

# Injured at work?

We're here to help



A guide to the Workplace  
Safety and Insurance Board

**WSIB**  
ONTARIO  
**CSPAAT**

This handbook will show you, **step by step**, how the Workplace Safety and Insurance Board (WSIB) helps to prevent workplace injuries and illnesses, and it will explain how we can help you recover and return to work following a work-related injury\*. It also outlines key benefits and services available through Ontario's workplace safety and insurance system if you were injured on or after January 1, 1998. For injuries before then, different laws may apply. Contact our office for details.

While this guide will give you a general understanding of WSIB benefits and services, because every worker's experience is different, we consider each claim individually.

We commit to doing all that we can to support you as you recover and return to work. We expect you to commit to doing your share. You have rights. You also have responsibilities.

We provide our services in English and French. Call 1-800-465-5606 if you need help in another language. For telephone services for the hearing impaired, please call 1-800-387-0050.

**Note: Whenever we use the term "injury" in this guide, we also mean occupational disease or illness**

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A guide to the Workplace  
Safety and Insurance Board





## Section 1 About Ontario's Workplace Safety and Insurance System

The Workplace Safety and Insurance Board (WSIB) is part of an Ontario-wide system. The system is designed to help protect workers from injury or illness in the workplace, and to help them if they do suffer an injury. Most Ontario employers must have workplace insurance coverage by law. Employers pay the premiums for their workers and are not allowed to deduct them from workers' wages.

The WSIB's focus is on:

- Promoting health and safety in workplaces, and preventing and reducing the number of workplace injuries and occupational diseases
- Helping injured workers and workers with an occupational disease recover and return to work
- Helping the re-entry into the labour market of workers and spouses of deceased workers
- Providing compensation and other benefits to workers and to survivors of deceased workers.

Our staff is here to help you. Your WSIB team includes:

### Adjudicator

#### *duties*

- Determines all questions of entitlement
- Decides what benefits you get, how long they last and their amount
- Promotes prevention, disability management and assists with return to work.

### Nurse Case Manager

#### *duties*

- Makes sure that you receive quality care at the right time
- Gives you the support needed so that you can return to work safely
- Gets medical/health care information and provides guidance to adjudicators
- Promotes prevention, disability management and assists with return to work.

### Customer Service Representative/Account Manager

#### *duties*

- Registers new employers
- Assists employers with their accounts and helps them to understand their premiums
- Promotes the prevention of workplace injuries and the importance of early and safe return to work of injured workers.

### Fair Practices Commission

The Fair Practices Commission is the organizational ombudsman for the Workplace Safety and Insurance Board. The Commission provides an independent, neutral and confidential service for injured workers, employers and service providers with complaints about the service they receive at the WSIB. The Commission also tracks complaint trends, identifies systemic issues and recommends improvements to the WSIB.



Workers, employers and service providers can contact the Commission by telephone or in writing.

**Phone:** 416-603-3010

**Toll-free:** 1-866-258-4383

**TTY:** 416-603-3022

**TTY Toll-free:** 1-866-680-2035

**Fax:** 416-603-3021

**Web:** [www.fairpractices.on.ca](http://www.fairpractices.on.ca)

**Mail:**

Fair Practices Commission

123 Front Street West

Toronto, Ontario

M5J 2M2

## Section 2

### Health and Safety, Your Rights and Responsibilities (Ontario)

Here is some workplace safety information you should know.

You have the right to:

- Know about dangers. Your employer must provide information and education about the hazards and dangerous chemicals or materials used in your workplace.
- Participate in making your workplace safe.
- Refuse unsafe work. If you believe the work you do or the equipment you use is not safe, you can refuse to do that work until the situation is fixed. No one can suspend you, fire you or dock your pay. But you must tell your supervisor right away of your concerns. During the investigation, you should remain in a safe place near your workstation.

