

# PARTNER ONBOARDING PACKAGE

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Welcome to WorkSafeNB's  
network of care!

**People.**  
**Prevention.**  
**Integrity.**

May 5, 2025



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# Welcome!

It's with great pleasure that we welcome you as a health care partner. We're excited to have you join our network of approved professionals who play a vital role in ensuring the health and well-being of New Brunswick' workers.

You're at the forefront, delivering essential rehabilitation and assessment services that allow for the return to work and improvement of lives of workers both at work and at home. Your expertise and commitment to client care contribute significantly to our mission: collaborate with all stakeholders to design, build and manage an effective continuum of safety and care.

In the coming weeks, we'll schedule a one-on-one session with you, where you'll learn more about us and have the opportunity to ask questions. Please use this onboarding package to prepare you for the session and serve as an ongoing resource.

We look forward to working with you!



# Partners in service excellence

Message from our President and CEO



Welcome to the WorkSafeNB network of care providers. We look forward to collaborating with you to provide exceptional service to New Brunswick workers.

WorkSafeNB's values are accountability, collaboration and trust. We incorporate these values in all we do – from our initial meeting with you to ongoing support. We encourage open communication, the sharing of knowledge, evidence-based approaches, and the continuous pursuit of excellence in care.

Together, we will have a meaningful impact on the lives of New Brunswick workers and their families as they navigate recovery.

As a valued partner, we wish to set you up for success – with knowledge, tools and connections to help you best treat and support injured workers.

Please reach out to one of our skilled health care consultants at any time for guidance and help. On behalf of WorkSafeNB, I thank you for your diligence and commitment to quality care and service.

Tim Petersen, President and CEO





# GETTING TO KNOW US

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Integrity.**





GETTING TO KNOW US

# About WorkSafeNB



We care about New Brunswickers and their safety. We treat each worker, each employer, each claim and each workplace incident and inspection with the utmost care.



The work we do is important – and so are the people we do it for. We help workers injured on the job safely recover. We help employers make workplaces safe. And we strive to provide our clients – whether they are workers or employers – exceptional service.

## HELPING WORKERS RECOVER

Under the *Workers' Compensation Act*, with your help, we support workers recovering from workplace injury or illness. We ensure they get the medical treatment they need when they need it, and the financial benefits to help protect them and their family from the economic impact of a workplace injury or illness.



GETTING TO KNOW US

# Our founding principles



The Meredith Principles are based on:

1. **No-fault compensation**
2. **Security of benefits**
3. **Collective liability**
4. **Independent administration**
5. **Exclusive jurisdiction**

In 1918, New Brunswick's workers' compensation system was established based upon principles developed five years earlier by Sir William Meredith, a former Chief Justice of Ontario.

The development of the Meredith Principles achieved a historic compromise in which employers fund the workers' compensation system and collectively share liability if, and when, workers are injured.

In return, injured workers receive wage-loss compensation and medical benefits while they recover from a workplace injury.

In accepting workers' compensation benefits, injured workers cannot sue their employers. The Meredith Principles became the basis for workers' compensation systems across Canada and remain so today.

WorkSafeNB is a Crown corporation committed to promoting healthy and safe workplaces in New Brunswick. While our primary objective is to prevent workplace injuries and occupational disease, we provide comprehensive rehabilitation services and wage-loss replacement when these do occur.





GETTING TO KNOW US

# Our commitment

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WorkSafeNB is committed to service excellence. For injured workers of New Brunswick, this means timely and quality care and service.

We focus on early and safe return to work, best supporting both New Brunswick workers and workplaces.

Workers stay connected to colleagues, maintain routines, and keep a sense of value and identity. They focus on what they *can do*, not what they *can't*.

Employers maintain a valuable employee. There's less disruption to the workplace and they build on a culture of trust and support, improving its productivity.

Working with partners like you, we can support workers and employers in this goal.

## VISION

Making New Brunswick the safest place to work.

## MISSION

We help New Brunswick thrive through an effective continuum of safety and care.

## VALUES

Accountability, Collaboration and Trust



GETTING TO KNOW US

## Our focus areas

# PEOPLE PREVENTION INTEGRITY



### PEOPLE

We will create a people-first culture resulting in an exceptional employee and client experience.

### AN EXCEPTIONAL EXPERIENCE

Keeping New Brunswick workers healthy and safe is more than a job – it's a passion! We are workers too, as are our daughters and sons, brothers and sisters, parents and children, and friends and colleagues. Together, we provide exceptional service and support, building a strong support network of safety and care for all.



### PREVENTION

Together, we will prevent workplace injuries, illnesses, death and disability.

### A PROVINCE WITHOUT WORKPLACE INJURY AND DISABILITY

Traditionally, when we think about prevention, we think of injuries and illnesses. WorkSafeNB, however, is changing this mindset. We also define it as helping injured workers recover at work when possible, keeping them involved and productive to help prevent disability.



### INTEGRITY

We will protect the integrity of the system.

### OUR GUIDING PRINCIPLE

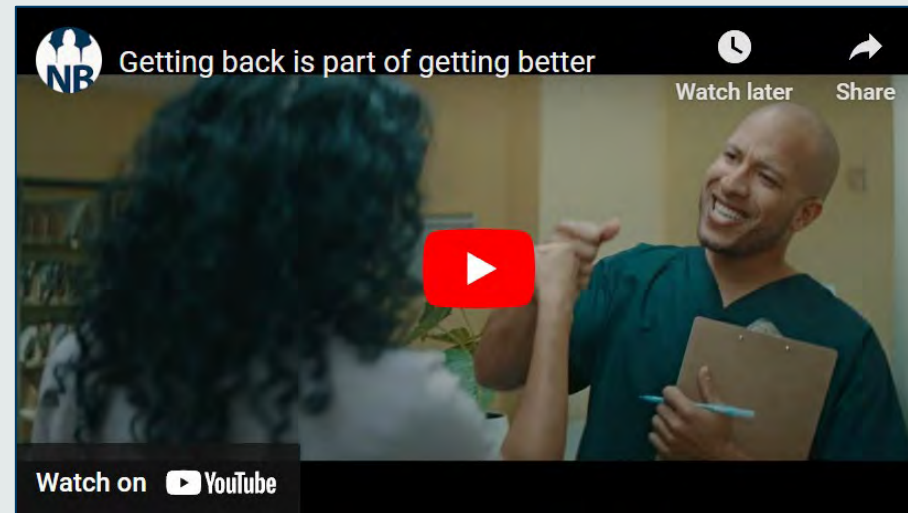
As a trusted steward, we are dedicated to building a strong, stable and sustainable system. While financial sustainability is a key component, system integrity also includes good governance, privacy protection, modern technology, cybersecurity and sound legislative foundations.



GETTING TO KNOW US

# Every day matters

When it comes to worker recovery, **every day matters**. WorkSafeNB takes an early and evidence-based approach to treatment, minimizing the potential for long-term disabilities and their impacts. **Returning to work is returning to life!** To learn more, please explore [WorkSafeNB's online resources](#), as well as information from other organizations that specialize in occupational medicine best practices.



## Link between work and health:

“ There is substantial evidence to support the positive link between work and health (physical, mental and social health). ... Absence from work contributes to declining health, slower recovery times, and longer duration of disability. ”

- Occupational Medicine Specialists of Canada





GETTING TO KNOW US

# Our early, proactive approach

WorkSafeNB takes a proactive approach to disability prevention, and we collaborate with you to make that happen.

We focus on the proven strategy of early and individualized support that keeps the worker at or connected to the workplace, when possible.

Our Stay at Work Service and Early Intervention teams provide customized care from the onset of injury or illness.

