



Saskatchewan
Workers'
Compensation
Board



Information for workers



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Information for workers

Employers, workers, care providers and the Saskatchewan Workers' Compensation Board (WCB) must work together to prevent work injuries and, when injuries happen, assist injured workers back to work as soon as it is medically safe.

Working together, the partners will address workers' medical needs, arrange for meaningful work during recovery and provide benefits.

If you are injured at work, you have a responsibility to:

- Seek medical attention immediately if needed.
- Tell your employer immediately about your injury.
- Report your injury to the WCB.
- Follow the treatment program set out for you.
- Get involved and co-operate with return-to-work plans to reduce the impacts of your work injury.
- Stay in touch with your employer, WCB representative and care provider during your recovery.
- Follow safety regulations on the job to avoid further injuries.

Your employer has a responsibility to:

- Provide a safe and healthy workplace.
- Report each workplace injury that requires medical attention within five days of becoming aware of it.
- Keep in touch with you.
- Work with you and the WCB to reduce obstacles to your recovery.
- Modify job duties to accommodate your return to work.

- Set up safety and injury prevention programs to prevent other injuries.

Your care providers have a responsibility to:

- Report workplace injuries to the WCB.
- Develop a treatment plan for you.
- Support the return-to-work process by identifying any restrictions you may have.
- Adjust these restrictions as your condition changes.
- Give you the best care possible.
- Ask the WCB to arrange any services you may need.

The WCB has a responsibility to:

- Facilitate health-care services and return to work.
- Register all businesses and assess fair premiums.
- Help businesses develop and implement safety and prevention programs.
- Provide earnings loss and other benefits as provided by legislation.
- Return phone calls as soon as possible.
- Provide customer care.
- Facilitate your recovery and return to work.
- Arrange special medical appointments and treatment upon request from a care provider.
- Provide an open and honest file review and appeals process.
- Be honest, open and fair in all dealings.
- Treat you, your employer and care providers with dignity and respect.

Injured at work?

If you need medical attention for your injury, you must tell your employer and file a **Worker's Initial Report of Injury (W1)** with the **WCB** as soon as you can.

There are several ways to report your injury to the WCB:

1. Online:

The W1 form can be filled out online by visiting myaccount.wcbsask.com/online-services/report-an-injury-w1. This is the fastest and easiest way to file.

If your claim is accepted, you may click the **"Log in to account"** link at the top-right of the home page to set up a WCB online account so you can:

- view claim information
- view payments (for a Time Loss claim)
- update your personal contact information
- submit an appeal

2. Email:

Download and complete the W1 form online at wcbsask.com/documents/workers-initial-report-injury-w1 and email to forms@wcbsask.com. Please follow the following steps when submitting a form via email:

- Fill out all empty fields online.
- Print the form to add your signature.
- Scan and email to forms@wcbsask.com.
- If the form is not printed and scanned before submitting, it will not be accepted.

- Please submit your information saved as one of these supported file attachments and forward to the WCB in your email. Please ensure that the maximum size does not exceed 28MB.
 - jpeg
 - pdf (excludes HEIC)
 - docx (Microsoft Word)
 - xlsx (Microsoft Excel)
 - png
 - tiff

3. By fax or mail:

Request a W1 form from the WCB office or download a copy from wcbsask.com/documents/workers-initial-report-injury-w1.

You can complete the form on screen or print it and complete it by hand. See the back cover for the address and fax number.

Once you've filled it out, keep a copy for your records.

Please let us know if you change your address while you have a claim with the WCB.

4. Phone:

Call the WCB at 1.800.787.9288 and a WCB representative will take your information and complete the form for you.

To complete the W1 form, you need:

- your birthdate
- your social insurance number
- your provincial health services card number
- your employer's name, address and phone number
- the name of the health-care provider who is treating your injury

Work injury

What is a work injury?

A work injury is an injury that:

- Happens at work, on company property or on company business.
- Needs medical attention.
- May or may not need time away from work.
- Was caused by the job.

If I am diagnosed with a disease caused by work, does this qualify as a work injury?

If you are unable to work because of illness or disease resulting from exposure to substances or conditions in the workplace, you may claim compensation for an occupational disease just as you could for other work injuries.

What about a death at work?

If a worker's death was the result of a work injury, it's presumed that the death was work-related unless proven otherwise. The worker's family may be eligible for benefits (see page 25).

General information

What is workers' compensation?

Workers' compensation is an insurance system for workplace injuries funded by employers. It's a no-fault system. This means that fault doesn't have to be proven for injured workers to get benefits. Injured workers get the financial help and medical treatment they need (see page 18). They don't have to pay for these benefits themselves or sue their employers to get them.

Who pays for workers' compensation?

