



THE UNIVERSITY OF BRITISH COLUMBIA

Manager's Guide to WorkSafeBC Claims



THE UNIVERSITY OF BRITISH COLUMBIA

HOW TO USE THIS GUIDE

A WorkSafeBC claim occurs when a workplace injury results in missed time or a doctor's visit. 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.

Contents

Phase 1: Injury Occurs	3
i. Your responsibilities	3
ii. Help during Phase 1	4
Phase 2: Preliminary Investigation & Reporting	4
i. Your responsibilities	4
ii. Help during Phase 2	4
Phase 3: Workday	5
i. Your responsibilities	5
ii. Help during Phase 3	5
iii. Workday absence coding	5
Phase 4: Return to Work	9
i. Your responsibilities	9
ii. Help during Phase 4	10
Phase 5: Full Investigation	10
i. Your responsibilities	10
ii. Help during Phase 5	10

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:

i. 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 \(if appropriate\)**](#).

Note: Legislation under the Workers Compensation Act requires employers and workers to cooperate with each other in timely and safe return to work ([Bill 41: Duty to Cooperate and Duty to Maintain Employment](#)).

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 & Accommodations (RTWA) Advisor** (UBC-Vancouver) or **Work Reintegration & Accommodation Program (WRAP) Advisor** (UBC-Okanagan) will be in touch with them to support their recovery in the workplace.

ii. Help during Phase 1

- Learn more about immediately reportable incidents**, and other safety-related responsibilities on the [Safety & Risk Services website](#).
- For guidance on offering modified duties**, see our [Tips for Offering Modified Duties](#).
- Find your department's **RTWA Advisor** on the [Stay at Work/Return to Work webpage](#). If you're on the Okanagan campus, contact [WRAP](#).

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?".

i. 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**.

ii. 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

Note: WorkSafeBC-related absences should be entered by the manager/supervisor and not by the injured team member themselves. All time entries must be completed prior to [payroll cut-off times](#).

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 for additional information, contact HR's [WorkSafeBC Claims Associate](#) for guidance on Workday entries.

i. Your responsibilities

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

ii. Help during Phase 3

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

iii. Workday absence coding

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 the day of injury

There are four things you need to know before determining how to code 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?*

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 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.

Note: 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.**

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.

Scenarios: When the claim is “pending”

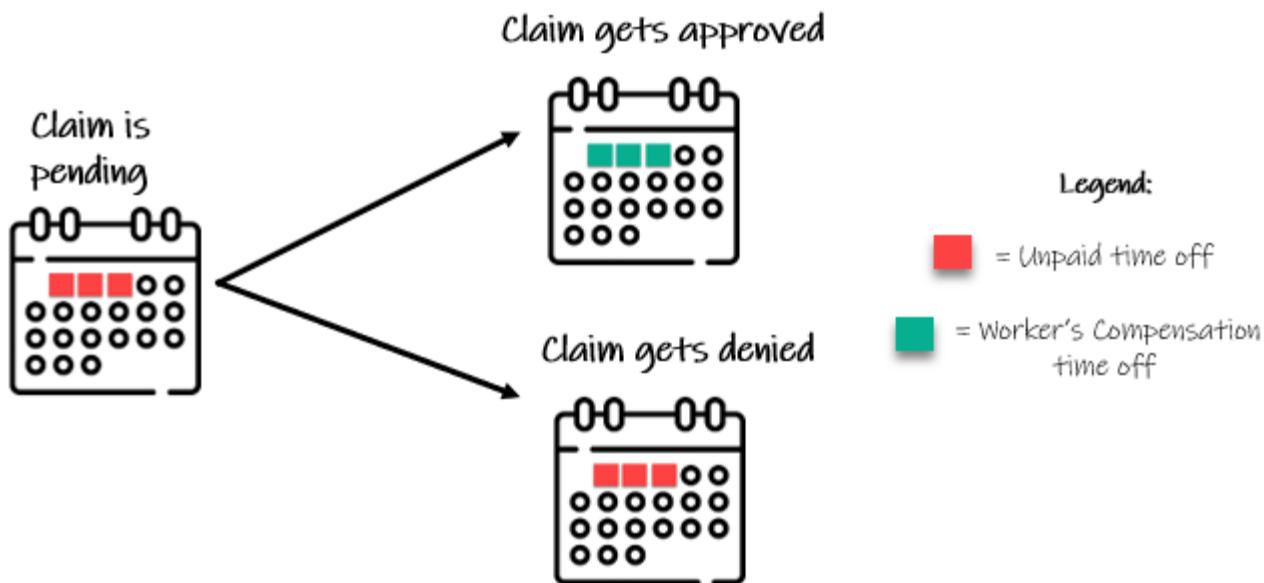
1. Absence is less than 5 days

Check the team member’s sick balance. **Only use Short Term-Absence > Worker’s Compensation Time Off for the number of days equal to their sick balance.** If the claim is denied, they will need to use sick time to cover these days off. If they don’t have enough sick balance, use unpaid sick time off instead.