Our *Care Closer to Home* model ensures our workers receive care in or near their community – when possible – allowing them to stay connected to important supports of family and friends.



Among our strategies:

- Clinical Partner Relations team
- Critical Care Recovery team
- [Direct Referral to Physiotherapy Program](#)\*
- [Early Intervention team](#)
- Industry-specific case management teams
- [Stay at Work team](#)
- [SUCCEED](#)\*

\* Offer access to treatment before adjudication, expediting recovery.

# PARTNERING WITH US

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PARTNERING WITH US

# Recovery is a team effort

Making safe and sustainable work arrangements for recovering workers takes teamwork. Workers, employers and health care partners all have important contributions to make to shift the focus from what a person can't do to what they can do at the workplace.

## Your part:



- Provide timely, evidence-based treatment supporting the worker's recovery.
- Support injured workers in understanding the positive effects of timely return to employment.
- Communicate and collaborate with all care partners, including the employer and WorkSafeNB, in the worker's recovery.



- Work closely with the claim manager to facilitate the worker's recovery.
- Actively participate in the stay-at-work or return-to-work program, such as suggesting ideas on how to adapt for safe job duties.



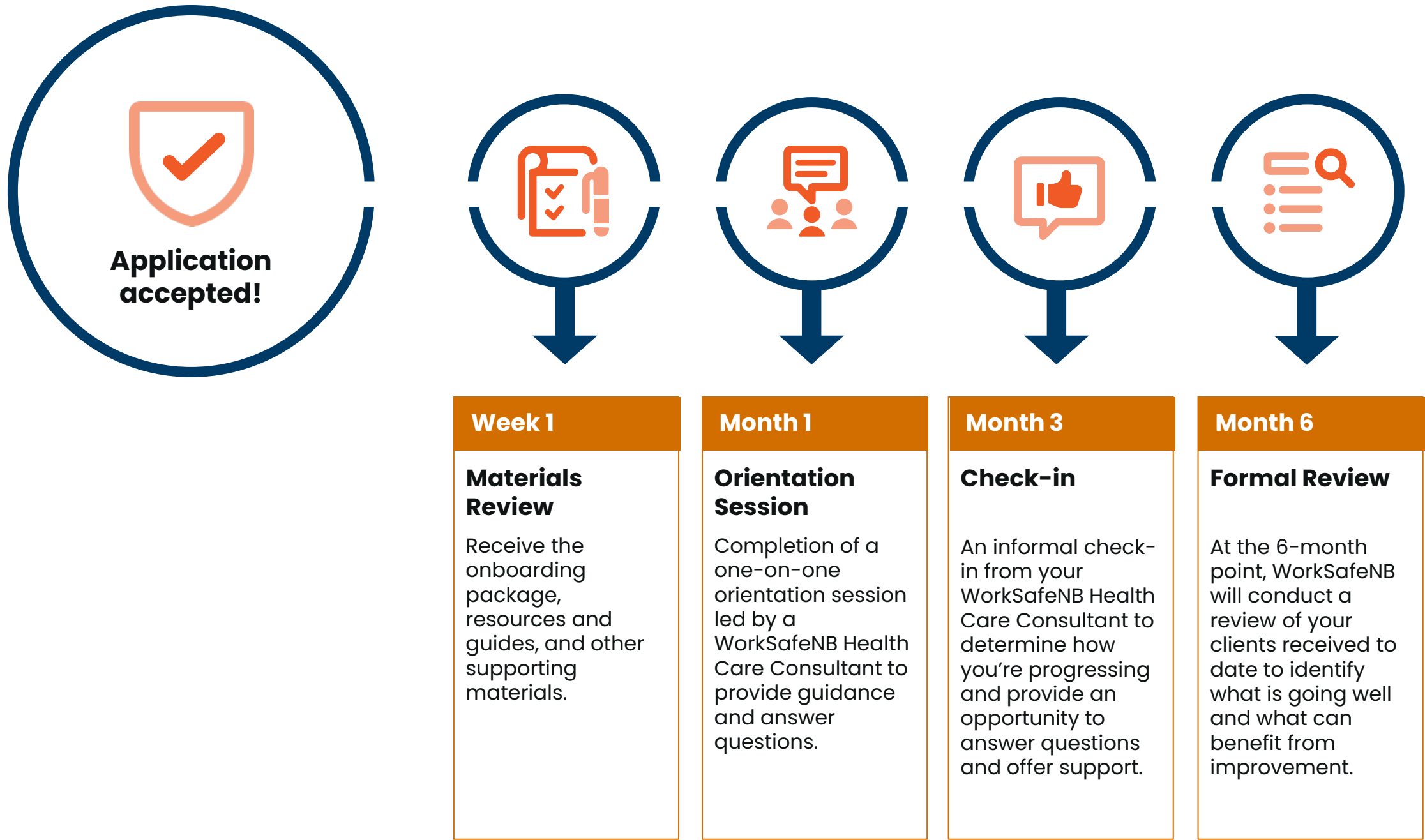
PARTNERING WITH US

# Onboarding process

## Checklist

1	<b>Receive Onboarding Package</b> Receive an onboarding package with discipline-specific information.
2	<b>Review Onboarding Materials</b> Review the materials to gain an initial understanding of WorkSafeNB and the provider network.
3	<b>Identify Primary Contact</b> Determine your health care consultant partner (the person who shared the onboarding package with you) and note contact information.
4	<b>Identify Outstanding Questions</b> Note any additional questions you may have after reviewing the onboarding materials.
5	<b>Attend Orientation Session</b> At the orientation session, we'll walk you through any remaining discipline-specific information and answer any outstanding questions.
6	<b>Attend Check-in</b> At about three-month mark of being a WorkSafeNB partner, we'll connect with you to see how you're doing and if you have any questions.

