

Information Bulletin

May 3, 2018

Attention: WorkSafeBC-Sponsored Rehabilitation Program Providers

Subject: Threat Management Procedures

As providers of services to Injured Workers, your safety is of the utmost importance to us.

This bulletin serves to remind you of the information available to you regarding screening for Workers who may pose a potential threat, as well as the steps you should take in the unusual event you or your staff are threatened by a Worker.

Notice of a potential problem/threat:

Please note that there are two ways that you, as a Provider, may be alerted to the potential that a Worker who has been referred to your program, has a problem/threat code on file at WorkSafeBC.

- 1) The Claim Owner can flag this information for you when making a referral by using the field "Please call the claim owner for additional information" and marking "**Yes**" (i.e. indicating that there is a problem/threat code) or "**No**" (i.e. indicating that there is no problem/threat code). If the "Yes" box is ticked, please contact the Claim Owner for further information prior to scheduling the Worker. This way, claim owners can alert you of a threat code by providing specific details over the phone.
- 2) If the referral is received via the Health Care Provider Portal, and there is an existing problem/threat code on the claim file, there will be a statement on the referral page in the Portal, highlighted in yellow indicating "**Call claim owner before scheduling**". If you see this statement, please contact the Claim owner for further information prior to scheduling the Worker.

In the unlikely event of an actual threat:

If a Worker directly threatens you or a member of your staff, you should contact the police immediately to report the threat or act of violence.

You should also contact the claim owner (e.g. Case Manager) at WorkSafeBC. You can expect WorkSafeBC to treat it as though it were a threat to our own staff, by gathering details from you and completing a Threat Report. Likewise, if you or your staff become aware of a threat to a WorkSafeBC employee, you should report it to WorkSafeBC, who may involve our Corporate Security staff to address the threat.

Please contact WorkSafeBC Health Care Services at 604.232.7787 or toll-free 1.866.244.6404 if you have any questions.

For more information about other health care programs at WorkSafeBC, visit us online at <https://www.worksafebc.com/en/health-care-providers>