You have a responsibility to:

- Work safely. Don't take risks. You could injure yourself or another worker.
- Report unsafe conditions. If you see anything that looks wrong, tell your supervisor immediately. Don't wait until somebody gets hurt.
- Wear the right safety equipment for the job.
- Wear your protective equipment or clothing and get trained to use and care for it properly.



If you have safety issues, try to resolve them with your employer first. Contact your adjudicator if you need help. Your adjudicator can connect you with a health and safety representative or a Ministry of Labour health and safety inspector.

Your employer has a responsibility to:

- Provide information and education about health and safety, and take reasonable steps to protect you.
- Advise you of any workplace hazards.
- Prepare and post a written occupational health and safety policy, and the Occupational Health and Safety Act.
- Provide and keep your equipment in good condition, and enforce its proper use.
- Provide training on safe use of machinery, tools, dangerous chemicals or materials.
- Make sure that a joint health and safety committee (workplaces with 20 or more workers) or a health and safety representative (workplaces with six to 19 workers) is available and working.

## Section 3 WSIB Benefits

Your adjudicator is your main contact at the Workplace Safety and Insurance Board. Depending on the nature of your injury, you may also be contacted by a nurse case manager.

### Financial Benefits Loss of Earnings Benefit (LOE)

If you had a work-related injury (on or after January 1, 1998) and lose wages as a result, you are entitled to Loss of Earnings Benefits. This benefit is based on 85% of your net average earnings (take-home pay), up to a pre-set annual maximum. Your adjudicator will advise you of the maximum, or you can check the “For Workers” section of our web site, [www.wsib.on.ca](http://www.wsib.on.ca). When calculating your benefit, the adjudicator considers both your ability to work and the availability of suitable work.

Here are some of the things you must do to be entitled to LOE Benefits:

- Give the WSIB the information necessary to manage your claim.
- Co-operate in health care treatment as recommended by your treating health care professional.
- Co-operate in all activities that will help you achieve an early and safe return to work.
- Co-operate in a Labour Market Re-entry Plan (if required).

### Full LOE Benefits

If you are not able to work because of your injury and are co-operating in a health care and/or return to work program, you are eligible for full LOE Benefits. This amount equals 85% of your take-home pay, up to a pre-set annual maximum. LOE payments continue until:

- You no longer have a loss of earnings related to your injury, or
- You are no longer impaired by the injury, or
- You reach 65 years of age.

### Partial LOE Benefits

If you are able to return to work for less pay and the wage loss is a result of your injury, you are entitled to partial LOE Benefits. To be eligible, you must continue to co-operate with health care and your return to work program. The value of the partial benefit equals 85% of the difference between your pre-accident and post-accident take-home pay, again up to a pre-set annual maximum.

#### *Calculating your LOE Benefit*

Your Loss of Earnings Benefit is based on average earnings. These are your average earnings from all of your employers at the time of your injury.

NOTE: If you are age 63 or older at the time of injury, LOE benefits are paid for up to two years after the date of injury.

**Example***Earnings:*

\$20.00 per hour  
40 hours per week  
Monday to Friday

*Calculation (short-term):*

\$20.00/hour x 40 hours/week = \$800.00 per week  
Less \$16.88 (Employment Insurance)  
Less \$28.78 (CPP)  
Less \$154.63 (Taxes)

Take-home Pay (Net Average Earnings) = \$599.71  
85% = \$509.75

If you are getting LOE Benefits for more than 12 weeks, we will recalculate your average earnings if you are a seasonal or temporary worker, or if it is not fair to keep paying LOE Benefits based on your short-term average earnings. In other words, if your short-term average earnings do not fairly reflect your earnings over the long term, we will recalculate your earnings.

If your job was permanent (for example, no set termination date), we will recalculate your earnings based on the 12-month period before your injury.

If your job was non-permanent (contract work or seasonal work), we will recalculate your earnings based on the 24-month period before your injury.

