

# Hurt at Work. Call WCB

## Facilitator's Guide

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**Note: Photocopying of this Facilitator's Guide as a whole or in part is allowed.**

# Introduction

## What is the Workers Compensation Board?

To provide context for the Hurt at Work? Call WCB DVD and further topics covered in the Facilitator's Guide, it will be helpful to present background information to the audience that explains the purpose of WCB and how it works in relation to reporting workplace injuries.

When presenting this information to the audience, the Facilitator should convey the following:

No one expects to get hurt at work, but all too often, workplace injuries do happen. Fortunately, the Workers Compensation Board of Manitoba (WCB) is here for you. If you are hurt at work, know that you have the insurance you need.

The WCB pays a portion of your wages and pays your healthcare expenses if you are hurt at work. Your workplace pays the entire workers compensation premium to ensure that you receive benefits when you are injured at work.

The WCB provides no-fault insurance, meaning it does not matter who is at fault for a workplace injury or illness. As long as the incident or injury occurs at work or in the course of work, workers are covered. In exchange for guaranteed benefits, workers give up their right to sue employers.

## Purpose of the *Hurt at Work? Call WCB* Video

In Manitoba, many newcomers are unfamiliar with the process of reporting a workplace injury and often don't report injuries for fear of losing their jobs or money. As a result, the Workers Compensation Board of Manitoba (WCB) developed these resources, *Hurt at Work? Call WCB* DVD and Facilitator's Guide, to ensure immigrants report workplace injuries to the WCB immediately.

The *Hurt at Work? Call WCB* DVD was created as a short docu-drama that provides immigrants with a context and understanding of the importance of reporting workplace injuries to the WCB. Using the video as a training tool, the facilitator can reinforce the WCB's message and goal of changing immigrants' behaviour towards reporting workplace injuries.

The Facilitator's Guide is a complementary resource to the *Hurt at Work? Call WCB* DVD. It can provide the facilitator further background information on the WCB's view of reporting workplace injuries. As the facilitator, you may have to answer specific concerns and questions regarding rights to safe work, how to claim workplace injuries, and entitlement to compensation if injured at work. Therefore, it is important that the facilitator familiarize themselves with this topic before presenting the video to immigrant groups. Please visit [www.wcb.mb.ca](http://www.wcb.mb.ca) if there are any questions. Additionally, the Facilitator's Guide provides the facilitator with useful ways to encourage discussion with immigrant learners.

**Please keep in mind that the video and the Facilitator's Guide provide the facilitator with plenty of information and may be more than what is required for his/her purposes.**

## Guidelines for Facilitating *Hurt at Work? Call WCB*

Before beginning the video, it is important to note that a designated person leads the training session and facilitates discussion among the audience in order to ensure their comprehension of the presented materials.

When showing the video, the facilitator can show each "Act" separately and then discuss the narrative through *Reflective Questions* and *Tips* found throughout the guide. This technique should be employed regardless of whether you are watching the DVD or the online video.

Before providing the *Reflective Questions*, the facilitator can address the whole class or place learners in pairs or small groups. If the facilitator chooses to group learners, he or she should make sure to have the learners select a representative to share their pair's or group's opinions with the whole class.

When working with immigrant learners, the facilitator should try to do the following:

1. Provide clear instructions and expectations to learners prior to discussions.
2. Ask learners to share their experience(s) or understanding of the topic.
3. Encourage learners to participate and ask questions in order to clarify their comprehension.
4. Use plain language and reduce the use of idioms to avoid confusion.
5. Check in with learners after presenting a new concept to ensure everyone understands.

Also, it is important to create a safe learning environment where learners do not feel that they will be targeted or reprimanded for sharing their opinions about safe work practices.

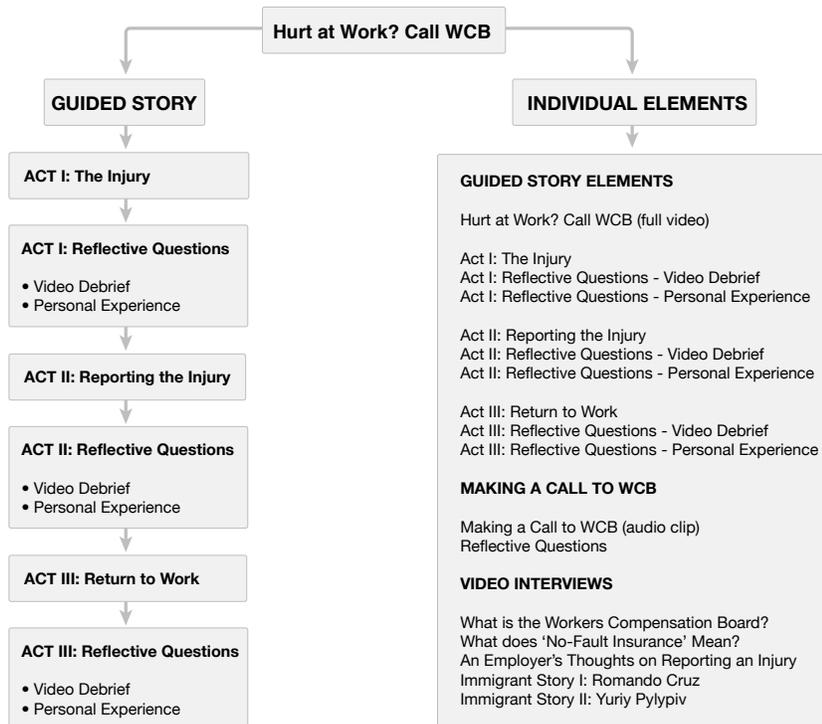
# Reviewing the Materials

## How to Use the DVD

Below is the DVD menu. It will help the facilitator navigate the DVD more easily when presenting it to the learners. The DVD is divided into two sections: **Guided Story** and **Individual Elements**.

The **Guided Story** allows the facilitator to take learners through the content in a linear manner, from the start (Act I) to the end (Act III) of the DVD.

The **Individual Elements** section enables the facilitator to open any point of the Guided Story that they want to visit and present to the learners. Also, it includes additional resources, such as video interviews and an audio clip of making a call to the WCB, that are not available in the Guided Story.



## Brief Overview of the Video and Reflective Questions

Each Act of the video has its own section which includes the following:

- A brief description of the Act I, II, and III
- Information about safety in the workplace
- Reflective questions
  - Video debrief
  - Your personal experience
  - Possible answers and/or further discussion
- Possible answers for the video debrief

Using the *Reflective Questions*, the facilitator can create discussion among the class and help clarify immigrants' concerns. Your immigrant audience will appreciate the chance to debrief and share these experiences with others to increase their understanding.

In Act I, we are introduced to Sara, an immigrant to Canada, who injures herself at work. Being a newcomer who does not know about the Workers Compensation Board, she is afraid to report her injury because she believes that she might lose her job.

## Information about Safety and Health in the Workplace

- Some immigrants are afraid to report a workplace injury because they fear losing their jobs.
- All covered companies have to pay into the Workers Compensation Board. Go to the WCB website (<http://web2.gov.mb.ca/laws/regs/pdf/w200-196.05.pdf>) to view the industries that are not covered.
- All covered companies comply with WCB regulations when someone is injured at work.

## Act I: Reflective Questions

### *Video Debrief:*

1. What was Sara most worried about after she was hurt?
2. In the video, who was the most supportive of Sara reporting her workplace injury and explain why?
3. What reason does Sara give Amy for not wanting to report her injury to the WCB?

