

WORKSAFEBC CLAIMS PROCESS: FOR UBC MANAGERS/ SUPERVISORS

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INTRODUCTION

The phases outlined in this document do not run consecutively, though some are time-sensitive as prescribed by law. As a manager, you are responsible for the completion of the tasks within each phase so that:

- a) UBC meets its obligations under the Worker’s Compensation Act
- b) Your injured team member feels supported
- c) Your injured team member is paid properly

Each phase contains an overview, a list of your specific responsibilities, and resources to support you through this process.

PHASE 1: INJURY OCCURS

The safety and support of our team members come first. Ideally, you will know when an injury has occurred in the workplace and be able to respond immediately. Sometimes, however, we find out about injuries days later. This might be because your team member didn’t know to tell you it happened at work, or they didn’t attribute their injury to work activity until discussing their symptoms with their doctor. Depending on when you become aware of a potential work-related injury, some of the actions in Phase 1 may not be applicable.

When you learn of the injury, here’s what you need to do:

YOUR RESPONSIBILITIES

- Complete all safety-related tasks as outlined on the [Safety & Risk Services website](#). These include securing the scene, determining if an incident is immediately reportable to WorkSafeBC, and First Aid/Emergency response.
- If the injury is minor, offer modified (light) duties to the team member (if appropriate).
 - For example, a custodian fell and scraped the palm of their right hand. Ask if they feel comfortable using their left hand and the duster tool to dust baseboards for the remainder of their shift. Listen to their response and ensure they know they should not continue working unless they feel able to do so.

- If the team member is unable to continue working in any capacity, check-in with them the next day to see how they're doing. Ask if they saw a doctor or plan on seeing a doctor due to their injury (don't ask for a diagnosis).
- If the team member saw a doctor or missed time from work, advise them to report it in **two places**:
 1. **WorkSafeBC (WSBC)** – the team member should contact [WSBC](#) to start a claim by calling 1-888-WORKERS (1-888-967-5377).
 2. **CAIRS** – the team member should also report their injury through [UBC's Centralized Accident Incident Reporting System \(CAIRS\)](#).
- If the team member did not see a doctor and did not miss time from work after the day of injury, they only need to report it in CAIRS (not to WSBC as above). The incident would not be reported as a claim to WSBC unless there was lost time (beyond the day of injury) or the team member saw a doctor.
- In Workday, use the short-term absence code "Day of Injury (WCB) - Hour(s) Lost on Injury Date Time Off Type" if they missed time from their shift **on the day of the injury**. The "[Workday](#)" section below provides additional information, including coding subsequent missed time. For guidance on entering absences, see [Enter Absence for Employee \(Manager\)](#) in the Workday Knowledge Base.
- Tell the team member that their **Return to Work (RTW) & Accommodations Advisor**

will be in touch with them to support their recovery in the workplace.



HELP DURING PHASE 1

- Learn more about immediately reportable incidents and other safety-related responsibilities on the [Safety & Risk Services website](#).
- Find your department's Return to Work & Accommodations Advisor on the [Stay at Work/Return to Work webpage](#).

PHASE 2: PRELIMINARY INVESTIGATION & REPORTING

The preliminary investigation is required by law and is due **48 hours** after the incident occurs. As discussed in Phase 1, you might not know immediately that an injury has occurred. In these cases, the preliminary investigation should be done as soon as possible, but no more than 48 hours after you hear about it.

This phase involves asking questions like: "what happened?", "what was unsafe?", and "what was done when it was reported?".

YOUR RESPONSIBILITIES

- Visit the [Safety & Risk Services website](#) for instructions and training on conducting a preliminary investigation.
- Ask the injured team member about the incident or injury.
 - If the team member has already left work, call them to see how they're

doing and use the opportunity to ask for more information about what happened.

- Submit a [CAIRS report](#) within **48 hours**.