We also consider if there was a break in your employment pattern or periods when you were not working when we calculate your long-term earnings. Some examples of periods that we consider include:

- Maternity, paternity or parental leave
- Full-time study
- Illness, long-term disability or a period on WSIB benefits.

**Health Care Benefits**

We want to help you get quality health care at the right time – to help you recover as much and as quickly as possible.

The WSIB pays for most treatments/services related to the work-related injury. This can include:

- Treatment by health care professionals such as doctors, chiropractors, physiotherapists and dentists
- Hospitalization, surgery and emergency care
- Prescription drugs
- Prosthetics, orthotics and other assistive devices such as glasses, hearing aids, crutches and wheelchairs
- Contracted services, such as an attendant and other measures to help severely impaired workers live independently
- Travel and accommodation costs related to the claim (such as medical appointments).

You have the right to choose the initial health care professional who will treat you for your work-related injury. You must notify and get approval from your adjudicator to change who treats you (e.g., if your doctor retires).

The WSIB pays health care professionals for most treatments related to the work-related injury. This includes a variety of diagnostic assessments, treatments, surgery, and so on. In most cases, you should not have to pay for prescription drugs required to treat the work-related injury.

For some treatments, you need approval BEFORE you get the treatment. You should get pre-approval to make sure that the WSIB will pay for the health care received (e.g., hearing aids, dental care).

We require that all health care professionals belong to a college falling under the scope of the Regulated Health Professions Act. We want to make sure that you are receiving the right treatment by fully qualified professionals. Sometimes the WSIB will purchase services from non-regulated professionals. Check with your adjudicator or nurse case manager before treatment/services start.



## Payment for Health Care

Health care professionals bill the WSIB directly for any treatments/services required for your work-related injury. The health care professional should not bill you or another insurer for any amount over and above the approved WSIB fee. If you are billed by the health care professional for the balance of the fee, contact your adjudicator or nurse case manager.

Most of the time, the pharmacist can bill us directly online for your claim-related medications. Provide the pharmacist with your claim number and ask to have your prescription processed through our WSIB online system.

If for any reason the cost of your prescription cannot be approved electronically, please complete a **Medication Reimbursement Form**. Your pharmacist has this form, or you can download it from our web site: [www.wsib.on.ca](http://www.wsib.on.ca). Be sure to attach your original receipts to the completed form and sign it before mailing it in. Keep a copy of the receipts for your records.

*Your adjudicator and your nurse case manager will advise you on how to claim for health care benefits and how we pay for each benefit.*

## Special Services for Severe and Complex Injuries

### Regional Evaluation Centres

Regional Evaluation Centres (REC) are independent, hospital-based facilities approved by the WSIB. They provide independent medical assessments for workers who have complex injuries or whose recovery takes longer than expected. Your physician will usually refer you to the Regional Evaluation Centre, but in some cases your nurse case manager may make a referral. Your nurse case manager will explain what you can expect and what your examination will include.

### Serious Injury Program

If you suffer a serious injury (e.g., paraplegia, quadriplegia, industrial blindness), our Serious Injury Program will handle your case. This program offers highly specialized health care services based on your needs. This could include such things as changes to your home and vehicle, attendant allowance or home care.

### Transportation and Accommodation Costs

The WSIB pays all reasonable expenses incurred when, on the direction or the approval of the WSIB, you must travel in relation to a claim. Your adjudicator can provide more details.

### Non Economic Loss Benefit (NEL)

If your workplace injury or illness is severe enough to cause a permanent impairment, you may be eligible for a Non Economic Loss Benefit. We pay this benefit to recognize that, beyond your wage loss, you may also have suffered a permanent physical, functional or psychological loss.

If there is evidence of permanent impairment, your adjudicator will refer you for a Non Economic Loss medical assessment. You should note your right to the NEL Benefit (if applicable), is not affected by returning to work.

