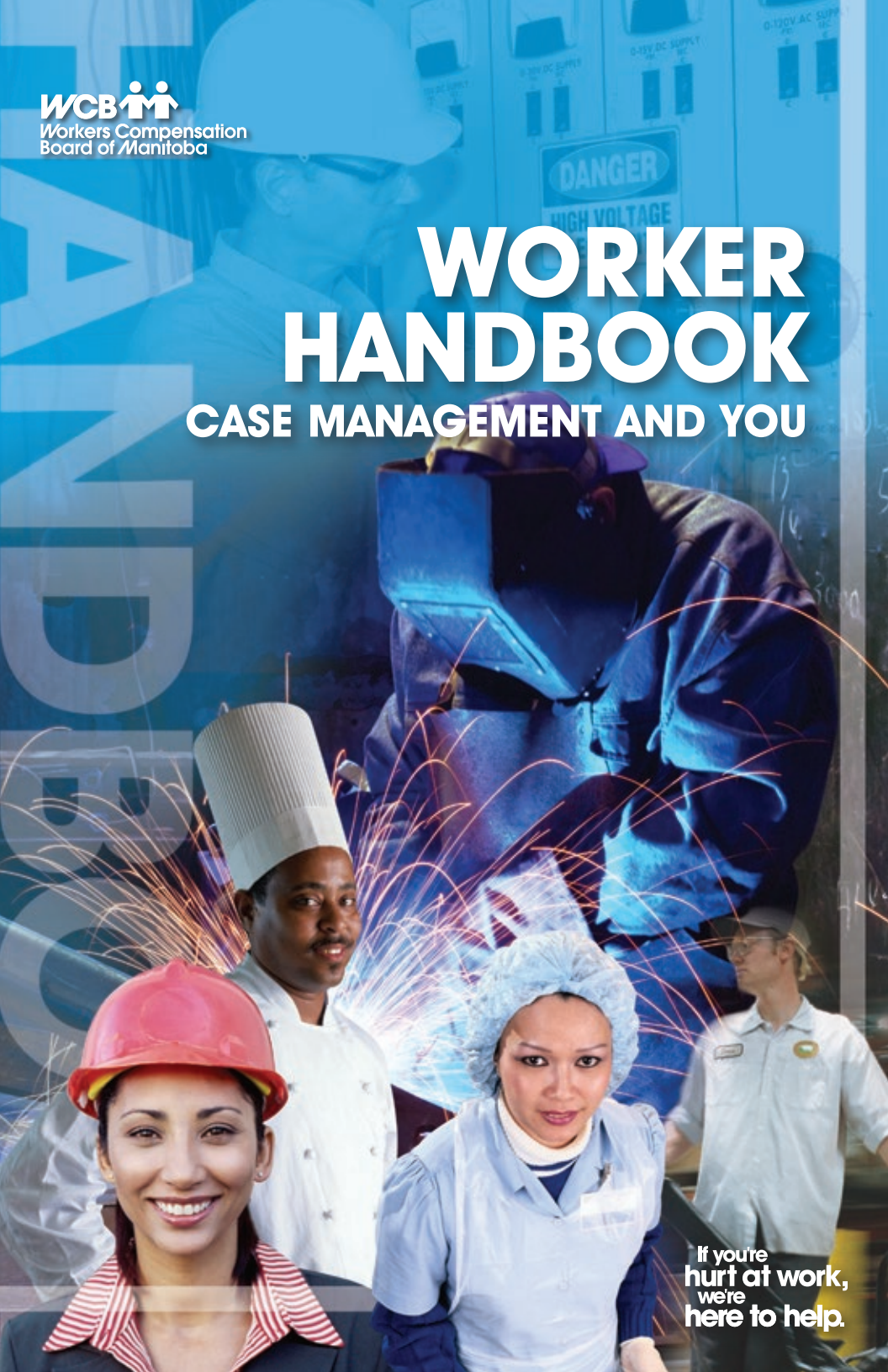


# WORKER HANDBOOK

## CASE MANAGEMENT AND YOU



If you're  
hurt at work,  
we're  
here to help.

## PRIVACY/CONFIDENTIALITY

The Workers Compensation Board of Manitoba's (WCB) collection, use and disclosure of information is governed primarily by three pieces of legislation:

- *The Workers Compensation Act (the Act)*
- *The Personal Health Information Act (PHIA)*
- *The Freedom of Information and Protection of Privacy Act (FIPPA)*

To determine your entitlements, it is necessary for the WCB to collect and use relevant information about you. The WCB decides the nature and sufficiency of the information to be collected. Workers, employers and healthcare providers must provide information to the WCB at the WCB's request.