Employers pay for the cost of the workers' compensation system. Every year, employers are charged premiums to cover the costs of work injury claims, including lost wages, vocational rehabilitation, medical treatment, prescription drugs, hospital care and other health-care services. Saskatchewan Health does not cover these costs for work injury claims. Premiums also cover the costs of administering WCB programs and services.

What is the WCB?

The WCB is an independent agency that manages Saskatchewan's workers' compensation system. The WCB operates under a provincial law known as *The Workers' Compensation Act, 2013* (the Act). The WCB is governed by a board made up of a chair and board members who represent workers and employers. They make sure that WCB policies follow the Act and they consider appeals. A chief executive officer manages the WCB's day-to-day operations.

Privacy

Your employer will be given basic information about the status of your claim. If your employer asks to have a decision on your claim reconsidered, they can ask the WCB, in writing, for relevant information from your file for the purposes of that reconsideration.

If you want help with your claim, you can appoint someone to represent you by filling out the appropriate form. You can also give the WCB permission to release your information to that person (see page 31). Anyone who sees this information must agree to keep it private.

What services does the WCB provide?

If you're injured at work, the WCB will usually:

- Pay for the costs of medical treatment and supplies.
- Pay you for your lost wages if you're off work because of the injury beyond the day you were injured.
- Monitor your recovery and help your care providers arrange treatment programs.
- Help set up a return-to-work plan with you, your employer and care providers to help you get back to work as soon as it's medically safe. When possible, the WCB works to get you back to the employer you had when you were injured.

The WCB's goal is to return you to work as soon as it's medically safe. That's why it's important for you to get medical attention immediately and to let your employer know that you've been injured.

WCB coverage

Who's covered by workers' compensation?

Coverage for most industries is mandatory under the Act. All workers in mandatory industries are covered, including those 65 years and older.

Coverage is mandatory for directors that are carried on payroll and claim income on a Canada Revenue Agency (CRA) T4 slip. If the director does not report income on a T4 slip, they can apply for optional personal coverage.

Business owners may or may not be covered, depending on how their business is set up.

Am I covered if I work part time or only part of the year?

All full-time, part-time, temporary and seasonal workers are covered by the WCB, except for workers who are in occupations excluded under WCB regulations. If you aren't sure whether you are covered, check with your employer or with the WCB.

Am I covered if I work past age 65?

Yes. You are covered regardless of your age. If you suffer a work injury at age 63 or older, you are entitled to medical benefits related to your work injury, although earnings loss benefits are limited to a maximum of two years, provided you are unable to earn all or part of your earnings because of your injury.

If the injury was my fault, am I still covered?

Yes. It doesn't matter what caused your injury. You can still be eligible for benefits from the WCB unless you caused your injury on purpose.

Can I sue my employer or the person who was responsible for my injury?

No. If your employer is covered by the WCB (and most employers are), you can't sue them or any other worker or employer covered by the WCB.

If you're injured

Get medical attention

If you need to, get first aid or medical attention (see page 18). You can go to any physician, dentist, chiropractor, optometrist, psychologist, physical therapist or any other care provider who's registered or licensed in Saskatchewan, or is a WCB-approved provider.

Usually, the first care provider you see becomes what the WCB calls your primary care provider. If you change your primary care provider later, make sure you tell your WCB representative.

Tell your care provider that you were injured at work and ask them to report your injury to the WCB.

You should ask your care provider to fill out your company's return-to-work form. If your company doesn't have a form, ask your care provider to:

- Make a list of any temporary or permanent limits on what you can do because of your injury.
- Give a date when you should be able to return to work.

Give this information to your employer. Using this information about your limitations, and your skills and education, your WCB representative will work with you and your employer to set up a return-to-work plan so you can work while you recover (see page 28). This plan might include changes to your duties or to your workstation.

Your care provider might also send you to another care provider, a specialist or a treatment centre.

Tell your employer immediately

If you needed medical attention for your injury, the WCB needs your employer to fill out and send a form called the Employer's Initial Report of Injury (E1) within five days of being told about the injury. Give your employer as much detail as you can about your injury.

Report your injury to the WCB immediately

You must file a Worker's Initial Report of Injury (W1) with the WCB if your injury required medical attention. By reporting your injury to the WCB as soon as possible, you can speed up the process. See pages 4-5 for details on how to file a W1 on the WCB's website, or by phone, mail or fax.

Co-operate with medical treatment and return-to-work plans

This includes staying in touch with your employer, care provider and WCB representative. The WCB will work with you and your employer to establish a suitable return-to-work plan as soon as it's medically safe.

Returning to work can help you recover quicker. You may return to your regular duties or your employer may modify your duties while you recover (see page 28). If you don't attend treatment because you're not co-operating as a result of a non-acceptable circumstance, the WCB can reduce or stop your benefits.

