

Workers HANDBOOK

A quick reference guide outlining benefits available
to you should you become injured at work.



WorkplaceNL

Health | Safety | Compensation

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INTRODUCTION

About this handbook

The Workers' Handbook is a quick reference guide outlining benefits available to you should you become injured at work. Although we've included many important details, it does not cover every issue or exception. For up-to-date information on workers' compensation, return-to-work programs, injury prevention and more, please visit our website at workplacenl.ca.

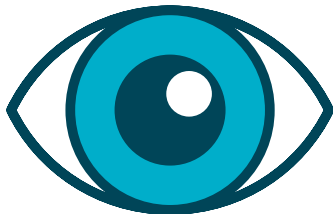
Purpose and values

WorkplaceNL provides no-fault workplace injury insurance to employers and workers across Newfoundland and Labrador under the direction of the Workplace Health, Safety and Compensation Act, 2022.

We also work to promote safe and healthy workplaces, prevent workplace injuries, support workers and their families and to establish strong return to work programs.

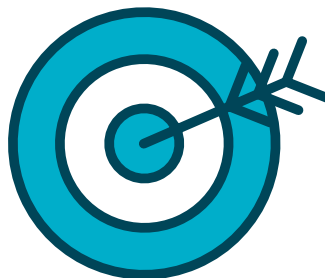
Vision

The vision of WorkplaceNL is of safe and healthy workplaces within a sustainable insurance system which reduces the impact of workplace injuries by providing fair and adequate benefits to injured workers and the highest level of services to all workers and employers.



Purpose

To improve quality of life through safe workplaces and support for our clients.



Values

The Meredith Principles are the foundation of all Canadian workers' compensation systems. These values define who we are, what we aspire to be and our commitments to each other and to our clients.





Accountability >>>

We are responsible for our words, actions, results – we learn from our mistakes, and trust each other to do the same.



Respect >>>

We value and treat everyone with dignity and empathy.



Integrity >>>

We are open and honest, and always try to do the right thing.



Service >>>

We honour our responsibilities to those we serve, communicating with purpose and clarity.



Excellence >>>

We always put our best effort forward, accomplishing more by working together and learning as we grow.



Safety >>>

Everyone's health, safety and well-being is our priority.

WORKPLACE INJURIES

WorkplaceNL provides short and long-term benefits to workers or dependency benefits if a worker loses their life due to an injury.

A workplace injury:

- Happens at work, on company property or on company business
- Requires medical treatment
- May or may not require time away from work

Our priorities are to ensure workers and dependents receive their necessary benefits and to promote our goal of zero harm to workers.



What to do if you are injured

1



GET MEDICAL HELP.

You can visit a physician, nurse practitioner, physiotherapist or chiropractor to get the help you need.

Tell your health care provider that your injury is work-related. They will complete either a **Physician's Report (Form MD)**, a **Physiotherapy Report (Form PR)** or a **Chiropractor's Report (Form 8/10c)** and provide you with copies for you and your employer. Provide the employer's copy of the report, which outlines your functional abilities, to your employer and discuss Early and Safe Return to Work (ESRTW) options.

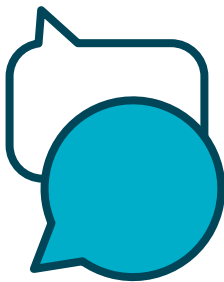
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REPORT THE INJURY.

- **Tell your supervisor** about the injury as soon as possible. They'll want to know what happened, where it happened and the names of any witnesses to complete the Employer's Report of Injury (Form 7).
- **Tell WorkplaceNL** by submitting a Worker's Report of Injury (Form 6). You can do this a couple different ways:
 - Online through [MyWorkplaceNL](#)
 - Complete the form and send it to WorkplaceNL via email, mail or in person according to the instructions at the top of the form.

3



STAY CONNECTED.

Talk to your employer about how you can stay at work safely or what changes are needed for return-to-work planning to start right away. This transitional work may include temporary changes to your current duties or different tasks until you are ready to go back to your regular work.

Returning to the people, routines and stimulation of work can contribute to your overall well-being and can even aid in your recovery. With effective return-to-work planning, the human and financial costs associated with workplace injuries are significantly reduced.

More detail on all three steps are included in this handbook.