HELP DURING PHASE 2

- Visit the [Investigations for Supervisors](#) information on the Safety & Risk Services website where you will find training and resources to conduct the preliminary investigation
- Your Local Safety Team or [Joint Occupational Health & Safety Committee](#) can help with the preliminary investigation.
- HR's [WSBC Claims Associate](#) can provide guidance on WSBC claims and reporting.

PHASE 3: WORKDAY

WorkSafeBC-related absences should be entered by the manager/supervisor and not by the injured team member themselves.

Workday time entries directly impact your team member's pay. There are many considerations to make when determining the correct time entries for each case, including the team member's sick balance, union/association, the severity of the injury, flex schedules, holidays, and more.

We're here to help. Please review the following [scenarios](#) and if anything is unclear, contact HR's [WSBC Claims Associate](#) for guidance on Workday entries **prior to [payroll cut-off times](#)**.

Day of injury

The team member may leave work early on the day they are injured to visit a doctor or to go home and

rest. No matter the reason, if they leave work early on the day of their injury, UBC pays the worker for the remainder of their shift (no sick time is used). The missed hours must be coded as "Day of Injury (WCB) - Hour(s) Lost on Injury Date Time Off Type".

- For example, a Second Cook who is scheduled to work from 9 AM – 5 PM cuts their finger and goes to Urgent Care to get stitches. They leave work at 3 PM. As their manager, you would enter 2 hours absence using the "Day of Injury (WCB) - Hour(s) Lost on Injury Date Time Off Type" code in Workday.

Beyond day of injury

There are four things you need to know before determining how to enter absences in Workday:

1. *What is the claim status?*

It may take some time for WSBC to adjudicate the claim. During this adjudication period, the claim is "pending", meaning we do not yet know if it will be approved or denied.

HR's WSBC Claims Associate will inform you when WSBC makes a decision on the claim. The claim may be "approved", "suspended", or "denied".

2. *Is the team member hourly or salaried?*

If you're unsure whether the team member is hourly or salaried, check Workday. Hourly employees require different Workday absence coding than salaried employees. Salaried employees will need to use long-term absences in Workday if the absence extends beyond five days, whereas hourly employees do not.

3. *To what union or association does the team member belong?*

Some Collective Agreements specify how an employee is paid while on a WSBC claim. Please

consult with HR's [WSBC Claims Associate](#) if you are unsure how the team member's collective agreement impacts their pay during a WSBC claim.

4. *What is the team member's sick balance?*

This is important to know when the WSBC claim is "pending". That's because if the claim is eventually "denied", the team member's absences will not be covered by WSBC. They would either need to use sick time (if they have it available), or unpaid medical leave (if they don't have enough sick balance). In order to avoid overpayment situations, you, as the manager, must ensure the team member has enough sick balance to cover their absences should the claim be denied. If you are unsure, please contact HR's [WSBC Claims Associate](#) for support.

YOUR RESPONSIBILITIES

- Enter absences in Workday accurately and **before payroll cut off times** to ensure your team member is paid properly.



HELP DURING PHASE 3

- HR's [WSBC Claims Associate](#) can provide guidance on WSBC claims and reporting.
- See also [Enter Absence for Employee \(Manager\)](#) in the Workday Knowledge Base.

