

Client Services Policy Manual

Policy Number: **HC-07**
Subject: **Travel and Accommodation - Workers**
Chapter: **Health Care Services**

Policy Statement

When a worker is required to travel outside their home community for purposes of medical treatment, other purposes connected with management of the claim, or for rehabilitation purposes, WorkplaceNL will cover the cost of reasonable travel and accommodation expenses.

In determining eligibility for accommodations, meals and transportation, consideration will be given to the required travel time and appointment time. The following allowances will be considered:

Overnight Accommodations

1. Where overnight accommodations are required, a per diem allowance will be considered for workers who provide their own accommodations by staying with relatives or friends. No receipts are required.
2. Where overnight accommodations are arranged by WorkplaceNL at commercial establishments, the accommodations provided will be based on minimum rates for the geographic location and availability.
3. Where overnight accommodations are required and the worker books and pays their own accommodations at commercial establishments, reimbursement will be considered based on the minimum rates for the geographic location. The amount reimbursed will not exceed the rate that would have been paid had the accommodations been booked by WorkplaceNL. Receipts are required.

Meals

A fixed allowance will be considered for breakfast, lunch, and dinner. No receipts are required for meal allowances. Eligibility is determined based on the required travel time, appointment time and whether overnight accommodations are required.

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Transportation

Coverage for transportation expenses will be considered based on the most economical and suitable means of travel available.

- Public ground transportation to be used wherever possible. Air transportation will be provided at the direction of WorkplaceNL.
- Where public ground transportation is not available, private vehicles may be used and an allowance per kilometre will be provided.
- WorkplaceNL will not pay for special taxis unless a valid reason is shown or prior authorization is given.
- Travel by ambulance is allowed where a Medical Consultant of WorkplaceNL certifies that such a mode of travel is necessary.

NOTE: Allowances for each of the previous categories shall be as established from time to time by the Management Committee of WorkplaceNL; but at no time shall exceed the level of allowances provided to WorkplaceNL staff.

WorkplaceNL will not supply a listing of commercial establishments to any worker; however, where a worker requests suggestions in respect to accommodations, WorkplaceNL may recommend licensed establishments that provide acceptable accommodations.

Merits and Justice

If this policy cannot be applied, or would result in an unfair result, the individual circumstances of a case may be considered as outlined by policy EN-22 Merits and Justice. While decision making must be consistent, decision makers can deal with an exceptional case based on its own merit. As a result, such decisions relate to those specific circumstances and are not considered precedent-setting.

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Reference: Workplace Health, Safety and Compensation Act, 2022, Sections 20, 95 and 99

Amendment History

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