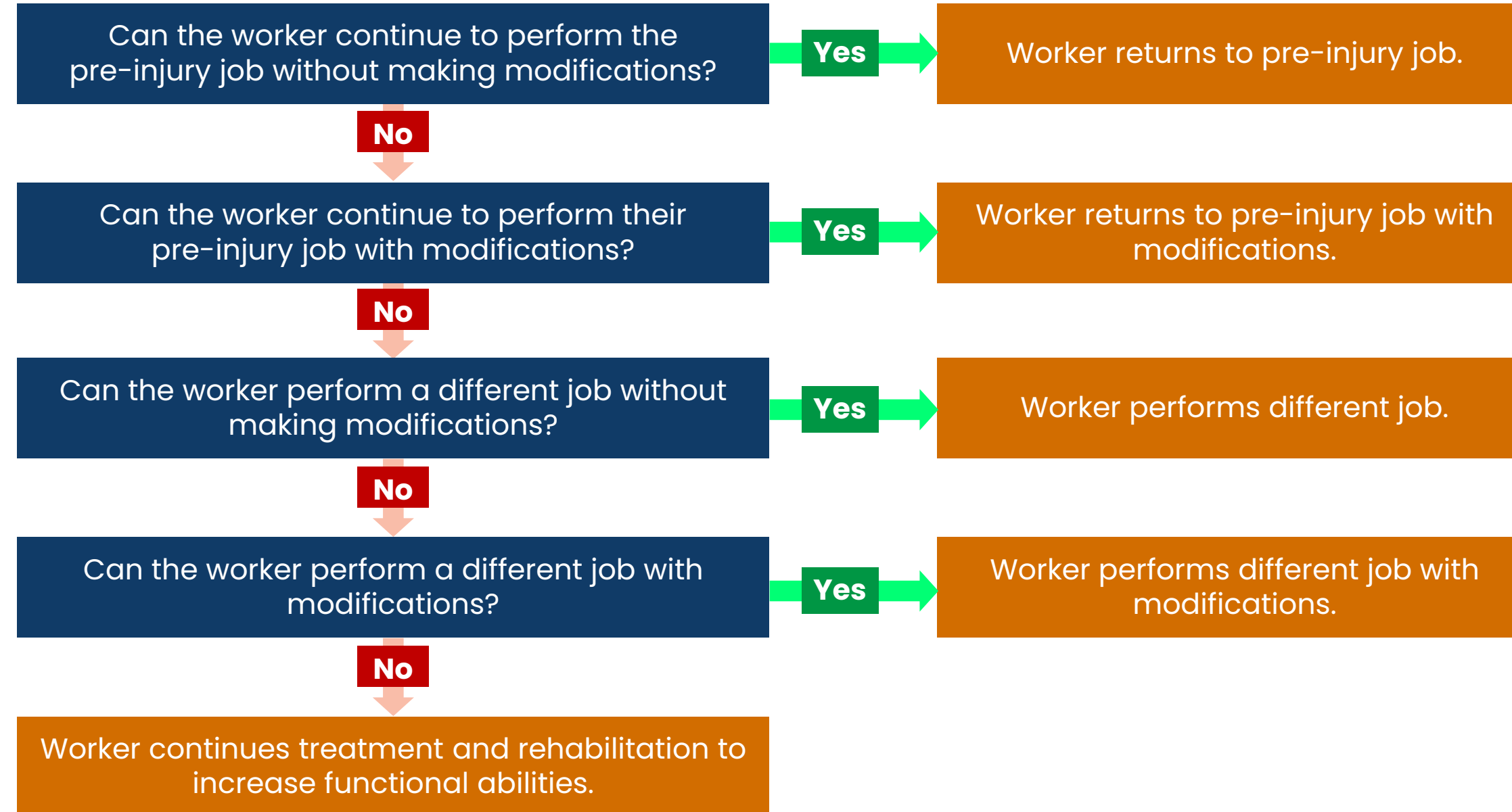
## Onboarding timeline





# Decision-making process

A worker has an injury. Now what?



PARTNERING WITH US

# Meet your team!

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WorkSafeNB is committed to supporting you! Our highly skilled team members are your partners in ensuring the well-being and care of workers. Our advisors have thorough knowledge and practice in their respective disciplines and understand the specific challenges faced by injured workers and the health care providers serving them.



Tracy Underwood  
*Clinical Partner Relations  
Manager*



Justin Parsons  
*Physiotherapy  
Business Partner*



Alison (Ali)  
Heighton-Lamb,  
*Occupational Therapy  
& Allied Health  
Business Partner*



Mike Bewsher  
*Mental Health  
Business Partner*



Andy West  
*Rehabilitation  
Clinical Advisor*



Rebecca West  
*Rehabilitation  
Clinical Advisor*



Colin MacKenny  
*Rehabilitation  
Clinical Advisor*



Linda Gillespie  
*Administrative Assistant*



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## When do I contact the team?

While you'll work primarily with the injured worker and the WorkSafeNB claim owner, our CPR team provides an additional level of support. Here are some examples of times to contact us to ensure effective communications and information sharing throughout our partnership.

**“We're here to help!”**

**1**

### **Need help when treating a WorkSafeNB client**

- Questions or concerns on the client's rehabilitation plan
- Times where treatment is not yielding desired results and you recommend a new path or would like to explore options

**2**

### **Change in contact information**

- Location or office move
- Email or mailing address change
- Phone number change

**3**

### **Change in business operations**

- New services or personnel available (such as added expertise or capabilities)
- Services or personnel leaving or no longer available to WorkSafeNB clients
- Opening or closure of operating locations

PARTNERING WITH US

## Questions

WorkSafeNB is here to work with you. If you have recommendations or concerns, please reach out.

### **Don't agree with a WorkSafeNB decision or direction?**

Speak with the WorkSafeNB claim manager or health care consultant about your concern.

### **What happens if there is a complaint?**

We take client care seriously. Any concern or complaint to WorkSafeNB on a provider's service is carefully investigated by our team. This would include a review of clinical information and interviews with you, the clinic owner (if applicable), the worker and WorkSafeNB staff.

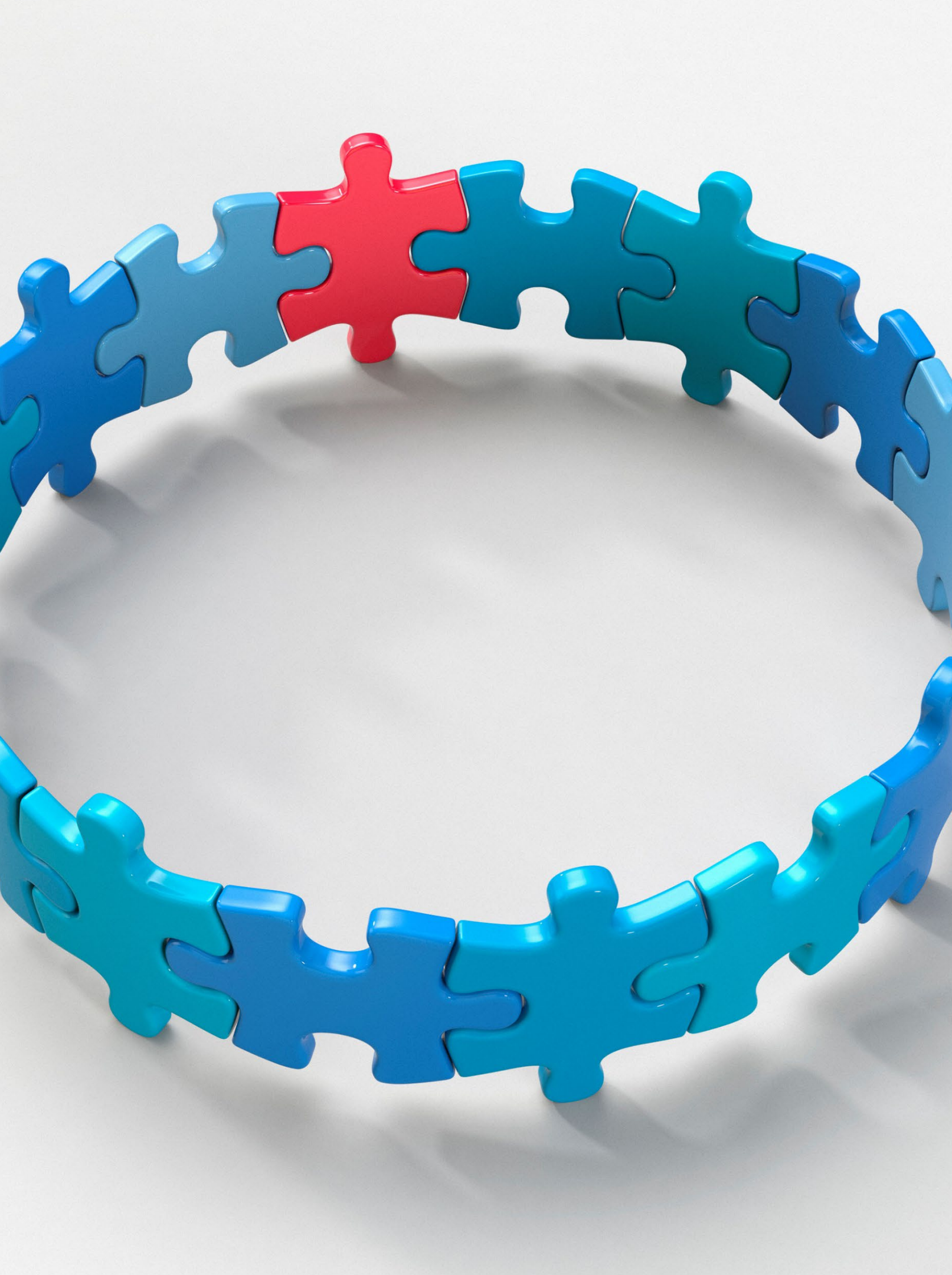
Once completed, we document the investigation in writing and share it with the clinic owner. Clinical concerns may result in clinic probation or de-listing of the clinic as an approved provider.