All information collected by the WCB is treated as confidential. WCB employees are bound by confidentiality provisions under the *Act*, WCB policies, and a confidentiality pledge which strictly limits the disclosure of your personal information to others. FIPPA and PHIA also place certain limits on the information the WCB may disclose. However, you should be aware that the WCB may disclose some information about you in certain limited situations.

Under section 101 of the *Act*, the WCB must disclose relevant information to your employer where there is a request for reconsideration or appeal. You will be notified in the event of a reconsideration or appeal and given the chance to object to the disclosure of information to your employer. You may object to the release of information that is not relevant to your appeal or personal information about you. The WCB will take your objection into consideration when deciding whether to disclose the information. If you disagree with the WCB's decision regarding the disclosure of information, you can appeal the decision to the Chief Appeal Commissioner.

The WCB can also disclose limited information to your employer without a reconsideration or appeal for WCB purposes. This is set out in WCB policies and would usually involve information about your restrictions or rehabilitation plan in order to try to help you to return to work.

## GENERAL INFORMATION ABOUT THE WCB

- Your employer pays for all WCB insurance benefits – they are not deducted from your pay nor are they funded by tax dollars.
- The WCB is governed by a Board of Directors that includes a neutral Board chairperson, three representatives of workers, three representatives of employers and three representatives of the public interest.
- The WCB is committed to providing service that is fast, easy, caring, right and clear.

## GOVERNING LEGISLATION

WCB benefits and services are determined by the date of your injury and provincial legislation applicable on that date.

## WELCOME AND INTRODUCTION

Your claim is now entering a different phase of our claims system called **Case Management**. Case Managers will ensure you get the support you need to recover from your workplace injury and return to work. This support includes providing you with coverage for appropriate treatment, assistance with activities of daily living if required, and to help you to return to health and work. Case Managers may also discuss and address any needs you may have with the personal and emotional issues that arise out of your workplace injury.

The purpose of this handbook is to:

- provide you with an overview of the case management process
- outline possible services and entitlements
- provide contact numbers and other claim related information.

If you require translation services, talk to your Case Manager who will make the necessary arrangements.

**This handbook refers to workplace injuries that happened on or after January 1, 2006.**

# TABLE OF CONTENTS

**This handbook is intended to provide general information only.**

Vision, Mission and Values .....	3
The Recovery Process .....	4
Participation in the Case Management Process .....	6
Return to Work .....	8
Return to Work with Your Employer .....	10
Role Descriptions .....	11
Wage Loss Benefits .....	12
Worker Benefits .....	14
Appeal Procedure for Injured Workers and Employers .....	16
Other Services and Information .....	18
Terms Used by the WCB .....	20
WCB Fact Sheets for Injured Workers .....	22
How to Reach Us .....	24



# VISION, MISSION AND VALUES

## OUR VISION

A trusted partner, insuring today and building a safer tomorrow.

## OUR MISSION

We are here to insure and support safe and healthy work and workplaces.

We put workers and employers at the centre of all we do.

We provide them with valued services for injury prevention, compensation and return to health and work while maintaining system integrity.

## OUR VALUES

- Integrity
- Compassion
- Innovation
- Accountability
- Collaboration



## THE RECOVERY PROCESS

The WCB recognizes that each person's injury/illness and recovery are unique. A team effort involving you, your healthcare provider(s) and the WCB will be used to ensure you get healthcare and other services to help with your return to health and work. Many employers also have disability management programs to help with the recovery process.

With the transfer of your claim to Case Management, you will have a **Case Manager** assigned as your primary contact with the WCB. He or she will become knowledgeable about your claim and is responsible for decisions related to it.

We encourage you to talk to your Case Manager about any concerns that may develop during your recovery.

### TREATMENTS

Depending on the nature and seriousness of your injury, there are various treatment options that may be supported and funded by the WCB.

Primary services include:

- physiotherapy
- work hardening (an intensive occupational therapy program)
- occupational therapy
- physical reconditioning
- chiropractic
- psychological treatment
- acupuncture

Your doctor is responsible for making these treatment referrals and for arranging specialist appointments. He or she should also report this information to your Case Manager to ensure pre-approved coverage.

The length of treatment coverage on your claim is determined by your Case Manager in accordance with WCB policy and guidelines. Requests to extend treatment may be considered.



At times, diagnostic testing (for example, a CT scan or MRI) or a referral to a specialist may be required to help define the extent of your injury and your treatment needs. Your doctor is responsible for arranging these initial appointments. Once a request is made, the WCB may be able to help arrange appointment times at certain clinics.

During your treatment and recovery, we may ask a WCB healthcare professional to examine you. You will be provided ample notice for this type of assessment as well as the reason for the review. You may bring someone to the examination to provide support and to help ensure your questions are answered. The results of the exam are shared with your healthcare provider.