How to report an injury

When an injury happens, notify your employer immediately and submit a [Worker's Report of Injury \(Form 6\)](#) to WorkplaceNL within three months of the injury. Where the injury is an occupational disease, a [Worker's Report of Occupational Disease \(Form 6S\)](#) should be provided to WorkplaceNL within three months of your diagnosis. For a work-related hearing loss claim, a [Worker's Report of Hearing Loss \(Form 6HL\)](#) is required.

In the case of a workplace fatality, the employer is required to report the fatality to WorkplaceNL and submit a [Fatality Report \(Form 7FR\)](#). A claim for compensation must be made within six months of the workplace fatality.

The best way to submit a claim for a work-related injury is through [MyWorkplaceNL](#).

Please ensure all information, including your full name, mailing address, date of birth, MCP number and Social Insurance Number (SIN) are accurate before submitting forms. Any missing or incomplete information may cause delays in the processing of your claim.

Even though your employer and health care provider may have sent in their own forms, you must still send in your Form 6. Your claim will not be processed unless a completed Form 6 is received.

You can [learn more about submitting a claim](#) and find links to all forms on our website.



Qualifying for compensation

We review three forms – Form 6, Form 7 and the Health Care Provider's Report of Injury (Form MD, Form 8/10c or Form PR) – when deciding if you qualify for compensation.

If your claim is accepted, you will receive written notification outlining your weekly compensation benefit rate along with other general information.

If you are losing time from work or participating in an early and safe return-to-work plan, your claim is referred to case management. Your claim acceptance letter will identify your case management team (case manager, return to work (RTW) facilitator, client services assistant and health care benefits assistant). You will be issued a claim number – this is your unique personal identifier. Please note your claim number when discussing your claim with WorkplaceNL.

If your claim is denied, you will receive written notification with the reasons why. This letter will also outline the process to request a review of the decision should you wish to do so.

How we pay you

Payments from WorkplaceNL are generally issued by direct deposit. Please ensure you complete the direct deposit information, which can be found through your [MyWorkplaceNL](#) account.

Authorized representative

If you would like for us to discuss your claim with a family member or other representative, please complete section G of the Form 6, or authorize a representative online through your [MyWorkplaceNL](#) account. If you are unable to complete the form online, please complete the [Authorized Representative Consent \(Form 13\)](#).



BENEFITS AND SERVICES

Health care benefits

WorkplaceNL recognizes that access to timely and appropriate health care services is important for a worker to return to or recover at work.

We cover health care costs where the health care service is appropriate, medically effective and consistent with accepted health care practices for the work-related injury. This may include:

- Physiotherapy
- Chiropractic care
- Acupuncture treatment
- Massage therapy
- Medical tests and surgeries
- Prescription medication
- Medical devices, such as hearing aids
- Home modifications for more serious injuries
- Travel, accommodation and meals
 - You can submit expenses online through [MyWorkplaceNL](#). If you are unable to complete the form online, please complete the [Expense Claim – Travel/Other \(Form 95\)](#).
 - WorkplaceNL may reimburse necessary and appropriate travel and parking expenses (excluding parking tickets) incurred during a labour market re-entry assessment or plan.
 - Reimbursement will be made in accordance with [government's automobile reimbursement rates](#) for using private vehicle at work applicable on the date of travel.

Generally, you can choose the health care provider you wish to see after an injury. WorkplaceNL will pay your health care provider directly. In some cases, WorkplaceNL may request an examination by a specific health care provider. If you want to change your health care provider mid-claim, you should speak with your case manager.

If you are referred to a physiotherapist or chiropractor, you should contact a clinic of your choice to arrange an appointment. A physician referral is not required to attend a physiotherapy clinic for a new injury.

Supplies and adaptive aids

Health care supplies and adaptive aids require prior approval by WorkplaceNL. When prescribing health care items, your treating health care provider should submit a completed [Health Care Devices and Supplies Prescription Form](#) to WorkplaceNL.

If an ordered item is not suitable, please notify your health care benefits assistant. They can advise you if the item is returnable.

Wage-loss benefits

You may receive temporary wage-loss benefits from WorkplaceNL if you are off work for your work-related injury and:

- Receiving medical treatment,
- Participating in an early and safe return-to-work program, or
- Participating in a labour market re-entry program.