What to expect if you're injured at work

If you are injured at work, seek medical attention immediately if needed. Make sure your employer knows about the injury. You, your employer and your care provider file separate injury



NO TIME LOSS No earnings loss benefits are paid

The WCB gathers information from you, your employer and care provider to validate your claim.

The WCB communicates with you and your employer advising you whether your claim is accepted or denied.

You send receipts to the WCB for medical items, prescriptions and travel expenses you have because of your injury.

The WCB receives the receipts and issues payment to you for allowable expenses.

Injury to report?

The WCB makes it easy to file a Worker's Initial Report of Injury (W1):

- **Online at myaccount.wcbsask.com/online-services/report-an-injury-w1 – the fastest and easiest way to file**
- By email – downloading and completing the W1 form online and email to forms@wcbsask.com.
- By phone – calling the WCB inquiry line at 1.800.787.9288
- By fax or mail
- You can also apply for a WCB online account to see details about your claims and other business transactions with the WCB.

See pages 4-5 for details.

This chart provides a general outline of the claims process only. Timelines and benefits will vary with individual circumstances.

All parties are responsible for maintaining communication throughout the claims process.

reports. Ask your employer for a form, or you can file online or by the WCB inquiry line. The injury reports arrive at the WCB by internet, WCB inquiry line, fax or mail.

TIME LOSS

The WCB gathers information from you, your employer and care provider to validate your claim.

The WCB communicates with you and your employer advising you whether your claim is accepted or denied.

You send receipts to the WCB for medical items, prescriptions and travel expenses you have because of your injury.

The WCB receives the receipts and issues a payment to you as soon as possible.

The WCB sends your first earnings loss payment, as well as letters to you and your employer explaining action on your claim.

If you sign up for direct deposit when you submit your W1 form, or if you have a claim history and your direct deposit information is on file, your first payment will be through direct deposit. The first payment on a straightforward claim is generally made within 14 days from the acceptance of your claim, if the necessary information is received promptly.

The WCB pays your care provider for their services.

You continue to send your receipts for medical items, prescriptions and travel expenses to the WCB.

The WCB issues payments to you for allowable medical and travel expenses.

The WCB continues to pay your earnings loss benefits usually every two weeks until you are back at work.

The WCB continues to pay your care provider for their services.

The WCB reviews your medical treatment and current abilities for returning to employment. The WCB, you, your employer and your care provider will work together to plan your return to work.

If your recovery exceeds expected durations, or is serious in nature, your claim is reassessed as long term and your claim is assigned to a case management team. Most time-loss claims are short term, with the worker returning to work soon after injury.

The WCB continually reviews claims to determine ongoing responsibility. Once you recover from your accepted injury, your benefits will end. If your recovery is delayed, your claim is reassessed as long term and your claim is assigned to a case management team.

You maintain contact with your employer, care provider and WCB customer care facilitator.

The WCB keeps you, your employer and care provider informed by letter about the status of your claim.

What should my employer do if I'm injured?

Your employer must:

- Make sure you get the first aid you need and arrange for transportation to a qualified care provider.
- Fill out and send an Employer's Initial Report of Injury (E1) form to the WCB within five days of being told about your injury.
- Keep an accurate record of your injury, even if you don't lose any time from work.
- Co-operate with you, your care provider and the WCB to return you to work as soon as you are medically fit.
- Make changes, if necessary and short of undue hardship (which is an action requiring unreasonable difficulties based on health, safety and/or financial considerations), to your workspace or to the work tasks you performed before your injury, so that you can work while you recover.

Can my employer and I agree to not report my injury?

No. You and your employer are legally required to report to the WCB all injuries that need medical attention even if you don't miss any time from work. Any agreement to not report an injury is illegal.

Care providers are also required to report to the WCB every work injury they treat.

Handling your claim

Even if you don't take time off work because of your injury, you need to tell your employer about your injury. If you needed medical attention:

- You must fill out and send the WCB a Worker's Initial Report of Injury (W1) as soon as possible.
- Your employer must also send the WCB an Employer's Initial Report of Injury (E1) within five days of being told about your injury.
- Your care provider will bill the WCB for their services.
- Keep your receipts when you buy prescription drugs and medical supplies to treat your work injury. To be repaid for these expenses, you can send copies of original receipts to the WCB. Keep your original receipts for 12 months from submission date. The WCB may request these receipts for audit purposes.
- Have your care provider send a Physician's Initial Report (PPI) to the WCB. This is to let the WCB know that they assessed your injury and prescribed appropriate care. The form also lists your current work restrictions.

The WCB will review all the information received from you, your employer and your care provider to find out what your earnings were before the injury and to make sure:

- You're a worker of the company.
- You were injured at work.
- You can't work because of the injury.

