

Information Bulletin

June 30, 2023

Attention: Community Care Facility Providers

Subject: Using an abilities-focused language, updated report templates, and connection sessions

Abilities language

What is abilities language? The words we choose can have a lasting impact; what we say can affect how workers view their self-worth, strengths, and rehabilitation. WorkSafeBC is shifting the way we communicate with workers and employers to reflect a focus on ability — or what an injured worker **can** do — rather than disability.

In keeping with an abilities-focused language shift, Community Care Facility providers are being asked to use updated program report templates effective June 30, 2023. The templates will be available for download on our website [Community Care Facility Services - WorkSafeBC](#) on June 30.

The report templates that have been updated for Community Care Facility Providers include:

- Community Care Facility Clinical Care Plan (83D508)
- Community Care Facility Progress or Discharge Report (83D507)

Next steps

We ask that Community Care Facility providers familiarize themselves with the updated report templates, and begin using the new templates as of June 30, 2023.

Providers are asked to ensure their communication with all involved stakeholders is abilities focused. This will serve to support the worker, employer, and WorkSafeBC officer to best move forward toward recovery and a potential return to work.

We appreciate your efforts to remain up to date on the information we have provided. Thank you for your continued support in the treatment and care of our injured workers.

Connection and feedback session

We are happy to extend an invite to host a short in person or virtual 30-minute educational presentation for your Community Care Facility and further review abilities-focused language,

discuss contract responsibilities when working with injured workers, give you an opportunity to receive and give feedback, and learn more about our report forms and online invoicing system.

Should you wish to have us host a session or if you have any questions, please reach out to the Health Care Programs team supporting the Community Care Facility program.

Contact us

Shared email at CommunityCareFac@worksafebc.com

For Payment Status, Inquiries, and Issues:

Check out our online [View Payment Invoice Status](#) service.

If you are a My Provider Services user, [log in](#) for a more robust online Invoice Status and History service.

WorkSafeBC Payment Services
604.276.3085 extension 2
1.888.422.2228 (toll free)

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