### *Possible Answers:*

1. After Sara was hurt, her biggest worry was that she would lose her job and get into trouble.
2. In the video, the most supportive person of Sara reporting her workplace injury was Amy because a couple years ago, Amy injured her right hand on the job.
3. Sara tells Amy that her “English is not good” and Amy explains that the WCB has language interpreters who can help her.

**FACT:** Workers are five times more likely to be injured during their first month on the job than at any other time.

### *Personal Experience:*

1. Would you be worried if you were in Sara’s place? Why or why not?
2. What other things might worry workers who are injured at work?
3. Do you know someone who was hurt or injured in the workplace?
  - a. What happened to them?
4. In a workplace, who is the right person to talk to about reporting your workplace injury?
5. In your opinion, what are some of the advantages and disadvantages of reporting a workplace injury?

# Act II: Reporting the Injury

In Act II, Sara's co-workers, Jose and Amy, have convinced her to inform their supervisor, Jay, about the injury to her back. Jay is very concerned about Sara and assists her with the process of making a WCB claim.

## Information about Safety and Health in the Workplace

- All companies should be safe and provide safety training for their employees.
- As in any country, some companies may not be good about delivering safety training.
- Safety in the workplace varies from country to country and from company to company.
- All companies should comply with appropriate safety regulations, such as wearing safety equipment.

**FACT:** Employers are not allowed to prevent or ask employees not to report an injury.

## Act II: Reflective Questions

### *Video Debrief:*

1. What does Jay say to Sara about her injury?
2. Why do you think Sara didn't know how to pick up the box so she would not injure herself?
3. In small groups, discuss different ways that Sara could have lifted the box to avoid injury.
4. What could the employer have done?

### *Possible Answers:*

1. Jay tells Sara that she did the right thing coming to him and not to worry because she will never get into any trouble reporting incidents at work. He says that the company wants a safe workplace. Also, he reminds her that she is one of the best employees. Then he explains the steps she must take next:
  - filling out an internal report
  - seeing the doctor
  - calling the WCB
  - contacting him from home to explain what the doctor said.

Jay explains that Sara will be on a return to work plan based on her doctor's opinion of what is safe for Sara to do.

2. Sara didn't know how to pick up the box correctly because she was probably not trained on how to do it without injuring herself.
3. Answers may vary, but the proper way would be to:
  - check the weight of the box
  - check to see that the items inside are balanced and packed correctly
  - use handles if provided
  - move closer to the box and use a ladder if necessary
  - use slow movements and face your body toward box
  - lift with your legs and bend your knees
  - keep your back straight
  - try to keep the box close to your body between your shoulders and waist.

4. Some things the employer could have done include:
  - organized the work process to eliminate unsafe lifts
  - ensured workstation is ergonomically correct
  - performed proper training on body mechanics and safe lifting
  - performed training on the signs and symptoms of musculoskeletal injuries.

**Source:** <http://familydoctor.org/familydoctor/en/prevention-wellness/staying-healthy/first-aid/lifting-safety-tips-to-help-prevent-back-injuries.html>

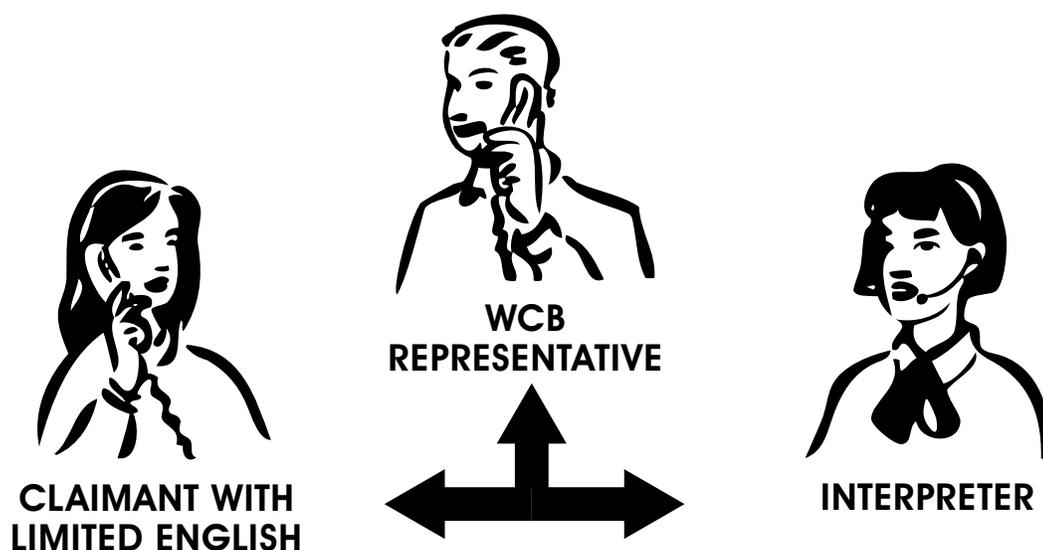
**FACT:** The most common injuries are sprains, strains, and tears to muscles and tendons.

*Personal Experience:*

1. What kind of safety training did you receive at your first job?
2. What do you think are the most common types of injuries in the workplace?
3. Do you think all supervisors will be that sympathetic? Why or why not?
4. Even if your supervisor is not supportive, why should you still call the WCB?

*Further Discussion: Reporting the injury*

1. Do you think that you can claim a workplace injury if you get hurt on the way to or from work? Why or why not?
2. For example, who is responsible if you fall down getting off the bus on your way to work?
3. Divide the class into small groups of three and have the learners practise making a WCB claim by telephone. See *Sample Dialogue in For DVD Users* (p. 12).



# Act III: Return to Work

In Act III, Sara returns to work and receives lighter duties in another department. During this time, she explains to Jose how Jay helped her make a claim to the WCB and as a result, she received time off with pay to recuperate and lighter duties until she fully recovers.

## Information About Safety and Health in the Workplace

- Some of your co-workers may not be understanding about your injury or be supportive if you receive lighter duties.
- A return to work plan is developed by a workplace to make sure that the worker can return to their old job in good health.
- A worker may still be asked to return to his or her old job depending on the nature of the injury.

## Act III: Reflective Questions

### *Video Debrief:*

1. Do you think that all of Sara's co-workers are supportive of her receiving lighter duties? Explain your answer.
2. Do you think that Jose, Sara's co-worker, understands more about the importance of reporting a workplace injury after Sara's experience? Explain your answer.
3. What would you do if you were Sara and a co-worker told you that it is not fair that you are on lighter duties?

### *Possible Answers:*

1. Sara's co-workers seem supportive of her receiving lighter duties. Everyone smiles kindly to her when she enters the building. Her co-worker Jose hugs her and says that it is nice to see her. He jokes and tells her not switch departments. Also, he says that he will see her at lunch.
2. Sara's co-worker, Jose, understands the importance of reporting a workplace injury to the WCB as it protects your family and ensures that you will still receive some pay. He seemed happy to learn that their supervisor, Jay, was not mad and actually helped Sara a lot through the reporting process.
3. If I were Sara and a co-worker told me that it is not fair that I am on lighter duties, I would explain to them that everyone has the right to report a workplace injury to their supervisor and make a WCB claim. Also, I would explain that I visited the doctor and it was decided that I perform lighter duties until I am physically able to return to my regular duties safely. If the co-worker still has questions, I would suggest that they speak to the supervisor about their concerns as I have to return to my duties at work.