When we accept your claim for wage-loss benefits, your compensation usually starts the day after your injury. Your employer is required to pay your full wages for the day of the injury.

If you refuse treatment recommended by your health care provider, delay treatment or fail to participate in a return-to-work or labour market re-entry program without legitimate reason, your benefits may be interrupted or discontinued.

Initial rate

Wage-loss benefits are 85 per cent of your pre-injury net earnings. There is a limit on the amount of gross earnings insured, known as maximum compensable earnings.

Your net earnings are your gross pay less probable Employment Insurance, Canada Pension Plan and Income Tax deductions.

WorkplaceNL usually calculates your wage-loss benefits based on your average earnings for the four pay periods immediately before your injury. This calculation may change depending on your employment status (i.e., seasonal worker).

Example:

Gross weekly income pay period 1	\$750. ⁰⁰
Gross weekly income pay period 2	\$800. ⁰⁰
Gross weekly income pay period 3	\$850. ⁰⁰
Gross weekly income pay period 4	\$850. ⁰⁰

Total of the four pay periods	\$3,250.⁰⁰
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Average of the four pay periods	\$812. ⁵⁰
Probable EI, income tax and CPP deductions	- \$166. ⁹³

Net income	\$645.⁵⁷
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Income replacement rate	x 85%
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WorkplaceNL weekly rate	\$548.⁷³
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13-week rate review

If you are still on a claim at 13 weeks, WorkplaceNL will generally recalculate your average earnings based on what you earned for the 12 months before your injury. Employment insurance benefits may be included in those earnings.

For example, this is a calculation for someone making \$55,000 per year:

Example:

Gross weekly income	\$1,057. ⁶⁹
Probable EI, income tax and CPP deductions	– \$251. ⁴⁵

Net income	\$806.²⁴
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Income replacement rate	x 85%
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WorkplaceNL weekly rate	\$685.³⁰
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Tax table changes

Federal and provincial income tax tables change each year and, as a result, you may experience a slight change in your benefit level during scheduled income tax adjustments.

Deductions and offsets

WorkplaceNL does not pay for union dues, health care insurance or other deductions you normally pay. We consider CPP disability benefits related to the injury and employer-sponsored pension benefits (which a worker applies for and receives following a work injury) as earnings and offset these earnings at 75 per cent.

Your compensation benefits may be reduced if garnishment of wages exists for support enforcement or social assistance.

Where there is entitlement, we may pay wage-loss benefits until a worker reaches age 65. A worker who is 63 or older at the time of injury may receive benefits for a maximum of two years.

Recurrence

If you recover from a workplace injury and return to work, and your initial injury causes further disability, you may reapply for benefits. The steps to submit a recurrence claim are like those of the initial claim:

- Submit a Worker's Report of Injury (Form 6) online through [MyWorkplaceNL](#). If you are unable to complete the form online, complete the [Worker's Report of Injury \(Form 6\)](#).
- Tell your supervisor what happened, where it happened and the names of any witnesses. You should do this immediately and before you leave the worksite.
- Seek medical help and tell your health care provider of the recurrence of your work-related injury. They will provide you with copies of a Health Care Provider Form (MD, PR or 8/10c) for you and your employer.
- Bring the employer's copy of this report to your employer so they can complete an Employer's Report of Injury (Form 7).

As with your initial injury, we will review your Worker's Report of injury (Form 6), Employer's Report of Injury (Form 7) and Health Care Provider Form (MD, PR or 8/10c) and make a decision on your claim.

Additional childcare costs

If your overall childcare costs have increased because of the work injury, you may [apply for reimbursement](#) of additional costs if:

- This amount is more than what you normally paid while working,
- You pay for additional childcare costs because you are attending medical treatment for your work injury, or

- If you pay for additional childcare costs to attend a labour market re-entry program sponsored by WorkplaceNL.

If you are not attending medical treatment or a labour market re-entry program, childcare costs will not be reimbursed.

CPP disability benefit

The CPP disability benefit is a taxable benefit administered by Service Canada. You may be eligible to receive CPP disability benefits, and it may be an advantage to apply.