Using this information and the rules set out in the Act and WCB policies, the WCB assesses whether or not to accept your claim. The WCB will contact you by phone and send a letter to you and your employer advising you whether your claim is accepted or denied. If you disagree with the decision, you can ask to have it reviewed (see page 31).

If you lose time from work because of a work injury, the WCB looks at replacing lost wages starting the day after the injury happened. Medical and travel expenses can also be paid (see page 18). Most Time Loss claims are short term, with workers returning to work soon after the injury.

Management services

If your injury is of a serious nature, or if you recovery requires additional support, you'll be assigned to a customer care facilitator. Your customer care facilitator and supporting staff are located in the WCB's Regina and Saskatoon offices. Each team consists of:

- a team leader
- customer care facilitators
- case management support
- vocational rehabilitation specialists
- administrative support and payment specialists

Once you've been assigned to a customer care facilitator, you will be given their name and their contact information. Your customer care facilitator and the rest of the team will work with you and your employer. They'll help organize medical treatment and implement a return-to-work plan to help you get back to productive work as soon as it's medically safe.

Vocational services

If your injury leaves you with work restrictions so a job change is needed, vocational services can be arranged.

These services may include:

- career counselling
- job-finding skills development
- help with job searches
- opportunities for on-the-job training
- formal vocational training

To reduce the effect of the injury, the WCB could pay for modifications to your home, vehicle or workstation.

Health services

Your primary care provider decides what treatment is necessary for your injury and reports regularly to the WCB on your progress. If you don't recover as expected, the WCB can help your care provider arrange continuing care. This may include services such as assessments by specialists, diagnostic tests and rehabilitation.

You're expected to work closely with your health-care provider and to co-operate fully in your treatment and rehabilitation. If you don't, the WCB is required, by law, to decide if your benefits should continue or be suspended, reduced or stopped altogether based on the reasons you give for not co-operating.

Medical treatment and expenses

Who do I see for medical treatment?

You can go to any physician, dentist, chiropractor, optometrist, psychologist, physical therapist or any other care provider who's registered or licensed in Saskatchewan during your initial visit. However, once your claim is accepted you are required to go to health-care providers approved by the WCB.

Do I pay for medical treatment or hospital care?

No. Tell your care provider that your injury happened at work. They'll bill the WCB directly. The WCB will pay all medical and hospital costs for your injury, including artificial limbs, braces and orthopedic and prosthetic aids. If your care provider has questions about WCB coverage, they should contact the WCB.

Do I pay for prescriptions and medical supplies?

Keep your receipts when you buy prescription drugs and medical supplies to treat your work injury. To be repaid for these expenses, send copies of original receipts and your claim number to the WCB. Keep your original receipts for one year from submission date, as the WCB may request them for audit purposes.

You can send your receipts by fax (1.888.844.7773) or email them to forms@wcbsask.com. Please ensure your claim number is identified on the receipts.

If you want to have bills for prescriptions and medical supplies sent directly to the WCB, you must get the WCB's permission first.

What if I have to travel for medical treatment?

Before you leave the province or your home community for treatment, make sure you talk about travel expenses with your WCB customer care facilitator.

The WCB will repay you for travel expenses if you have to go to another community for treatment.

Benefits

Earnings loss benefits

If you are only off work on the day of your injury, the WCB will only pay for medical treatment. If you miss work after the day of your injury, the WCB will pay benefits for lost earnings, provided you have medical support that is taking you off work.

To calculate the amount of earnings loss benefits you'll receive, the WCB gets your employment earnings from your employer.

Your earnings loss benefits are based on what you were earning when you were injured, or 52 weeks of earnings, whichever is higher, up to a maximum insurable amount. Visit wcbsask.com for current amounts. If your yearly gross wage is over the maximum, the WCB will use the maximum insurable amount as your yearly gross wage.

Your earnings loss benefits will be 90 per cent of the net employment earnings or the take-home pay you would have received if you hadn't been injured.

Earnings loss benefits are calculated as follows:

Gross employment earnings	—	Probable deductions (CPP, EI, income tax)	=	Net employment earnings
Net employment earnings	X	90%	=	Amount of earnings loss benefits

You can look at your record of benefit cheques on your WCB online account. To register for an account, visit wcbsask.com, click on “**Log in to account**” in the top-right corner of the website and follow the instructions.

What if I earn other income while I’m getting benefits?

Your earnings loss benefits are based on your employment income. While you are getting earnings loss benefits you must tell your customer care facilitator if:

- You go back to work for the same employer you had before your injury or start work with a new employer.
- You earn any other income.
- You start a business or are already self-employed or involved in a work partnership from which you receive income.

Do earnings loss benefits keep up with inflation?