**FACT:** The WCB will work with you to ensure you get the support you need to return to work.

### *Personal Experience:*

1. What is a return to work plan? *See Appendix C (p. 18) for further explanation.*
2. In your home country, do workplaces provide a return to work plan for their employees? What does it look like?
3. If you couldn't use your left hand, what do you think 'modified work' could look like for your role in the workplace?

In this section, the facilitator can find additional audio and video resources to complement the lesson plan and reinforce the importance of calling the WCB if someone is hurt at work.

## Audio Clip: Making a Call to the WCB

This audio clip will demonstrate a typical telephone conversation between a WCB Claim Information Representative and a claimant/injured worker of company X.

Ask learners to listen carefully to the key questions that the representative asks and to the responses that the claimant provides.

## Reflective Questions

1. After listening to the audio clip, what are some key questions that the WCB Claim Information Representative asked on the phone?
2. Based on the claimant's responses, what type of information should you have ready before you make a call to the WCB?

## Filing Claims with an Interpreter

In this section, the facilitator is provided with a sample telephone conversation between the claimant/injured worker, the WCB Claim Information Representative and the interpreter.

In addition, there is a list of Possible Questions that the WCB Claim Information Representative could ask the claimant.

1. Print copies of the dialogue for the learners to use and divide the class into groups of three.
2. Review the dialogue and the Possible Questions with the class before they begin the role play activity.
3. Inform the class that everyone in their small group should have an opportunity to practise being the claimant/injured worker. The facilitator should walk around the classroom to listen in on the role plays and give feedback as needed.
4. If time allows it, have one group demonstrate their scripted phone call in front of the class.

Again, it is important to have learners practise filing a claim to decrease their fear of calling the Workers Compensation Board and ensure their preparedness.

## Possible Questions for Making a Claim

Below are some of the questions that the WCB Claim Information Representative/Interpreter will ask you. Try to make sure that you have the answers and/or documents to these questions before you make your call. Also, it would be a good idea to have a pen and paper with you so that you can take down any additional information.

### Questions

1. What is your first and last name?
2. Do you have a Claim Number (8 digit number)?
3. What is your home address and phone number?
4. What is the name of your workplace, address and phone number?
5. What is the name of your immediate supervisor?
6. What is your job title?
7. What is your Social Insurance Number?
8. What was the date of your injury?
9. Did your injury take place at work?
10. Did anyone witness/see you get injured at work? If yes, what are the witnesses' names?
11. Have you informed your immediate supervisor of your injury? If yes, what did he or she say to do?
12. Can you explain how you were injured at work?
13. Did you miss work due to your injury? If yes, how many hours/days?
14. Have you visited the doctor? If yes, what did the doctor say?

## Filing a Claim—Sample Dialogue

**Roles:** Customer Information Representative (CIR), Claimant/Injured Worker and Interpreter

<b>CIR</b>	Thank you for calling the Workers Compensation Board. My name is Mary, how can I help you today?
<b>Claimant</b>	Good morning. My name is Alejandro Cruz and I would like to file a claim.
<b>CIR</b>	Do you have a worker's claim number, Alejandro?
<b>Claimant</b>	No, I don't. It is my first time calling the WCB.
<b>CIR</b>	Okay. Have you filled out a Worker Incident Report at your workplace yet?
<b>Claimant</b>	No, I haven't. I think that I will need an interpreter because English is not my first language.
<b>CIR</b>	No problem. What language do you speak?
<b>Claimant</b>	I speak Spanish.
<b>CIR</b>	Okay. I am going to place you on hold so that I can get an interpreter to join our conversation.
<b>Claimant</b>	Okay. I will wait for the interpreter. Thanks.
<b>CIR</b>	Alejandro? I have Luis on the phone with us.  I will ask you questions in English and Luis will translate them into Spanish.  Then, you can answer in Spanish and Luis will let me know your response. Do you understand?  (Luis/Interpreter): Repeats what the CIR said in Spanish.
<b>Interpreter</b>	Hi Alejandro. My name is Luis and I am a Spanish interpreter.  Mary will ask you questions in English and I will translate them into Spanish.  Then, you can answer in Spanish and I will let Mary know your response. Do you understand?
<b>Claimant</b>	Hi Luis. Yes, I understand. Thank you.

## Video Interviews

In this section, the facilitator will find video interviews with the Workers Compensation Board, an employer and immigrants. These interviews can be shown in any order that will help to further explain the importance of calling the WCB to make a claim about workplace injuries.

### **What is the Workers Compensation Board? (Warren Preece—WCB)**

The first video interview with the Workers Compensation Board’s Director of Communications, Mr. Warren Preece, provides a brief introduction of the WCB.

### **What does ‘No-Fault’ Insurance Mean? (Warren Preece—WCB)**

In this second video, Mr. Preece takes a moment to explain what ‘no-fault’ insurance means in relation to the injured worker and the employer.

### **An Employer’s Thoughts on Reporting an Injury (Brent Kreller—Concordia Hospital)**

This video interview with Concordia Hospital’s Human Resources Coordinator, Mr. Brent Kreller, helps immigrants know that companies do want their employees to report workplace injuries to the WCB.

Reporting workplace injuries ensures that companies can learn how to prevent that injury from happening again, while employees are protected if the recent injury shows more symptoms in the future.

### **Immigrant Story I: Romando Cruz**

This interview with an immigrant worker, Romando Cruz, who was injured in the workplace, allows learners to hear the perspective of someone like themselves.

Romando explains how he did not report his injury to his supervisor because it was not a big injury and his worries about losing his job. Fortunately, his supervisor asked him what happened the day of the injury and informed him that he needed to visit the doctor and call the WCB.

### **Immigrant Story II: Yuriy Pylypiv**

This interview with another immigrant worker, Yuriy Pylypiv, ensures that learners hear the story of going through the WCB claim process from a newcomer’s point of view.

Yuriy shares his story of having a back injury at his workplace, a construction site. Again, being a newcomer, he did not tell his supervisor about his injury and took a couple days off work to rest. When he returned, his supervisor learned about the injury and explained to Yuriy about his right to file a claim with the WCB.

## Workers' Rights and Responsibilities

Everyone working in Manitoba has the right to . . .

**Know** about what hazards there are in the workplace and what precautions must be taken to avoid injuries from those hazards.

*Generally this means workplaces provide safety and health training for new workers and updates for existing workers.*

**Participate** in safety and health activities in the workplace, without fear of discriminatory actions such as discipline.

*This means workers can serve on safety and health committees and report potential safety and health hazards to their supervisors.*

**Refuse work** that one reasonably believes to be dangerous to oneself or to others.

*This means that an employer may ask you to do a task that is dangerous without sufficient training and/or equipment to do the job safely (for example, climbing on a scaffold or going into a confined space) but you have the right to say you will not do it if you feel it is not safe.*

**Source:** [http://safemanitoba.com/rights\\_and\\_responsibilities.aspx](http://safemanitoba.com/rights_and_responsibilities.aspx)

## Common Types of Hazards in the Workplace

Safety and health hazards (i.e., dangers) in the workplace are anything that can cause physical injuries to the worker. It is important to be aware of potential hazards in order to protect yourself.

There are five types of hazards—*Chemical, Workplace Stress, Biological, Physical (energy) and Job Design (ergonomic)*. Below, the facilitator will find some examples for each of them.

