



# WCB 101



## How to manage a WCB claim

# What to do if you're injured at work

# 3

## Things **YOU MUST DO IMMEDIATELY** if you are injured at work

# 1

Get medical attention immediately if you need it.

# 2

Report your injury to your employer immediately.

# 3

Report your injury to the WCB by completing the W1 form immediately.

[wcb.sask.com/W1](https://wcb.sask.ca/W1)

# Key steps in the claims process

1 →

## Report an injury

- worker
- employer
- care provider

2 →

## Provide information

- worker
- employer
- care provider
- WCB

3 →

## Decide if this is a work injury

- WCB

4 →

## Recovery and return-to-work planning

- worker
- employer
- care provider
- WCB

5

## Administer benefits

- WCB
- employer





# Provide information

## Who needs to be involved:

- Worker, employer, care provider and the WCB.

## Important things to know:

- The more information we have at the time of notification of injury, the sooner we can help facilitate return to work.
- It is important to provide as much detail on the description of the injury and where medical attention was sought.
- The WCB can help, so if you have questions or are unsure, call us.



# Decide if it is a work injury

## Who needs to be involved:

- WCB

## Important things to know:

- Making a decision can be complex.
- We are here to support you and help you understand our decision-making processes and policies.
- We are a no-fault system.
- 25,000 claims are reviewed annually.
- 8,000 of these claims are time loss claims.
- 3,500 are considered “long-term claims.”
- 2,000 turn into claims that are more than one year in duration.

# Start recovery and return-to-work planning



## Who needs to be involved:

- Worker, employer, care provider and the WCB

## Important things to know:

- The WCB is here to help facilitate a recovery and return-to-work planning program.
- The WCB works collaboratively with the worker, employer and health care provider(s) to find appropriate accommodated duties if possible.
- Research indicates that work is healthy for us and the longer a worker is unable to work, the greater the chances a claim will turn into a “long-term claim.”



# Administering benefits

## Who needs to be involved:

- The WCB and employer.

## Important things to know:

- The WCB issues more than earnings loss benefits.
- The employer can continue to keep a worker in recovery on payroll, however, the WCB will then reimburse the employer for any lost time.







# Understand WCB policies

We are here to help you understand WCB policies, processes and your rights. Our updated site has all policies in a format that is easy to find.

[wcb.sask.ca/policy-listing](https://wcb.sask.ca/policy-listing)

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All of the current WCB policies are here, in a format that is easy to find and understand. Learn how the current policies [...See more](#)



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All of the current WCB policies are here, in a format that is easy to find and understand. Learn how the current policies affect workers and employers. Understand your rights.