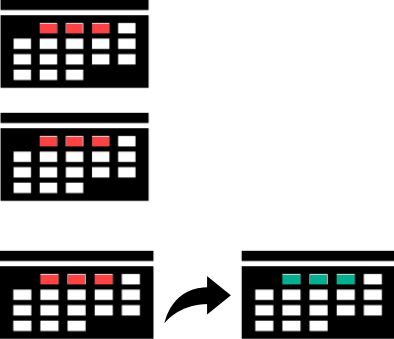
WORKDAY ABSENCE CODING SCENARIOS

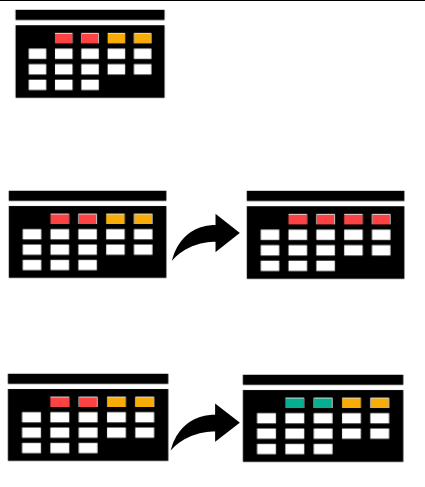
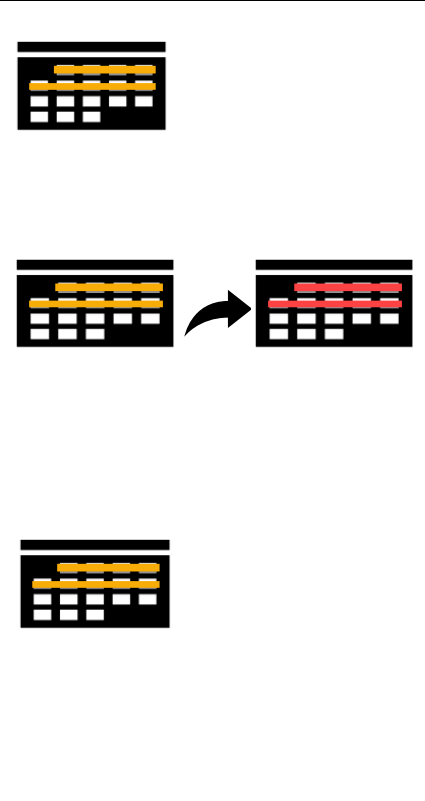
For all the below scenarios, if time was missed on the actual day of injury to go home or attend medical treatment, use **Short-term Absence > Day of Injury (WCB) – Hour(s) Lost on Injury Date** time off type for the hours missed. This time will not come out of an employee’s sick bank. For any additional missed days, please see the “WORKDAY ENTRY” column in the table that corresponds with the situation.

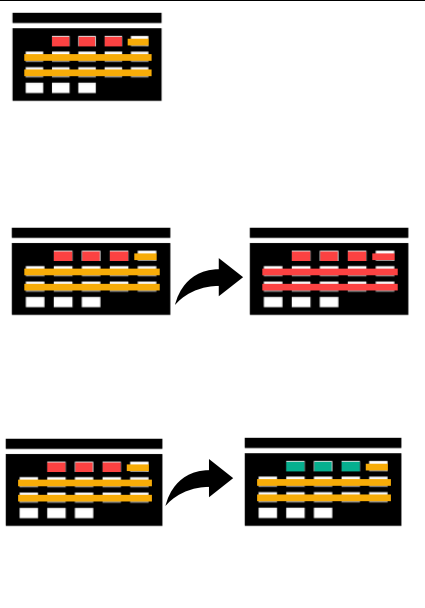
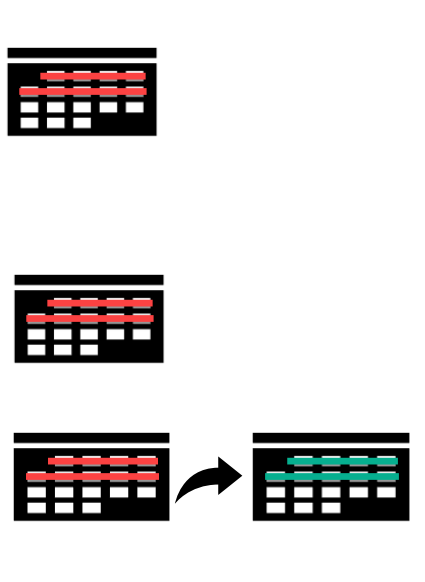
Worker’s Compensation absences and leaves may impact pay cheques. Unions or associations who receive salary continuance on WSBC claims will be paid the same as usual. Unions who receive a 68% WCB advance as per their collective agreements will be paid 68% of their gross pay (about 90% of their regular net pay). Timely Workday absence and leave coding is essential to mitigate errors in pay cheques.