If required, we have an independent translation service which we can share with you. We can make all the translation service arrangements for you.

While in treatment, and as you recover, you may be capable of doing some of the tasks involved in your current job or other tasks at work. These are often referred to as **modified or alternate duties**. The Case Manager will assess your healthcare information and determine what you are able to do. We will work together with you and your employer to facilitate a safe and timely return to work. As you progress through treatment your physical capacities will generally improve. The goal is to have you return to your original or pre-injury job.

We understand that not being able to work because of your injury may affect the benefits you receive through your workplace such as dental plans or private insurance coverage. Check with your employer or private insurance company to clarify how you may be affected. As an insurance program, your WCB benefits are limited to medical expenses incurred as a result of your injury.



## PARTICIPATION IN THE CASE MANAGEMENT PROCESS

To help you through your recovery, communication should occur among the following:

- you
- your Case Manager
- your doctor or other healthcare professional
- your employer
- your advocate/union representative.

### **Your Participation**

- Keep in touch with your Case Manager and provide information on your medical status, and treatment or recovery recommendations. Let your Case Manager know about any concerns or questions you have.
- Be sure to go to all your healthcare appointments including exams, tests and treatment.
- Stay in touch with your employer. This will help when you return to work.
- If a suitable job becomes available at your workplace, you must participate in the return to work program.
- Let your Case Manager know when you return to work so your WCB payments can be adjusted or stopped. If you continue to receive WCB payments after you have returned to work you will be required to repay the money to the WCB.

### **Your Case Manager's Responsibility**

Your Case Manager will:

- inform you of your benefits and the level of support you may receive
- assess your needs, taking into account your medical status and the impact your injury has on your daily activities at home and work
- support and communicate with you throughout your recovery
- ensure wage loss and other benefits are provided to you on a timely basis
- obtain medical information as it relates to your treatment needs and work capabilities
- provide your employer with regular updates on your progress
- if necessary, help determine suitable return to work options with your employer
- if required, help plan a return to work program with you and your employer.



## **Your Healthcare Professional's Participation**

Your healthcare professionals (family doctor, chiropractor, specialist, physiotherapist, etc.) will:

- assess and diagnose your injury or illness and recommend a treatment plan
- if required, arrange treatment and diagnostic testing
- provide the WCB with requested medical information in a timely manner
- recommend restrictions and functional abilities regarding return to work.

## **Your Employer's Participation**

Your employer will:

- stay in contact with you and advise you of alternate work opportunities available while you recover
- upon request, advise the Case Manager of other duties available to you while you recover from your workplace injury or illness. Although not required by the WCB, your employer may need your doctor to complete a physical capabilities form to help identify suitable work. (The cost of completing this form is the responsibility of your employer.) This form may identify work restrictions and limitations. For example, it may list the number of hours you can work and the amount of lifting you can do
- provide progress reports to your Case Manager about your return to work
- upon request, provide your Case Manager with wage information. (The information will be used to establish your wage loss entitlement. For example, if your return to work program includes working less hours per day until you can return to work full time you will receive partial wage loss payments.)

## **Your Advocate/Union Representative's Participation**

Your union representative or advocate may, with your permission:

- assist in the negotiation with your employer about a change in your regular duties
- help you with issues on return to work or other WCB related matters.

**Returning to work as soon as physically and safely possible can help in your recovery.** A successful return to work usually involves a partnership between you, your employer and your healthcare professional(s). You may choose to have your union and/or your safety and health committee representative participate, along with the WCB.

Your employer will often develop your return to work plan with you. The primary return to work goal is to help you return to your original job. Returning you to work with your employer is important as it allows you to return to a familiar workplace, retain your seniority and benefit plans and minimize the changes in your life.

If your injury or illness results in restrictions that prevent you from returning to your original job, your Case Manager will review the following work options based on WCB policy. The options are considered in this order:

1. Return to same work, modified, with the same employer (see chart on page 10).
2. Return to different work or duties with the same employer.

**Our primary goal is always to help you return to your original job.** These other options can be considered on a temporary basis while you recover. If your injury results in permanent restrictions, these options may be considered on a long-term basis.

Here's an example of **Return to same work, modified, with the same employer.** Laura is an assembly line worker with a back injury. The WCB has decided her workplace restrictions include no prolonged sitting or awkward reaching. Laura's job is modified to include a sit/stand stool which makes it easier to change body positions and a tool shelf is moved closer to her. These changes allow her to continue to do her original duties.

Here's an example of **Return to different work or job with the same employer.** Scott is a delivery driver who suffers a permanent ankle injury. He can no longer do the job because of the walking and standing it requires. The delivery job cannot be changed, so with WCB support, Scott takes some basic computer training and is able to work as a dispatcher for his employer. This job involves more sitting so Scott can manage as he recovers.