If the complaint is substantiated and may affect public protection, the complaint is forwarded in writing to the provider's oversight body (example: College of Physiotherapists of New Brunswick).

Call us: 1 800 999-9775







PARTNERING WITH US

## In summary

### **Through this partnership you'll:**

- Work collaboratively with us to ensure that injured workers receive appropriate treatment.
- Recognize and champion the importance of early and safe return to work for injured workers.
- Support and facilitate workers and their employers in a safe stay-at-work or early return-to-work program.
- Submit quality and timely clinical reports.

**Our skilled team members are here to help.**

**Getting back is part of getting better.**  Click here!

# MYSERVICES

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## MYSERVICES

# MyServices for health care providers

Accessible through worksafenb.ca, MyServices is a secure platform, where you submit claim information, such as reports and invoices, and communicate with WorkSafeNB claim managers and your health care consultant.

Use MyServices to:

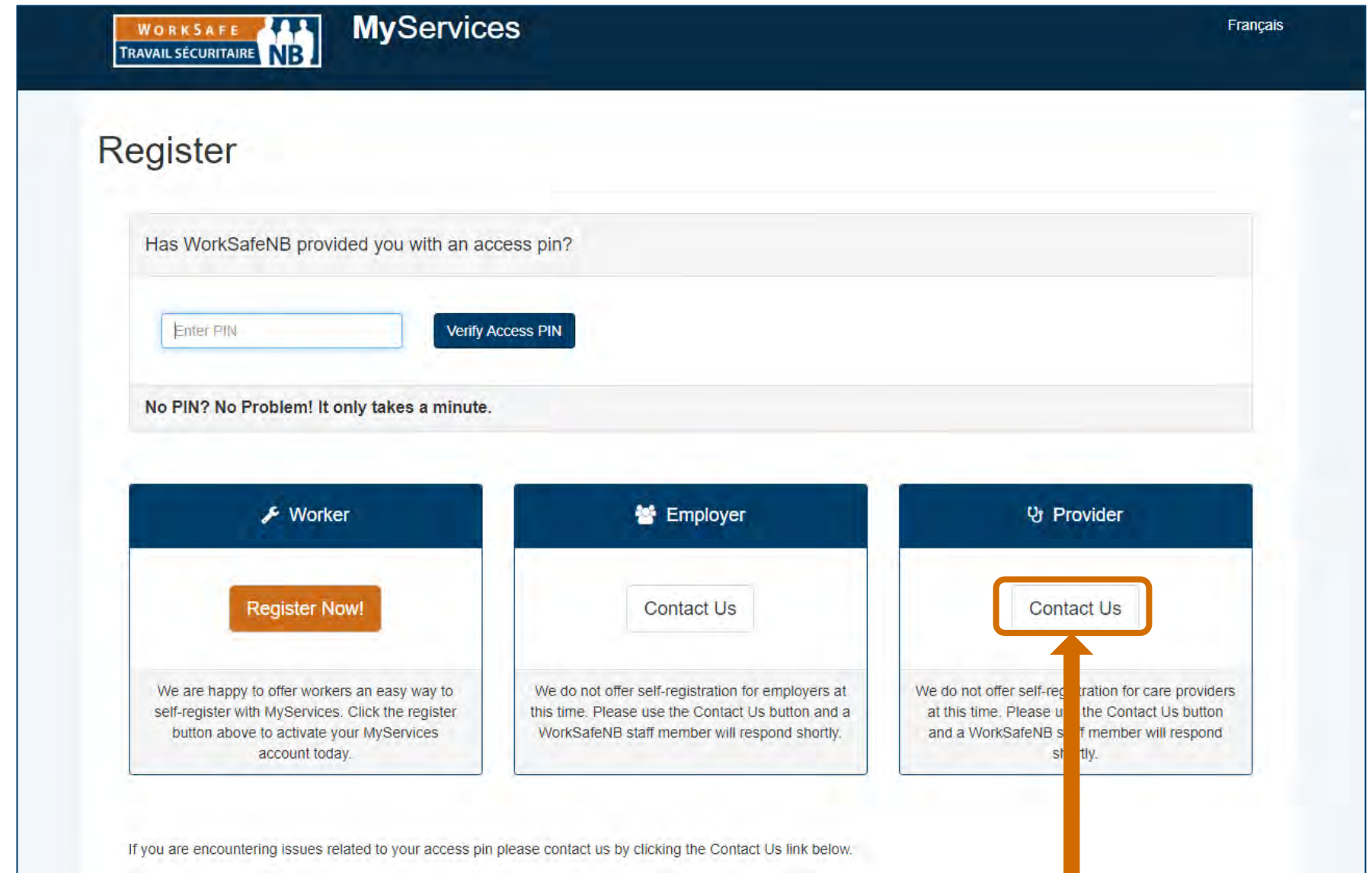
- Email WorkSafeNB with questions or concerns
- Upload reports and invoices
- Check on invoice status
- View invoice and payment history

**Register for your MyServices account!**

**Need help?**



1 800 999-9775



The screenshot shows the 'MyServices' registration page. At the top, there's a header with the 'WORKSAFE TRAVAIL SÉCURITAIRE NB' logo and the 'MyServices' title, along with a 'Français' link. The main heading is 'Register'. Below it, a form asks 'Has WorkSafeNB provided you with an access pin?'. There's an input field for 'Enter PIN' and a 'Verify Access PIN' button. A message states 'No PIN? No Problem! It only takes a minute.' Below this, there are three columns for 'Worker', 'Employer', and 'Provider'. The 'Worker' column has a 'Register Now!' button. The 'Employer' and 'Provider' columns have 'Contact Us' buttons. An orange arrow points to the 'Contact Us' button in the 'Provider' column. At the bottom, a note says 'If you are encountering issues related to your access pin please contact us by clicking the Contact Us link below.'

Or click here!

# Reports and invoices

Send us claim-related documents such as reports, invoices, travel expense forms, copies of medical leave slips, etc. through your MyServices account.

- Documents must have information related to one claim
- Maximum 3 documents at one time.

## SUBMIT DOCUMENTS

- Select “Send claim-related documents” under the “Communication” tab
- Upload the document