WorkplaceNL only considers 75 per cent of CPP disability as an offset when calculating weekly compensation benefits. The combined amount of the CPP disability benefit and the compensation benefit may be greater than income from the compensation benefit alone.

Furthermore, if you are eligible for CPP disability benefits, your dependants could also benefit financially because we do not deduct CPP children's benefits from wage-loss benefits.

If you apply for and receive CPP disability benefits related to your work injury while receiving full compensation benefits for the same period, a portion of your retroactive CPP disability benefits must be paid back to WorkplaceNL.

Visit the [Service Canada website](#) or call 1.800.277.9914 for more information.

Extended earnings loss

Following maximum medical recovery from your work injury, if you are unable to earn as much as you earned before your injury, you may be entitled to Extended Earnings Loss (EEL) benefits.

To determine entitlement, WorkplaceNL considers your gross pre-injury earnings, (subject to the maximum compensable ceiling as of the date of wage loss), and calculates the net earnings by deducting probable EI, CPP and income tax deductions. The Consumer Price Index (CPI) is then applied to these gross pre-injury earnings. From there, WorkplaceNL deducts any net income that you are receiving or considered capable of earning, which results in a net weekly wage loss. The EEL rate payable is 85 per cent of this net weekly wage loss.

Retirement benefits

When you turn 65 years of age and are receiving or have received EEL benefits, you are entitled to a one-time lump-sum retirement benefit. This benefit is based on five per cent of your total EEL benefits, plus interest. If you were a member of an employer sponsored pension plan (ESPP), the lump-sum payment is 10 per cent of your total EEL benefits, plus interest. Where appropriate, the retirement benefit may be paid to dependents of deceased workers.

Permanent functional impairment

If your injury causes a permanent loss of bodily function – or [permanent functional impairment \(PFI\)](#) – you may qualify for a lump-sum benefit in addition to wage-loss and health care benefits.

WorkplaceNL calculates a PFI lump-sum benefit by multiplying the percentage of injury impairment by the maximum compensable earnings, using our PFI rating schedule or the American Medical Association guidelines for permanent impairment.

You may be eligible for a PFI assessment after treatment and maximum recovery. You will only be re-assessed if function deteriorates. Different parts of the body are of more functional importance than others, and the PFI reflects that. The PFI benefit does not give a separate award for pain and suffering.

Noise induced hearing loss

If you have been exposed to two or more years of prolonged occupational noise exposure (above 85 dBA/eight hours per day) while working in Newfoundland and Labrador, you can apply for an occupational noise induced hearing loss claim.

To apply, please complete a Worker's Report of Hearing Loss (form 6HL). All sections of this form must be completed, including your employment record. Be sure to include all years of employment and attach copies of all employment audiograms, regardless of whether they were performed in Newfoundland and Labrador or another province/territory. If you were a member of a labour organization, please attach a letter from the union confirming the date you joined the union, the companies you were dispatched to and the dates you worked for these companies. If you are currently employed and are exposed to noise exceeding 85 dBA at your current job, your current employer must complete an Employer's Information Questionnaire. When your completed application package is received, your application will be reviewed to determine if your hearing loss has been caused by occupational noise exposure while working in Newfoundland and Labrador.

Occupational disease

You may be entitled to health care or wage loss benefits if you have been diagnosed with a condition, illness or disease that you or your doctor believe is caused by a past exposure to a hazardous substance or material.

To apply, please complete a Worker's Report of Occupational Disease (Form 6S) and provide as much detail as possible including:

- Medical information
 - Diagnosis or medical condition for which you are making the claim.
 - Doctor's contact information, dates of your visits and any medical tests completed.
- Exposure to hazardous substances
 - Employer's contact information and dates of employment.
 - Type of work you performed and a description of your duties.
 - Hazardous substances to which you believe you were exposed.

Once the Form 6S is received, a case manager will contact you or your authorized representative to discuss your application and explain the adjudication process.

Fatality

WorkplaceNL may provide burial payments and benefits to a worker's dependants in the event of a fatality due to work-related injury or illness. Some benefits may include:

- **Burial:** WorkplaceNL may provide burial coverage for a death resulting from a workplace injury or illness. The actual cost of the burial and memorial is covered up to \$10,000.
- **Dependency benefits:** If a worker dies as a result of a work-related injury or illness, their dependents may be entitled to benefits. These benefits may include a lump-sum award and monthly benefits, based on the deceased worker's compensable income. The amount, type and length of time benefits are paid can vary.
- **Bereavement counselling:** Bereavement counselling sessions are available to a worker's surviving dependent spouse or cohabiting partner and children for work-related fatalities, up to a maximum of 10 sessions.

