
WorkSafeBC Claims Management Process Policy

1.0 Policy Purpose & Scope

The purpose of this policy is to define the standardized process for managing all workplace injury and occupational disease claims under the Workers Compensation Act (WCA) and WorkSafeBC regulations. This policy applies to all employees, supervisors, managers, and contractors working under the direction of the company, regardless of employment status (full-time, part-time, temporary, or casual). The core objective is to ensure timely and accurate reporting of incidents, prompt initiation of medical care, effective claims administration, and proactive return-to-work (RTW) planning to minimize human suffering and control claim costs.

2.0 Regulatory Context & Compliance

This policy is driven by the Workers Compensation Act (WCA), particularly Part 3 (Obligations of Employers and Workers) and Part 4 (Compensation). Key regulatory requirements include:

- (a) mandatory reporting of all injuries to WorkSafeBC within 3 days of notification (WCA s. 172);
- (b) employer obligation to cooperate in the return-to-work process (WCA s. 151);
- (c) prohibition against discriminatory action (WCA s. 152); and
- (d) compliance with WorkSafeBC's Claims Management Standards. Additionally, the policy aligns with the Occupational Health and Safety Regulation (OHSR) Part 3 (Rights and Responsibilities) regarding incident investigation and reporting.

3.0 Roles & Responsibilities

Employer/Management: Ensure adequate resources for claims management, designate a Claims Coordinator, maintain a written RTW program, and ensure no discriminatory action against injured workers.

Supervisors: Immediately report all injuries to the Claims Coordinator, complete incident investigation reports within 24 hours, participate in RTW planning, and accommodate modified duties as directed.

Workers: Report all injuries (including near-misses) to their supervisor immediately, seek medical attention as needed, cooperate with the claims process, and participate in RTW efforts in good faith.

Claims Coordinator: Manage all claim submissions, liaise with WorkSafeBC, track claim status, coordinate RTW plans, and maintain confidential claim records.

4.0 Program Execution & Procedures

The claims management process follows these steps:

- (1) Immediate

Reporting: Worker reports injury to supervisor verbally and completes an internal incident report within 24 hours.

- (2) Medical

Attention: Supervisor ensures worker receives appropriate medical care; if necessary, arranges transportation.

(3) Claim

Submission: Claims Coordinator submits Form 7 (Employer's Report of Injury) to WorkSafeBC within 3 business days of notification.

(4) Investigation: Supervisor and Joint Health & Safety Committee (JHSC) conduct incident investigation to identify root causes and corrective actions.

(5) Return-to-Work

Planning: Claims Coordinator, supervisor, and worker develop a RTW plan (including modified duties) within 5 business days of injury.

(6) Monitoring: Claims Coordinator tracks claim progress, medical updates, and RTW milestones monthly.

(7) Closure: Claims Coordinator ensures final medical reports are received and claim is closed appropriately.

5.0 Review & Recordkeeping

All claim-related records (incident reports, Form 7, medical correspondence, RTW plans) must be retained for a minimum of 10 years from the date of injury, in accordance with WorkSafeBC recordkeeping requirements. Records are stored securely in the company's electronic claims management system (SafeDesk) with access restricted to the Claims Coordinator and HR. The policy will be reviewed annually by the Joint Health & Safety Committee and updated as needed to reflect changes in legislation or operational needs. A formal review log will be maintained documenting revisions and approval dates.

Regulatory Disclaimer: This policy is a generic organizational template. The end-user assumes all liability for reviewing and adapting these protocols to meet specific provincial regulations (e.g., WorkSafeBC, OHSA) and corporate requirements prior to formal implementation.