

Reporting an Injury



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hurt at work,
we're
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Important

- You have a right to make a WCB claim if you are hurt at work. It is illegal for your supervisor to ask you not to file a claim.
- If you get into trouble by reporting an injury to the WCB, our Compliance Services staff are here to help. Call **204-888-8081**, toll free **1-844-888-8081** or email Compliance@wcb.mb.ca.

wcb.mb.ca

This publication is provided for general information only.
The Workers Compensation Act of Manitoba and Regulations, and WCB policies are the final authority for coverage and claim administration.

Reporting an Injury

No one expects to get hurt at work, but all too often workplace injuries do happen. When they do, the Workers Compensation Board (WCB) is here to help.

At the WCB we understand workplace injuries and their effects on workers and their families. As a result, we strive to make the process of reporting an injury as easy as possible.



What you need to do...

- 1 Tell your supervisor as soon as possible.** If you are unable to perform your usual duties at work, ask your supervisor if your company has a return to work program that you can be involved in while recovering.
- 2 Get healthcare attention** as soon as possible and be sure to **tell your healthcare provider you were injured at work.** Your healthcare provider should also be made aware of your employer's return to work program.
- 3 If you miss time from work as a result of your injury, call the WCB as soon as possible.** Call **204-954-4321**, or toll free **1-855-954-4321** (8:00 a.m. to 7:00 p.m., Monday to Friday) and provide the details of the injury to a claim services representative.



When you call, please have the following information:

- your social insurance number
- your nine-digit personal health identification number
- the name of the healthcare provider you saw as a result of your injury
- your wage information, such as your pay stub.

After you provide the details of your injury, you will be given a claim number and the name and telephone number of the adjudicator who will handle your claim. The adjudicator is the WCB staff person who will work with you on your claim and the person you should call if you have any questions.

If you have to pay for any medication or other expenses related to your injury, keep your original receipts and advise your adjudicator. These expenses may be covered by the WCB.



What your supervisor needs to do...

Your supervisor has a responsibility to report workplace injuries to the WCB within five working days after learning of the injury. Your supervisor must also pay you for the full shift you were scheduled to work on the day you were injured, not just up to the time of your injury.

Your supervisor has several options for reporting workplace injuries to the WCB.

- 1 They can report electronically using WCB's Online Incident Reporting application.
- 2 They can call WCB's Claim Services Centre at **204-954-4321** or toll free **1-855-954-4321**.
- 3 They can complete a *WCB Employer's Incident Report* form and either fax it to the WCB at **204-954-4999** or toll free **1-877-872-3804**, or mail to 333 Broadway, Winnipeg, MB R3C 4W3.

What your healthcare provider needs to do...

When you see a healthcare provider as a result of a workplace injury or illness, the healthcare provider will:

- fill out a *WCB Healthcare Report*, and
- fax it to the WCB at **204-954-4999**, or toll free at **1-877-872-3804**.

Healthcare provider reports may also be mailed to the WCB at 333 Broadway, Winnipeg, MB R3C 4W3.





What the WCB will do...

Once the WCB receives information concerning your injury at work, a claim will be opened and assigned to an adjudicator.

The WCB will then:

- ensure the injury occurred as a result of your employment and confirm the extent of your injury with your healthcare provider
- determine your benefit entitlement
- contact you to tell you what the decision is on your claim and when you can expect to receive benefits and services.



What you should do while you are **recovering** from your injury at work...

- 1 **Follow your healthcare provider's treatment plan and go to all appointments.**
- 2 **Stay in touch with your supervisor on a regular basis** to ensure they are aware of your progress and when you may be able to return to modified/alternate work or your regular job duties.
- 3 **Stay in touch with your adjudicator** and let them know of any changes to your injury, recovery, and ability to return to your regular job.



General information about the WCB

- Your workplace pays for all WCB insurance benefits – they are not deducted from your pay nor are they funded by tax dollars.
- The WCB is governed by a Board of Directors comprised of a neutral Board Chairperson, three representatives of workers, three representatives of employers and three representatives of the public interest.
- The WCB is committed to providing service that is fast, easy, caring, right and clear.



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How to Reach Us

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

Email us at
wcb@wcb.mb.ca

For more information, visit
www.wcb.mb.ca

or call us at
204-954-4321

or toll free
1-855-954-4321

Report fraud and non-compliance

Call 204-888-8081 or toll free 1-844-888-8081
Email **Compliance@wcb.mb.ca**

SAFE Work is everyone's responsibility.
Preventing injuries is good for employers and
workers. To learn more, go to:

safemanitoba.com

or call 204-957-SAFE (7233) in Winnipeg
or 1-855-957-SAFE (7233) outside Winnipeg

