

# Corporate Policies

**SECTION: HEALTH AND SAFETY - Health Control/Services**

**SUBJECT: Claims Management**

POLICY NO.: 12.6.1

EFFECTIVE DATE: January 26, 2004

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SUPERCEDES POLICY DATED: September 30, 2001

APPROVED BY: Council CW020 - 2004

## **POLICY STATEMENT:**

The *Workplace Safety and Insurance Act* (WSIA) requires the Corporation to report all work-related injury claims that result in healthcare treatment and/or lost time to the Workplace Safety and Insurance Board (WSIB). The Corporation is also required to inform the WSIB when an employee has returned to work.

An effective claims management procedure is used to ensure proper reporting, medical treatment, investigating, monitoring, and cost control of an employee's claim.

## **PURPOSE:**

To ensure that all occupational injury/illness claims are managed in an effective and efficient manner.

## **SCOPE:**

All employees of the Corporation.

## **DEFINITIONS:**

**Incident:** No professional medical treatment required. Employee returns to work. An undesired event which, under slightly different circumstances, could have resulted in harm to an employee, damage to property or loss to process.

**Healthcare:** Medical treatment only. No lost time beyond day of accident. Includes treatment by a medical doctor, surgeon, optometrist, chiropractor, dentist, hospital emergency, skilled nursing care, drugless practitioner or chiroprapist.

**Lost Time:** Employee loses time from work beyond the date of accident as a result of a work-related accident.



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## PROCEDURE:

### A. ACCIDENT REPORTING

#### 1. EMPLOYEE RESPONSIBILITIES

- a. Report all types of occupational injury/illness claims to the supervisor.
- b. Unless for reasons of safety or need for immediate professional medical treatment, remain at the accident scene until the supervisor has conducted the accident investigation or gives further direction.

#### 2. SUPERVISOR RESPONSIBILITIES

- a. Investigate all types of occupational injury/illness claims (refer to the Accident Investigation procedure).
- b. Complete and forward the Supervisor's Report of Employee Incident/Accident to the Departmental Director within two calendar days of the claim being reported by the employee.

*Note: Refer to the "Guide for Completing Supervisor's Report of Employee Incident/Accident".*

#### 3. DIRECTOR RESPONSIBILITIES

Within three calendar days of the claim being reported by the employee:

- a. review and sign the Supervisor's Report of Employee Incident/Accident; and,
- b. forward completed report to Health, Safety & Wellness Services.

#### 4. HEALTH, SAFETY & WELLNESS SERVICES RESPONSIBILITIES

Upon receipt of the Supervisor's Report of Incident/Accident:

- a. review the documents for accuracy;
- b. enter into Plant System;
- c. if the claim involved professional medical treatment and/or lost time:
  - i. prepare the Form 7
  - ii. notify the WSIB within 3 calendar days after learning of the accident via Form 7
  - iii. send a copy of Form 7 to employee



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- iv. send a copy of the Supervisor's Report of Incident/Accident to joint health and safety committee worker representatives
- d. keep records and file all documents, as required.

## **B. INCIDENTS**

### **1. EMPLOYEE RESPONSIBILITIES**

- a. Give an account of the occurrence to the supervisor.
- b. Obtain first aid, as required.

### **2. SUPERVISOR RESPONSIBILITIES**

- a. Ensure employee receives first aid, as required.

## **C. PROFESSIONAL HEALTHCARE TREATMENT**

### **1. EMPLOYEE RESPONSIBILITIES**

- a. Once an account of the occurrence is given to the supervisor, seek professional medical treatment, as required.
- b. Provide the treating physician with the appropriate functional abilities documentation to complete.
- c. Return functional abilities documentation to supervisor as soon as practical.

### **2. SUPERVISOR RESPONSIBILITIES**

- a. Ensure employee receives immediate professional medical treatment, as required.
- b. Where immediate professional medical treatment of the injury is critical, make arrangements for transportation (via City of Brampton vehicle or ambulance) to either
  - nearest hospital or
  - clinic of employee's choice.
- c. Provide employee with a Functional Abilities Form to be completed by attending physician.
- d. Accompany employee to the medical facility depending on the nature of the injury.
- e. Review Functional Abilities Form and forward to Health, Safety & Wellness Services immediately.



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## D. LOST TIME

### Monitoring the Claim

Where an employee will be losing time from work as a result of occupational injury/illness:

#### 1. EMPLOYEE RESPONSIBILITIES

- a. Maintain contact with supervisor at regular intervals.
- b. Provide Health, Safety & Wellness Services with updated medical status and documentation after each appointment with attending physician or as prescribed by Health, Safety & Wellness Services.

#### 2. SUPERVISOR RESPONSIBILITIES

- a. Maintain contact with employee on regular basis to monitor employee's progress.
- b. Consult with Health, Safety & Wellness Services regarding the employee's status and, if received, submit all original medical documentation to Health, Safety & Wellness Services immediately.

#### 3. HEALTH, SAFETY & WELLNESS SERVICES RESPONSIBILITIES

- a. Maintain contact with employee who has been off work due to occupational injury/illness for 30 days or more at regular intervals to monitor employee's progress.
- b. Upon employee consent, maintain contact with the employee's attending physician, as required.
- c. Maintain contact with the WSIB adjudicator, as required.
- d. Prepare and forward all subsequent information to the employee, supervisor, treating physician, and WSIB adjudicator.