To begin, find out if the WSBC claim is currently [pending](#) or [approved](#) and use the corresponding table below. HR’s WSBC Claims Associate can provide information on claim status by email: wcb.info@ubc.ca. For Gradual Return to Work Plans, where the employee is working a modified schedule while on a pending or approved WSBC claim, please contact HR’s [WSBC Claims Associate](#) for instructions on Workday absence coding.




WSBC Claim is “PENDING”

LENGTH OF ABSENCE	SICK BALANCE	WORKDAY ENTRY
<p>≤ 5 days (5 days or less)</p>	<p>≥ 5 days (5 days or more)</p>	<p>Use Short Term-Absence > Worker’s Compensation Time Off.</p> <p>→ If the claim gets approved, no changes need to be made to Workday.</p> <p>→ If the claim gets denied or suspended, change these absences to Paid Sick Time Off.</p> 

<p>≤ 5 days (5 days or less)</p>	<p>< 5 days (Less than 5 days)</p>	<p>Use Short-Term Absence > Worker's Compensation Time Off only for the number of days equal to their sick leave balance. Then, use Short-Term Absence > Unpaid Sick Time Off for all subsequent absences.</p> <p>→ If the claim gets approved, you will need to change the absences that were coded Unpaid Sick Time Off to Worker's Compensation Time Off for the dates the claim has been approved.</p> <p>→ If the claim gets denied or suspended, you will need to change the absences that were coded Worker's Compensation Time Off to Paid Sick Time Off.</p>	
<p>> 5 days (More than 5 days or unknown)</p>	<p>No sick bank</p>	<p>Following the date of injury, use Long-Term Absence > Unpaid Medical Leave with an estimated last day of absence in 2 weeks. If a decision on the claim has not been made after 2 weeks, the unpaid leave can be extended by making no changes in Workday.</p> <p>→ If the claim gets approved, change the Long-Term Absence type to Worker's Compensation.</p> <p>→ If the claim gets denied or suspended, no changes need to be made to the Unpaid Medical Leave.</p>	

<p>> 5 days (More than 5 days or unknown)</p>	<p>< 5 days (Less than 5 days)</p>	<p>Use Short-Term Absence > Worker's Compensation Time Off only for the number of days equal to their sick leave balance. Then, use Long-Term Absence > Unpaid Medical Leave with an expected end date in 2 weeks. If a decision on the claim has not been made after 2 weeks, the unpaid leave can be extended by making no changes in Workday.</p> <p>→ If the claim gets approved, change the Unpaid Medical Leave to Long-Term Absence > Worker's Compensation.</p> <p>→ If the claim gets denied or suspended, change the Short-Term Worker's Compensation Time Off to Short-Term Paid Sick Time Off. Leave the Long-Term Unpaid Medical Leave as is.</p>	 <p>The diagram illustrates two scenarios for an absence of less than 5 days. In the first scenario, a calendar grid shows a 5-day period with red bars (Worker's Compensation Time Off) and yellow bars (Unpaid Medical Leave). An arrow points to a second grid where the red bars have been extended to cover the entire 5-day period, and the yellow bars are no longer present. In the second scenario, the first grid shows red bars for 5 days and yellow bars for 5 days. An arrow points to a second grid where the red bars are now green (Paid Sick Time Off) and the yellow bars remain.</p>
<p>> 5 days (More than 5 days or unknown)</p>	<p>Ample sick bank (weeks)</p>	<p>Following the date of injury, use Long-Term Absence > Worker's Compensation with an estimated last day of absence in 2 weeks. If a decision on the claim has not been made after 2 weeks, the Worker's Compensation Leave can be extended by making no changes in Workday. Keep an eye on the sick balance though –if the claim is denied, will the employee have enough sick time to cover their absences? If not, change it to an unpaid medical leave at the appropriate time.</p> <p>→ If the claim gets approved, no changes need to be made to the leave type, except to extend or end the leave as needed.</p> <p>→ If the claim gets denied or suspended, change the leave type to Long-Term Absence > Medical Leave</p>	 <p>The diagram illustrates two scenarios for an absence with an ample sick bank. In the first scenario, a calendar grid shows a 5-day period with red bars (Worker's Compensation) and yellow bars (Unpaid Medical Leave). An arrow points to a second grid where the red bars have been extended to cover a longer period, and the yellow bars remain. In the second scenario, the first grid shows red bars for 5 days and yellow bars for 5 days. An arrow points to a second grid where the red bars are now green (Medical Leave) and the yellow bars remain.</p>