As part of the return to work plan, the Case Manager may arrange a review of your work area with you, your employer and your union. The Case Manager may also use the services of a **Rehabilitation Specialist** to help identify concerns in your work area and recommend changes to reduce the risk of future injuries. If appropriate, the Case Manager will monitor your return to work plan and assist with wage loss payments if your pay is still impacted by your injury.

Sometimes, people may not fully recover from a workplace injury and may reach a point where no further improvement is expected. If that happens to you, your employer may not be able to re-employ you based on your capabilities. In this case, the Case Manager will then request the services of a **Vocational Rehabilitation Consultant** to help evaluate other work options. Most claims don't progress to this point. If yours does, you will be provided with more detailed information about vocational rehabilitation.

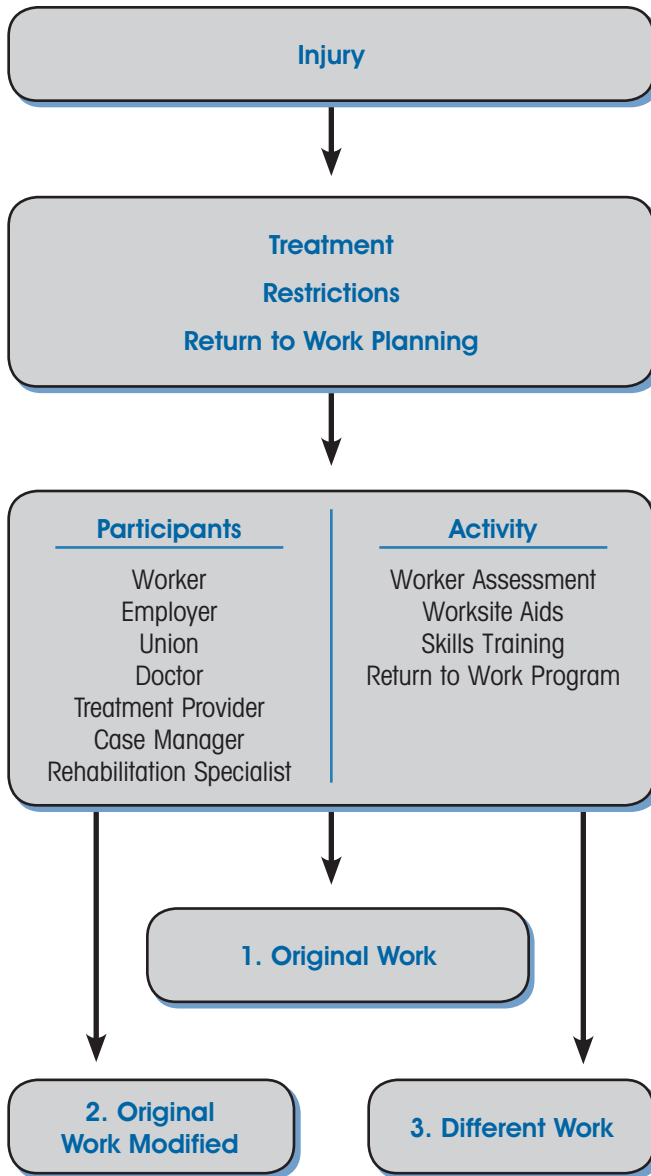
## RE-EMPLOYMENT OBLIGATION

*The Workers Compensation Act* requires employers who have 25 or more full time or regular part time workers to re-employ injured workers who were in their employ for at least 12 continuous months prior to their injury.

For more information on re-employment obligations, refer to the *Re-Employment Obligations* brochure online at [wcb.mb.ca/resources/brochure](http://wcb.mb.ca/resources/brochure) or ask your Case Manager for a copy.



## RETURN TO WORK WITH YOUR EMPLOYER



The goal is always to help you return to your original work. As you recover and progress through treatment, and until you are able to return to your regular duties, your employer may provide modified or different work.

## ROLE DESCRIPTIONS

Throughout the case management process, different WCB staff may be involved in your claim. Their roles are described below.

### *Case Manager (CM)*

The primary decision-maker and contact person on your claim. The Case Manager is responsible for deciding all aspects of your claim, including ongoing entitlements, treatment and return to work programs.

### *Claims Service Representative (CSR)*

The Claims Service Centre operates between 8:30 and 4:30 pm. If you receive a message when calling your Adjudicator or Case Manager, and you prefer to speak to someone immediately, press “0” on your phone. Your call will be answered by a Claims Service Representative who will do their best to answer your question, obtain an update or provide approval for some medical expenses.