### Examples of the five types of hazards



#### CHEMICAL

- Battery acid
- Solvents
- Pesticides



#### STRESS

- Long work periods
- Multiple work demands
- Harassment



#### BIOLOGICAL

- Bacteria
- Viruses
- Dusts
- Moulds



#### PHYSICAL

- Electrical currents
- Heat
- Light
- Noise



#### JOB DESIGN

- Lifting
- Moving heavy loads

**Source:** [http://safemanitoba.com/sites/default/files/uploads/guidelines/farm\\_family\\_safety\\_and\\_heal.pdf](http://safemanitoba.com/sites/default/files/uploads/guidelines/farm_family_safety_and_heal.pdf)

# Appendix B: Act II

In this section, the facilitator needs to be aware that there are three main ways to **File a Claim** with the Workers Compensation Board—Phone, Fax or Mail. Filling out forms and filing claims can be an intimidating process for many immigrants and it is important to let them know that calling the WCB ensures that someone can assist them with the claim and find a language interpreter if necessary.

## How to File a Claim

### 1. Report the injury to your employer as soon as possible.

Your employer must also report the injury to the WCB within five days of the day of the injury or within five days of the day you told your employer of the injury, whichever is sooner.

### 2. If you miss time from work or see a healthcare provider because of a work-related injury, report the injury to the WCB by phone, fax or mail.

The forms can be filled out on your computer or you can get paper forms by calling 204-954-4922.

#### By phone:

Call us in Winnipeg at 204-954-4100 and a Claim Information Representative will take injury details. Outside Winnipeg, call toll free, 1-800-362-3340.

**You have the right to ask the Claim Information Representative for an interpreter to assist in making a claim. Or you can ask a friend, family or a community member to get the process started, and at any point you can ask for an interpreter.**

#### By fax:

Fax your completed Workers' Report of Injury Form to the WCB at 204-954-4999, or toll free outside of Winnipeg at 1-877-872-3804.

#### By mail:

Mail your completed Workers' Report of Injury Form to the WCB to the following address:  
The Workers Compensation Board of Manitoba  
333 Broadway  
Winnipeg, MB R3C 4W3

### 3. Be sure to get medical attention.

Let your doctor know that you will be making a claim with us. Your doctor will complete a medical report on your injury and fax it to us at 204-954-4999 or toll free outside Winnipeg at 1-877-872-3804.

### 4. Keep in contact with your employer and let them know how you're recovering.

Keeping in touch can really help to ease your return to work.

### 5. Be sure to follow the advice of your medical professional.

Take your medications and participate in any rehabilitation programs they may prescribe. An active recovery is the best way to minimize the negative effects of your injury. Your WCB benefits may be stopped if you aren't following your doctor's treatment plan.

**Source:** <http://www.wcb.mb.ca/how-to-file-a-claim-health-workers>

## Eligibility and Coverage: Questions and Answers

In this section, the facilitator will find answers to common questions regarding eligibility and coverage for those who are injured at work.

### What is the employer's role for ensuring you have WCB coverage?

- Your employer pays the entire workers compensation premium to ensure that you have coverage when you are injured at work.
- Your employer must also pay you for the full day on the day you were hurt at work, not just up to the time of your injury.

### Who is covered by WCB benefits?

- Workers employed in all Manitoba workplaces are covered by workers compensation legislation except those excluded by regulation.
- The WCB provides benefits to workers in covered workplaces for work-related injuries or occupational diseases only.
- WCB coverage protects you from lost wages and pays healthcare expenses if you are hurt at work.

### What does the WCB cover?

Below are *some examples* of the benefits available to injured workers:

- Wage loss
- Medical treatment and medication costs
- Dental treatment
- Chiropractic or physiotherapy treatments
- Vocational rehabilitation services
- Lump sum payments for permanent impairments
- Pensions
- Death benefits

### What medical expenses are paid by the WCB?

Reimbursement of medical expenses, **resulting directly from a workplace injury**, may include:

- ambulance costs to transport you to a facility for healthcare services
- treatment by the physician or chiropractor of your choice
- hospital, medical and physiotherapy costs
- prescribed medication (send original Pharmacare receipt)
- if travel is required for proper treatment, transportation and living allowances may be covered (only the costs incurred over and above normal travel expenses will be considered)
- dental treatment
- artificial limbs, braces, crutches, canes, hearing aids or other aids prescribed by a physician
- orthotic alteration of footwear
- repair of prosthetic device, dentures, eyeglasses or clothing if the incident results in a personal injury and damage to any of these items; lost wages related to the repair of these devices may also be covered.

### What if my injury is permanent?

- If your injury is permanent, you may be entitled to a Permanent Partial Impairment Award (PPI).
- These awards are paid in addition to other benefits and vary depending on your degree of impairment.
- Please refer to the Permanent Partial Impairment Award fact sheet for further information.  
([http://www.wcb.mb.ca/sites/default/files/FACTS\\_PermanentPartialImpairmentAward\\_0.pdf](http://www.wcb.mb.ca/sites/default/files/FACTS_PermanentPartialImpairmentAward_0.pdf))

### Can I expect to get 90 per cent of my take home pay?

- No. Your regular paycheque may have several deductions which do not affect your WCB benefits, such as union dues, pension plans, savings bonds, etc.
- These deductions are not used in our calculations.
- We use gross earnings and subtract probable deductions for income tax, employment insurance and Canada Pension Plan contributions.
- The result is your net earnings.
- The deduction for probable income tax is based on your dependency status – specifically, whether you are single, married or in a common-law relationship, whether or not your spouse/partner works and the number of children and/or infirm dependants you claim on your income tax return.
- Also, if you qualify to claim tax deductions for child-care expenses, child support payments and/or spousal support payments, they will be used in the calculation of your probable income tax.
- We then deduct an amount equal to the probable tax benefit you will receive because of the tax-free status of your WCB benefits. You will receive at least 90 per cent of this amount.

### Do all workers who earn the same amount of money get the same compensation benefits?

- No. The WCB considers how many dependants you claim as well as certain tax deductions when calculating probable deductions.
- This means that the amount paid to a worker with three dependants will not be the same as the amount paid to a single worker with no dependants.
- Please refer to the Calculation of Wage Loss Benefits fact sheet for more information.  
([http://www.wcb.mb.ca/sites/default/files/FACTS\\_CalculationWageLossBenefits.pdf](http://www.wcb.mb.ca/sites/default/files/FACTS_CalculationWageLossBenefits.pdf))
- WCB benefits are paid beginning the first working day after the day of the injury.
- However, your employer is responsible for paying you for the regularly scheduled time you missed on the day of injury.

**Source:** WCB-CoverageBenefits.pdf; 2012 WCB Facts Benefits Guide

## What is a Return to Work Program?

In this section, the facilitator should become familiarized with the return to work (RTW) program offered via the Workers Compensation Board.

It is important to highlight to your immigrant audience that it will be a step-by-step process that begins with obtaining appropriate healthcare services, to creating the RTW plan with a designated supervisor/union representative at work, and ends with the injured worker back to their workplace as soon as possible.

The RTW plan should be based on the healthcare provider's recommendations that describe the duties that the employee can physically and safely perform until the full recovery.

**Source:** WCB Return to Work for Better Recovery Brochure

### What is a Return to Work (RTW) program and why is it important?

RTW programs are a proactive approach to helping injured workers return to safe and productive employment as soon as health permits following a workplace injury. The goal is to optimize recovery, facilitate safe and timely return to work and to prevent other injuries. RTW programs can include modified work, gradual return to work or alternate work.

A timely and safe return to work can help injured workers recover more quickly. There are financial, legal and moral reasons to have RTW programs in place to assist workers with recovery following an injury. Workplace injuries and illnesses are costly. RTW programs benefit workers, employers, unions and the Workers Compensation Board.