Please call WorkplaceNL directly if you have any questions related to fatality benefits. Our experienced staff can assist during this difficult time.

RETURNING TO WORK AFTER AN INJURY

Re-entering the workforce after a workplace injury can be stressful and confusing. However, returning to the people, routines and stimulation of work has been shown to contribute to your overall well-being and can even aid in your recovery. With effective return-to-work planning, the human and financial costs associated with workplace injuries are significantly reduced.

The goal of our return-to-work services and programs are to safely return you to employment or employability that is comparable to your pre-injury job as soon as possible.

Early and safe return-to-work

The early and safe return-to-work (ESRTW) process helps you to continue working after an injury or return to work in a safe and timely manner if you take time off.

During this time, every effort should be made to help you recover at work while you are undergoing medical treatment for your work-related injury. Going back to work after an injury sometimes involves making changes to your duties or hours of work. You may also need equipment or devices to help you with your return to work.

Both you and your employer have a responsibility to facilitate your early and safe return to suitable and available employment. During your ESRTW program, your employer will pay you for work performed and we pay the difference, up to your compensation rate.

If you or your employer need help during this process, contact your case manager. RTW Facilitators are also available to assist with developing and maintaining a successful program.

NOTE:

When identifying ESRTW opportunities with your employer, the priority should be to maintain your connection to your pre-injury job in some way. Where this is not possible, it is important to work with your employer to identify suitable and available employment that is within your physical capabilities.

Worker cooperation

The Act sets out minimum requirements for workers regarding cooperation in the ESRTW process.

You are required to:



Contact your employer as soon as possible after the injury occurs and maintain effective communication throughout the period of recovery or impairment.



Assist your employer when asked, as your assistance may be required to identify suitable and available employment.



Accept suitable employment when identified.



Give WorkplaceNL requested information concerning the RTW plan, including information about any disputes or disagreements which arise during the ESRTW process.

If we determine that you are not cooperating in your RTW activities, you will be notified of your obligation to cooperate, the finding of non-cooperation and the consequences.

If you fail to demonstrate cooperation within one week after written notification from WorkplaceNL, and do not have a legitimate reason for not cooperating, your benefits may be reduced, suspended or terminated.

If you have received written notification of non-cooperation in the ESRTW process on any claim, we will not provide a subsequent one-week notification before benefits are reduced, suspended or terminated.

Re-employment obligation

Your employer may have a re-employment obligation if your workplace injury occurred on or after January 1, 2002 and if other conditions are met. If you are terminated within six months of returning to work following clearance, and you believe the reason is related to your work injury, please contact WorkplaceNL to determine if your employer has a re-employment obligation.

If WorkplaceNL determines that your employer has not fulfilled the re-employment obligation, financial penalties may be levied. Payments may also be made to you, up to a maximum of one year.

Resolving disputes or disagreements

If a dispute or disagreement is identified, or if there is evidence of difficulty, WorkplaceNL will contact both parties to determine what assistance or information is required to initiate, maintain or restore cooperative activities. To remove barriers in the ESRTW process, WorkplaceNL may offer mediation services, if either party requests it or if WorkplaceNL determines that mediation will be helpful.

You are eligible to receive appropriate benefits while cooperating in your active medical rehabilitation, and in the progressive ESRTW process.

Permanent accommodation

If it has been determined that you are unable to return to your pre-injury position, your employer is responsible under the Act and Human Rights Legislation to explore and offer permanent accommodation that would be safe, suitable and comparable in nature and earnings to the pre-injury position.

Suitable employment is work that meets all the following criteria:

- The work is within the worker's functional abilities,
- The worker has – or is reasonably able to acquire – the necessary skills to perform the work,
- The work does not pose a health or safety risk to the worker or co-workers, and
- The work restores the worker's pre-injury earnings, if possible.

Labour market re-entry

Labour market re-entry (LMR) services ensure workers have the skills, knowledge and abilities to re-enter the labour market and reduce or eliminate their loss of earnings.