Permanent impairment means any permanent physical or functional abnormality or loss (including disfigurement) that results from an injury. Permanent impairment also includes any psychological damage arising from the abnormality or loss.

A worker's degree of permanent impairment is expressed as a percentage of total permanent impairment of the whole person.

*Your adjudicator will notify you if you qualify for a NEL Benefit review and will let you know what the process includes. You can find more details about NEL in the "For Workers" section of our web site: [www.wsib.on.ca](http://www.wsib.on.ca)*

### Loss of Retirement Income Benefits

The Loss of Retirement Income Benefit replaces money that you would have saved for your pension had you not been injured at work. It is meant to add to your retirement income. It does not affect other retirement pensions you may receive from your employer, the Canada Pension Plan or old-age security.

You may be eligible for this benefit when you reach age 65 if you have received Loss of Earnings Benefits for 12 continuous months and you were less than 64 years of age at the time of your injury.

The Loss of Retirement Income Benefit is paid at age 65. We will send you information about the benefit a few months before your 65th birthday. If you die before age 65, the benefit is paid to your survivors.

### Survivor Benefits

There are four types of benefits/services the WSIB may provide to the survivors of a worker in the event of a work-related death. They are:

- Monetary benefits (monthly and lump-sum payments)
- Burial expense payment
- Bereavement counselling
- Labour Market Re-entry assistance to the surviving spouse.

If you have any questions about survivors' benefits, please contact the **Occupational Disease and Survivor Benefits Program** at (416) 344-1010 or 1-800-465-9646.

## Section 4 Managing your Claim

While receiving WSIB benefits, you have certain responsibilities. Your job during this time is to focus on returning to work that is safe, and within your physical (functional) abilities. You share this responsibility with your employer and must work together to achieve it.



It is important that you co-operate in efforts to return you to work in a safe and timely manner. We are looking to you for full commitment by keeping in regular touch with your employer, making suggestions about how you could return to work while recovering and participating in whatever assessments/programs are arranged.

Co-operation can include things like:

- Regular attendance at programs arranged for you
- Keeping in touch with us, your employer and any service providers that may be involved
- Completing and returning WSIB forms promptly
- Keeping appointments and being on time for them
- Taking every reasonable measure to ensure the success of your recovery
- Telling us about any important change in the status of your claim, known as “material change in circumstances”, including eligibility for WSIB loss of earnings benefits

Most workers are helpful and co-operative. But in rare cases where the WSIB determines a worker is unco-operative, the worker's benefits may drop to 50%, or stop completely after a continued period of non-co-operation.

### What is a “material change in circumstances”?

You are also responsible for reporting any changes that affect your injury, employment or earnings to us within 10 days of the change. Here are some common examples of situations you must tell us about:

- Changes in your medical status or treatment - you become capable of doing modified work
- Changes in earnings/income - your wages from employment have increased or decreased or you begin to receive Canada Pension Plan disability benefits
- Changes in your work status - returning to work, finding a new job or a temporary part-time job, being fired or retiring
- Changes in your employment conditions - hours of work, wages, duties, etc.
- Situations that affect your recovery or ability to work – for example, moving out of the province, an unrelated health condition or if your work visa expires.

We consider failure to report a material change to the WSIB to be fraud. If you are not sure if you should report a change or new information, contact your adjudicator.

## Section 5

### Recovery and Return to Work

More and more research is showing the benefits of safe, early and active return to work. Most workers are able to return to work on the day of injury or soon after, as they continue to recover. Because you and your employer know best what type of work exists in your workplace (that is safe), take the initiative to talk with your employer and plan your return to work. The goal is to get you back to your pre-injury job if possible, or to safe, suitable work at similar pay (even on a temporary basis) until you recover enough to do your regular job.



#### Early and safe return to work

You and your employer have a shared responsibility to:

- Get and stay in contact with each other as soon as possible following a workplace accident
- Discuss, plan and actively work together to arrange a safe and timely return to work
- Share information about your functional abilities (what you can safely do while getting better) so that you and your employer can identify work that is safe for you to perform.