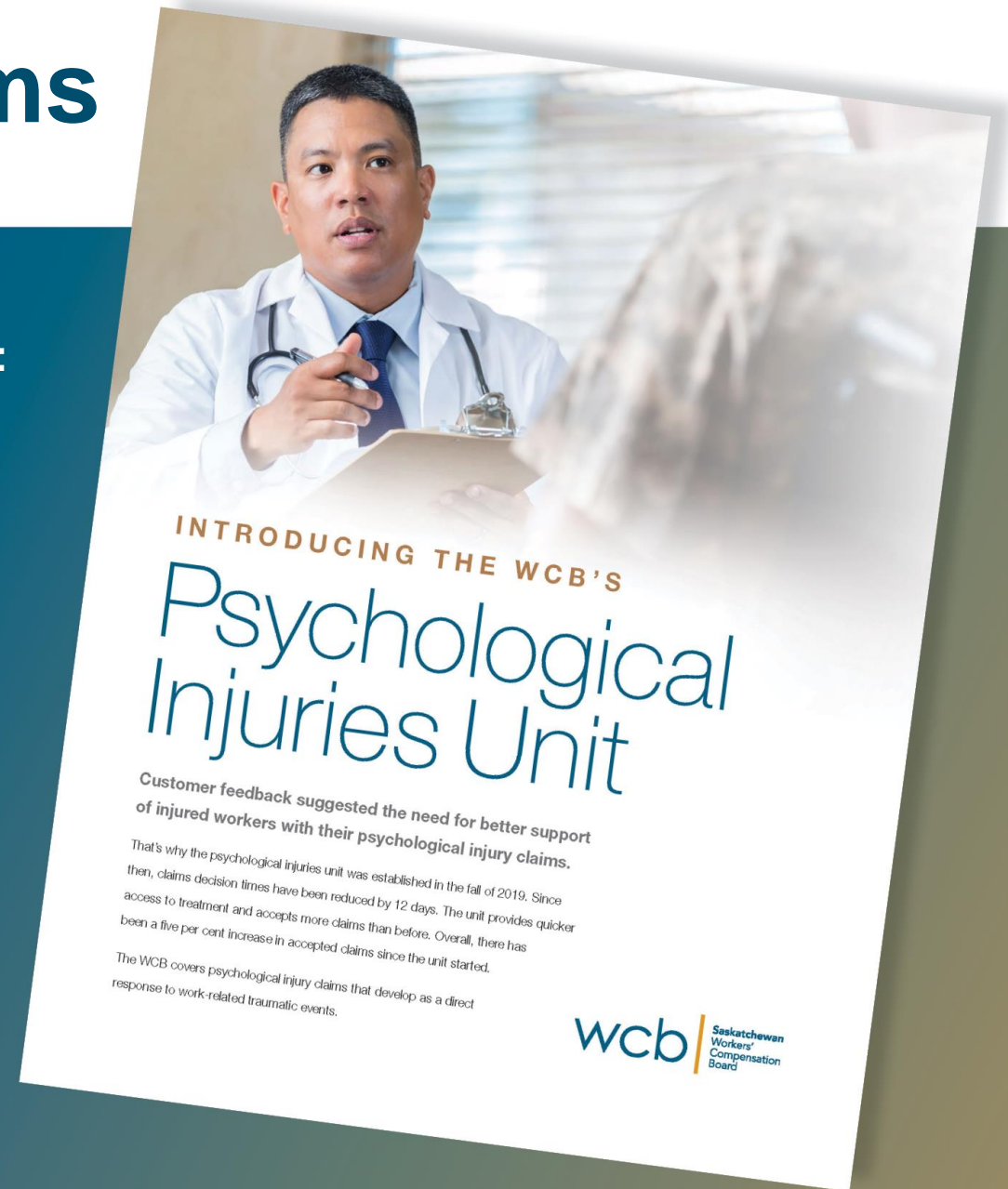
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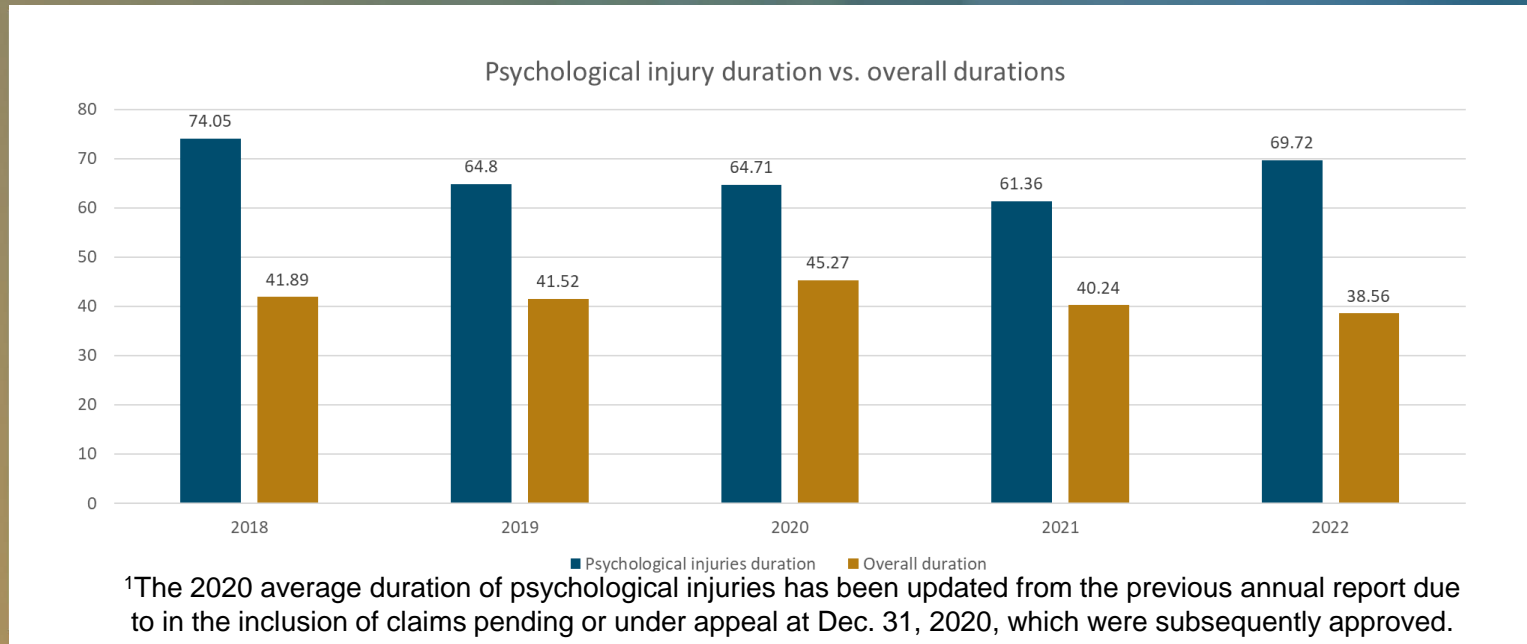
# Supporting complex claims

