

HOW TO COMPLETE A WORKER WCB CLAIM FORM FOR PSYCHOLOGICAL INJURY

The following information was received from a WCB adjudicator who sent it to one of our members that she was assisting.

The best and only real explanation, that I've seen, of what WCB wants to see in a psychological injury claim submission. Thought it was worth sharing.

As we discussed I have enclosed a Worker's Handbook for you to reference. Within this booklet if I could please have the General Information Questionnaire for Emotional Injuries (C844) including a chronological list of events (with estimated/actual dates and times they occurred); in addition to contact information for witnesses if you have any; and the Release of Medical Information completed for your file that would be greatly appreciated. (Pages 25-30). I have also included the form Preparing to Return to Work; this will assist us in negotiating with your employer and treatment team to assist in your return to work goals.

WCB may accept a psychological injury or stress when it is an emotional reaction in response to a single traumatic work-related event or a cumulative series of traumatic work-related events experienced by the worker. A traumatic event(s) is defined as a direct personal experience of an event or directly witnessing an event that, reasonably and objectively assessed, is:

- sudden/unexpected,
- frightening or shocking,
- having a specific time and place, and
- involving actual or threatened death or serious injury to oneself or others or threat to one's physical integrity (i.e., assault).

Interpersonal relations between a worker and coworkers, management, or customers may be traumatic when they result in behaviours that are aggressive, threatening, or abusive.

Chronic onset psychological injury is compensable when it is an extreme emotional reaction to:

- an accumulation, over time, of a number of verifiable work-related stressors that do not fit the definition of traumatic event,
- a significant work-related stressor that has lasted for a long time and does not fit the definition of traumatic event, or
- bullying or harassment, defined as a repeated incident of objectionable or unwelcome conduct, comment, bullying or action intended to intimidate, offend, degrade or humiliate a particular person or group

WCB investigates the causation to determine whether the claim is acceptable. Claims for this type of injury are eligible for compensation only when all of the following criteria are met:

- there is a confirmed psychological or psychiatric diagnosis as described in the DSM,
- the work-related events or stressors are the predominant cause of the injury; predominant cause means the prevailing, strongest, chief, or main cause of the chronic onset psychological injury,
- the work-related events are excessive or unusual in comparison to the normal pressures and tensions experienced by the average worker in a similar occupation, and
- there is objective confirmation of the events.

In addition to the duties reasonably expected by the nature of a worker's occupation, actions taken by an employer relating to management of work and employees are considered a normal part of employment. Normal employment expectations include, but are not limited to, the following:

- Hiring employees
- Performance evaluations and/or performance corrective actions
- Staff assignments, transfers or restructuring
- Promotions, demotions, lay-offs, and terminations
- Workload fluctuations and management and/or assignment changes
- Timeline/deadline pressures
- Work environment, including health and safety concerns, and union issues.

Also For the purpose of this investigation please provide the following:

Who, What, Where, When; **A point form list** of incidents that specifically took place, each incident should include a date, who the aggressor was, and who witnessed the events. Each incident should include specific language. Please avoid generic terms such as he / she was rude to me, he / she bullied me, he / she belittled me.

Here is an example:

On February 2, 2021 my supervisor Bill yelled in me in front of my coworkers and customers. He embarrassed me by calling me stupid and worthless.

My coworker Suzy witnessed this. Suzy's contact information is 555-555-5555 and she has agreed to be contacted by WCB.

If any witnesses wish to remain confidential, please send their information in a separate email with the subject – Confidential Witness; as all correspondence received is sent to the claim file

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Hopefully this will help guide you through what we require.

Please feel free to share this document with whomever you think will benefit from having it.