Employers and employees have responsibilities that they must meet. For workers, those responsibilities include:

- Providing written consent to release the details of your functional abilities to your employer. Your employer should provide you with a Functional Abilities Form to take to your health care provider for completion.

- Helping your employer to identify suitable work. This may include modifying your pre-injury work. Sometimes only a minor adjustment is required.
- Keeping the WSIB updated about your progress and calling your adjudicator or nurse case manager if you need help, have questions or need information about what to do.
- Letting the WSIB know about any material change in circumstances within 10 days (see page 15).

#### Functional abilities:

Simply put, functional abilities are what you can and cannot do while recovering from a workplace injury or illness. It is non-medical information. If your employer provides you with a WSIB Functional Abilities Form, you are required to get information from your health care provider about what you can and cannot do, and you must share it with your employer. Using this form will help you and your employer plan timely return to work activities that are safe for you.

#### Suitable work is:

- Work you can do given your medical condition (within your functional abilities)
- Work that is safe for you and those around you
- Work that you have the necessary skills to perform
- Work that restores your pre-injury earnings, if possible.

**Available work is:**

- Work that exists with your accident employer at the pre-injury work site, or at another similar work site arranged by your employer.

If your employer offers you work and you think that the work offered is not suitable, you can ask the WSIB to mediate. If the WSIB rules that the work offered is suitable and you still refuse the work, the WSIB can discontinue any LOE benefits you may be receiving.

**You can expect your employer to:**

- Identify and arrange available, suitable work as soon as possible
- Make changes to your workstation to accommodate your needs (e.g., this may be something as simple as providing a chair so you can sit or stand as needed)
- Keep the WSIB informed about your return to work and call your adjudicator or nurse case manager if help is needed.

*If your employer has 20 workers or more and you have been employed for more than one year, you may have re-employment rights including accommodation of your pre-accident job where possible. If you work in the construction industry, you may also have re-employment rights. Call your adjudicator for further details if this applies to you.*

**Your adjudicator and nurse case manager are here to help.****They will:**

- Monitor your progress and provide you with the support you need to help you return to work safely
- Help address any difficulties that arise, such as explaining your functional abilities, and assisting with discussions between you and your employer
- Get answers to questions about how to accommodate your job or workplace. WSIB ergonomic specialists can assist
- Get assistance from our return to work mediators if there is a disagreement about your return to work between you and your employer.

**Labour Market Re-entry (LMR)**

If you are unable to return to suitable employment with your employer due to your injury, you may require Labour Market Re-entry (LMR) assistance. This happens when:

- It is unlikely that you will return to work with your employer because of the type of injury you have, or
- Your employer cannot provide suitable work, or
- Your employer is unwilling to co-operate in arranging work.

**Labour Market Re-entry Assessment**

A Labour Market Re-entry Assessment will determine the most suitable employment for you. A team of professionals uses the information from the assessment to develop an LMR Plan to help you prepare for the most suitable employment. The assessment considers your work-related impairment, your work history, transferable skills and abilities.

### Labour Market Re-entry Plan

If the assessment shows that you need an LMR Plan, your adjudicator will arrange for it. An LMR Plan is a step-by-step action plan that helps prepare you to become employable and find suitable work that you can safely do. The goal of the plan is to make sure you have the skills, knowledge and abilities to get back into the workforce. The WSIB arranges for an LMR service provider, and will pay all related and WSIB-approved costs. A plan may include the following programs:

- Job Search Techniques training
- English as a Second Language training
- Skills training
- Academic upgrading.

Your adjudicator monitors your progress during the LMR program. Generally speaking, you will receive full LOE benefits if you co-operate in all aspects of the LMR assessment or LMR plan. If you do not co-operate, your LOE benefits may be reduced or suspended.