### Who is involved in a RTW program?

A team approach to a RTW program works best. The team generally includes the worker, employer, healthcare provider and, when required, the WCB. Other individuals may be involved when requested by a worker such as their union representative or other representative and other disability management professionals.

### What is the role of the worker in a RTW program?

- Participate with your healthcare provider, employer and the WCB to develop your RTW plan.
- Follow your treatment plan developed by your healthcare professional and attend all healthcare appointments.
- Keep in touch with your employer while disabled from the workplace as well as throughout your RTW plan.
- Keep the WCB informed of your progress and RTW date.
- If you are having difficulties or increased symptoms related to your injury and RTW program, it is important that you seek treatment, report difficulties to your employer, and involve the WCB.

### What is the role of the employer in a RTW program?

- Offer workers meaningful and productive modified or alternate duties that are safe and within their capabilities.
- Communicate to employees that you have a RTW program and the processes employees are expected to follow should they or their co-workers have to utilize the RTW program.
- Communicate with injured workers throughout the recovery process to show that they are valued and help workers retain a connection to the workplace.
- Ensure that supervisors and co-workers support injured workers during recovery and participation in the RTW process.
- Employers should be flexible so that the RTW program can be tailored and adjusted to meet the individual needs of the worker and their recovery; there should be ongoing communication throughout the RTW process.

### What is the role of the healthcare professional in a RTW program?

- Diagnose and treat the illness or injury.
- Advise and support the injured worker.
- Complete WCB reports and send them directly to the WCB.
- Communicate a worker's capabilities with the worker and the employer.
- Work with other involved healthcare professionals to facilitate the injured worker's recovery and safe return to work.

### What is the role of the WCB in a RTW program?

- Become involved when there is a dispute about a worker's capabilities or the work they are being asked to perform.
- Provide assistance if the worker or employer requires financial or technical support to help the worker RTW.
- Monitor RTW and assist with wage loss payments.
- Determine if the employer has met re-employment obligations.

**Source:** [http://www.wcb.mb.ca/sites/default/files/files/FACTS\\_ReturnToWork.pdf](http://www.wcb.mb.ca/sites/default/files/files/FACTS_ReturnToWork.pdf)

## What are the Benefits of Return to Work Programs?

Below, the facilitator will learn and share the benefits of creating a Return to Work (RTW) program with the immigrant audience. Again, the WCB wants to ensure that everyone is a winner when all involved parties—worker, employer, union, and healthcare provider—work together to ensure the injured employee remains a productive member of their workplace.

### Benefits for Workers

- Assists with the recovery following an injury and allows workers to return to their normal activities both at work and at home
- Reduces the financial uncertainty that is often caused by being away from the workplace
- Once workers are back on the employer's payroll they are able to earn their regular salary and continue to accrue vacation and make contributions to EI, CPP, and other private insurance plans provided by their workplace
- Keeping workers involved in the workplace maintains relationships with co-workers and helps keep work skills up to date
- Helps maintain psychosocial well-being
- Reduces the impact an injury has on a worker, their family and the community

### Benefits to Employers

- Retain valued and experienced employees
- Reduce costs associated with training and recruiting replacement staff
- Helps maintain productivity and team dynamics
- Reduces the costs of injuries and WCB premiums
- Helps employers meet legal requirements related to Human Rights and WCB re-employment legislation
- Improves workplace morale

### Benefits for Unions

- Preserves jobs and seniority
- Reduces the impact a workplace injury has on a union member
- Once workers are back on company payroll they resume financial contributions to the union
- Preserves contributions to company benefit and pension plans for union members
- Union involvement protects workers interests and well-being
- Promotes co-operative labour-management relationships
- Allows unions to meet legal requirements related to Human Rights and WCB legislation

### Benefits for Healthcare Providers

- Workers recover more rapidly and completely
- Provides a holistic intervention
- Adds a treatment option
- Increases opportunity for a co-ordinated approach

**Source:** [http://www.wcb.mb.ca/sites/default/files/files/FACTS\\_ReturnToWork.pdf](http://www.wcb.mb.ca/sites/default/files/files/FACTS_ReturnToWork.pdf)

# Appendix D: Additional Resources

## Sample: Worker Incident Report

The facilitator is encouraged to review this claim form, **Worker Incident Report**, with their learners. This review will prepare immigrants for the types of information that the Claimant/Injured Worker will give to the WCB Claim Information Representative.

**Photocopy the Worker Incident Report (two pages) and give it to the learners.**

	<b>To report your claim faster, please CALL:</b> <b>954-4100 (Toll-free 1-800-362-3340)</b> or fax this form to: 954-4999 (Toll-free 1-877-872-3804) 333 Broadway • Winnipeg R3C 4W3	<b>WORKER INCIDENT REPORT</b> Claim No. <input type="text"/> <b>3</b>
	<b>Worker Information</b>	
Last Name		First Name
Address		City
Province	Postal Code	Telephone No. ( )
Date of Birth DD / MM / YYYY		PHIN
Social Insurance Number	Male <input type="checkbox"/> Female <input type="checkbox"/>	Job Title
<b>Employer Information</b>		
Business Name		Address (include Branch where applicable)
City	Province	Postal Code Telephone No. ( )
<b>Incident Details</b>		
Date of Incident DD / MM / YYYY	Area(s) of Injury	
Date Reported to Employer DD / MM / YYYY	Name and position of person to whom incident was reported.	
Please describe the incident in as much detail as possible. (Use separate sheet if necessary. If applicable, identify any witnesses.)		
City and province where incident occurred.		
Did the incident occur on your employer's premises? <input type="checkbox"/> yes <input type="checkbox"/> no If no, specify name and address of premises where incident happened.		
<b>Name and Address of Doctor(s) and/or Hospital(s) that Provided Treatment (Attach separate sheet if necessary)</b>		
Name	Address	Date of Visit DD / MM / YYYY
Name	Address	Date of Visit DD / MM / YYYY
<b>Time Loss &amp; Wages (Only complete this section if you have missed time from work beyond the date of the incident)</b>		
What was the last day and hour you worked following the incident? DD / MM / YYYY at HOUR <input type="checkbox"/> AM <input type="checkbox"/> PM		
Have you returned to work? <input type="checkbox"/> yes <input type="checkbox"/> no If yes, when? DD / MM / YYYY at HOUR <input type="checkbox"/> AM <input type="checkbox"/> PM		
Were you paid wages by your employer while you were off work? <input type="checkbox"/> yes <input type="checkbox"/> no	Do you have other sources of employment income? <input type="checkbox"/> yes <input type="checkbox"/> no	
How many hours do you work per week? If it varies, please describe.	What are your regular days off? If it varies, please describe.	
What is your current hourly wage? \$	What are your regular gross earnings? (Specify weekly, bi-weekly, etc.) \$	
What is your marital status? <input type="checkbox"/> Single <input type="checkbox"/> Common-law <input type="checkbox"/> Married <input type="checkbox"/> Separated <input type="checkbox"/> Divorced	If married/common-law, is your spouse/partner working? <input type="checkbox"/> yes <input type="checkbox"/> no	
Are you personally allowed to claim a deduction on your current year Income Tax Return for:		
Dependant children age 18 years or younger? <input type="checkbox"/> yes <input type="checkbox"/> no	If yes, how many dependants? _____	
Disabled dependants age 18 years or older? <input type="checkbox"/> yes <input type="checkbox"/> no	If yes, how many dependants? _____	
Child care expenses? <input type="checkbox"/> yes <input type="checkbox"/> no	If yes, estimate total deduction for current tax year \$ _____	
Child support payments? <input type="checkbox"/> yes <input type="checkbox"/> no	If yes, state monthly amount \$ _____ Total for the year \$ _____	
Spousal support payments? <input type="checkbox"/> yes <input type="checkbox"/> no	If yes, state monthly amount \$ _____ Total for the year \$ _____	
Have you applied for income from other sources? (e.g. EI, CPP, Social Insurance, Co. Disability Plan, etc.) <input type="checkbox"/> yes <input type="checkbox"/> no If yes, please describe.		
WCB 2009 <b>For Faster Claim Reporting, Please Call 954-4100</b> <span style="float: right;">Aussi disponible en français</span>		
Page 1 of 2		

This page is the second page of the Worker incident Report/Claim Form.