Where ESRTW does not result in a return to pre-injury status, and the employer is unable to offer a permanent accommodation, WorkplaceNL will provide the worker with a LMR assessment and, if necessary, a LMR plan. The capacity to work and earn, as demonstrated by the worker's transferable skills and functional abilities, is the relevant factor.

The results of the assessment may determine that you already possess the skills to re-enter the workforce and have suitable direct entry options, or it may find you require a plan, such as academic upgrading, formal training or on-the-job training.

LMR assessments and plans may involve one or more of the following programs.

① Employment readiness

WorkplaceNL provides employment readiness services to workers who have been displaced from their job because of their injury but can re-enter the workforce in a different capacity.

Employment readiness services prepare and assist injured workers in securing sustainable employment for the future. Services include résumé and cover letter development, job search techniques, locating suitable employers, finding labour market information and interview skills.

Employment readiness services are available to all workers who have participated in a LMR assessment. The services provided depend upon the individual needs of each worker.

② On-the-job training

You may receive sponsored on-the-job training to acquire new skills for potential employment with your current or another employer.

③ Academic upgrading or formal training

Sponsorship may be provided for your academic training to enhance your skills for re-entering the job market (i.e., high school equivalency or post-secondary education).

④ Self-employment

Financial assistance may be offered for self-employment endeavors if deemed a feasible return-to-work option. A market impact analysis must be completed prior to approval for any self-employment enterprise. For more information about the LMR process, reference [Policy RE-12](#).

REQUESTING A REVIEW OF WorkplaceNL's DECISION

Workers have a right to request a review of a decision on their claim. The purpose of the internal review is to ensure that WorkplaceNL's written decisions are fair, reasonable and consistent.

How do I request an internal review?

Submit your Request for Internal Review online using your [MyWorkplaceNL](#) account, or download the form and mail or fax it to us, within 30 days of the date you receive WorkplaceNL's written decision. Your form must state the reasons why you disagree with the decision. The request for an internal review is for that decision only, not a review of previous decisions on your file.

After we receive your request, we will send you a letter with more details about the next steps.

If you need to submit additional information after you submit the form, please send it separately online or via mail or fax, within three weeks of the date of our notification letter.

After completing the internal review, we will send you our final decision in writing. If you still disagree, you have 30 days from the date of the decision to request an external review from the [Workers' Compensation Independent Review Board \(WCIRB\)](#).

What happens during an internal review?

The internal review is completed by an Internal Review Specialist at WorkplaceNL. They will review your request and the decision you disagreed with, to ensure:

- All relevant information has been considered,
- Your concerns have been properly addressed, and
- The decision complies with legislation and policies.

We may contact you if we need more information or to ask questions to help us better understand your request. You will not be asked to attend a hearing.

After this review, we send you and your employer an internal review decision letter. We also provide a copy to any authorized representatives who participated in the review process.

How long will it take to get a decision from internal review?

You will receive a written decision within 45 days from the date your request was received.

Can I get help with my internal review?

You may find it helpful to have a representative help with your WorkplaceNL claim or review. Free-of-charge advice and support with your claim or your review is available through the following organizations:

- If you are a worker, the Newfoundland and Labrador Federation of Labour has worker advisors who may be able to help you. See [page 22](#) of this handbook for more information.
- If you are an employer, the Board of Trade has [advisors](#) who may be able to help you.

- If you are a unionized worker, your local union may be able to help.

What should I do if I have new information?

If you have new information, upload the document(s) online using your [MyWorkplaceNL](#) account or send it to the WorkplaceNL employee that made the original decision. They will determine if the information is already known to the file and previously considered or provides insight that may impact the original decision.

Common examples of new information are medical reports or witness statements.

After the new information is reviewed, the original decision maker will send you a new decision. The original decision may be changed in full, in part or stay the same.

Next steps may be one of the following:

- If you are satisfied with the new decision and your internal review has not been cancelled, you may withdraw your request. You will receive written confirmation that your request for review has been withdrawn.
- If your review has been cancelled by the Internal Review Specialist pending a new decision, or the issue under review has been resolved, you will receive written confirmation.
- If you remain dissatisfied with the new decision, you have the right to request an internal review of the new decision.