## Section 6

### WSIB Forms and Correspondence

Your adjudicator will send out forms for you to complete while you are receiving benefits. When and how often your adjudicator sends these forms depends on what type of injury you have.



#### Getting and returning forms

- You will receive forms to complete and return.
- Try to give as much information as possible. This helps the adjudicator understand how you are doing and what treatment you are getting.
- This information also helps the adjudicator understand how long it is likely to take for you to recover enough to be able to return to modified work or to your pre-injury job.
- It is your responsibility to complete the forms each time you receive them and return them promptly.

#### Completing forms

Please follow these general rules:

- Always use a black pen.
- Print clearly or type so that the adjudicator can read the form easily.
- Always make sure your claim number is on the form.
- Fill out all parts of the form to help the adjudicator understand your situation. For example,
  - how you are doing with your health care
  - if you have returned to part-time or modified work or your pre-injury job
  - if you are having trouble talking to your employer about going back to work
- Sign and date the form.

*Your adjudicator may also give you forms to give to your physician, chiropractor or other health care provider to complete.*

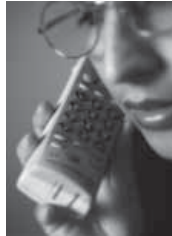
## Frequently used forms

Title	Purpose
<b>Form 26</b> Health Professional's Progress Report	To provide medical/clinical information about your progress
<b>Form 41</b> Worker's Progress Report	To provide current information about your recovery and return to work progress
<b>Form 2647A4</b> Functional Abilities Form	To provide your employer with a list of your physical (functional) abilities to assist in return to work
<b>Form 0806A</b> WSIB Medication Reimbursement Form	To receive reimbursement for prescription drugs
<b>Form 3164</b> General Worker Expense Form	To be used by workers when claiming reimbursement for health care treatment and expenses
<b>Form 2721A</b> Worker Health Care Travel Expense Form	Workers who are claiming for travel reimbursement related to health care should use this form
<b>Form 3585A</b> Vision Care Claim Form	To be used by workers claiming for reimbursement for repair or replacement of prescription eye wear

Where to get it	When it is sent	Who completes
Your adjudicator will mail this to you as required. You would then bring this form to your next appointment for completion	At the discretion of your adjudicator	Physician, Chiropractor, Physiotherapist or Registered Nurse (extended class)
Your adjudicator will mail this to you as required	At the discretion of your adjudicator	Worker
At the workplace	Your employer gives you this form at the time of injury or soon after	Any regulated health care professional involved in your treatment
Your pharmacist will provide if necessary	Only if you pay for prescription drugs directly	Worker
Your adjudicator will mail it to you if necessary	Only if you pay for health care directly	Worker
Your adjudicator will mail it to you if necessary	Only if you have travel expenses relating to your health care	Worker
Your adjudicator will mail it to you if necessary	Only if you have to replace or repair your eyeglasses due to your workplace injury	Worker

## Section 7 Appealing a WSIB Decision

If you are dissatisfied with a decision after it has been fully explained to you, you have the right to appeal. If you would like assistance with your appeal, see page 26 to learn where to obtain expert, independent services free of charge.



### **Time limits for appealing WSIB decisions:**

- For return to work or labour market re-entry decisions, you have 30 days
- For decisions regarding your entitlement to Loss of Earnings or Health Care Benefits, you have six months.

### **The appeals process is designed to:**

- Make sure that you have the information needed to understand why a decision has been made
- Give you an opportunity to discuss your concerns with the person who made the decision
- Give you an opportunity to provide additional information to support your case
- Look at alternative solutions.

### **All WSIB decisions come with:**

- A written explanation about the decision
- An invitation to contact the adjudicator to discuss your concerns
- The time limits for appealing the decision.

