

# WorkSafeBC

## Focus Disability Network Society members

September 2022

# Agenda

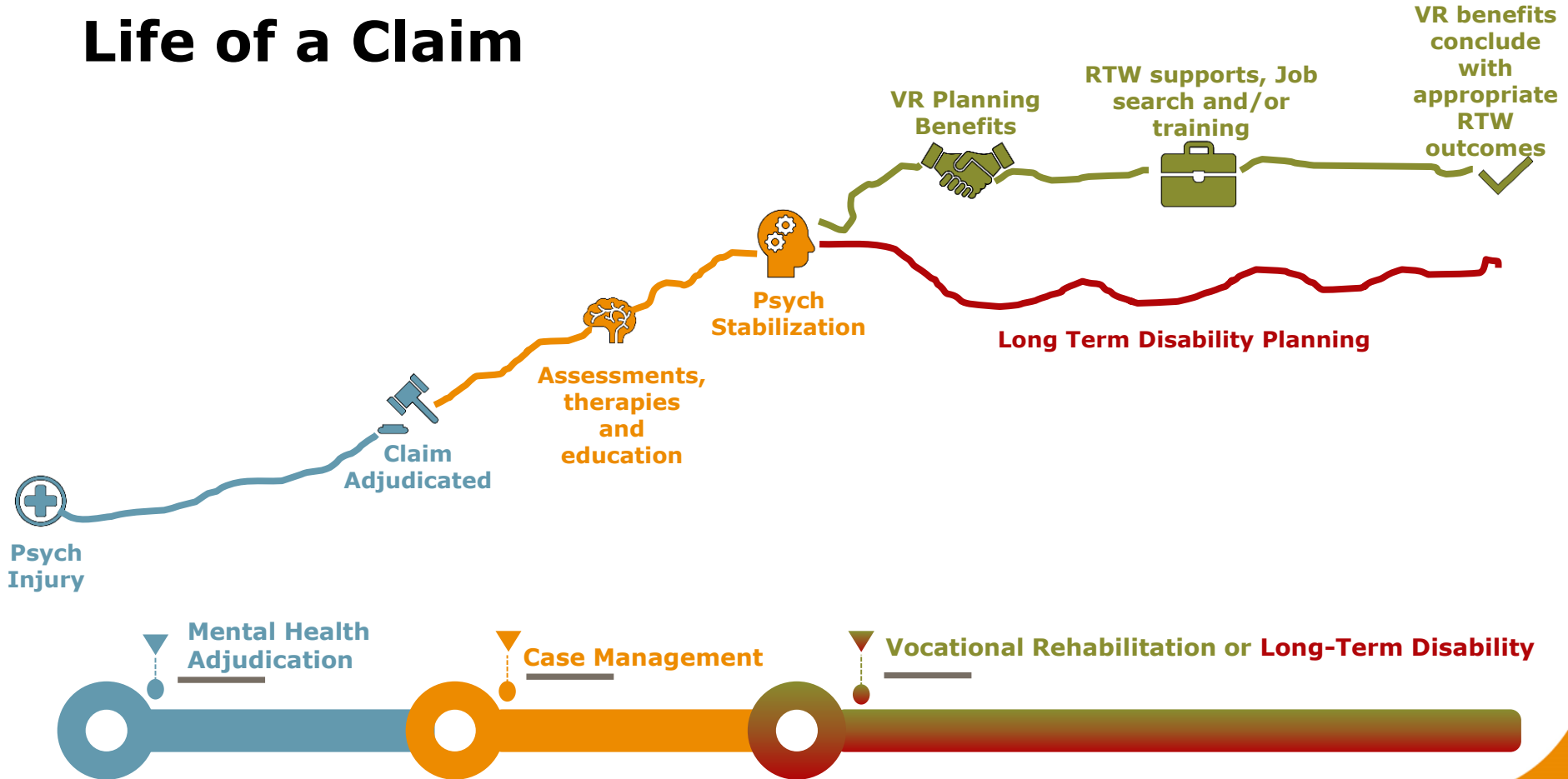
Scope of services available

Life of a Claim

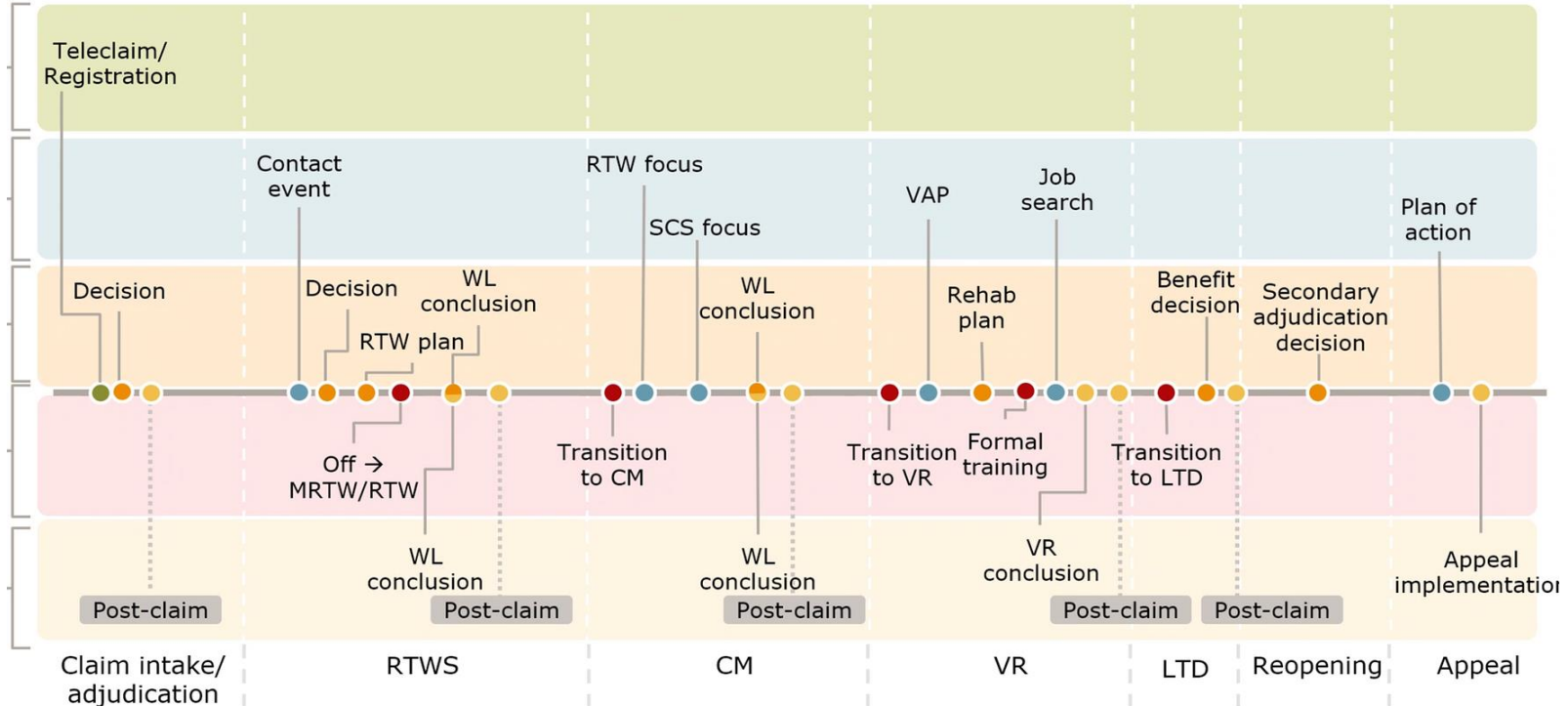
Advocacy for clients

Staff Wellness and Resiliency

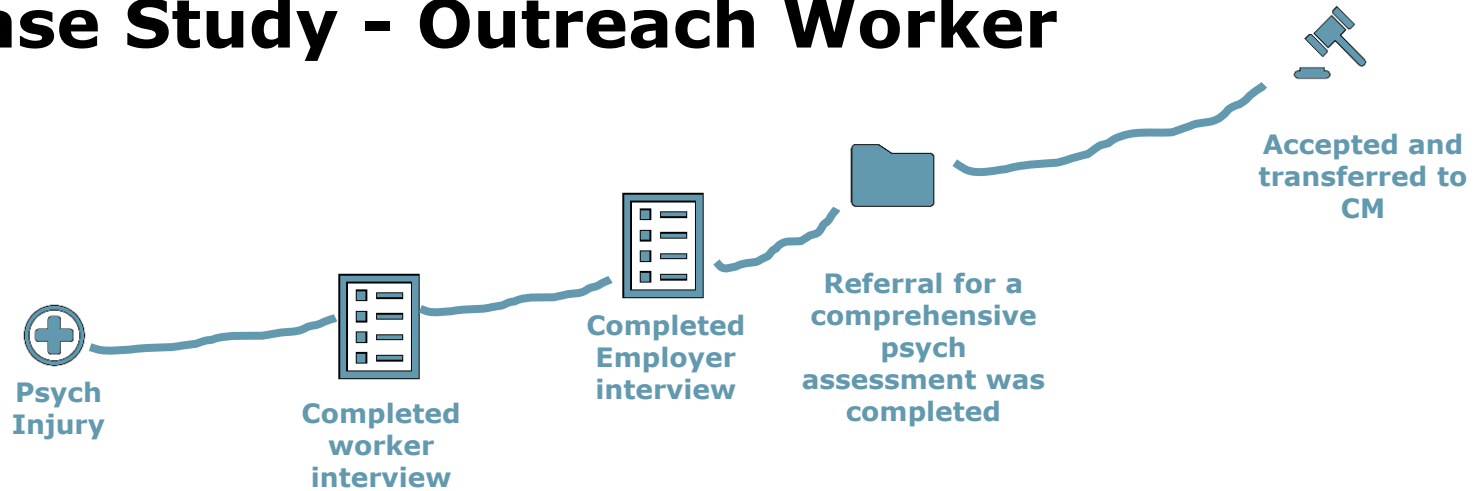
# Life of a Claim



# Beginning to post-claim



# Case Study - Outreach Worker



## ▼ MHA

- Claim filed for a series of traumatic events – April 28/20
- EO completed worker interview to gather information regarding the workplace events, mental health history, as well as assess whether any additional supports that could be offered (such as SWOTS, supportive counseling) and completed suicide risk assessment – May 5/20
- EO completed employer interview to gather time loss information as well as confirm worker's involvement in the reported incidents – May 14/20
- EO reviewed all the claim evidence to determine if a psychological assessment was needed; several of the reported events were determined to meet the criteria for traumatic and/or significant stressors and therefore a referral for a comprehensive psych assessment was completed on May 26/20

