

Client Services Procedure Manual

Procedure: 19.00
Subject: Essential Personal Care Coverage

19.0 Definitions

Essential Personal Care: may include daily living needs, nursing care, mobility assistance and/or supervisory care.

Essential Personal Care Fees: fees paid to professional service providers for provision of necessary personal care resulting from the impacts of a compensable injury or amounts paid to non-professional care providers to compensate for assisting workers with personal care.

Daily Living Needs: includes feeding, bathing, toileting, grooming, and laundry. This does not include general property maintenance which will not be covered by WorkplaceNL.

Nursing Care: includes bowel and bladder assistance, medication, prosthesis, dressing change, care of pressure sores.

Mobility Assistance: includes transfers from bed to chair, chair to toilet, etc., where an injured worker is confined to bed and/or a wheelchair.

Supervisory Care: care provided when an injured worker needs supervision to ensure his/her safety – e.g., head injury where worker is disoriented.

19.1 General

In cases of significant functional limitation due to a work injury, WorkplaceNL will pay for assistance in providing essential personal care which the injured worker is unable to perform. WorkplaceNL differentiates between professional care providers (fee for service), and non-professional care providers (family member, neighbor etc.).

Essential personal care will be covered for either short-term disability or on a permanent basis. The decision maker will determine as early as possible the need for essential personal care. Requirements for essential long term care will be determined through a home assessment by an appropriate health care professional. In the case of essential short term care such as post-operative recovery, an assessment may not be required. The decision maker will discuss the worker's essential personal care needs as early as possible prior to or after the worker's surgery to ensure that the essential personal care will be available to the worker upon hospital discharge. The decision maker will consult with the appropriate WorkplaceNL Health Care Consultant, if required.

Decisions with respect to entitlement, necessity and amount of essential long term personal care will be made by the Case Manager, in consultation with WorkplaceNL's Occupational Therapy Consultant and/or other appropriate Health Care Consultant/Providers depending on the individual circumstance.

Application of the essential personal care procedure requires consideration based on a complete understanding of the worker's circumstances (physical limitations, support available, home environment, rehabilitative aids available, etc.).

19.2 Essential Personal Care Providers

Depending on the needs of the worker, required essential personal care might be appropriately delivered by a professional service provider, friend or family member. Wherever appropriate (e.g., where the worker's care requirements allow), provision of essential personal care by an appropriate professional will be investigated prior to authorization of essential personal care provided by non-professional care givers.

In deciding the appropriate type of care (professional or non-professional) WorkplaceNL will take into consideration the individual circumstances of the case, the duration of the necessary care, and the extent and cost of training required. However, where the requirement for essential personal care is short term in nature and a non-professional care provider would require training, WorkplaceNL will cover professional care services to ensure the timeliness of those services to the worker.

Professional Care Providers

Where professional care is required, WorkplaceNL will pay the actual costs of approved care directly to the service provider, within the limits of any relevant service provision agreements in effect at the time.

A WorkplaceNL Letter of Good Standing is required.

Non-professional Care Providers

Where a family member, friend or other non-professional care giver is required and approved to provide essential personal care to the worker, the care provider will be awarded an amount equivalent to the number of hours required to meet the worker's documented needs, in accordance with Provincial Government Home Support Worker agreements.

WorkplaceNL will cover the cost of any training required to enable the non-professional care giver to provide appropriate care to the worker. The individual must demonstrate that he/she has successfully completed the required training in order for WorkplaceNL to consider him/her an appropriate care provider.

The care provider and/or worker will be required to sign agreements as required by WorkplaceNL. The care provider will be required to obtain optional personal coverage under the Act prior to commencing the training and/or care and WorkplaceNL will cover the cost.

19.3 Essential Personal Care Coverage Review

Where a need is identified WorkplaceNL may review the worker's essential personal care requirements at any time and in all cases of long term coverage, the continuing needs of the worker will be reviewed at least annually.

19.4 Exceptional Circumstances

In cases where the individual circumstances of a case are such that the provisions of this procedure cannot be applied or to do so would result in an unfair or unintended result, WorkplaceNL will decide the case based on its individual merits and justice. Such a decision will be considered for that specific case only and will not be precedent setting.

Reference: *The Workplace Health, Safety and Compensation Act, Sections, 2(1), and 84-88*
Policy HC-06 Essential Personal Care Coverage

Amendment History

<i>Original Effective Date</i>	1998 12 18
<i>Revision #1</i>	2004 01 01
<i>Revision #2</i>	2008 07 22