The WCB bases your earnings loss benefits on 90 per cent of what you were earning when you were injured, up to the maximum insurable amount. The WCB adjusts the annual maximum wage rate in accordance with changes to Saskatchewan’s average weekly wage. The WCB also reviews and adjusts earnings loss benefits annually to keep up with changes in the Consumer Price Index (subject to the maximum insurable amount).

When do benefits start?

Benefits are calculated from the first day you lose wages after the date of your injury. The first payment on a straightforward claim is generally made within 14 days if the necessary information is received promptly.

The rest of your payments are usually made every two weeks, for as long as you are medically unable to return to any form of work.

The WCB usually pays your earnings loss benefits directly to you. However, your employer might agree to continue to pay your wages and to be reimbursed by the WCB.

How long can I get benefits?

Most benefits, except earnings loss, continue as long as they're required by your injury, regardless of your age. If you're injured prior to age 63, your earnings loss benefits will stop when you reach 65. If you suffer a work injury at age 63 or older, earnings loss benefits can be paid beyond age 65 but only for a maximum of two years from the date those earnings loss benefits begin, provided you're unable to earn all or part of your earnings because of your injury.

What if my job ends before I can go back to work?

You can still get compensation for as long as you're medically unable to return to work or as long as you still lose some earnings because of your injury. Earnings loss benefits stop at age 65, except where it's noted in the Act.

How does getting insurance benefits from somewhere else affect my WCB benefits?

Only disability benefits under the Canada Pension Plan (CPP) or Quebec Pension Plan (QPP) will reduce your earnings loss benefits from the WCB. Twelve months after your injury caused a loss of earnings, 50 per cent of any CPP or QPP disability payments you received for that same injury will be treated as earnings and will be deducted from future WCB compensation benefits.

Your WCB earnings loss benefits aren't affected by any income you get from social assistance, employment insurance or other insurance plans. However, these other sources may reduce what they pay you while you're getting WCB earnings loss benefits. To make sure you don't have to repay any overpayments, let these other sources know as soon as you start getting WCB benefits.

In the event of a workplace motor vehicle collision, the WCB is the first insurer. If you think your collision is related to your employment, you must first submit your report to the WCB. If it is determined that the collision is not related to your employment, then an application can be pursued with SGI.

Can I travel out of the province if I'm getting benefits?

If you're going to need medical treatment, or if you're already getting it, contact your customer care facilitator before leaving the province. Your customer care facilitator will let you know how this might affect your compensation benefits.

What happens if I move out of the province while I'm getting benefits?

Moving out of the province can affect your benefits and your medical treatment or rehabilitation. Before moving, contact your WCB customer care facilitator for details on how it could affect your claim.

Do I get anything for loss of pension after age 65?

A workplace injury can affect your retirement income. If you get earnings loss benefits for more than 24 months in a row, the WCB will put away extra money to help you build retirement income.

In the 25th month, the WCB will set aside an amount equal to 10 per cent of the earnings loss benefits you have been paid up to that time. The WCB will continue to put away an extra 10 per cent of your earnings loss benefits for as long as you stay on compensation. The WCB holds these funds and the funds earn interest.

When you reach age 65, this money must be used to buy an annuity (a sum of money paid out at regular intervals) which will give you retirement income. Annuities are available from life insurance companies, trust companies and other eligible financial institutions of your choice. If the amount set aside in your annuity program (including any interest it has earned) is less than the minimum stated in our policy, you can either buy an annuity or have the full amount paid out as cash (see the annuity program webpage found at wcbsask.com/annuity-program)

Other expense benefits

Does the WCB pay for damaged clothes or personal items?

There are circumstances under which the WCB may pay for replacement or repair of dentures, eyeglasses, artificial eyes or artificial limbs that were broken when you were injured and/or during an incident that occurred in the course of employment. The WCB might also give you an allowance for clothes worn or damaged by an artificial limb or other aids supplied by the WCB because of your injury.

To find out more, contact the WCB's case management department at 1.800.667.7590.

Who pays my travel expenses when I'm asked to come to a WCB office?

If you're asked to travel out of town to a WCB office, the WCB may pay you for your time and allowed travel expenses. Your expenses won't be paid if you visit the WCB without being asked.

What other expenses does the WCB pay?

For a severe injury, the WCB can arrange to pay for personal care or changes to your home to help you live independently. The WCB will also provide support to the families of workers who are seriously or fatally injured. Such support could include travel, counselling and child care. You may also qualify for temporary additional expenses for expenses related to your work injury that are over and above what you would normally incur. These expenses must be preapproved and copies of original receipts are required.

Permanent functional impairment benefits

If your work injury results in a part of your body not functioning as it did before the injury, you may have a permanent functional impairment (PFI) and be eligible for a lump-sum payment. A PFI happens when there is a permanent loss of physical or mental abilities because of a work injury. An example is the loss of a finger or permanent brain damage. Permanent scarring from a work injury may also result in a PFI.