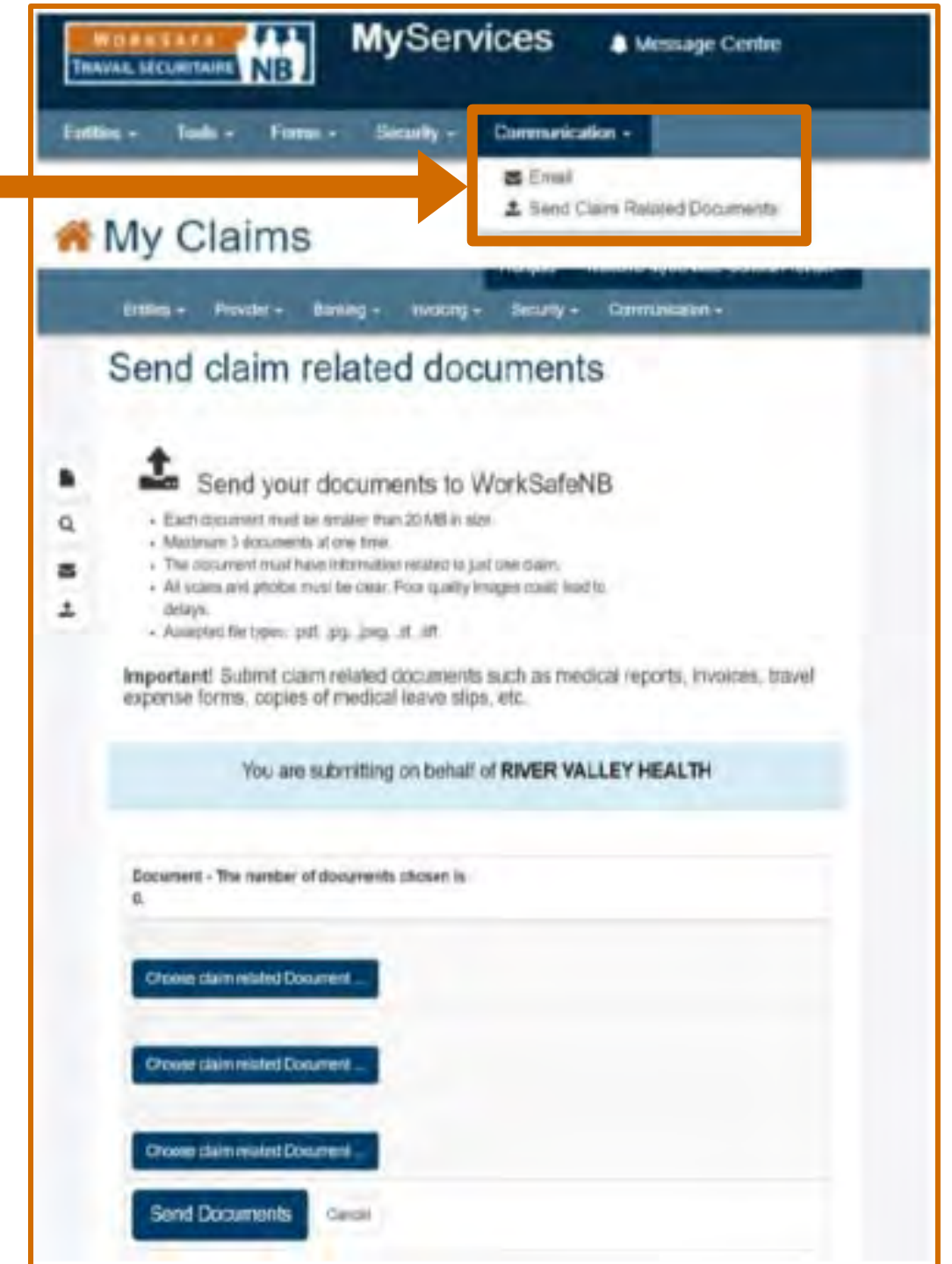
## EMAIL US

- Select “Email” under the “Communication” tab
- Search by first or last name

## Need help?



1 800 999-9775





## Timely reports

We put people first at every stage of recovery. **Timely and thorough reports** help us do this. It helps us make timely decisions, allowing workers to receive appropriate care when they need it. Please submit complete reports.

**Open health care forms!**

<https://www.worksafenb.ca/health-care/working-with-us/health-care-forms/>



Click here!

Submit through **MyServices**

Need help?



1 800 999-9775

Other submission options: fax (1 888 629-4722) and mail (WorkSafeNB, 1 Portland St., PO Box 160, Saint John, NB E2L 3X9).



MYSERVICES

# Invoicing us

Bill according to provider fees\* set by WorkSafeNB.

Invoices must include:

- ✓ Client name
- ✓ Claim number
- ✓ Service provider / clinic name
- ✓ Service delivered description
- ✓ Date(s) of each intervention

Send invoices through **MyServices**

Need help?



1 800 999-9775

\* See your contract.





# WEB RESOURCES

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WEB RESOURCES

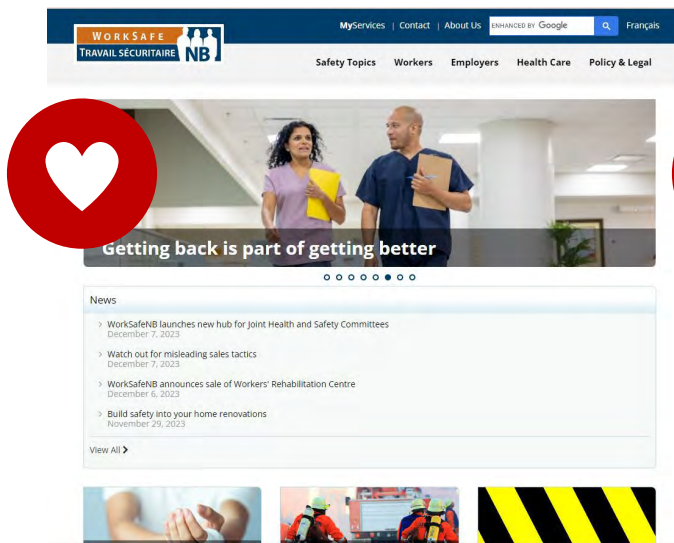
# WorkSafeNB sites

Additional resources a click away

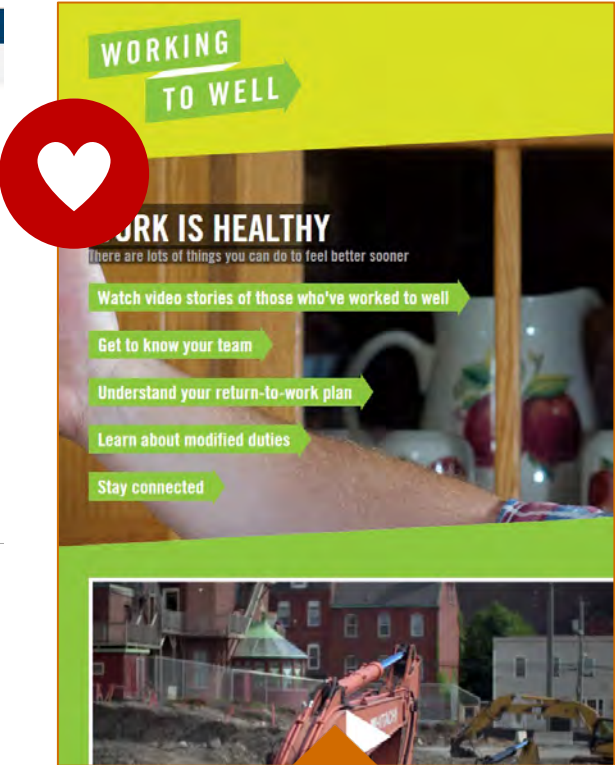
WorkSafeNB provides helpful resources at your fingertips. Four sites (plus an app and the MyServices portal) help us support workers, employers and health care partners in our province. Please take the time to review each site.

 Particularly helpful for you!

