



AFTER A
**Critical
Workplace
Injury**

*Support, Next Steps,
and Your Recovery*



Table of Contents

SECTION

You Are Not Alone.....	01
What Is a Critical Incident.....	02
What Happens Right Away.....	03
WorkSafeNB’s Role.....	04
The Critical Care Recovery Team.....	05
Compensation and Recovery Supports.....	06
Emotional and Psychological Support.....	07
Media and Privacy.....	08
Helpful Resources and Contacts.....	09



You Are Not Alone

1

A serious workplace injury can turn life upside down in an instant. You may be feeling shock, fear, confusion, or uncertainty about what comes next. These reactions are normal.

WorkSafeNB is here to support you and your family. This guide explains what to expect after a critical workplace injury, the supports available to you, and who will be there to help as recovery begins.

You do not need to absorb everything at once. Take what is helpful now and return to this guide when you are ready.

What Is a Critical Incident?

2

A critical incident is a serious workplace injury that may be life-altering or require significant medical care.

Experiencing or learning about a serious workplace injury can overwhelm a person's normal ability to cope. Emotional and physical reactions may appear right away or develop over time.

Common Reactions May Include:

- » **Shock or numbness**
- » **Difficulty concentrating or sleeping**
- » **Anxiety or fear**
- » **Anger, guilt, or sadness**
- » **Changes in appetite or energy**

These responses are normal after a traumatic event and may change as time passes.



What Happens Right Away?

After a critical workplace injury, several things may happen quickly.

The employer is required to notify WorkSafeNB. In some situations, the injured worker or a family member may also make contact.

An investigation may begin to understand what happened and to help prevent similar incidents in the future. An investigator may contact the injured worker or family to explain the process and answer questions.

Different people from WorkSafeNB may reach out for different reasons. This can feel confusing at first, but each person plays a different role in supporting your recovery.

WorkSafeNB's Role

WorkSafeNB is responsible for:

- » **Providing compensation and benefits when a claim is accepted**
- » **Supporting recovery, rehabilitation, and return-to-work when appropriate**
- » **Investigating serious workplace incidents under the *Occupational Health and Safety Act***

While our priority is preventing workplace injuries, we are also here to support workers and families when serious injuries occur.



The Critical Care Recovery Team

5

The Critical Care Recovery Team provides specialized support to workers and families, following a serious workplace injury.

This team may become involved when a worker or family needs additional, coordinated support. They work alongside other WorkSafeNB teams to help ensure the right care is in place when it is needed.

Their role is to support you beyond the immediate incident by:

- » **Helping you understand what benefits, supports, and services are available**
- » **Providing guidance and support during a difficult time**
- » **Helping you navigate the WorkSafeNB claims process**
- » **Supporting recovery and rehabilitation and staying connected as your needs change**

Support from the Critical Care Recovery Team is ongoing and adapts to your situation. You do not have to manage this process alone.

Compensation and Recovery Supports

6

If your claim is accepted, WorkSafeNB may provide:

- » **Wage replacement benefits if you are unable to work (90% of your net lost earnings, up to an annual maximum set by WorkSafeNB)**
- » **Coverage for medical treatment and rehabilitation related to the injury**
- » **Support to help plan an early and safe return to work when appropriate**

Recovery looks different for everyone, and supports are adjusted based on individual needs and medical guidance.

If you have questions about benefits or recovery supports, WorkSafeNB staff are available to help.



Emotional and Psychological Support

A critical injury can affect more than the body. Emotional and psychological impacts are common after a serious injury.

Counselling and mental health supports may be available. If stress reactions continue or become overwhelming, additional help may be recommended.

Support options may include:

- » **Professional counselling services**
- » **Employee Assistance Programs**
- » **Community-based mental health resources**

Asking for help is a sign of strength, not weakness.

Media and Privacy

In some cases, serious workplace injuries may receive media attention.

You are not required to speak with the media. You may choose not to comment or appoint a spokesperson if you prefer.

If you do speak with the media:

- » **Only share what you are comfortable discussing**
- » **Take time to decide whether you want to respond**
- » **Set clear boundaries about what is private**

WorkSafeNB can provide guidance if media attention becomes a concern.