You might be eligible for a PFI award plus your earnings loss benefits.

What is a permanent functional impairment award?

A PFI award is a lump-sum payment based on your level of impairment. This is a one-time award. You receive it only once unless your condition worsens. You will receive the award even if we are not paying you earnings loss benefits and even if you are getting Canada Disability Plan payments. There is no age limit on PFI awards. You can receive a PFI award after age 65.

For PFIs decided after Jan. 1, 2003, the lump-sum payment range is \$2,200 to \$45,200.

The amount of a PFI award will be looked at again only if it can be shown medically that there's been an increase in the permanent effects of the injury.

To allow for maximum healing, assessment of impairment is usually made no sooner than two years after the injury or final surgery.

If I'm permanently impaired, do I automatically get the WCB's vocational services?

Not necessarily. Your impairment may not keep you from going back to your job. If you have limits that make it necessary for you to change jobs, you can get vocational assistance.

What is an independence allowance?

If you have a PFI of 10 per cent or greater because of a work injury, you may be able to receive an annual independence allowance to help you live independently. The independence allowance is a percentage of the PFI award.

For PFIs decided after Jan. 1, 2003, eligible injured workers with impairment ratings of 40 per cent or more can get the maximum \$2,260 each year. Eligible injured workers with PFI ratings from 10 per cent to 39 per cent will receive an amount based on that percentage.

Death benefits (work-related injury)

If a worker's death is the result of a work injury, the worker's family can get benefits.

Burial expenses

As soon as it's decided that the death is a result of a workplace injury, the WCB makes a lump-sum payment to the worker's estate to help with the necessary expenses of the death of the worker, including burial. If the death happens away from the worker's home community, the cost of transporting the body could also be covered.

Spousal benefits

A dependent spouse or common-law spouse of a deceased worker could be eligible for a range of benefits. Remarriage has no effect on these benefits.

- **Earnings loss benefits**

A dependent spouse may be paid monthly spousal benefits equal to 90 per cent of the deceased worker's average net weekly earnings.

These benefits are paid for up to five years or until the youngest child turns 16, regardless of other earnings. If a dependent child is a full-time student at a high school or post-secondary school, benefit payments will continue until the child turns 18.

Benefits are adjusted every year to keep up with the Consumer Price Index.

Compensation benefits are not affected by benefits from private life insurance companies.

- **Vocational benefits**

The dependent spouse can take advantage of all of the WCB's vocational services to increase their chances for a better-paying job. This includes vocational counselling, skills assessment and career planning. It also includes tuition, books, fees and other expenses while in a WCB-approved job training program.

- **Retirement benefits**

The WCB will help the surviving spouse build retirement income using the same formula as for injured workers (see page 22).

Benefits for dependent children

- **Education benefits**

At age 18, each dependent child who's a full-time student at a high school or post-secondary school can get a monthly allowance, plus the costs of tuition, books and other required educational fees. Each dependent child will be eligible for these benefits for up to three years between the ages of 18 and 25.

Death benefits (not work-related injury)

If a worker dies while receiving compensation (earnings loss benefits, earnings replacement benefits) and the death is not related to the work injury, the worker's family may be entitled to some benefits.

If the worker was receiving compensation for two years or less, the worker's dependent spouse will receive that same amount of monthly compensation for three months. If there is no dependent spouse, that same payment can be made to another recognized dependant.

If the worker was receiving compensation for more than two years, the worker's dependent spouse will receive that same amount of monthly compensation for 12 months.

Returning to work

The WCB will work with you and your employer to develop a suitable return-to-work plan. This plan will include your current abilities as provided by your health-care provider.

Accommodation in the workplace

Under Saskatchewan labour standards and human rights legislation, you can't be dismissed or treated differently by your employer because of an injury or illness. Your employer has a legal duty to accommodate, which means that they must make every reasonable effort, short of undue hardship, to identify and eliminate from the workplace anything that discriminates against workers or puts them at a disadvantage, including in situations involving disability. This is true whether the disability is work-related or not, temporary or permanent.

For more information on your rights, visit the Human Rights Commission websites, chrc-ccdp.ca or saskatchewanhumanrights.ca.

Under the Act, injured workers also have a legal obligation to keep their loss of earnings to a minimum by helping to develop rehabilitation and return-to-work plans and by participating in those plans.

Return-to-work information

Ask your care provider to provide your current abilities to assist with your return-to-work planning. Have your care provider give this to you in writing to provide to your employer. The WCB representative will work with you, your employer, and your care provider to establish a suitable return-to-work plan for you based on your current abilities, skills and education. This plan may include changes to hours of work and/or job duties so you can keep working while you wait for treatment or surgery. As you recover, your hours and duties will gradually increase to help you return to your normal work activity.

