

# WCB UPDATE

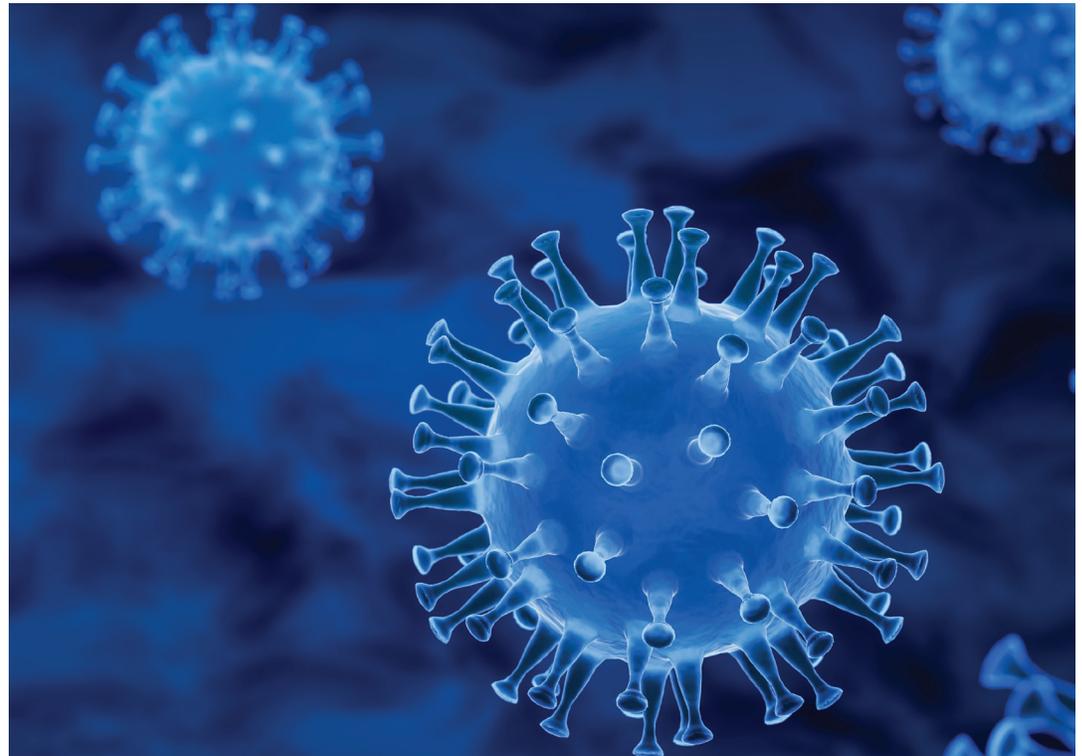
September 2020

## WCB continues services to employers during COVID-19 recovery

The WCB took an important step in its COVID-19 recovery this month, as many staff returned to our offices on a 50 per cent capacity basis. Our offices remain closed to the public, but we are developing a plan to ensure a safe reopening. Please visit our website at [www.wcb.mb.ca](http://www.wcb.mb.ca) regularly for updates. In the interim, we are still here to help you by email or phone.

Since mid-March, the majority of WCB employees had been working from home. Despite our offices being closed to the public, service to employers continued with the exception of all in-person meetings.

In July, our first groups of staff returned to their workspaces in Winnipeg to begin a two-week pilot to test safety and health protections like directional signage, physical distancing and other measures. This followed extensive site



preparations led by our internal Workplace Safety and Health Committee.

Our top priority is ensuring the health and safety of our employees and customers. We have followed public health advice and direction since the beginning of the

pandemic, and we will adapt as they change. We are taking a cautious and considerate approach, following the lead of other public agencies.

You can reach us at 204-954-4505, or within Canada toll free at 1-855-954-4321.

For more information about our COVID-19 response, visit our website at [www.wcb.mb.ca/how-the-wcb-is-responding-to-covid-19](http://www.wcb.mb.ca/how-the-wcb-is-responding-to-covid-19).

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## Authorized Contacts on your Employer Account

Did you know that employers can add additional authorized contacts to their account at any time?

When you first registered your employer account with the WCB, the person registering it was automatically listed as your authorized contact. Your authorized contact has access to your WCB information, and can make changes to your account information. Subject to certain exceptions permitted by law, the WCB only gives access to your account information to your authorized contact. Your information is treated as private and confidential, and WCB employees are bound by confidentiality policies to safeguard your account information.

