

## Summary of Recent Policy and Procedure Revisions

This Bulletin provides a summary of policies and procedures recently revised, rescinded, reviewed or introduced.

### Employer Services

#### **Policy ES-04 Deferred Payment of Assessment**

Effective December 12, 2024, the Board of Directors approved the following revisions:

- Added a Definitions Section to define Payroll Statements, Prior Year Adjustments, Current Year Assessment and Optional Personal Coverage;
- Reorganized the policy into two parts: Deferred Interest-Free Payment Arrangements and Deferred Interest-Bearing Payment Arrangements;
- Removed the Merits and Justice section, as applying the rules of a deferred interest-free payment arrangement are definitive; and
- Completed various housekeeping items, including edits for clear language and updating the Reference section.

#### **Procedure 601.00 Payment of Account**

Effective November 20, 2024, Management Committee approved the following:

- Clarified the current process of when payment will be required for current year estimate updates;
- Clarified that employers may pay their accounts using a deferred interest-bearing payment arrangement when they are unable to comply with the rules of the interest-free payment arrangement;
- Added a section to clarify the guidelines for Optional Personal Coverage accounts, including which accounts qualify for deferred interest-free payments and rules for deferred interest-bearing payments; and
- Completed housekeeping items, including clear language edits.

### Health Care

#### **Policy HC-12 Occupational Rehabilitation Services – Private Clinics**

Effective October 17, 2024, the Board of Directors approved the following revisions:

- Update to the types of occupational services and definitions to be consistent with the Memorandum of Agreement (MOA) language;
- Clarified the overall goal and focus of occupational rehabilitation;
- Added coverage guidelines for health care entitlement for occupational rehabilitation services consistent with other Health Care Entitlement policies;
- Updated the requirements of a licensed practitioner providing occupational rehabilitation services to be consistent with the MOA;
- Clarified that reporting requirements and fees are set by WorkplaceNL;
- Updated the reference section to add the MOA and policies EN-17 Interruptions and Delays in Work Injury Recovery, RE-02 The Goal of Early and Safe Return to Work and the Roles of the Parties, and RE-18 Hierarchy of Return to Work and Accommodation; and
- Completed minor grammatical edits.

## Summary of Recent Policy and Procedure Revisions

### **Policy HC-07 Travel and Accommodation – Workers**

Effective December 12, 2024, the Board of Directors approved the following revisions:

- Revised the definition of a worker’s “home community” to mean the location of their current primary residence, instead of their residence at the time of injury;
- Stated that, if a worker relocates during their claim, travel entitlement may be based on transportation to and from the equivalent health care provider nearest to their home community;
- Stated that WorkplaceNL will not pay for ridesharing services; and
- Completed various housekeeping items, including revising the Merits and Justice section, updating the Reference section and completing clear language edits.

### **Procedure 60.00 Health Care Fees and Expenses**

Effective November 12, 2024, Management Committee approved the following revisions:

- Updated the definition of “home community” to mirror the revised policy;
- Stated that a worker is required to notify WorkplaceNL of their new primary residence if they relocate prior to submitting a travel claim;
- Stated that, if a worker relocates during their claim, travel entitlement may be based on transportation to and from the equivalent health care provider nearest to their home community, as stated in the policy;
- Clarified that WorkplaceNL does not cover the cost of travel by ridesharing services to maintain consistency with the policy;
- Completed various housekeeping items, including updating “Regional Health Authorities” to “NL Health Services,” deleting a redundant appendix and clear language edits.

## Entitlement

### **Policy EN-12 Hearing Loss**

Effective October 17, 2024, the Board of Directors approved the following revisions:

- Clarified that claims for traumatic hearing loss and other causes of hearing loss (e.g., chemical and biological exposure) are considered under the guidelines of Policy EN-19 Arising out of and in the Course of Employment;
- Specified entitlement to hearing aid devices under the section Benefits and Devices for Hearing Loss;
- Removed the Implementation section, as this is a sunset clause which expired on April 1, 2009;
- Incorporated relevant CSA standards for the protection of hearing and measure of sound;
- Removed reference to testing for tinnitus;
- Removed the reference to a “clear and adequate” history of “persistent and severe” tinnitus as this raises the entitlement bar above the threshold of balance of probabilities;
- Completed edits for clear language and to align with commonly used terms for hearing loss; and
- Updated the policy reference section to add Procedure 21.00 Hearing Loss.

## Summary of Recent Policy and Procedure Revisions

### **Procedure 21.00 Hearing Loss**

Effective September 17, 2024, Management Committee approved the following revisions:

- Added that a worker's full work history should be submitted with the Form 6HL, Worker's Report of Hearing Loss, resulting in future changes to the form;
- Updated the decision-making flow chart process to outline that the Intake Adjudicator reviews a claim for specific criteria before sending a summary to the Client Services Assistant; and
- Completed edits for clear language.

## Health and Safety

### **Policy HS-03 Occupational Health and Safety Certification Training**

Effective October 17, 2024, the Board of Directors approved the following revisions:

- Clarified expectations for training providers and trainers, including timelines and requirements for specific areas of non-compliance;
- Clarified WorkplaceNL's jurisdictional restrictions;
- Added additional references for participant-focused training;
- Added a Review section to address the review process; and
- Completed various housekeeping updates, including an update to the reference section and clear language edits.

### **Procedure 80.00 Certification Training Provider Approval**

Effective January 14, 2025, Management Committee approved the following revisions:

- Added the requirements for a training provider to have a principal training location and trainer(s) in Newfoundland and Labrador;
- Added a requirement for training providers to sign and submit the Certification Training Code of Ethics;
- Clarified the requirements for a training provider application form;
- Added a reference to Procedure 81.00 Certification Trainer Approval; and
- Completed various housekeeping updates.

### **Procedure 82.00 Certification Training Quality Assurance**

Effective January 14, 2025, Management Committee approved the following revisions:

- Updated the procedure title to provide clarity for users;
- Expanded the list of purposes for auditing;
- Added a list of quality assurance activities;
- Added a Review section to reference Procedure 84.00 Certification Training Decision Review;
- Clarified the potential consequences of non-compliance and a list of common indicators of non-compliance; and
- Completed housekeeping updates.

### **Procedure 83.00 Certification Training Investigation**

Effective January 14, 2025, Management Committee approved the following revisions:

- Clarified the purpose of a training investigation and the investigation process;

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## Summary of Recent Policy and Procedure Revisions

- Update the requirements for the investigation report;
- Added an Authorized Representative section;
- Revised the non-compliance section to include the situations where WorkplaceNL may prescribe remedial actions, suspend or decertify a training provider and trainer;
- Added a Review section to reference Procedure 84.00 Certification Training Decision Review; and
- Completed housekeeping updates.

### **Procedure 84.00 Certification Training Decision Review**

Effective January 14, 2025, Management Committee approved the following revisions:

- Updated the procedure title to improve a user's understanding of procedure information;
- Added a designate for the Vice-President of Prevention in the Review section to be consistent with the other members of the Review Committee; and
- Completed housekeeping updates.