WSBC Claim is “APPROVED”

ANTICIPATED LENGTH OF ABSENCE	EMPLOYEE TYPE	WORKDAY ENTRY
<p>≤ 5 days (5 days or less)</p>	<p>All employees</p>	<p>Following the date of injury, use Short-Term Absence > Worker’s Compensation Time Off.</p> 
<p>> 5 days (More than 5 days)</p>	<p>Salaried employees</p>	<p>If the absence exceeds 5 days, stop using Short-Term Absences and place the employee on a Long-Term Worker’s Compensation Leave. The estimated last day of absence is the anticipated Return to Work date. Contact your Return to Work & Accommodations Advisor (UBCV) or WRAP Advisor (UBCO) to determine the anticipated return to work date.</p> 
<p>> 5 days (More than 5 days)</p>	<p>Hourly employees</p>	<p>For hourly employees, continue using Short-Term Absences > Worker’s Compensation Time Off for the duration of their time off. Do not use Long-Term Absences for hourly employees.</p> 
<p>Any length</p>	<p>Auxiliary, on-call, or no regularly scheduled shifts</p>	<p>Contact HR’s WSBC Claims Associate to determine absence coding at wcb.info@ubc.ca.</p>

Additional considerations

Flex schedules

When a team member is on a flex schedule and they are missing time from work due to a workplace injury, the time absent per day will be changed to their normal schedule.

- For example, a Patrol Person works a 9-day fortnight and works 8.38 hours per day. On Monday, they slip on ice and twist their knee. They are off work on Tuesday, Wednesday, and Thursday. As their manager, you would enter their absences in Workday on each of those days using the code “Workers Compensation Time Off” for 7.5 hours. Entries will be made every day, even on their earned day off.

Statutory holidays

For hourly employees only, absences due to a workplace injury should be entered on the stat holiday so that the team member is paid for the day. If the claim is approved, WSBC will reimburse UBC for the stat at the employee’s set wage rate, regardless of whether they worked the stat or not.

For part-time salaried employees, contact HR’s [WSBC Claims Associate](#) to determine the correct absence coding.

If the employee actually did work the stat holiday as part of a Gradual Return to Work, then WSBC will pay this out differently. In these cases, please contact HR’s [WSBC Claims Associate](#) to determine the correct absence coding.

Salaried employees (full or part-time) who are on a Long-Term WSBC Leave do not require any special entries for stat holidays.

Time off to attend medical treatment

WSBC may or may not compensate UBC if a team member misses time from work in order to attend

treatment (like physiotherapy) for their injury. As the manager, please contact HR’s [WSBC Claims Associate](#) to determine the correct absence coding.

Time off unrelated to the WSBC injury

A team member who is on a WSBC claim may develop an illness or injury that is unrelated to their workplace injury and need to miss time from work.

- For example, a Research Associate is on a Gradual Return to Work Plan following a back strain injury that occurred at work. During their plan, the Research Associate becomes ill with food poisoning and misses two days of work. Contact the HR’s [WSBC Claims Associate](#) to determine how to code these absences, as we may need to consult with WSBC.

