Making a WorkSafeBC Claim

Need an interpreter?

If you don't read or speak English, ask for an interpreter when you call the Claims Call Centre. We offer over 140 languages.

About WorkSafeBC insurance

WorkSafeBC is a British Columbia workplace health and safety agency. We oversee a provincial no-fault insurance system that covers workers who have work-related injuries or diseases.

This insurance system is paid for by employers. Your employer is not allowed to deduct money from your wages or salary to pay for WorkSafeBC insurance premiums.

Who is covered by WorkSafeBC

Most people working in B.C. are protected by WorkSafeBC insurance. It doesn't matter whether you're working full time, part time, on a contract, or as casual labour. You are covered even if your employer has not registered with WorkSafeBC.

If you are self-employed, you may not be automatically covered by WorkSafeBC. Contact us for information on Personal Coverage.

When you can make a claim

You can start an insurance claim with WorkSafeBC if you have an injury or disease that is related to your work or your work environment. This includes physical and psychological injuries.

You should report work-related diseases as soon as you notice the symptoms, even if you are not working or have changed jobs.

What to do if you're injured at work

- Tell your employer about your injury as soon as it is safe to do so.
- If you receive medical attention, tell the person treating or assessing you that you were injured at work.
- Report your injury to WorkSafeBC as soon as possible to start a claim.

How to make a claim

You can start a claim by calling our Teleclaim Contact Centre. It is free to call. A representative will record the details of your injury or disease and tell you the next steps.

If you don't speak English, you can ask to speak to someone in your language.

What to expect

If your claim is accepted

We may pay for:

- Medical expenses to treat your injury or disease
- Earnings you have lost because of your injury or disease

We may pay additional benefits if your injury or disease results in a permanent disability or it affects your ability to return to your job.

Your health care providers should bill us for treatments related to your claim. Tell the provider that your injury or disease is work related.

If your claim is not accepted

We will let you know why. If you disagree with a WorkSafeBC decision, you can request a review and receive independent advice.

WorkSafeBC

When benefits begin and end

Your wage-loss benefits start on the first scheduled shift you miss or partially miss, after the day you have a work-related injury or disease.

You will receive wage-loss benefits until one of the following happens:

- You are able to return to full duties and hours at work.
- You recover from your injury or disease.
- You reach your maximum recovery.

How to track your claim

When you make a claim with us, we will give you a customer care number and a claim number.

Contact the Claims Call Centre with your claim number to find out if we have accepted your claim. You can also check the status of your claim online. Go to worksafebc.com/claims, and then click View & submit claim information.

Your employer and doctor will also receive your claim number. They will be able to see if your claim has been accepted. They will not be able to see any personal information about you.

What to do next

- Stay in touch with your employer and help them identify suitable work you can do safely while you recover.
- Check in with WorkSafeBC to confirm your abilities and work status.
- Keep receipts for your prescriptions and other health care expenses. If your claim is accepted, you will receive a pharmacy benefits card to use when buying prescription medications.
- Return to work as soon as it is safe to do so.

Your rights

You have the right to:

- Report any workplace injury or disease. It is against the law for your employer to tell you not to report an injury or disease.
- See your claim file and all records relating to your claim. Your claim file will not be disclosed to anyone unless you request it.
- Request a review by the Review Division if you disagree with a WorkSafeBC decision.
- Receive free, impartial advice from the Workers' Advisers Office.
- Make complaints to the Issue Resolution Office if you think that WorkSafeBC has treated you unfairly.

Contact information

Claims Call Centre / Teleclaim
Phone: 604.231.8888
Toll-free: 1.888.967.5377

Prevention Information Line
(for help with workplace health and safety)
Phone: 604.276.3100 (Lower Mainland)
Toll-free: 1.888.621.7233 (Canada)

Review Division
Phone: 604.214.5411
Toll-free: 1.888.922.8804

Workers' Advisers Office
Toll-free: 1.800.663.4261
Online: wao-preiq.labour.gov.bc.ca

Issue Resolution Office
Phone: 604.276.3053
Toll-free: 1.800.335.9330

For more information

Visit worksafebc.com for online services, publications, forms, and our webpage worksafebc.com/dayone.

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