Some employers find it useful to have

more than one authorized contact. An authorized contact is typically an owner of the business, a director of the corporation or a trusted employee. You can add one or more authorized contacts at any time by providing the WCB with a signed authorization that includes the following:

- Employer's legal name, address and contact information (phone, fax, email)
- Employer's WCB account number
- The authorized contact's name, address and contact information
- The types of information (claims, assessment or both) for which access is being given
- The effective date access is being given to the employer's file information
- Your name, title, signature and contact information (if you're requesting to add the contact).

Sometimes you may want an external party, such as an advocate or consultant, to have access to some of your information. If you would like an external party to have access to your information, you can provide access by following the same process you use to add additional authorized contacts. In addition, an external party's access must be renewed by the employer every two years. If you do not renew the external party's access, it will lapse automatically.

Please note that if there are multiple employer accounts, a separate authorization letter is required for each account.

Employers can update their contacts anytime throughout the year by contacting Assessment Accounts at 204-954-4505, toll free 1-855-954-4321, ext. 4505, or by email at [assessmentservices@wcb.mb.ca](mailto:assessmentservices@wcb.mb.ca).

## COVID-19 Training for Workers

As workers return to the workplace, employers are encouraged to provide information and training to mitigate the risks associated with our newest workplace hazard, COVID-19. Under workplace safety and health legislation, employers are required to ensure that all workers are acquainted with the safety and health hazards they may face in the course of their service. That's why SAFE Work Manitoba is offering a free online training course called COVID-19: Best Practices for a Safe Workplace.

As restrictions are reduced in Manitoba, this interactive online course provides simple instruction to help

prepare workers on how to reduce the risk of catching or spreading COVID-19 in the workplace, keeping themselves, their co-workers and their customers safe. The 35-40 minute course complies with provincial health guidelines and teaches workers how to apply the 4 Ps of COVID-19 workplace safety:

- Physical distancing - Limit close contact with others
- Personal hygiene - Ensure hands and objects are clean
- Physical environment - Steps you take to reduce the risk

- PPE - Personal Protective Equipment use

The course will be delivered through the SkillsPass learning platform, which allows employers to assign it to workers and track their completions. Upon completion of the training, each worker is issued a COVID-19: Best Practices for a Safe Workplace e-certificate that can be shared/scanned or printed and posted for customers and co-workers to see.

For more information, to take the course or to assign the course to your workers, please visit [safemanitoba.com](http://safemanitoba.com).

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# Reporting Injuries is Good for Business

As more and more businesses re-open, it is good business to report workplace injuries to the WCB. It is also good for the injured worker. That's because when you report the injury right away, the worker can access treatment and benefits sooner, which speeds up their recovery and ultimately gets them back to work sooner.

Having workers away from the job because of injuries can be disruptive, negatively impacting productivity, and even morale.

The Workers Compensation Act gives you five business days to report an injury, but it is always best to report it right away.

The WCB offers four ways you can report injuries:

1. Call us at 204-954-4321 or 1-855-954-4321, Mondays to Fridays from 8 a.m. to 7 p.m.

2. Go online to [wcb.mb.ca/incident-reporting](http://wcb.mb.ca/incident-reporting)

3. Fax a completed Employer Incident Report Form (available on our website) and send it 204-954-4999 or toll free 1-877-872-3804.

4. Mail the completed Employer Incident Report form to:

The Workers Compensation Board of Manitoba  
333 Broadway  
Winnipeg, MB R3C 4W3



Reporting injuries in a timely manner is so important that the Act allows the WCB to impose a penalty when you're late. But the WCB's goal is to prevent that from happening. If you're having trouble reporting in a timely manner, the WCB will help you get back on track.

For more information on reporting injuries, to access reporting forms, or request workplace posters, brochures

or other information about reporting and Return to Work, please visit [wcb.mb.ca](http://wcb.mb.ca) or email your request to [wcb@wcb.mb.ca](mailto:wcb@wcb.mb.ca).

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# Return to Work

for better business  
and better recovery

The WCB is here to  
help you get started.

- Help workers heal faster with modified or alternate duties and a timely and safe return to health and work
- Retain valuable employees
- Reduce WCB costs

Download our Best Practice Guide at  
[wcb.mb.ca/return-to-work](http://wcb.mb.ca/return-to-work)



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Return undeliverable copies to:  
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