Scenario A: No sick balance

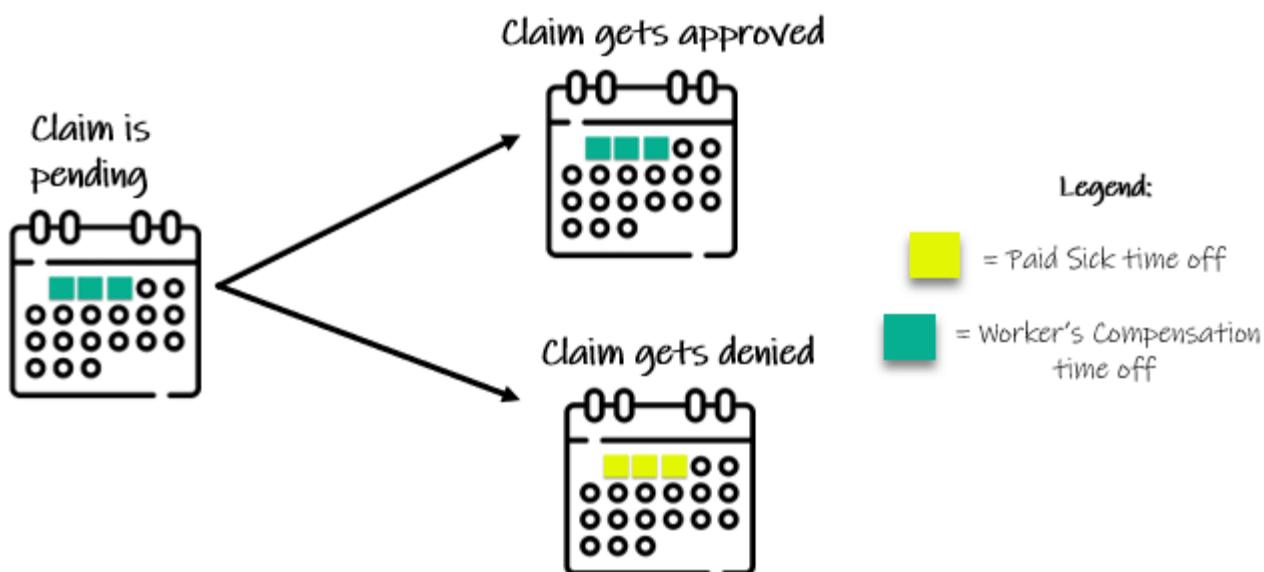
Employee A has zero sick time in their bank. While the WSBC claim is pending, their absences are

coded as *Short-Term Absence > Unpaid Sick Time Off*. If their claim gets approved, you will need to change those absences to *Short-Term Absence > Worker's Compensation Time Off* and they will be paid retroactively. If their claim gets denied, no changes in Workday are needed.



Scenario B: Enough sick balance to cover absences

Employee B has plenty of sick time in their bank. While the WSBC claim is pending, their absences are coded as *Short Term-Absence > Worker's Compensation Time Off*. If their claim gets approved, no changes are required. If their claim gets denied, you will need to change those absences to *Short Term Absence > Paid Sick Time Off*, and they will retroactively be paid from their sick balance.



2. Absence is more than 5 days (for salaried employees only)

Note: For hourly employees, continue using Short-Term Absences for each day missed as the section above describes.

After 5 days absence, salaried employees will need to be placed on a **Long-Term Leave**, instead of using Short Term Absences. Use the same logic as above to decide the type of Long-Term Leave to use.

If they **do not have enough sick bank** to cover their absences, place them on *Unpaid Medical Leave* while their claim is pending. If their claim is denied, no changes need to be made. If their claim is approved, you will need to change their absences to *Long-Term Absence > Worker's Compensation Leave*.

If they **have plenty of sick time in their bank**, code their absences as *Long-Term Absence > Worker's Compensation Leave*. If their claim is approved, no changes are needed. If their claim is denied, you will need to change their leave to *Long-Term Absence > Medical Leave*.

Additional Considerations

a) Auxiliary, on-call, or no regularly scheduled shifts

Contact HR's [WSBC Claims Associate](#) to determine absence coding in these scenarios.

b) 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.

c) 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.

d) Time off to attend medical appointments

WSBC may or may not compensate if a team member misses time from work in order to attend treatment (like physiotherapy or doctor's appointments) for their injury. For appointment-related time off, employees may elect to use their available **Medical/Dental Time Off** or sick leave or make a claim through WSBC via "Income Loss". If an employee does not have any available Medical/Dental Time Off or sick bank and chooses to apply for Income Loss, they will be paid 68% of their gross rate of pay (via WCB Advance) if the Income Loss is approved by WSBC. To make a claim for Income Loss, the employee must fill out the Worker's Information section of the [Request for Income Loss \(Form 25W100\) Form](#) for each appointment taken, sign and date and send to wcb.info@ubc.ca, and their manager. If the employee or their manager has any further questions regarding the process for "Income Loss", please contact HR's [WSBC Claims Associate](#).

e) 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.

f) 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 & Accommodations (RTWA) Advisor** (UBC-Vancouver) or **Work Reintegration & Accommodation Program (WRAP) Advisor** (UBC-Okanagan).

The RTWA/WRAP Advisor will work with you and your team member to facilitate a safe and productive return to the workplace.

i. Your responsibilities

- Connect with the **RTWA/WRAP 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 RTWA/WRAP 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.

ii. Help during Phase 4

- Find your department's **RTWA Advisor** on the [Stay at Work/Return to Work webpage](#). Or if you're on the Okanagan campus, contact [WRAP](#).
- 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

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.

i. 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.

ii. Help during Phase 5

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