## E. RETURN TO WORK

### Pre-Injury/Illness Work

#### 1. EMPLOYEE RESPONSIBILITIES

- a. Provide functional abilities documentation authorizing ability to return to pre-injury/illness work to supervisor.



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## 2. SUPERVISOR RESPONSIBILITIES

- a. Request functional abilities documentation authorizing the employee's ability to return to pre-injury/illness work.
- b. Once the employee returns to pre-injury/illness work, complete and forward the Form 9, documentation and any other relevant information to Health and Safety Services immediately.
- c. Arrange for the employee's return to pre-injury/illness work.

**NOTE: The Form 9 can be signed by the supervisor. The Director's signature is not required on the Form 9.**

## 3. HEALTH, SAFETY & WELLNESS SERVICES RESPONSIBILITIES

- a. Review the Form 9 for accuracy.
- b. Forward the Form 9 and other relevant information to the WSIB adjudicator immediately.

### **Alternative/Suitable Work**

Each department/division will attempt to accommodate their respective disabled employees who, as a result of occupational injury/illness, are temporarily disabled from returning to their pre-injury/illness work. Each employee will be handled on a case-by-case basis.

## 1. EMPLOYEE RESPONSIBILITIES

- a. Provide documentation authorizing ability to return to available alternative/suitable work within the department to the supervisor.
- b. Work with the supervisor in returning to available alternative/suitable work within the department.
- c. Provide documentation, as requested, until such time as he/she returns to pre-injury/illness work.
- d. Support co-workers on alternative/suitable work assignments.

## 2. SUPERVISOR RESPONSIBILITIES



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- a. Ensure that every reasonable effort is made to offer available alternative/suitable work within the department to the disabled employee and that restores the employees pre-injury earnings, when possible.
- b. Consult with Health, Safety & Wellness Services when there is available alternative/suitable work within the department that can be offered to the disabled employee.
- c. Prior to offering available alternative/suitable work to the disabled employee, request medical documentation authorizing the disabled employee's ability to perform the available alternative/suitable work with the department.
- d. Arrange for the disabled employee's return to alternative/suitable work within the department, if the medical documentation supports his return.
- e. Monitor disabled employee's progress while on alternative/suitable work within the department.
- f. When the disabled employee returns to alternative/suitable work within the department, complete and forward Form 9, medical documentation and other relevant information to Health, Safety & Wellness Services immediately.

**Note: A second Form 9 must be completed once the disabled employee returns to pre-injury work.**

- g. Keep Health, Safety & Wellness Services apprised of the disabled employee's progress while on alternative/suitable work within the department.
- h. In consultation with Health, Safety & Wellness Services, request medical documentation and assess disabled employee at regular intervals until such time as the disabled employee returns to pre-injury/illness work.

### 3. HEALTH, SAFETY & WELLNESS SERVICES RESPONSIBILITIES

- a. Assist the supervisor in offering the disabled employee available alternative/suitable work within the department, as required.
- b. Advise the WSIB of any offers of alternative/suitable work made to the disabled employee.
- c. Assist the supervisor in monitoring and assessing the disabled employee's progress while performing alternative/suitable work within the department, as required.
- d. Consult with the supervisor regarding the request for medical documentation on an initial and on-going basis, as required.
- e. Review the Form 9 for accuracy.
- f. Complete and submit the Form 9 and other relevant information to the WSIB adjudicator immediately.



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- g. Maintain contact with the disabled employee, the supervisor, the treating physician, and the WSIB adjudicator, as required, regarding the employee's progress and return to pre-injury/illness work.

## F. PAYMENT OF WSIB BENEFITS

Where an employee, represented by Canadian Union of Public Employees or the Amalgamated Transit Union, has been injured and makes a claim for compensation benefits under the *Workplace Safety and Insurance Act*, the Corporation will not advance any monies to the injured CUPE or ATU employee.

Where an employee, represented by Brampton Professional Firefighters Association, has been injured and makes a claim for compensation benefits under the *Workplace Safety and Insurance Act*, the Corporation will continue to advance monies to injured BPFPA employees as per the provisions of their collective agreement and as follows:

1. Where the Corporation has been notified by the WSIB that the compensation benefits to an injured firefighter have been suspended, reduced or stopped, the Corporation will stop all advancement of monies to the firefighter from any source until such time as the WSIB notifies the Corporation that:
  - i. full compensation benefits have been resumed;
  - ii. firefighter's compensation claim has ceased and the firefighter shall not be appealing the stoppage of compensation benefits.
2. In the event that the Corporation does not receive reimbursement for advanced monies from the WSIB after 4 weeks from the date the Corporation submits an injury claim report to the Board on behalf of the firefighter, the Corporation will stop all advancement of monies to the firefighter from any source until the WSIB notifies the Corporation as per (i) or (ii) above.

## G. LATE FILING CHARGES

Any late filing charges incurred will be transferred to the department that caused the lateness in reporting to the WSIB.

## ACCOUNTABILITY:



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All employees of the Corporation are accountable to adhere to this policy as outlined.

## **ADMINISTRATION:**

Health, Safety & Wellness Services, City of Brampton, 5<sup>th</sup> Flr-2 Wellington St. West Brampton, Ontario  
L6Y 4R2

## **CONTACT:**

Human Resources