Again, this page should be photocopied for the learners.

Worker's Name	Claim No.	<b>3</b>
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**Coverage**

Was anyone not employed by your employer involved in the incident? <input type="checkbox"/> yes <input type="checkbox"/> no	If yes, give name and address.
Are you a partner, director or sole proprietor of the company? <input type="checkbox"/> yes <input type="checkbox"/> no	
Are you a sub-contractor? <input type="checkbox"/> yes <input type="checkbox"/> no	If yes, specify: <input type="checkbox"/> construction <input type="checkbox"/> logging (Complete appropriate sections below)
Are you an owner operator? <input type="checkbox"/> yes <input type="checkbox"/> no	If yes, specify: <input type="checkbox"/> courier <input type="checkbox"/> trucking <input type="checkbox"/> towing (Complete appropriate sections below)

**Please answer these questions if the incident occurred between Jan. 1, 1992 and Dec. 31, 2005**

Are you a member of the family of your employer (or if the employer is a corporation, a family member of the director of the corporation)? <input type="checkbox"/> yes <input type="checkbox"/> no
If yes, do you reside with the employer or director? <input type="checkbox"/> yes <input type="checkbox"/> no

**Farming:**

Are you related to the farm owner? <input type="checkbox"/> yes <input type="checkbox"/> no
---

**Sub-Contractor or Owner Operator:** (only complete if you are a sub-contractor or owner operator)

Is your employer covering you under their WCB coverage? <input type="checkbox"/> yes <input type="checkbox"/> no	If no, are you registered with WCB? <input type="checkbox"/> yes <input type="checkbox"/> no
Do you work in a partnership? <input type="checkbox"/> yes <input type="checkbox"/> no	Do you employ other workers? <input type="checkbox"/> yes <input type="checkbox"/> no

**Sub-Contractor in Construction**

Do you supply any materials or equipment? <input type="checkbox"/> yes <input type="checkbox"/> no	If yes, please specify.
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**Sub-Contractor in Logging**

Do you supply any materials or equipment? <input type="checkbox"/> yes <input type="checkbox"/> no	If yes, please specify.
Were you cutting on the firm's timber sale, timber permit or sawmill license? <input type="checkbox"/> yes <input type="checkbox"/> no	If no, on whose timber sale, timber permit or sawmill license were you cutting?

**Owner Operator is a Courier**

What is the gross vehicle weight? (This can be obtained from the Autopac registration)
--

**Owner Operator in Trucking**

Do you haul within a 16 km radius of the city or town in which the home terminal is located? <input type="checkbox"/> yes <input type="checkbox"/> no	Are you a long distance driver? <input type="checkbox"/> yes <input type="checkbox"/> no
Do you provide a vehicle? <input type="checkbox"/> yes <input type="checkbox"/> no	If yes, how many vehicles do you provide?

I understand that under *The Workers Compensation Act* the WCB can collect information about me to adjudicate and manage my claim and that information from my claim may be disclosed to my employer or employer representative for WCB program purposes, or may be released to others as authorized by legislation, including *The Workers Compensation Act*, *The Personal Health Information Act* and *The Freedom of Information and Protection of Privacy Act*. The information collected may be used to conduct WCB evaluations and surveys.

If you have any questions regarding the collection, use or disclosure of information on your claim, please contact the WCB's Access and Privacy Officer at 954-4557 or toll free at 1-800-362-3340 extension 4557.

**Release for Medical Information**  
I authorize persons in possession of medical and other information that the WCB determines relevant to this claim to release same to the WCB upon request.

**Release for Income Information from Canada Customs and Revenue Agency**  
This is your authorization to provide the Workers Compensation Board of Manitoba with copies of my complete income tax return(s) and other taxpayer information including all supporting information slips, schedules and financial statements. The information will be used:

- (1) to assist in establishing my net average earnings and
- (2) to determine and verify eligibility for benefits under the *Workers Compensation Act*.

This authorization is valid for the two taxation years prior to the year it was signed, the year it was signed, and each following taxation year where benefits are provided.

Signature of Worker <b>X</b>	Date DD / MM / YYYY
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Page 2 of 2

## Website and PDF Links

In this section, the facilitator will find additional online resources and PDF links that can be provided to the learners.

It is recommended to photocopy this page and provided it to the immigrant audience for their personal reference.

Online Resources	Website and PDF Links
Workers Compensation Board of Manitoba	<a href="http://www.wcb.mb.ca/">http://www.wcb.mb.ca/</a>
WCB—How to File a Claim	<a href="http://www.wcb.mb.ca/how-to-file-a-claim-workers">http://www.wcb.mb.ca/how-to-file-a-claim-workers</a>
WCB—Wage Loss Benefits Information	<a href="http://www.wcb.mb.ca/benefits">http://www.wcb.mb.ca/benefits</a>
WCB—2013 Benefits Guide	<a href="http://www.wcb.mb.ca/sites/default/files/files/FACTS_BenefitsGuide.pdf">http://www.wcb.mb.ca/sites/default/files/files/FACTS_BenefitsGuide.pdf</a>
WCB—What is Return to Work?	<a href="http://www.wcb.mb.ca/return-to-work-information">http://www.wcb.mb.ca/return-to-work-information</a>
WCB—Return to Work Fact Sheet	<a href="http://www.wcb.mb.ca/sites/default/files/FACTS_ReturnToWork.pdf">http://www.wcb.mb.ca/sites/default/files/FACTS_ReturnToWork.pdf</a>
WCB—Worker Incident Report Form	<a href="http://www.wcb.mb.ca/sites/default/files/files/worker-sp%281%29.pdf">http://www.wcb.mb.ca/sites/default/files/files/worker-sp%281%29.pdf</a>
SAFE Work Manitoba	<a href="http://www.safemanitoba.com/">http://www.safemanitoba.com/</a>
Workplace Safety and Health—Government of Manitoba	<a href="http://www.safemanitoba.com/">http://www.safemanitoba.com/</a>
Manitoba’s Workplace Safety and Health Act	<a href="http://www.gov.mb.ca/ctt/invest/busfacts/workforce/s_h_act.html">http://www.gov.mb.ca/ctt/invest/busfacts/workforce/s_h_act.html</a>
Workplace Safety and Prevention Services (WSPS) Ontario	<a href="http://www.healthandsafetyontario.ca/WSPS/Home.aspx">http://www.healthandsafetyontario.ca/WSPS/Home.aspx</a>

## Terms

### Compliance

A situation or process where someone is in agreement, usually by following rules or official requirements, with someone or something.

### Compensation

The process where a company provides money or a service to someone who suffered a loss (e.g., death, injury or suffering.)

### Coverage

An employer pays money to an insurance company or government agency, such as the WCB, to ensure that money is available to 'cover' or pay for potential costs, such as medical bills or money for time lost from work.

