

# INFORMATION BULLETIN

## Psychology Assessment & Treatment

February 17, 2010

### ***Crisis Support Line for Injured Workers***

#2010 - 13

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In order to better assist injured workers who are in psychological crisis, WorkSafeBC has contracted with Shepell-fgi to provide crisis support by telephone 24 hours a day, seven days a week.

Crisis counselors are available to provide crisis counseling to our injured workers and their families and refer them to needed services in their community.

The service is confidential. A caller's identity will only be made available to WorkSafeBC if:

1. the caller specifically requests a call-back from the WorkSafeBC Clinical team. WorkSafeBC will be informed of the request and a member of the clinical team will call the worker within two business days.
2. the caller is in imminent danger of harm to self or others. WorkSafeBC will be informed of the risk in order to alert treating clinicians, persons at risk and offer assistance.

This service is for crisis intervention and is not a replacement for required psychological treatment.

Please feel free to make this number available to any injured worker who you think might require this service. The number is also posted on the WorkSafeBC website on the Workers' Customer Centre at:

[http://www.worksafebc.com/workers/what\\_workers\\_should\\_know/crisis\\_support\\_line/default.asp](http://www.worksafebc.com/workers/what_workers_should_know/crisis_support_line/default.asp)

WorkSafeBC  
Crisis Support Line for Injured Workers

**1-800-624-2928**

24 hours a day, 7 days a week