A team member who is on a WSBC claim generally should not be using vacation time. Some exceptions may apply. Managers are encouraged to consult with HR’s [WSBC Claims Associate](#) in these cases.

Injured at a non-UBC job

If an employee provides a medical note or indicates they were injured at another job and will be missing time at their UBC job, contact HR’s [WSBC Claims Associate](#) as soon as possible. Injuries at a “secondary employer” involve extra steps, so timely referral to HR’s WSBC Claims Associate is key. HR’s WSBC Claims Associate will coordinate with WSBC to determine if the claim is compensable and how the worker’s UBC absences should be coded.

PHASE 4: RETURN TO WORK

Your team member may need some time off work in order to recover from their injury. The length of their absence will depend on the severity of the injury and

the treatment plan prescribed by their doctor or other healthcare providers.

When an employee is on an approved WSBC claim, they will be working with a **Return to Work (RTW) & Accommodations Advisor**.

The RTW & Accommodations Advisor will work with you and your team member to facilitate a safe and productive return to the workplace.

YOUR RESPONSIBILITIES

- Connect with the RTW & Accommodations Advisor assigned to your portfolio.
- Share ideas about how job tasks or hours can be modified if needed to support your team member's recovery.
- Once created, follow the RTW Plan and let the RTW & Accommodations Advisor know if any challenges arise.
- Gradual RTW Plans will require accurate Workday absence entries. Ensure Workday entries are accurate and entered before payroll cut off times.

PHASE 5: FULL INVESTIGATION

The full investigation is required by law and is due **30 days** after the injury. The purpose of the full investigation is to identify the factors that contributed to the incident and to take actions that will prevent similar injuries from occurring in the future.

YOUR RESPONSIBILITIES

- Visit [Investigations for Supervisors](#) on the Safety & Risk Services website where you will find instructions on how to conduct the full investigation.
- Update the existing [CAIRS report](#) (submitted in the preliminary investigation phase) within **30 days** of the incident.
- Ensure corrective actions are completed on time.



HELP DURING PHASE 5

- Safety & Risk Services provides training and resources to conduct the full investigation on their [website](#).
- Your Local Safety Team or [Joint Occupational Health & Safety Committee](#) can help you with the full investigation.



HELP DURING PHASE 4

- Find your department's Return to Work & Accommodations Advisor on the [Stay at Work/Return to Work webpage](#).
- HR's [WSBC Claims Associate](#) provides guidance on Workday absence coding during Gradual RTW Plans.
- See also [Enter Absence for Employee \(Manager\)](#) in the Workday Knowledge Base.

Manager's Process WorkSafeBC Claims

Phase 1: Injury Occurs

- ✓ Complete all [safety-related tasks](#)
- ✓ Offer modified duties and check-in
- ✓ Tell worker to report to [WSBC](#) & [CAIRS](#)
- ✓ Tell worker about [RTW & Accommodations Advisor](#)



Phase 2: Preliminary Investigation & Reporting

Due in
48 hours

- ✓ Access training and instructions on the [Safety & Risk Services website](#)
- ✓ Ask the injured worker about the incident
- ✓ Submit a [CAIRS report](#) within 48 hours of the incident



Phase 3: Workday

- ✓ Review absence coding scenarios in this document
- ✓ Contact [HR's WSBC Claims Associate](#) for support
- ✓ Enter all absence codes in Workday prior to payroll cut-off times



Phase 4: Return to Work

- ✓ Connect with your [RTW & Accommodations Advisor](#)
- ✓ Share your ideas for modified work
- ✓ Follow the Return to Work Plan and share feedback throughout



Due in
30 days

Phase 5: Full Investigation

- ✓ Access training and instructions on the [Safety & Risk Services website](#)
- ✓ Update the existing [CAIRS](#) report within 30 days of the incident
- ✓ Ensure corrective actions are completed on time