### Eligibility

The ability for someone to be insurable based on the insurance company's requirements. For example, an injured worker is 'eligible' or able to make a claim to WCB because they were injured at work and their company pays into the WCB.

### Safety and Health Committee

Safety and Health Committees are mandated in many companies. A Safety and Health Committee consists of representatives from management and employees. The Committee meets regularly to review safety and health practices in the workplace in order to provide protection against workplace injury, illness and deaths.

### Incident

An event, occurrence or situation that is unplanned and may cause a disturbance, such as falling and hurting yourself at work.

### Insurance

A service, as provided by the WCB, that offers a guaranteed compensation for specific damage, illness or loss in return for a money payment.

### Internal Report

A company collects information about a specific topic for the company's internal use only. Usually a specific staff member or members are expected to complete this type of report as part of their job.

### Language Interpreters

Individuals who communicate in at least two languages to transfer information between one person or group of people and another person or group of people.

### Lighter Duties

These duties do not require a lot of physically demanding work, such as moving heavy boxes, for the employee to perform. These duties will allow the employee to contribute to the company without injuring or reinjuring himself or herself.

### No-Fault Insurance

If an injury occurs at the workplace or during the course of work then you are covered. Workers give up the right to sue employers in exchange for those guaranteed benefits.

### Rehabilitation

A type of activity or therapy that restores and helps the physical, emotional or social situation of an individual in order to improve and regain their quality of life.

### Return to Work (RTW) Program

An approach to helping injured workers return to work in a safe and productive manner as soon as their health allows them. Normally, there is a team of individuals—injured worker, employer, healthcare provider and possibly the WCB—working towards this common goal.

### Sprains

It is an injury to a ligament or tissue fibres near a joint (i.e., ankle, knee, fingers, wrist or toes) that happens due to overstretching it.

### Strains

It is an injury, such as a tear, to a muscle or tendon (e.g., connective tissue fibres) due to overstretching. Also known as a 'pulled muscle.'

### Unfavourable

A situation, person, or thing that other people see as bad.

## Expressions

**“Keep it down.” (Video: Sara in Act I)**

Please be quiet. Keep your voices low or quiet.

**“You have nothing to worry about” (Amy in Act I)**

You can relax because everything will be fine.

**What would you do in Sara’s place? (Act I: Video Debrief Q1)**

What would you do if you were in Sara’s situation?

What would you do if this situation happened to you?

**“An employer may look unfavourably towards them” (Brent Kreller interview)**

An employer may look at them in a bad way.

**“Employers can’t treat employees in an unfavourable manner” (Brent Kreller interview)**

Employers can’t be mean or act badly to their employees.

**“Employees’ best interest” (Brent Kreller interview)**

Employers are considering what actions or information would be the best for the employee’s health, happiness and/or well-being.

**“In case the injury lingers” (Brent Kreller interview)**

In case the injury lasts or stays longer than expected.

**“Nowadays” (Yuriy Pylypiv interview)**

The present time. Today, now, presently, currently.

**“You are covered by WCB insurance”**

The WCB will ensure that money is available to ‘cover’ or pay for potential costs, such as medical bills or money for time lost from work.

**1. Which companies are and are not affiliated with/covered by the WCB?**

Go to the WCB website (<http://web2.gov.mb.ca/laws/regs/pdf/w200-196.05.pdf>) to view the industries that are not included. Therefore, everyone else is included.

**2. What are the conditions for full-time versus part-time workers in regards to their coverage?**

It doesn't matter if the worker works part time or full time; he or she should be covered. However, if you are a part-time worker, then you will only receive coverage based on part-time wages.

**3. Does the WCB cover volunteers?**

WCB coverage is only for paid employees. So there is no coverage for volunteers.

**4. Do you have to work more than 20 hours a week to be eligible for WCB coverage?**

Again, it doesn't matter how many hours you work a week as long as you are being paid a salary.

**5. Is there a green form, 'Notice of Injury,' that should be filled out if an injury happens? Is it actually still in use? If yes, how does it differ from the Worker Incident Report?**

Use the green form if your company does not have a reporting system or safety committee set up. The injured worker will still have to file a claim with the WCB using the Worker Incident Report.

**6. If someone notices a safety hazard at their workplace and no one at work fixes it, should the employee call the WCB?**

Instead of calling the WCB, the employee can call Workplace Safety and Health or report the hazard to SAFE Manitoba via their website.

Phone Numbers for Workplace Safety and Health:

- 204-945-6848
  - Questions about legislation, guidelines or workplace requirements
- 204-945-3446 / 204-945-0581 (After Hours)
  - Report serious workplace incidents, injuries or fatalities

Email/Website:

- Workplace Safety and Health: [wshcompl@gov.mb.ca](mailto:wshcompl@gov.mb.ca)
- SAFE Manitoba: <http://www.safemanitoba.com/report-unsafe-work>

**7. What happens if an employee is injured on the way to work or leaving the workplace?**

**You are covered** if, for example, you are on work property and you slip and fall walking from your car in the company parking lot to your workplace.

**You are not covered** while in transit on your way to work or leaving work. For example, you are driving on your way to work and you get injured. Then, you are not covered by the WCB.

**8. Am I still covered if my boss sends me somewhere outside of the workplace and I get injured?**

Yes. If an incident happens while you are out doing a work-related task during normal work hours, then you are covered.

**9. How long is the process to receive an approval from a filed claim?**

The process can vary from days to weeks, and is usually prompt.

**10. What are the steps involved to process a claim?**

Just call the WCB. The Customer Information Representative will ask questions and at any time during the conversation you can ask for an interpreter.

**11. Where can I find a list of the available languages that the interpreters speak? How many languages do your interpreters speak?**

Basically every language is available.

**12. What is the longest time I could wait for an interpreter? Will this wait time affect my claim process?**

Connecting with an interpreter is quick.

**13. Can I go to the WCB office to file a claim?**

Yes, you can go to the WCB at 333 Broadway Avenue. Also, they could call an interpreter and possibly use a speaker phone to hold the conversation with newcomers who may need this service.

**14. Where can an injured worker go if his/her claim is not approved? Are there services and/or resources available to them?**

Yes, if you go to the website <http://www.wcb.mb.ca/>:

- Hover (hold your mouse over the word without clicking) on the word **Workers**
- Scroll down and click on the words, **Appealing a Decision**
- Read the information there about appeals.

You can also seek help from the **Worker Advisor Office** at 401 York Street and the **Fair Practices Office** located in the WCB building. The **Fair Practices Office** is independent of the WCB.

**15. What are the common mistakes that claimants/injured workers make when filing a claim and how can they be avoided?**

It is important to make sure that you have all your information with you. During the claim process your information may change, such as doctor reports, so ensure that you keep everyone updated.

**16. What advice should we give our learners if an employer discourages them from filing a claim?**

The injured worker should phone the WCB directly and file a claim.