### *Healthcare Advisor*

A WCB staff healthcare advisor who provides an opinion to the Case Manager about the diagnosis and treatment of your injury or illness and work capabilities. This helps the Case Manager make decisions on your claim. You may be asked to come to the WCB for an examination. Following the exam, information will be shared with your healthcare provider. The WCB has general physicians, chiropractors, physiotherapists and specialists in psychiatry/psychology, orthopedics, internal medicine, physical medicine and otolaryngology (ear, nose and throat).

### *Medical Aid Assessor*

Calculates and processes goods and services benefits such as travel expenses and prescribed medications.

### *Payment Assessor (PA)*

Calculates and processes wage loss benefits.

### *Rehabilitation Specialist (RS)*

Assesses and recommends supportive aids for you, such as a splint or cane, in the workplace or at home.

### *Vocational Rehabilitation Consultant (VRC)*

Helps you return to employment that respects your work capabilities when unable to return to work with your incident employer.

## WAGE LOSS BENEFITS

The WCB's wage loss benefits are designed to replace your wages if you miss work as a result of a workplace injury. You will receive 90 per cent of your regular take-home pay (net pay).

When we calculate your wage loss benefits, we deduct the following items from your earnings:

- income tax
- Canada Pension Plan (CPP) contributions
- Employment Insurance (EI) contributions
- childcare expenses, child support payments and/or spousal support payments (as applicable, for injuries occurring after January 1, 2001).

We then pay 90 per cent of the remaining earnings (net pay). Our calculations of earnings do not include overtime, bonuses, occasional or regular layoffs, and income from other sources.

If you have other insurance plans that will pay you while you are off work, we will include these in our calculations. It is your responsibility to make your WCB contact person aware of any additional benefits you receive (for example, benefits from other disability insurance plans, Employment Insurance or Canada Pension Plan Disability).

You can learn more on our website (<https://www.wcb.mb.ca/benefits>):

- [Calculation of Wage Loss Benefits Fact Sheet](https://www.wcb.mb.ca/calculation-of-wage-loss-benefits)  
**<https://www.wcb.mb.ca/calculation-of-wage-loss-benefits>**
- [Wage Loss Benefits for Contract \(Deemed\) Workers](https://www.wcb.mb.ca/wage-loss-benefits-for-contract-deemed-workers)  
**<https://www.wcb.mb.ca/wage-loss-benefits-for-contract-deemed-workers>**
- [Wage Loss Benefits for Apprentices](https://www.wcb.mb.ca/apprentices-wage-loss-benefits)  
**<https://www.wcb.mb.ca/apprentices-wage-loss-benefits>**



## PARTIAL WAGE LOSS BENEFITS

There may be times where the WCB pays you a portion of your regular benefit rate. For example:

- You return to work and are making less money than before your injury. This can happen if you temporarily work reduced hours because of your injury or if you work full time in a different or alternate job that pays you less than your pre-injury earnings.
- You are receiving WCB benefits and a collateral benefit. A collateral benefit is any additional benefit you are entitled to receive for a workplace injury under the Canada Pension Plan (disability benefits), the Quebec Pension Plan, the Employment Insurance Act (EI), a private disability insurance plan or employer “top up” benefits. A collateral benefit can also be money earned from another job.

If any of these circumstances result in you receiving income, the WCB will pay you a partial wage loss benefit. Collateral benefits are included to ensure your total combined income does not exceed 100 per cent of your net pre-injury earnings.

Special provisions apply in the calculation of benefits for young workers, apprentices and fatality cases. See the WCB Fact Sheet list on page 22 for more information. You can view Fact Sheets online at [wcb.mb.ca/fact-sheets](http://wcb.mb.ca/fact-sheets) or call 204-954-4321 (toll free at 1-855-954-4321) for copies.

The WCB is pleased to offer direct deposit, allowing your payments to be deposited into an account at a financial institution of your choice. To enroll, complete a Direct Deposit form available at [wcb.mb.ca/resources/worker-form](http://wcb.mb.ca/resources/worker-form). Your Case Manager or the Claims Service Centre may also provide you with the form.



### MEDICATIONS

The WCB may cover the cost of medication prescribed as a result of a workplace injury. Certain types of pain medication may need to be reviewed by a WCB Healthcare Advisor before they are approved. These costs can be reimbursed to you when you submit a receipt or direct billing may be set up with your pharmacy.

#### Opioids

Your injury may result in pain that requires strong medication. The WCB recognizes that physicians are confronted with the challenge of prescribing opioids in a way that balances their ability to relieve pain and improve function while minimizing side effects and risks.

A policy has been developed to provide instructions for the authorization and payment of opioids. This policy applies to cases involving non-cancer pain and can be found on our website at [wcb.mb.ca/policy-manual](http://wcb.mb.ca/policy-manual) (Section 44, Policy 44.120.20).