Return-to-work plan

A return-to-work plan is based on your injuries and what you can or can't do at work. The plan helps your employer fit your job to what your injury lets you do.

This plan includes:

- A checklist of what job duties you can safely do with your injury.
- New job duties that you can safely do with temporary or permanent limits because of your injury.
- Training for new job duties or for other jobs with the same employer.
- Training to help you match your job goals.
- Changes to your workspace.
- Follow-up services to help both you and your employer adjust to your new work arrangement.

Your co-operation is important

You're expected to co-operate with your return-to-work plan to reduce your loss of earnings. You are also expected to work closely with your care provider and to co-operate fully in your treatment and rehabilitation.

Do benefits continue if I refuse to go back to work?

If you don't co-operate when you are considered fit to return to some kind of work, the WCB is required, by law, to decide if your benefits should continue or be suspended, reduced or stopped altogether, based on the reasons you give for not co-operating.

Will the WCB find me a suitable job?

If you can't go back to your old job because of physical limits to what you can do due to your work injury, the WCB will work with you to find another job with the same employer you had before the injury.

If you have to change jobs because of your injury, the WCB isn't responsible for actually finding you a job. However, your case management team can help you with your job search by providing vocational services (see page 17).

If I can't find suitable work after I recover, can I still get compensation?

No. Not finding a job doesn't mean you can stay on compensation.

What if I'm asked to take a job at lower pay while I'm injured?

The WCB will pay you the difference between what you earn at the lower rate of pay and the earnings loss benefits based on your regular pay.

What if the effects of my injury come back?

Even after you return to work and your earnings loss benefits stop, the WCB must make sure your work injury is treated until you fully recover. If the effects of your injury come back, see your health-care provider right away and have them send a report to the WCB about your medical condition.

Also, write or call your customer care facilitator and tell them what's happening to you and why you think it's related to your original injury. If the WCB decides that the problems you are having now are because of the original injury, the WCB will assess what benefits you are entitled to based on the medical information provided.

The WCB appeal process

Step 1: Initial review

If you have questions or disagree with a decision, contact the staff member who made the initial decision on your claim. They will be able to explain the decision and answer your questions. If you have new information that could affect your claim decision, let them know. They may be able to reconsider the decision.

If you need help

Before considering an appeal, try the Fair Practices Office (FPO) or the Office of the Workers' Advocate. They may be able to help.

The FPO is an independent office within the WCB that provides impartial assistance to anyone who has concerns or questions about the services they received from the WCB. Contact information for the FPO is set out on the back cover of this brochure.

The Office of the Workers' Advocate provides free and independent advice about your injury claim and your appeal.

Phone: 306.787.2456

Email: workersadvocate@gov.sk.ca

Online: saskatchewan.ca

Step 2: Appeals department

If you have completed step one and disagree with the decision made after an initial review, you can appeal to the appeals department, which is independent of the WCB's claims operations division. Once your appeal is received, you will receive a letter confirming registration of your appeal.

You can submit an appeal by:

Email: appeals@wcbsask.com

Online: wcbsask.com/worker-appeals

Mail: 200-1881 Scarth St., Regina, SK S4P 4L1

Your appeal will be assigned to an appeals officer, who will research relevant legislation and policy, weigh evidence and make a decision on your appeal.

Step 3: Board Appeal Tribunal

If you have completed step two and disagree with the decision of the appeals department, you can appeal to the Board Appeal Tribunal (the tribunal). This is the final level of appeal. Once your appeal is received, board services staff will send you a letter confirming registration of your appeal.

You can submit an appeal by:

Email: boardappeal@wcbsask.com

Online: wcbsask.com/board-appeal-tribunal

Mail: 200-1881 Scarth St., Regina, SK S4P 4L1

An assistant to the board will summarize your claim for the tribunal. If they require additional medical or other information, they will request this from you or your care providers.

You may request for your appeal to be heard in person, via video or by telephone and the tribunal will consider your request. If you do not request a hearing, the tribunal will make a decision based on the information in your claim file.

Medical Review Panel

Once the tribunal has rendered its final decision, in some instances a worker may qualify for a Medical Review Panel. For more information, including qualification criteria, visit our website wcbask.com/medical-review-panel or contact board services by emailing boardappeal@wcbask.com.

Resources, tools and forms

For more information on the appeal process, forms and fact sheets, please visit our website at wcbask.com/appeals.

Office of the Workers' Advocate

The Office of the Workers' Advocate can help if you are having a problem with your WCB claim or appeal. The Office of the Workers' Advocate is completely independent from the WCB, but has full access to your claim file to help you.