<p><b>Suggested Time</b></p>	<p><b>Learning Objectives:</b></p> <ul style="list-style-type: none"> <li>• To recognize the benefits of calling the WCB when someone is injured in the workplace.</li> <li>• To develop newcomers' awareness of the WCB as an organization that can assist injured workers.</li> <li>• To prepare newcomers with enough information that would make them feel comfortable making a call to the WCB if they are hurt at work.</li> </ul>
<p><b>Total time of lesson plan may vary</b></p>	<p><b>Preparation:</b> 30 minutes – 1 hour</p> <p><b>Introduction:</b> 5 – 10 minutes</p> <p><b>Watch Full Video:</b> 8 minutes</p> <p><b>Act I (The Injury):</b> 10 – 30 minutes</p> <p><b>Act II (Reporting the Injury):</b> 10 – 30 minutes</p> <p><b>Act III (Return to Work):</b> 10 – 30 minutes</p> <p><b>Audio Clip (Filing a Claim):</b> 10 – 20 minutes</p> <p><b>Worker Incident Report:</b> 10 – 30 minutes</p> <p><b>Interview Clips:</b> 5 – 20 minutes</p> <p>NB: The activities in the lesson plan can be completed over a period of classes and do not have to be taught in one day.</p>

<p><b>Preparation</b> 30 minutes – 1 hour</p>	<ol style="list-style-type: none"> <li>1. Watch the video and practice navigating through the DVD: <ul style="list-style-type: none"> <li>• You can watch the video with or without audio or subtitles.</li> </ul> </li> <li>2. Review the Facilitator’s Guide in order to familiarize yourself with the materials: <ul style="list-style-type: none"> <li>• Page 1—Table of Contents = Individual Elements (DVD)</li> <li>• Page 2—Table of Contents = Appendices (Facilitator’s Guide)</li> </ul> </li> <li>3. Photocopy any pages needed to assist your learners to understand the claim process better. Some suggested pages are the following: <ul style="list-style-type: none"> <li>• Filing a Claim—Sample Dialogue</li> <li>• Possible Questions for Making a Claim</li> <li>• Sample: Worker Incident Report (2 pages)</li> <li>• Website and PDF Links</li> <li>• Appendix E: Glossary of Terms and Expressions (3 pages)</li> <li>• Appendix F: FAQs</li> </ul> </li> <li>4. Visit the WCB website in order to familiarize yourself with the provided links and any other information you think will be useful for your learners.</li> <li>5. Technology Requirements: <ul style="list-style-type: none"> <li>• TV and DVD player; or</li> <li>• Projector, Laptop/PC and external speakers; or</li> <li>• Smartboard and Laptop</li> </ul> </li> </ol>
<p><b>Introduction</b> 5 – 10 minutes</p>	<p>Choose one or more activation questions to prepare learners for the <i>Hurt at Work? Call WCB</i> video:</p> <ol style="list-style-type: none"> <li>1. Has anyone in the class ever heard of the WCB—Workers Compensation Board?</li> <li>2. Do you know what ‘WCB’ means?</li> <li>3. Has anyone in the class ever been hurt at work in Canada? Home country? <ul style="list-style-type: none"> <li>• If yes, what happened?</li> <li>• Did you tell anyone at work?</li> <li>• Did your company let you go home sick with pay?</li> <li>• Did you need to see a doctor?</li> <li>• Did you file a claim with the WCB?</li> </ul> </li> <li>4. Allow a few learners to answer the questions, but only spend a short amount of time with this activation activity.</li> <li>5. Remember, the goal is to understand your learners’ previous experience and understanding of being hurt at work and filing a claim.</li> </ol>
<p><b>Watch Full Video</b> 8 minutes</p>	<ol style="list-style-type: none"> <li>1. You can watch the video with or without audio or subtitles.</li> <li>2. After watching the video, ask your learners what they learned and understood about the video: <ul style="list-style-type: none"> <li>• If they did not understand the message, let them know that if they are hurt at work, they should call the WCB to file a claim.</li> <li>• Remind them that the WCB has language interpreters that can help them file a claim on the phone or in-person.</li> </ul> </li> </ol>

<p><b>Act I: The Injury</b> 10 – 30 minutes</p>	<p>1. Go to Individual Elements section of DVD:</p> <ul style="list-style-type: none"> <li>• Watch Act I, II or III segments with the class before asking any Reflective Questions.</li> <li>• You may need to review specific terms or expressions before watching any of the Acts again.</li> </ul>
<p><b>Act II: Reporting the Injury</b> 10 – 30 minutes</p>	<p>2. Select Video Debrief and/or Personal Experience Questions:</p> <ul style="list-style-type: none"> <li>• Ask questions to the whole class; or</li> <li>• Divide the learners into pairs or small groups to discuss their responses.</li> <li>• Allow 5 – 10 minutes for discussion of each question.</li> <li>• Ask learners to share their personal or group's response with the class.</li> </ul>
<p><b>Act III: Return to Work</b> 10 – 30 minutes</p>	<p>3. Remember, you do not have to ask the class every Reflective Question. You can decide which questions are most important for your learners to understand how to file a claim with the WCB.</p>
<p><b>Audio Clip: Filing a Claim</b> 10 – 20 minutes</p>	<p><b>Role Play Activity</b></p> <ol style="list-style-type: none"> <li>1. Print and distribute the following documents for the class: <ul style="list-style-type: none"> <li>• Filing a Claim—Sample Dialogue</li> <li>• Possible Questions for Making a Claim</li> <li>• Sample: Worker Incident Report (2 pages)</li> </ul> </li> <li>2. Divide the class into groups of three.</li> <li>3. Review the dialogue and the Possible Questions with the class before they begin the role play activity.</li> <li>4. Inform the class that everyone in their small group should have an opportunity to practise being the claimant/injured worker.</li> <li>5. Walk around the classroom to listen in on the role plays and give feedback as needed.</li> <li>6. Ask one group to demonstrate their scripted phone call in front of the class, if there is time.</li> <li>7. Remember, it is important to have learners practise filing a claim as to decrease their fear of calling the Workers Compensation Board and ensure their preparedness.</li> </ol>

<p><b>Worker Incident Report</b> 10 – 30 minutes</p>	<p><b>Filling Out the Worker Incident Report</b></p> <ol style="list-style-type: none"> <li>1. Familiarize yourself with the Worker Incident Report form and predict which parts of the form may be challenging for your learners.</li> <li>2. Print and distribute the Worker Incident Report (2 pages).</li> <li>3. Ask the class to use a pencil and eraser when filling out the practice form.</li> <li>4. Inform them that they will use pen for the final version in order to submit it to the WCB.</li> <li>5. Another option is to fill out the form online: If you have a higher level class, you can have them practice filing out the PDF form in a computer lab.</li> <li>6. Go to the WCB website to view the electronic form: <a href="http://www.wcb.mb.ca/sites/default/files/files/worker-sp%281%29.pdf">http://www.wcb.mb.ca/sites/default/files/files/worker-sp%281%29.pdf</a>.</li> <li>7. Display the electronic form on the board for the class to see.</li> </ol>
<p><b>Interview Clips</b> 5 – 20 minutes</p>	<ol style="list-style-type: none"> <li>1. Go to Individual Elements section of DVD: <ul style="list-style-type: none"> <li>• You may need to review specific terms or expressions before watching any of the interview clips.</li> </ul> </li> <li>2. Remember, you do not have to show every interview clip to the class. You can decide which interviews are the most important for your learners.</li> <li>3. Each clip is about two minutes in length.</li> </ol>

# Hurt at Work .

## Call WCB

### Facilitator's Guide

### How to Reach Us

The Workers Compensation Board of Manitoba  
333 Broadway, Winnipeg, MB R3C 4W3

Email us at

[wcb@wcb.mb.ca](mailto:wcb@wcb.mb.ca)

For more information, visit

[www.wcb.mb.ca](http://www.wcb.mb.ca)

or call us at

**204-954-4321**

or toll free

**1-800-362-3340**



SAFE Work is everyone's responsibility.  
Preventing injuries is a shared goal between workers,  
employers and WCB. To learn more visit:

[www.safemanitoba.com](http://www.safemanitoba.com)