### TREATMENT EXPENSES

In addition to covering the cost of your treatment sessions, the WCB may also cover costs for transportation in excess of normal transportation costs to and from work, parking, lodging and meals when attending sessions. You must complete an expense form and provide receipts to receive reimbursement.

### SUPPORTIVE DEVICES

These are accessories or aids that may help you in the recovery process or be needed for an extended period of time because of your injury. Items can include braces, splints, orthotics and in some circumstances, special shoes.

### INDEPENDENT LIVING ALLOWANCE

A monthly allowance may be considered when the effects of your injury prevent you from performing yard work such as snow removal and grass cutting and housekeeping tasks that you were responsible for prior to your injury.

### PERSONAL CARE ALLOWANCE

This allowance may be available if you need help with daily living activities such as bathing, dressing, meal preparation, minor healthcare such as changing dressings, help with moving from a bed to a chair and help with routine shopping trips or trips to medical appointments. You must obtain prior approval from your Case Manager before you hire a personal care attendant or pay a family member to assist you.

## CLOTHING BENEFIT

May be provided in two circumstances:

1. The repair or replacement of clothing damaged or destroyed at the time of a workplace injury.
2. The repair or replacement of clothing to accommodate your injury. For example, you may need to purchase a larger size of clothing to fit over a cast.

## PERMANENT PARTIAL IMPAIRMENT (PPI)

If, after your injury, a part of your body does not function in the same way it did before your injury, you may be eligible for a PPI award.

For more details, ask your Case Manager or view the PPI Fact Sheet at [wcb.mb.ca/permanent-partial-impairment-award](http://wcb.mb.ca/permanent-partial-impairment-award).

## PERSONAL COUNSELLING

To help you cope with the effects of your injury you may visit a community psychologist or counsellor. Limits to this service are set by the WCB.

## COMMUNITY FINANCIAL COUNSELLING SERVICES

Community Financial Counselling Services is a non-profit agency available to help you and your family with debt and money management planning. You can contact the agency at 204-989-1900, toll free at 1-888-573-2383 or visit [www.debthelpmanitoba.com](http://www.debthelpmanitoba.com). For WCB clients and their families this service is available at no cost, provided on a timely basis and completely confidential.

*For severe injuries, the WCB may cover the cost of home and vehicle modifications, care of a child or other dependant and mobility devices such as wheelchairs, and/or annual clothing allowance. Your Case Manager will work with you and arrange for a formal assessment to determine your need for additional services.*

# APPEAL PROCEDURE FOR INJURED WORKERS AND EMPLOYERS

## STEP 1 | Ask Compensation Services to Look at the Initial Decision

*Provide new information to your Case Manager.*

Case Managers in Compensation Services make decisions on claims. If, as an injured worker or employer, you disagree with a decision, discuss the decision with your Case Manager first. **Please make sure that you provide any new information about your case to them.**

As an injured worker, if you want to appeal a decision or your claim, you can ask the Worker Advisor Office for help. The Office is separate from the WCB and can provide free, confidential advice. If necessary, the Office may represent you and your dependants in the appeal process. You can reach the Worker Advisor Office at 204-945-5787 or toll free 1-800-282-8069.

## STEP 2 | Request a File Review by the Review Office

*Prepare the reasons you request a file review.*

If, after speaking to your Case Manager, you still disagree with their decision, injured workers, employers, or their representatives can request a file review from the Review Office. Send your written request by mail to the Review Office, 333 Broadway, Winnipeg, MB R3C 4W3 or fax to 204-954-4999. Be sure to include your full name and claim number.

If you prefer, you may use a Request for Review form located on the WCB website at [wcb.mb.ca](http://wcb.mb.ca). The form can be completed online, printed and mailed or faxed to the Review Office. **You may also call the Review Office at 204-954-4462 or toll free 1-855-954-4321, ext. 4462 for a form to be mailed to you.**

For more information, please refer to Policy 21.10, *Reconsiderations* on the WCB website.

### **STEP 3** | Ask for a Final Appeal at the Independent Appeal Commission

*Note that the Appeal Commission can only hear cases that have received a decision from the Review Office.*

If you disagree with the Review Office's decision, you have the right to a final appeal with the independent Appeal Commission. You must complete an Application to Appeal form and explain why you feel the decision should be changed. You may complete and submit the appeal form online at [appeal.mb.ca](https://appeal.mb.ca) or call 204-925-6110 or toll free 1-855-925-6110 for a form to be mailed to you.