# Cast Study – Correctional Officer



## ▼ Case Management

- Initial interview with CM: July 27/18, CM advised that referral to OTCA will be made
- First contact from OTCA: Aug 3/18
- Provided with psychological support and treatment, as well as OT support including stay-at-work support, as well as support with sleep hygiene, stress management, and community activation
- Referred to VR May 28/19 with restriction for working with inmates under preventative mandate

# Advocacy for Clients

## **Workers' Advisers Office**

Operating independently of WorkSafeBC, the Workers' Advisers Office is a branch of the Ministry of Labour providing workers, their dependants and other stakeholders with free advice, assistance, representation, training and mentoring with respect to workers' compensation issues.

[Workers' Advisers Office - Province of British Columbia \(gov.bc.ca\)](http://gov.bc.ca)

# Reframe disability

- Reframe disability in conversations with workers, employers, and providers with a focus on ability.
- Write restrictions and limitations with a focus on ability.
- Encourage workers, employers, and providers to find ways to remove RTW barriers.





## Example 1

Permanently limited in their ability to work in interpersonally demanding situations.

Worker is able to work in environments with limited exposure to emotionally volatile situations.

## Example 2

Unable to lift floor to waist repetitively beyond the Medium category.

Worker is able to perform lifting activities that do not require repetitive lifting from floor to waist beyond the Medium category.

# Supporting employee resilience

*Strong relationship between leadership style and employee resilience*

- Support employees to take ownership and control of work and actions
- Encourage taking risks and being accountable for outcomes

*Learning culture*

- Continuous learning and adapting to change
- Learning and development is encouraged and supported

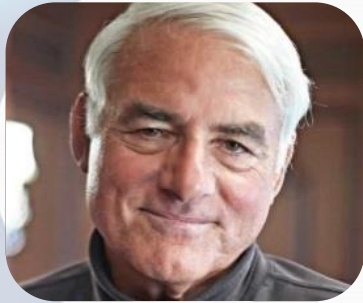
*Organizational support*

- Employees perception of level of concern, help, and affirmation
- Crucial factor in developing employee resilience

# Theme 1: Resiliency



# Theme 2: Communicating More Cohesively



# *Questions*