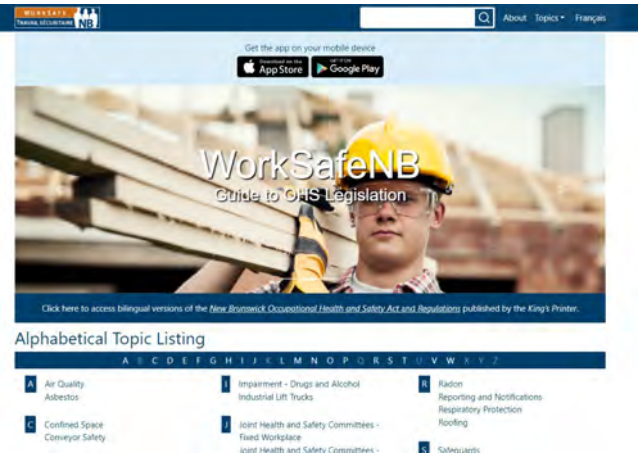
worksafenb.ca



Working to Well



WorkSafeNB Guide to Occupational Health and Safety Legislation (site and app)



Strategic Plan

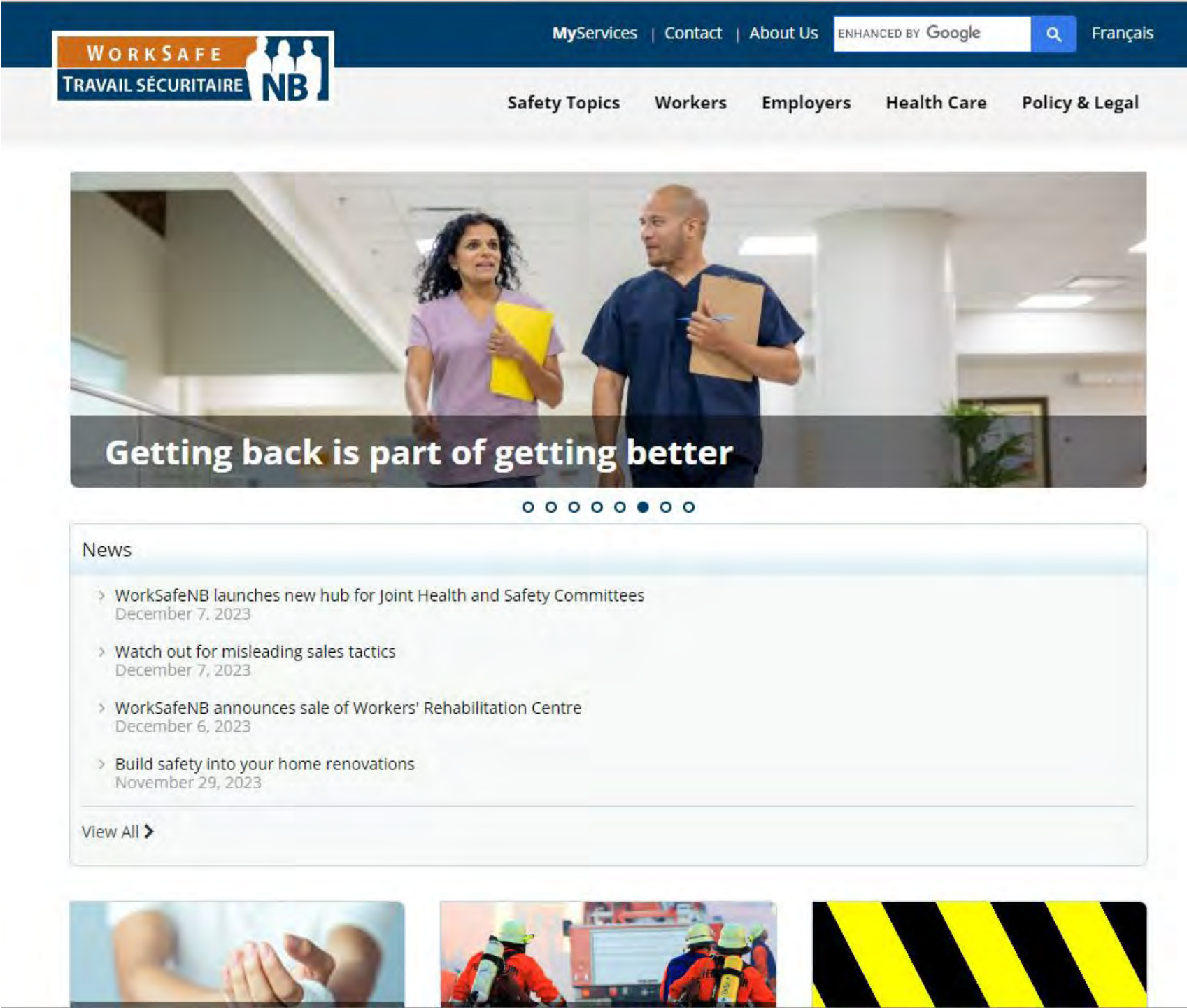


Click each image to visit site!





Worksafenb.ca is our central hub for information. The Health Care section, in particular, hosts treatment and recovery resources, forms and news specific to health care partners.





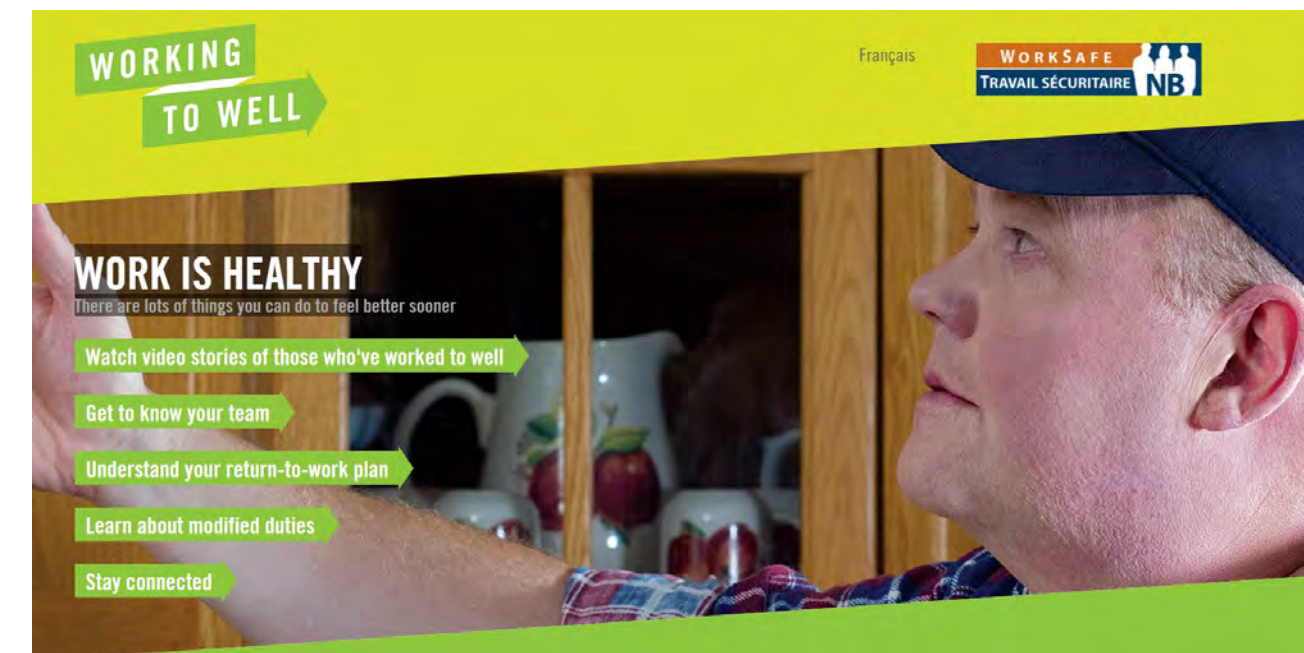
Working to Well helps injured workers navigate the recovery process. It describes how the four partners – the health care provider, worker, employer and WorkSafeNB – work together for their good.. It shares video stories of other injured workers and tips for their recovery.

## HEALTH CARE PROVIDER

Your health care provider plays a vital role in formulating a plan for your successful return-to-work. They also understand the importance of helping you stay active and connected. Depending on your injury, your health care providers may include your family physician or nurse practitioner, surgeon, physiotherapist, psychologist, and occupational therapist.

Learn more about all the ways your health care provider will work with you on your journey to recovery.

