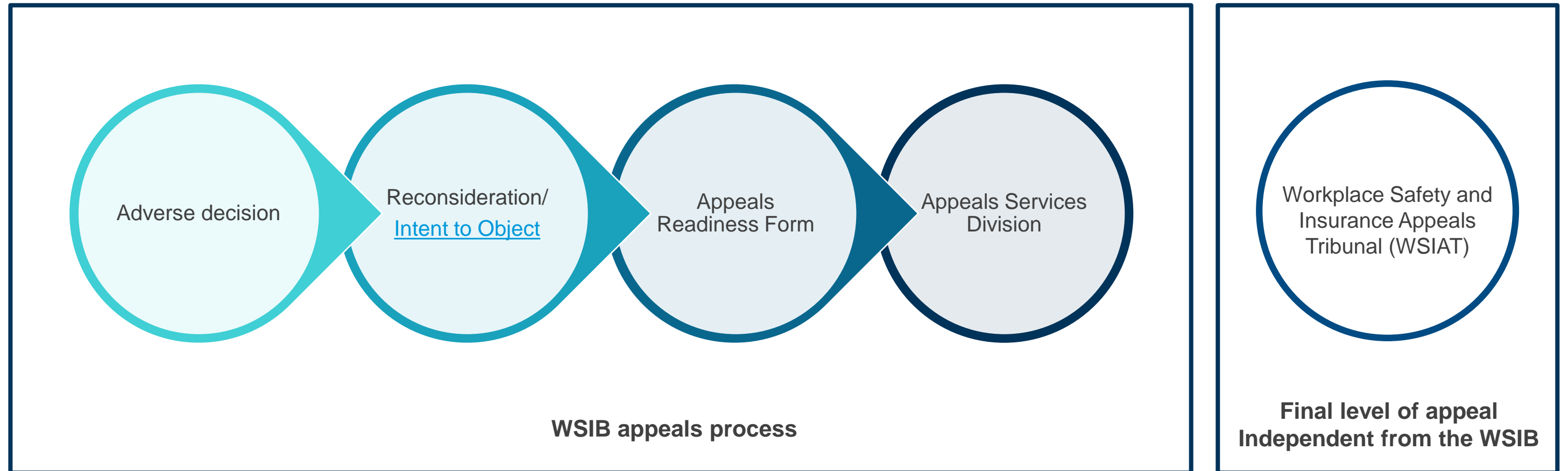
# Appeals

## Key documents:

Policy: [Decision Making – 11-01-02](#), [Reconsiderations of Decisions – 11-01-14](#)

Documents: [Appeals Services Division practices and procedures document](#), [A Condensed Guide to Appealing a WSIB Decision](#)

Forms: [Intent to Object](#)





# Service commitment

# Extended business hours pilot

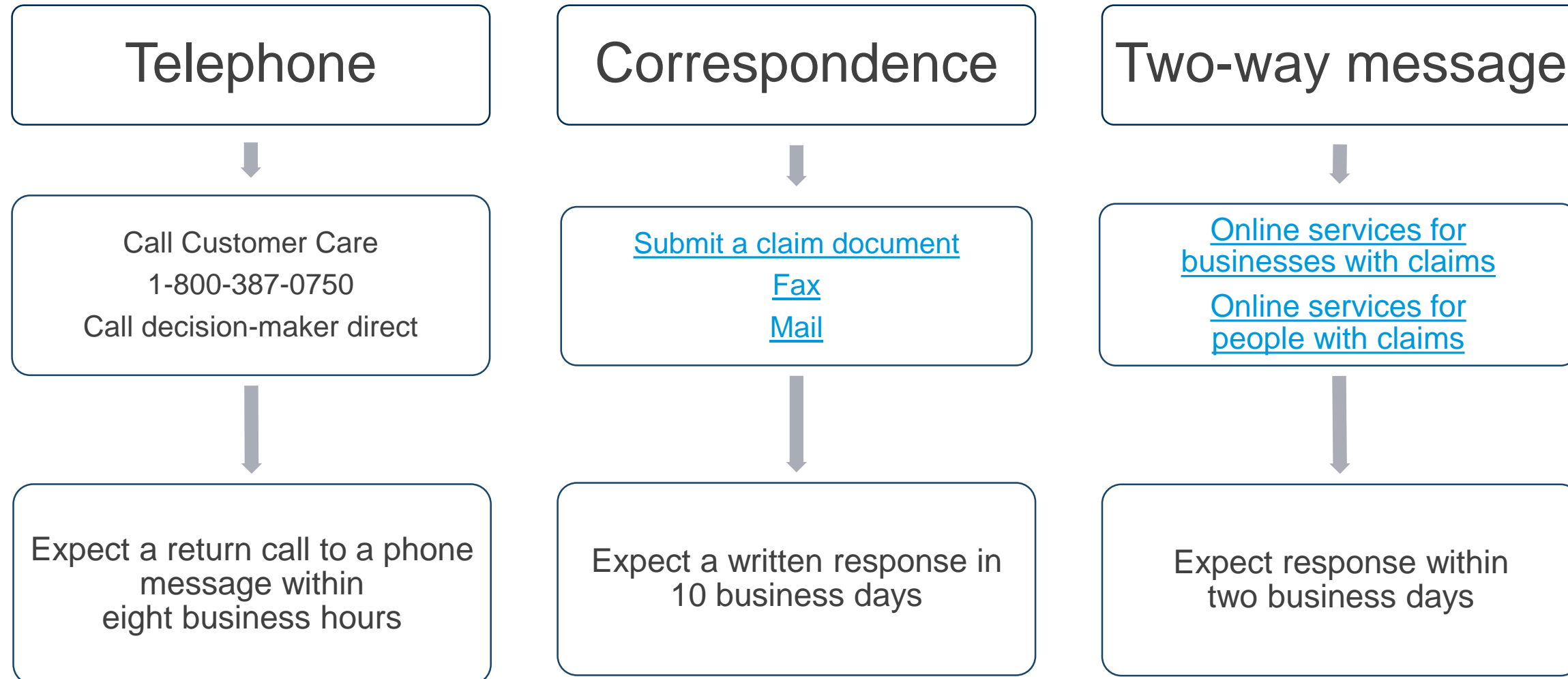
Phone service from  
7:30 a.m. to 7:45 p.m.