Contact:

Office of the Workers' Advocate

300-1870 Albert Street

Regina SK S4P 4W1

Phone: 306.787.2456

Toll free: 1.877.787.2456

Fax: 306.787.0249

Email: workersadvocate@gov.sk.ca
saskatchewan.ca

Fair Practices Office

The Fair Practices Office (FPO) is an independent office within the WCB that provides impartial assistance to workers and their dependants, employers, the general public and to the WCB. The FPO does not take sides, but assesses each situation based on its own merits and works toward a fair resolution and improved services. The FPO can make recommendations to the WCB to help correct a problem. They cannot make or change a decision on a claim file or employer account or set aside WCB legislation and/or policies. The FPO cannot become involved in matters that have been registered for appeal through the appeals department and/or the Board Appeal Tribunal.

Issues the FPO can deal with:

- Delays in decision-making, communication, payment, etc.
- Written and verbal communication.
- Staff conduct.
- Implementation of appeal and board decisions.
- Payments of earnings loss benefits, medical and travel expenses, independence allowances, permanent functional impairment (PFI) benefits, etc.
- Vocational rehabilitation services.
- Employer classification, assessments, experience rating, etc.
- Application of policies and procedures.

Inquiries to the FPO are confidential, unless you ask that the FPO speaks with the WCB about a claim or employer file or your experience with the WCB. Inquires can be made in person, in writing, by phone, online, by fax or by email. The FPO is located in the WCB's Regina and Saskatoon offices (see back cover for contact information).

Injury prevention

The Saskatchewan Employment Act says that everyone in the workplace must work together to eliminate health and safety hazards.

Every workplace, large or small, needs a system to:

- identify safety hazards
- identify what causes those safety hazards
- make changes to reduce or eliminate them

The WCB's prevention department can help you and your employer develop safety programs for your workplace.

Safety in the workplace

All injuries are preventable. Take responsibility for your own safety and the safety of your co-workers by identifying hazards and using the safety equipment required by your job.

WorkSafe Saskatchewan

WorkSafe Saskatchewan is a partnership between the WCB and the Ministry of Labour Relations and Workplace Safety. Formed in 2002 out of a need to reduce the number of workplace injuries and fatalities, the partners work through an integrated provincial injury prevention strategy to deliver programs that move Saskatchewan toward zero workplace injuries.

WorkSafe Saskatchewan works to:

- Create public awareness of workplace safety as a social issue.
- Provide education and support to employers to improve workplace safety.
- Set up partnerships to provide injury prevention resources in the workplace.
- Target specific high-cost, high-frequency injuries.

Visit worksafesask.ca or see back cover for contact information.

Reporting suspected fraud

What is fraud?

Fraud happens when a person gives false information to the WCB on purpose as a way to make money. This is illegal and the WCB can file criminal charges.

How do I report suspected fraud?

If you suspect fraud, you can report it to the WCB. Reports go directly to the WCB's internal audit department and are confidential. Give as much detail as you can, clearly saying why you believe the activity is inappropriate. You can remain anonymous or you can provide a contact name and number so WCB fraud investigators can get more information from you, if necessary. If you learn more information after you report the first time, it's important that you keep passing information to the WCB.

You can report fraud directly to WCB investigators on the Fraud TIPS line, by email or by mail (see back cover for contact information).



Saskatchewan
Workers'
Compensation
Board

Contact Information

To help us respond to inquiries quickly and effectively, please include your name, firm name and number, phone number, email address and claim number when applicable.

Head office

200 – 1881 Scarth St.

Regina, SK S4P 4L1

Online: wcbsask.com

Saskatoon office

115 24th St. E.

Saskatoon, SK S7K 1L5

Report an injury

Online: www.wcbsask.com or

WCB inquiry line: 1.800.787.9288 or

Email: forms@wcbsask.com

Report suspected fraud

Fraud TIPS line: 1.877.595.2541

(Direct line to WCB investigators)

Email: fraud@wcbsask.com

Mail: c/o Director, Internal Audit (address above)

Fair Practices Office inquiries

Phone: 306.787.8651

Toll free: 1.888.787.8651

Email: fairpracticeoffice@wcbsask.com

All other phone inquiries

Phone: 306.787.4370

Toll free: 1.800.667.7590

Fax and email inquiries

- **Claims inquiries**

Fax: 306.787.4311

Toll free fax: 1.888.844.7773

Email: askwcb@wcbsask.com

- **Appeal inquiries**

Fax: 306.787.4311

Email: appeals@wcbsask.com

WorkSafe Saskatchewan

Email: worksafeinquiry@wcbsask.com

Website: worksafesask.ca

Other websites

Occupational Health and Safety: saskatchewan.ca

Office of the Workers' Advocate: saskatchewan.ca