[READ MORE](#)

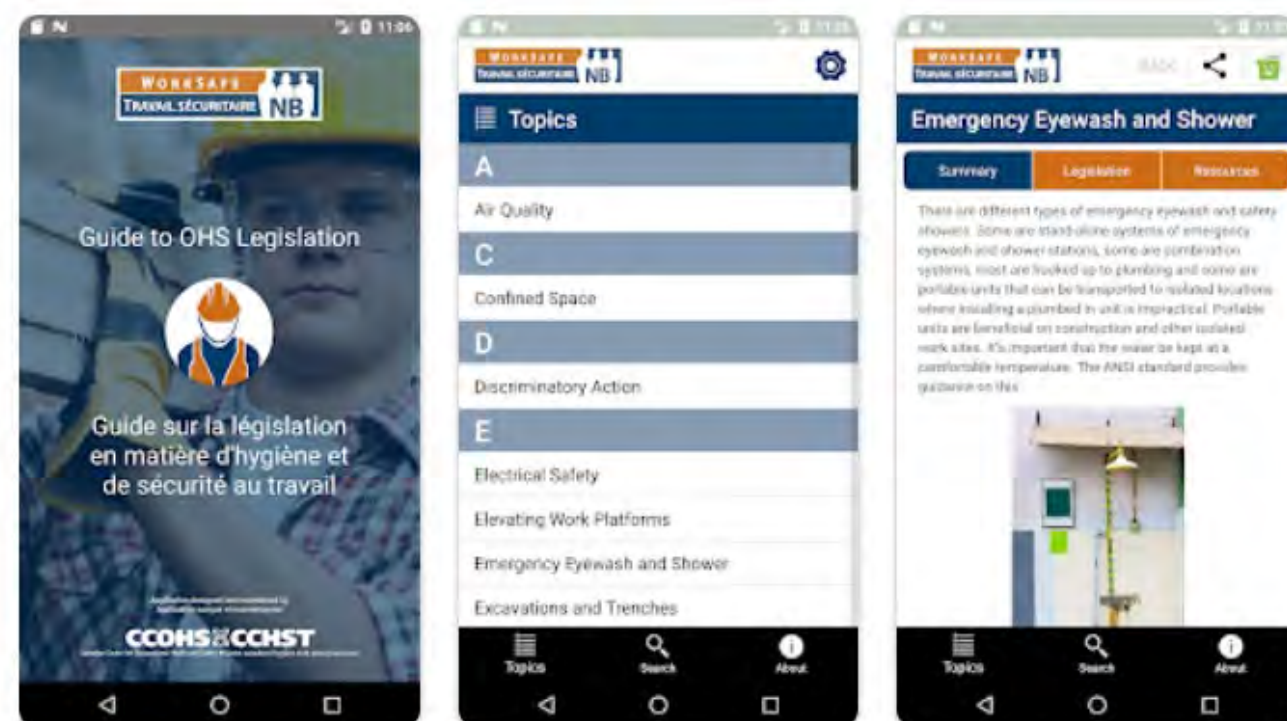




## WEB RESOURCES

# WorkSafeNB Guide to Occupational Health and Safety Legislation

This website and app helps guide employers and workers on more than 60 workplace health and safety topics. Resources include legislative requirements, interpretations, templates and checklists. Topics are added annually.



[ohsguide.worksafenb.ca/index.html](https://ohsguide.worksafenb.ca/index.html)

**D** Diving  
Documentation, Record Keeping and Statistics

**I** Impairment - Drugs and Alcohol  
Industrial Lift Trucks

**J** Joint Health and Safety Committees - Fixed Workplace  
Joint Health and Safety Committees - Project Sites

**L** Laboratory Safety  
Ladders

**R** Radon  
Reporting and Notifications  
Respiratory Protection  
Roofing

**S** Safeguards  
Safety Policy  
Sanitation and Accommodations  
Scaffolding  
Supervision

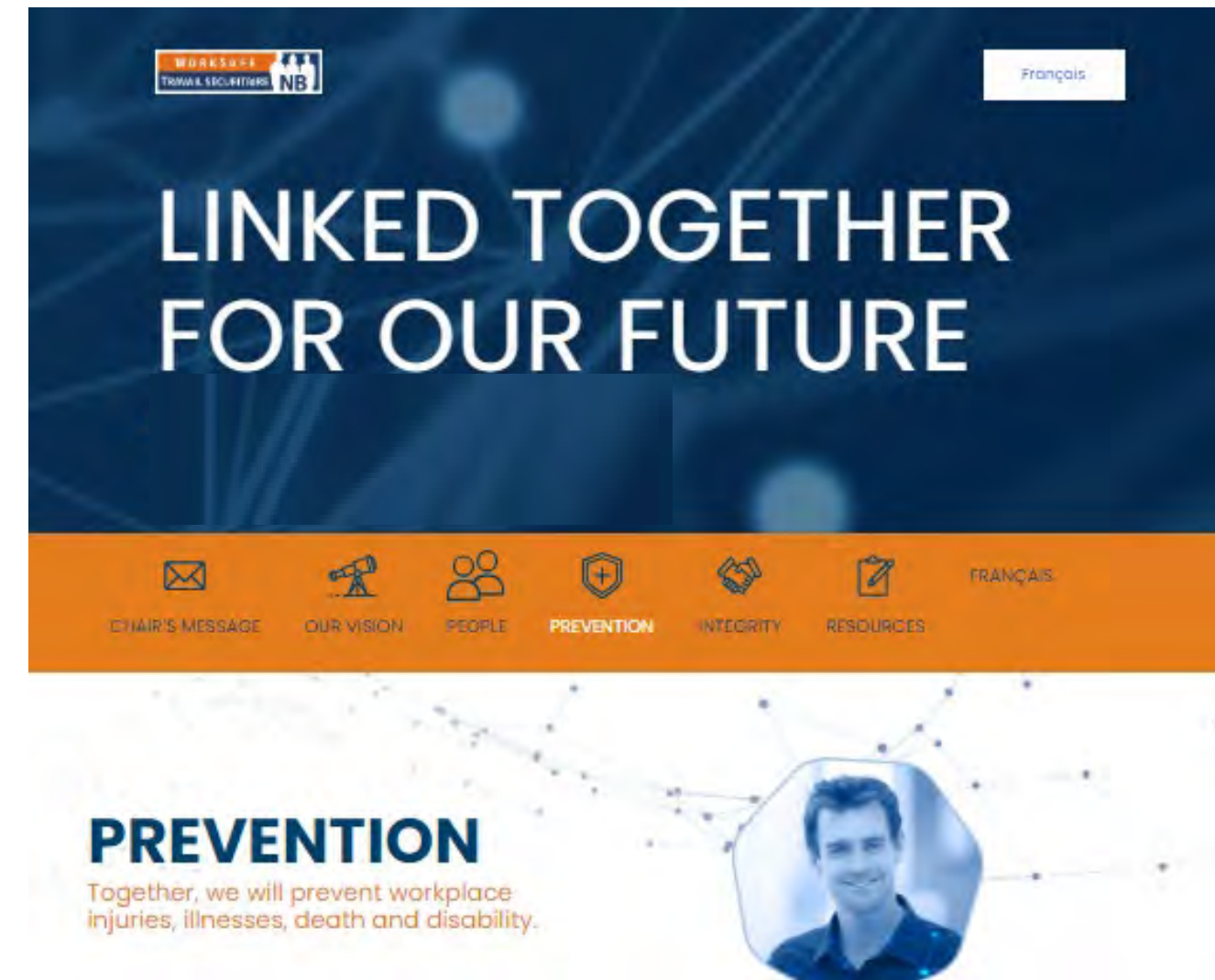


## Strategic plan

[People-prevention-integrity.ca](https://people-prevention-integrity.ca) is WorkSafeNB's strategic plan website. Look here to read about our vision, goals and objectives. Under resources, you'll find specific plans and initiatives for each year, many related to health care and partnership endeavours. Among the prevention focus area, we discuss our goal for disability prevention.