Runs until December  
2022

Basic account and  
claim information

# Communicating with the WSIB

We have many channels for **injured/ill people** along with their **employers** to communicate with us.





# Our service commitment to you

We are **committed** to supporting and providing people with the help they need to **recover** and get **back to work**. This means keeping people informed, being available and responsive, and showing respect and integrity in every interaction.

## **First, call us**

We commit to respond to phone messages within eight business hours and correspondence within 10 business days.

## **If necessary, escalate your concern to a manager**

Haven't heard back from us? If it is over eight business hours, call us and ask the Customer Service Representative to connect you with a manager.

## **If you still need help, you can escalate your claim-related service concern**

If after completing the first two steps you still have a service concern, you can escalate it further by completing our [web form](#).

# Digital services

# New and enhanced online services

## Submitting claim documents and reports online

Anyone can use our website to [submit claim documents](#) straight to a claim file by creating or using an existing online service account.

By answering a few questions on our website, businesses, people with claims and their representatives can submit injury/illness and exposure incident reports online.

## Services for businesses

Businesses can [log in](#) to:

- View claim history and costs
- Update an address
- File a reconciliation
- Get a clearance
- Report premiums
- View claims registered with their business and send us claim-related messages (NEW – April 2022)

Businesses can also send us account information by secure email.

## Services for people with claims

People with claims can [log in](#) to view their claim status, latest payments, benefits and send us messages.

They can add [direct deposit information](#) to get benefit payments sent straight to their bank account.

## Services for providers

Improvements make it easier for health care and other service providers to [register with us](#), bill us and get paid.



# Health and Safety Excellence Program (HSEP)

# Health and Safety Excellence program

A voluntary incentive program that can help your business:



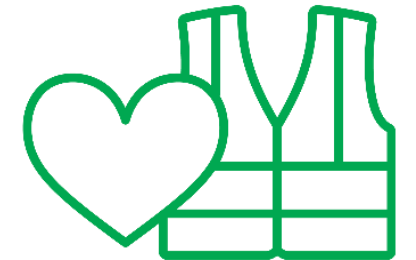
Meet your health and safety goals and needs



Earn badges to strengthen your reputation



Receive rebates on your WSIB premiums



Keep employees healthy, happy and safe



# Health and Safety Excellence program topics

## 3 Advanced

1. Monitoring, measurement and analysis
2. Review health and safety trends
3. Management review
4. Health and safety continual improvement planning
5. Internal audit
6. External audit
7. Change management and procurement
8. Networking and peer learning
9. Corporate social responsibility

## 2 Intermediate

1. Competency
2. Health and Safety Training
3. Legal and Other Requirements
4. Health and Safety Accountabilities
5. Emergency Prevention and Preparedness
6. Emergency Response
7. Return-to-Work Program Requirements, Forms and Tools
8. Return-to-Work Roles and Responsibilities
9. Accommodation and Return to Work
10. Pre-Use Inspections
11. Preventative Maintenance
12. Health and Safety Objectives
13. Corrective action
14. Control of Documents
15. Control of Records
16. Contractor Management Program
17. Workplace Health Promotion

## 1 Foundations

1. Leadership and Commitment
2. Health and Safety Responsibilities
3. Health and Safety Communication
4. Health and Safety Participation
5. Recognition of Hazards
6. Risk Assessment
7. Control of Hazards
8. Injury, Illness and Incident Reporting
9. Incident Investigation and Analysis
10. First Aid

# Strengthen your disability management and return-to-work program



The following **free supports** are available from the National Institute of Disability Management and Research (NIDMAR):

- ✓ One-day workplace assessment and subsequent improvement plan
- ✓ Access to online continuing education courses in disability management and return-to-work through Pacific Coast University.

[Click here](#) to learn more and apply

# Discussion