What happens if I disagree with the internal review decision?

The internal review process provides an independent review of a specific decision. This is the first level of review.

If you disagree with the decision from Internal Review, you have a right to request an external review by the Workers' Compensation Independent Review Board (WCIRB). This is an independent organization external to WorkplaceNL.

You have **30 calendar days** to request an external review from the date you receive the internal review decision.

- The contact information for WCIRB is located at the end of your decision letter.
- [Visit their website](#) to get their application form and contact information.

Can I view my file?

Yes. You and your authorized representative can receive a copy of your file information.

Submit a Request for File Information online using your [MyWorkplaceNL](#) account, or mail or fax a Request for File Information form.

If the disputed issue is about a worker's claim, an employer can, upon written request, access the information relevant to the disputed matter. An Internal Review Specialist will determine what documentation is relevant to the issue. The worker will receive a copy of the letter to their employer or employer's authorized representative when documentation on their file is provided.

OFFICE OF THE WORKER ADVISOR

Worker Advisors provide information about the workers' compensation system, help interpret legislation and prepare for internal reviews. They also act as a liaison between a worker, WorkplaceNL and WCIRB. This service is free of charge to all injured workers. Please ensure the [Authorized Representative Consent \(Form 13\)](#) has been completed and sent to WorkplaceNL.

Worker Advisors are located at the Newfoundland and Labrador Federation of Labour (NLFL):

☎ Phone: 709.754.3927 or 1.800.563.1998

☎ Fax: 709.754.3928

🌐 Website: www.nlfl.nf.ca

✉ Email: **Theresa Minnett**
Injured Workers' Advisor
tminnett@nlfl.nf.ca

Michaelea Silver
Injured Workers' Advisor
msilver@nlfl.nf.ca

Mike Tobin
Injured Workers' Advisor
mtobin@nlfl.nf.ca

Cody Joy
Injured Workers' Advisor
cjoy@nlfl.nf.ca



FREQUENTLY ASKED QUESTIONS

Did you receive my document?

If you submitted a document through the [MyWorkplaceNL](#) portal, you can view your submission history. For the Worker's Report of Injury (form 6), select Report of Injury Submission History. For any other documents submitted, select Documents and Requests Submission History.

If you emailed, faxed or mailed your document, processing time from receipt to claim is approximately two business days.

What is my claim number?

You can see your claim number on the [MyWorkplaceNL](#) portal. Select "View Your Claim and Payment Information". Select the claim number to obtain more information regarding your claim.

Service Associates can also provide this information once identity has been verified (i.e., SIN, MCP, address, date of birth). They can also provide you with the contact numbers of the team handling your claim.

When will I receive my payment? How much is my payment?

You can see your payment information in the [MyWorkplaceNL](#) portal. Select "View your Claim and Payment Information" then select the claim number. Scroll down to the "Current Payment Information" section. Payment information is subject to change as we receive new information and further assess your claim.

Service Associates can also provide this information once identity has been verified (i.e., SIN, MCP, address, date of birth).

Has my travel expense been paid?

In the [MyWorkplaceNL](#) portal, select "View your Claim and Payment Information", then select the claim number. Scroll down to the "Payment History Information" section. If your travel expense has been processed, the payment will be displayed here.

How long does it take to process travel payments?

There is a 30-day turn-around time for processing from the date received.

How can I update my contact information with WorkplaceNL?

You can update your address, phone number and email address online through the [MyWorkplaceNL](#) portal by selecting “Submit Documents and Requests”, then “Update Contact Information”.

You can also email info@workplacenl.ca indicating the new information. The date and your signature are required on the request.

How can I request a PFI?

You can submit a request for Permanent functional impairment (PFI) award in writing. Please include your claim number, signature and date. You can upload the request through the [MyWorkplaceNL](#) portal under the Submit Documents and Requests tab, and then by selecting Upload a Document. You can also submit your request as an email attachment, fax, mail or by dropping off at any of our WorkplaceNL office locations.



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P.O. Box 9000, St. John's, NL A1A 3B8

t 709.778.1000 **f** 709.738.1714 **tf** 1.800.563.9000 **e** info@workplacenl.ca

Please visit **workplacenl.ca** or contact us for more information.