### A PROVINCE WITHOUT WORKPLACE INJURY AND DISABILITY

Traditionally, when we think about prevention, we think of injuries or illnesses. WorkSafeNB, however, is changing this mindset. We define it as helping injured workers recover at work when possible, keeping them involved and productive.



Learn more about us!

### 2025-29 Strategic Plan

<https://people-prevention-integrity.ca/>



## WEB RESOURCES

# Additional online tools

WorkSafeNB recommends several third-party sites for return-to-work or stay-at-work resources.

[Canadian Centre for Occupational Health and Safety \(CCOHS\)](#)

[Institute for Work and Health](#)

[Well-Being at Work after Return to Work \(RTW\): A Systematic Review \(National Library of Medicine\)](#)

[Choosing Wisely Canada: Occupational Medicine](#)



# APPENDIX

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APPENDIX

# Terms, acronyms and quick links

Adjudication	Determination on whether an injury or illness meets the legal requirements for compensability under the <i>Workers' Compensation Act</i> or <i>Firefighters' Compensation Act</i> .
Case manager (CM)	WorkSafeNB professional managing a claim under WorkSafeNB's case management team. The CM is your main contact for questions an injured worker's claim, including treatment and return-to-work or stay-at-work plans.
Claim owner	WorkSafeNB professional who manages a claim (case manager, adjudication specialist, LTD co-ordinator, etc..). This is your main contact for questions on an injured worker's claim, including treatment and return-to-work or stay-at-work plans.
Direct care	Counselling/treatment directly applied to client (examples: virtual, telehealth or in-person).
<a href="#">Direct Referral</a>	Direct Referral to Physiotherapy Program in which workers can access WorkSafeNB-funded physiotherapy services before adjudication of an injury or illness. Employers of workers accessing the program must register and be approved for the program.
<a href="#">E-News</a>	WorkSafeNB's email newsletter.
E-Physio	MyServices portal specifically for physiotherapists.
Ergo Eval	Evaluation of workplace ergonomics, which concerns the workers' physical and mental health and safety and the workplace comfortability and conduciveness.
GRTW	Safe gradual return to work (may include gradual increase of time, tasks, etc. at the worksite).

# Terms, acronyms and quick links

Indirect care	Counselling/treatment related to but not directly applied to the client (examples: reporting, meetings or travel time).
JSA	Job site analysis (includes a review and assessment of a work environment)
JSA Bank	Place where WorkSafeNB saves all job site analysis reports for future use/reference.
<a href="#">MyServices</a>	A secure online platform, where you can submit claim information, such as reports and invoices, and email WorkSafeNB claim managers and your health care consultant.
RTW	Return to work
<a href="#">SUCCEED</a>	A six-week early intervention program supporting workers with a traumatic psychological injury.
<a href="#">Workers' Compensation (WC) Act</a>	New Brunswick legislation that protects and supports workers who are hurt on the job. It ensures they get the medical treatment they need when they need it and the financial benefits to help protect them and their family from the economic impact of a workplace injury or illness.
<a href="#">Working to Well</a>	Website, tools and campaign to help injured workers, employers and health care providers navigate the workplace injury journey. The initiative was developed and is practised in partnership with the four Atlantic provinces. It sets expectations and offers templates, videos, guides and tips.
<a href="#">WorkSafeNB Engagement Framework</a>	Framework that enables stakeholders, including health care partners, to contribute advice and/or ideas that lead to improved people-centred policies, programs, services and engagement.



**THANK YOU  
FOR HELPING  
NEW BRUNSWICK  
WORKERS GET  
BETTER!**

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# OCCUPATIONAL THERAPY & ALLIED HEALTH

## PARTNER RESOURCES

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## OT referral process

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Whether recommended by a health care provider or a WorkSafeNB staff member, all referrals are reviewed by a central team. This WorkSafeNB group meets regularly to triage referrals by specialty, location, client need and provider availability to ensure clients are served effectively.

While WorkSafeNB provides some OT services, we often leverage our partner network.

### Considerations

- Some services require specialized training/certification, and a formal selection process for provider approval (examples: traumatic psychological injury (TPI), work capacity evaluation and hand therapy).
- Some OT services are not referred to external partners (examples: homecare needs assessments, job match, risk factor analysis).



## Key return-to-work OT services



### **JOBSITE ANALYSIS (JSA)**

A detailed analysis of the physical demands of a job with an overall analysis of the physical demand level based on interview, observation and objective measures.



### **ERGONOMIC EVALUATION (ERGO EVAL)**

A detailed evaluation of a worker's workstation to minimize strain on their injured body part. This includes a review of the equipment/workstation, the position of the worker in relation to the equipment/workstation, and how the worker interacts with their environment.



### **RETURN TO WORK (RTW) PROGRAM**

A program designed to increase an injured worker's strength and endurance by progressively increasing the physical demands of the work tasks until they reach full hours and duties.



# Delivery of RTW OT services

- Contact the case manager (CM) if not able to reach injured worker for an appointment within 5 business days.
- Contact CM within 3 business days if the injured worker fails to attend, withdraws from, or refuses to participate.
- Use guidelines and report templates for RTW OT Services from WorkSafeNB.



## Jobsite analysis

- Conduct service within **10 business days** from date of referral.
- Complete the JSA report by using the WorkSafeNB template within **10 business days** from completion of service.
- Tools: push-pull gauge, measuring tape, scale, etc.
- Submit the report through MyServices. If photos are submitted, ensure any faces are redacted (cover or crop out).
- Email the report also to [JSABank@ws-ts.nb.ca](mailto:JSABank@ws-ts.nb.ca) (via MyServices). WorkSafeNB saves all job site analysis for future use/reference.

## Ergonomic evaluation

- Conduct service within **10 business days** from date of referral.
- Complete the ergonomic evaluation report using the WorkSafeNB template within **10 business days** from completion of service.
- Submit the report through MyServices. If photos are submitted, ensure any faces are redacted (cover or crop out).
- Ergonomic recommendations must consider the compensable injury only.
- For ergonomic concerns unrelated to the injury, the employer would be notified as it would be their responsibility to make the required changes.

# Delivery of RTW OT services

## RTW program

- Recovery at work is the goal (See [Working to Well](#)).
- Provide services virtually, when possible.
- Base the RTW plan and progression of the plan objective more on medical information (PT assessment, doctor exam) and less on reports of pain and dysfunction.
- If no/minimal progress after 6-8 weeks, discuss with CM.
- Be cognizant of the compensable diagnosis versus personal conditions.
- If personal conditions/situations are impacting progress or participation, contact the CM right away.



## Expectations and best practices

- Work as a team with the CM, employer, injured worker and physiotherapist (or other health care provider).
- Make recommendations for other services/equipment if you believe it can assist the RTW. Discuss any recommendations with the CM before speaking with the injured worker (requires WorkSafeNB authorization).
- Privacy: Share clinical information about the RTW with the injured worker's Circle of Care (CM, health care providers active in the worker's care). The Circle of Care does not include the employer. BUT the employer is entitled to receive the necessary information to assist the return to work.
- Employers must only receive the RTW Plan portion of the report.

## Timeline

- Complete the initial assessment within 10 business days from date of referral.
- Complete the *Initial Assessment Report* using the WorkSafeNB template within 5 business days from completion of service.
- Complete progress reports every 10 business days.
- Complete discharge report within 5 business days of termination of services.



# QUESTIONS?

CONNECT WITH US!

MYSERVICES OR  
1 800 999-9775

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