#### *Note:*

*The rates paid by the WSIB for health care are pre-set and cannot be appealed.*

The following are the steps that you should take if you decide to appeal a decision:

- Call your adjudicator to discuss the decision.
- If you are not satisfied with the decision, notify your adjudicator in writing within the time limit. Your adjudicator will send you a copy of your file so that you can go over the information that was used to make the decision.
- If you are still not satisfied, complete the objection form that was included with your file and return it to your adjudicator.
- Your adjudicator will review your case again, based on the information you have supplied on your objection form.
- If your adjudicator does not feel that a change in the decision is warranted, your objection will be referred to the Appeals Branch.

### **Appeals process**

An appeals resolution officer will handle your case and will use a variety of methods to decide your appeal. You will be contacted by letter or by telephone to discuss the best way to proceed and to outline your options.

**The appeals resolution officer will communicate all decisions in writing.**

**The appeals resolution officer's decision is the final decision of the WSIB.**

**If you are still not satisfied**

You have six months to appeal final WSIB decisions to the Workplace Safety and Insurance Appeals Tribunal (WSIAT).

For more information, call or write:

**Workplace Safety and Insurance Appeals Tribunal**

**505 University Avenue,**

**7th floor,**

**Toronto, Ontario M5G 2P2**

**Phone: (416) 314-8800 or toll-free 1-888-618-8846**

**Website: [www.wsiat.on.ca](http://www.wsiat.on.ca)**

*If you need help with your appeal, free expert advice is available.*

If you belong to a union, contact them. If you require help finding your union, call the **Ontario Federation of Labour:** (416) 441-2731 or toll-free 1-800-668-9138, [www.ofl.ca](http://www.ofl.ca)

If you do not belong to a union, the **Office of the Worker Adviser** can help you by providing information and advice on appealing a WSIB decision. The service is free and confidential to injured workers and their survivors:

**Phone: 1-800-435-8980 or**

**Website: [www.owa.gov.on.ca](http://www.owa.gov.on.ca)**

For information about local community legal clinics and legal aid certificates, check the blue pages of your local telephone book or contact **Legal Aid Ontario:** 1-800-668-8258

In the Toronto area, there are also two organizations that provide service for injured workers:

- **Injured Workers Consultants: (416) 461-2411**
- **Industrial Accident Victims Group of Ontario: (416) 924-6477 or toll-free 1-877-230-6311**

**Section 8****WSIB Contacts and Other System Resources**

Your adjudicator is your key link with the WSIB. If you don't know your adjudicator's name or phone number, call our office nearest you:

Guelph	(519) 826-4650	1-888-259-4228
Hamilton	(905) 523-1800	1-800-263-8488
Kingston	(613) 544-9682	1-800-267-9461
Kitchener	(519) 576-4130	1-800-265-2570
London	(519) 663-2331	1-800-265-4752
North Bay	(705) 472-5200	1-800-461-9521
Ottawa	(613) 237-8840	1-800-267-9601
St. Catharines	(905) 687-8622	1-800-263-2484
Sault Ste. Marie	(705) 942-3002	1-800-461-6005
Sudbury	(705) 675-9301	1-800-461-3350
Thunder Bay	(807) 343-1710	1-800-465-3934
Timmins	(705) 235-6130	1-800-461-9856
Toronto	(416) 344-1000	1-800-387-0080
Windsor	(519) 966-0660	1-800-265-7380
Appeals Branch, general inquiry	(416) 344-1014	1-800-387-0773
Help in Other Languages	(416) 344-2000	1-800-465-5606
Prevention Hot Line	(416) 344-1016	1-800-663-6639
Loss of Retirement Benefit, general inquiry	(416) 344-1000	1-800-387-0750
Telephone Service for the Deaf	1-800-387-0050	
Compliance Branch	1-888-745-3237	
Workplace Safety and Insurance Appeals Tribunal (WSIAT)	(416) 314-8800	1-888-618-8846
Fair Practices Commission	(416) 603-3010	1-866-258-4383

### Workplace Health & Safety Partners

We have many partners in the workplace safety and insurance system. The following is a partial list of who they are, what they do and how to make contact.