#### ***Medical Review Panel***

Another component to the appeal process is the Medical Review Panel, which can take place at any of the appeal steps. This is normally arranged when the written medical opinion of your doctor is different from the medical opinion of a WCB doctor. This difference in medical opinion must be supported by objective medical findings. The WCB has a Fact Sheet which describes the Medical Review Panel in greater detail. You can obtain a copy from your Case Manager, the Claims Service Centre, online at [wcb.mb.ca](https://wcb.mb.ca) or by calling 204-954-4321 (or toll free 1-855-954-4321).

### FAIR PRACTICES ADVOCATE

The Fair Practices Advocate can provide assistance when you feel you have not been treated fairly or the WCB has not resolved your claim in a timely manner. Contact with the Fair Practices Advocate is kept confidential. Your concerns are discussed with WCB staff only if you request that this action be taken. The Fair Practices Advocate is not a level of appeal. To contact the Fair Practices Advocate, please call 204-954-4467 or toll free 1-855-954-4321, extension 4467.

### WORKER ADVOCATES

An advocate can provide you with guidance and information as your claim progresses through Case Management. There does not have to be an issue under appeal. An advocate can also represent you in the appeal process. Examples of advocates are:

#### **Union Representative**

If you belong to a union, a representative of the union may be familiar with the WCB process and can assist you at no cost.

#### **Worker Advisor Office**

Worker advisors are available to counsel you with your claim and WCB decisions. Their office is located in the provincial government's Department of Labour and Immigration. This service is independent of the WCB and is available at no cost.

You may contact the Worker Advisor Offices at 204-945-5787 or toll free 1-800-282-8069.

### GETTING A COPY OF YOUR WCB CLAIM FILE

You can request a copy or update of your file by asking your Case Manager, the Claims Service Centre, or by calling our File Access Department at 204-954-4453 or toll free 1-855-954-4321, ext. 4453. Copies may also be provided upon appeal of an issue to employers and advocates. First time file copies are free of charge.



## CRISIS INFORMATION/NUMBERS

The WCB is aware of the emotional stress and anxiety that you can experience as a result of an injury or a negative claim decision. Although we encourage you to discuss these effects with your doctor or Case Manager, we also recognize this may be uncomfortable. The following mental health services are community based and can be immediately accessed by you or a family member.

**Klinic Crisis Line**  
(24 hours)

204-786-8175

Toll free 1-800-719-3809

**Klinic Drop in Service**

For information call

204-784-4067

**Mobile Crisis Unit**  
(Winnipeg)

204-940-1781

If your employer does not provide an employee assistance program, the WCB can arrange and cover the cost of limited counselling with a psychologist or therapist. Ask for details from your Case Manager.

## TERMS USED BY THE WCB

When dealing with the WCB, you will hear a number of new terms and phrases. The more common terms are described below.

### *Adjudicate*

To decide what your WCB benefits may be.

### *Aggravation*

The worsening of a medical condition.

### *Advocate*

Someone who represents or assists you with the WCB, explaining WCB matters or appealing a WCB decision. A union representative or a worker advisor is a typical advocate. A family member can also help.

### *Alternate/Modified Duties*

Different work duties provided by your employer that are more suitable (within your restrictions) than your pre-injury work.

### *Average Earnings*

Used to describe your actual loss of pay due to your injury/illness. Typically, this is an average of your employment-related pay for one, two or in some cases five years, prior to your injury.

### *Compensable*

What the WCB will or will not pay for.

### *Employable*

Your potential to get a job.

### *Entitlement*

The right to receive WCB benefits and services.

### *Ergonomics*

Worksite set up to prevent strain or injury. Ergonomic adjustments can help you perform tasks that may be difficult to do because of your injury.

### *Functional Capacity Evaluation (FCE)*

This is an assessment of what you can physically do on the job. The results can be used to help the Case Manager determine your work capabilities.

### *Graduated Return to Work (GRTW)*

Gradual increase in work hours to help you return to full time work.

### *Loss of Earning Capacity*

The loss of your ability to earn income because of a workplace injury.

### *Maximum Medical Improvement (MMI)*

The most your health can improve.

### *Minimum Annual Earnings*

A benchmark rate used to decide how much you will receive from the WCB. This amount is reviewed each year and may change.

### *Medical Aid*

WCB department that processes non-wage loss expenses such as medical and some rehabilitation payments.

### *No Time Loss (No T/L)*

Your injury does not cause you to miss work.

### *Non-Compensable*

Something not related to the workplace injury, which may affect your recovery or WCB benefits.

### *Pre-existing Condition*

An injury, illness or disability that took place before your workplace injury/illness.

### *Restrictions (Compensable)*

What you are no longer able to do because of your workplace injury. These can apply to both work and daily living activities.

### *Time Loss (T/L)*

Time missed from work because of your workplace injury/illness.

