

Fact Sheet —**Injured Worker Outreach Services**

Injured Worker Outreach Services (IWOS) is a WSIB-funded program that provides free information, advice and education to injured workers and their families through a network of offices across the province.

Each IWOS office works independently and is governed by a volunteer Board of Directors.

IWOS helps injured workers and their families for free — there is no cost to you.

Peer Helpers

Peer Helpers — often injured workers themselves — volunteer in every IWOS office.

They can give you:

- Support and advice on how to handle your claim.
- Information about WSIB policies and procedures, and
- Advice on other agencies that may be able to help you, such as the Office of the Worker Adviser, Legal Aid, one of Ontario's Health and Safety Associations, or health care or counselling professionals.

How to reach IWOS

IWOS offices are located across Ontario. Contact information is available on the second page of this fact sheet, as well as on the WSIB website.

About the Workplace Safety and Insurance Board

Ontario's Workplace Safety and Insurance Board plays a key role in the province's occupational health and safety system. The WSIB administers no-fault workplace insurance for employers and their workers and is committed to the prevention of workplace injuries, illnesses and fatalities. The WSIB provides disability benefits, monitors the quality of healthcare, and assists in early and safe return to work for workers who are injured on the job or contract an occupational disease.

This information is available in English and French at www.wsib.on.ca and in alternate formats such as Braille and large print by calling our toll-free information hotline at 1-800-465-5606 (Telephone Service for the Deaf/TTY: 1-800-387-0050) or by sending an e-mail to translation@wsib.on.ca

IWOS Locations and Contact Information

GREATER TORONTO AREA

**Greater Toronto Area
Injured Worker Resource Centre**
Phone: 416-784-0033
Fax: 416-784-5810
Toll Free: 1-877-784-0033
Email: gtainjuredworker@bellnet.ca

SOUTH EAST

Durham Region Injured Workers Inc.
Phone: 905-721-9158
Fax: 905-721-8176
Email: injuredworker@rogers.com

Victoria County Injured Workers Group
Phone: 705-328-3761
Fax: 705-328-3251
Email: bdoelman@live.ca

**Injured Workers of Peterborough and
Surrounding Area**
Phone: 705-742-8751
Fax: 705-742-7199
Email: iwop@bellnet.ca

**Injured Worker Support Network
Kingston & Area**
Phone: 613-542-1074
Fax: 613-542-9954
Email: injuredworkerssupport@bellnet.ca

Ottawa & District Injured Workers Group
Phone: 613-567-5872
Fax: 613-667-5983
Email: odiwg@rogers.com

SOUTH WEST

**The Hamilton & District
Injured Workers Group Inc.**
Phone: 905-543-9090
Fax: 905-543-1775
Email: hamiltoninjuredworkers@hdiwg.net

**Kitchener-Waterloo-Cambridge
Injured Workers Group Inc.**
Phone: 519-219-1666
Fax: 519-219-1788
Email: kwciwg@rogers.com

London Injured Workers Support Group
Phone: 519-642-0853
Fax: 519-642-0683
Toll Free: 1-866-424-9474
Email: londonsiwish@bellnet.ca

**Injured Workers Action Committee Essex/Kent
(Windsor)**
Phone: 519-915-7507
Fax: 519-915-7507
Email: iwacinjuryworker@cogeco.net

NORTH EAST

Kirkland Lake Region Injured Workers Group
Phone: 705-567-3638
Fax: 705-567-5658
Toll Free: 1-877-867-3638
Email: klriwg@ntl.sympatico.ca

NORTH WEST

Injured Workers Advocates of the Sault
Phone: 705-942-0451
Fax: 705-946-5350
Email: iwas01@shawbiz.ca

**Disabled Workers Complex Case Network
(Thunder Bay)**
Phone: 807-344-8580
Fax: 807-344-8580
Toll Free: 1-888-290-9065
Email: sandersonds@shaw.ca

**Dryden & District
Injured Workers Support Group**
Phone: 807-223-5220
Fax: 807-223-5035
Toll Free: 1-888-707-7944
Email: injwkr@mail.drytel.net

Ear Falls Injured Workers Support Group
Phone: 807-222-1190
Fax: 807-222-1149
Email: injwkr@shaw.ca