#### Ministry of Labour

Sets, communicates and enforces the Occupational Health and Safety Act. If you have concerns about safety in your workplace that cannot be resolved, call for assistance.

Phone: 1-800-268-8013 or (416) 326-7770

Web site: [www.labour.gov.on.ca](http://www.labour.gov.on.ca)

To report a critical or fatal accident, please notify your local Ministry of Labour office. Local telephone numbers are listed in the blue pages of your phone book.

#### Occupational Disability Response Team

A not-for-profit project organized by the Ontario Federation of Labour to provide workers and their representatives with workplace insurance training and support.

Phone: (416) 441-2731

Web site: [www.odrt.ca](http://www.odrt.ca)

#### Occupational Health Clinics for Ontario Workers

Provides diagnostic services to workers with occupational health problems.

Phone: 1-888-596-3800

Web site: [www.ohcow.on.ca](http://www.ohcow.on.ca)

#### Workers' Health & Safety Centre

This organization develops training programs and publishes health and safety information.

Phone: 1-888-869-7950 or (416) 441-1939

Web site: [www.whsc.on.ca](http://www.whsc.on.ca)

#### Injured Worker Outreach Services

This organization provides support for injured workers.

Phone: (416) 344-4763

### Health and Safety Associations

Dedicated to your specific industry sector, they provide information, consultation and education to workers and employers.

#### Construction Safety Association of Ontario (CSAO)

Phone: 1-800-781-2726 or (416) 674-2726

Fax: (416) 674-8866

Web site: [www.csao.org](http://www.csao.org)

#### Education Safety Association of Ontario (ESAO)

Phone: 1-877-732-3726 or (416) 250-8005

Fax: (416) 250-9190

Web site: [www.esao.on.ca](http://www.esao.on.ca)

#### Electrical & Utilities Safety Association (EUSA)

Phone: 1-800-263-5024 or (905) 625-0100

Fax: (905) 625-8998

Web site: [www.eusa.on.ca](http://www.eusa.on.ca)

#### Farm Safety Association Inc. (FSA)

Phone: 1-800-361-8855 or (519) 823-5600

Fax: (519) 823-8880

Web site: [www.farmsafety.ca](http://www.farmsafety.ca)

#### Industrial Accident Prevention Association (IAPA)

Phone: 1-800-406-IAPA (4272) or (905) 614-4272

Fax: (905) 614-1414

Web site: [www.iapa.ca](http://www.iapa.ca)

#### Mines & Aggregates Safety and Health Association (MASHA)

Phone: (705) 474-7233

Fax: (705) 472-5800

Web site: [www.masha.on.ca](http://www.masha.on.ca)

#### Municipal Health and Safety Association (MHSA)

Phone: 1-866-275-0045 or (905) 890-2040

Fax: (905) 890-8010

Web site: [www.mhsao.com](http://www.mhsao.com)

**Ontario Forestry Safe Workplace Association (OFSWA)**

Phone: (705) 474-7233

Fax: (705) 474-4530

Web site: www.ofswa.on.ca

**Ontario Safety Association for Community & Healthcare (OSACH)**

Phone: 1-877-250-7444 or (416) 250-7444

Fax: (416) 250-7484

Web site: www.osach.ca

**Ontario Service Safety Alliance (OSSA)**

Phone: 1-800-525-2468 or (905) 602-0674

Fax: (905) 602-6517

Web site: www.ossa.com

**Pulp and Paper Health and Safety Association (PPHSA)**

Phone: (705) 474-7233

Fax: (705) 472-8250

Web site: www.pphsa.on.ca

**Transportation Health and Safety Association of Ontario (THSAO)**

Phone: 1-800-263-5016 or (416) 242-4771

Fax: (416) 242-4714

Web site: www.thsao.on.ca

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[www.wsib.on.ca](http://www.wsib.on.ca)