## To provide a higher level of services to complex cases:

- The extended services unit was established in 2017 to provide specialized supports for cancer claims, fatalities and catastrophic injuries.
- The WCB fully launched the psychological injuries unit in 2020 to better serve workers with psychological health claims.
- The WCB has a partnership with WorkSafe Saskatchewan and Dr. Joti Samra, a registered psychologist from MyWorkplaceHealth.
- Through this partnership, we are developing a long-term strategy to assist Saskatchewan employers in dealing with psychological health issues in the workplace.



# Psychological injuries



The WCB's focus on psychological injury durations involves continuing to respond to the unique challenges of workers and employers dealing with these types of injuries.



# Claims transformation

## Why change?

- Staff and customers have told us that the way we work does not allow us to be effective at meeting our customers' needs.
- We want to consistently incorporate known best practices to prevent work disability.



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Program**



# Claims transformation

## Engaging customers

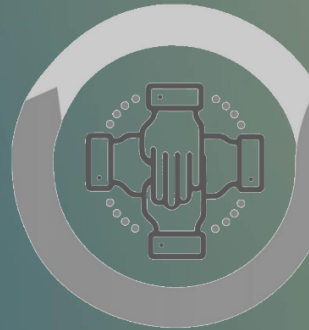
Workers with claims, employers, stakeholders and our own employees have been engaged in helping us design a more customer-centred service model for the future.



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# Claims transformation

## Guiding principles



**Build trusting, respectful and collaborative relationships** with our customers and with each other



Ensure each claim represents a **unique individual** not just a number



**Get it right the first time:** right information to the right person at the right time



**Reduce** the length of time our customers are **waiting**



**Minimize handoffs** within our system to ensure we are **adding value** to the customer experience



**Serve customers** the way they want and need to be served



**Proactive communication** with our customers



**Leverage technology** for employers and workers to **self-serve** on things like claim status

# Claims transformation

## Results from 2022

- New adjudication process using a decision model improved time to claim decision.
- Streamlined worker reporting on employment activities – reduced amount and frequency of information collected.
- Revised initial recovery and return-to-work plan to ensure consistent and supportive communication.



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# Claims transformation

## Plans for 2023

- Timeliness of adjudication project
- Shifting the customer experience:  
Preventing and mitigating work  
disability



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# Preventing and mitigating work disability

## Shifting the customer experience: Preventing and mitigating work disability

### Workers

- Focus on the unique needs of the individual.
- Collaborative recovery and return-to-work planning, which includes the employer & care provider.
- Individualized risk identification and motivational interviewing.

### Employers

- Collaborative recovery and return-to-work planning with the employee and care provider.
- Potential to reduce time loss injuries.
- Proactive approaches to prevent work disability.

# Work disability prevention training

The Government of Canada is providing funding to the National Institute of Disability Management and Research (NIDMAR) to support professional development in disability management.

Visit [nidmar.ca](http://nidmar.ca) for more information.

## Initiative

1. Support for Canadian residents for disability management/return-to-work continuing education.
2. Support for Canadian residents to obtain professional disability management designations.
3. Support for Canadian workplaces to assess their disability management program.
4. Scholarship opportunities for Canadian residents to take a bachelor of disability management program.