### *Vocational Rehabilitation*

Programs and services that may be offered to you when your employer can't find you work because of your injury.

# WCB FACT SHEETS FOR INJURED WORKERS

## *Apprentices - Wage Loss Benefits*

Describes benefit calculations when an injured worker is an apprentice.

## *Average Earnings*

Describes the factors that impact how your compensation rate is calculated.

## *Benefits for Dependants of Fatally Injured Workers*

Describes eligibility and financial assistance available to spouses or partners, children and other dependants.

## *Benefits Guide*

Describes how wage loss and other benefits are determined.

## *Calculation of Wage Loss Benefits*

Describes the calculation of wage loss benefits at 90 per cent or 100 per cent of net sheltered.

## *Change in Benefits or Services*

Describes the circumstances that can result in a change in the level of support from the WCB.

## *Collateral Benefits*

Describes how other income or disability benefits can affect your WCB wage loss benefits.

## *CPP Disability Benefits*

Explains the impact that CPP disability benefits have on wage loss benefits and the short and long term value of receiving CPP and WCB benefits at the same time.

## *Review Office*

Describes the first formal level of the WCB appeal process.

## *Income Assistance Benefits*

Describes the effect of collecting social assistance benefits while receiving WCB benefits.

## *Medical Review Panels*

Describes the process of arranging a hearing and for reaching a decision.

### *Overpayment to Workers*

Describes how an overpayment can occur and the options for recovery of the money that has been overpaid.

### *Permanent Partial Impairment Award*

Describes the award, when it is considered and how it is determined.

### *Return to Work*

Describes how a worker can return to work in a gradual, supportive program with their employer.

Facts sheets can be requested from your Case Manager, accessed online at [wcb.mb.ca/resources/worker-fact-sheet](http://wcb.mb.ca/resources/worker-fact-sheet), or picked up in the main lobby of the WCB at 333 Broadway. You can also call 204-954-4321 or toll free 1-855-954-4321 and ask for copies to be mailed to you.



## HOW TO REACH US

When you contact the WCB, you may be asked to leave a message. In your message, it is helpful to include your claim number, your question or concern, a phone number and a time when you can be reached. Providing this information will help WCB staff respond to your inquiry in a timely manner. When leaving a message for your Case Manager, you may press “0” on your phone to reach the Claims Service Centre where a representative will do their best to help you.

### *The Workers Compensation Board of Manitoba*

#### **333 Broadway, Winnipeg, MB R3C 4W3**

Connection to all Departments . . . . .	204-954-4321
Within Canada Toll Free . . . . .	1-855-954-4321
Fax. . . . .	204-954-4999
Within Canada Toll Free Fax. . . . .	1-877-872-3804
Email Address. . . . .	wcb@wcb.mb.ca

### *WCB Brandon Regional Office*

#### **Renaissance Station Building, Unit 1, 457 - 9th Street, Brandon, MB R7A 1K2**

Exchange connecting all Departments . . . . .	204-571-4870
Within Canada Toll Free . . . . .	1-877-437-4870
Fax. . . . .	204-571-4869
Within Canada Toll Free Fax. . . . .	1-877-437-4869
Email Address. . . . .	wcb@wcb.mb.ca

### *WCB Regional Office (Northern Office)*

#### **4-90 Thompson Drive, New Town Square, Thompson, MB R8N 1Y9**

Connection to all Departments . . . . .	204-778-1900
Within Canada Toll Free . . . . .	1-866-770-5366
Fax. . . . .	204-778-1919
Within Canada Toll Free Fax. . . . .	1-866-770-5367
Email Address. . . . .	wcb@wcb.mb.ca

### *Report Fraud and Non-Compliance*

Winnipeg. . . . .	204-888-8081
Toll Free . . . . .	1-844-888-8081
Email . . . . .	Compliance@wcb.mb.ca

### *WCB Policy*

If you have questions related to a policy, please call 204-954-4655.

### *Copy of Act or Regulations*

To obtain a copy of *The Workers Compensation Act* and Regulations go to: [wcb.mb.ca](http://wcb.mb.ca)





If you're  
**hurt at work,**  
we're  
**here to help.**

## How to Reach Us

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

Email us at  
**wcb@wcb.mb.ca**

For more information, visit  
**www.wcb.mb.ca**

or call us at  
**204-954-4321**

or toll free  
**1-855-954-4321**

## Report fraud and non-compliance

Call 204-888-8081 or toll free 1-844-888-8081  
Email **Compliance@wcb.mb.ca**

SAFE Work is everyone's responsibility.  
Preventing injuries is good for employers and  
workers. To learn more, go to:

**safemanitoba.com**

or call 204-957-SAFE (7233) in Winnipeg  
or 1-855-957-SAFE (7233) outside Winnipeg

