

WSIB Ontario updates:

- **Psychological Injuries**

We adjudicate mental health claims under three different policies (PTSD – presumptive for first responders (2016), Traumatic Mental Stress and Chronic Mental Stress (2018))

A large number of claims submitted for CMS do not meet the criteria as they are related to an employment situation/performance

3% of all WSIB registered claims are mental stress injuries

Approximately 48% of mental stress claims are receiving loss of income benefits at 12 mths (compared to 5.6% for physical injuries) – RTW challenges

We have a dedicated program for all mental stress claims plus professional mental health resources.

We are working closely with professional associations and hospital partners to evaluate and improve our current program and develop new models of care. Through our grants program we are supporting research to inform our program design, including a communities of practice table to leverage the expertise of stakeholders across the system to focus on improving quality of mental health care for injured workers across Ontario.

We have 650 psychologists providing service in the community

**Claims allowed as of August 2021:**

CMS – 393

TMS – 9,113 (since Jan 1/2012)

PTDS – 7,118 (since Jan 1/2012)

- **COVID-19**

As of October 1, 2021:

Allowed: 27,689

Denied: 2,172

Pending: 46

PEIR: 8,686 (incident/exposure reporting)

Durations for COVID claims are relatively short – with more than half resolving within 15 days and 97 percent off benefits by 60 days.

We have dedicated teams who make initial entitlement decisions and manage the COVID claims. Ongoing case management of the COVID claims with longer durations are managed in our Occupational Disease area.

Through our COVID Assessment Program (CAP) reassurance and education is provided from medical experts with a focus on RTW in cases at 4-6 weeks where they were not hospitalized and we have conflicting information regarding RTW or no concrete medical to substantiate no RTW.

Although access to health care and opportunities for return to work were temporarily affected at the start of the pandemic in some cases - the pandemic has not had a significant impact on the durations of non-COVID claims.

- **Working from Home**

- The majority of our staff continue to work from home.
- Our field staff are conducting work place visits where appropriate and when necessary.
- We are starting to gradually return some staff to the office – however plan on moving forward with a hybrid model – where people are able to continue to work from home some of the time depending on their role and whether they can successfully complete their work remotely.
- One of the challenges with staff working remotely is the inability to effectively collaborate with colleagues when dealing with challenging cases.