

# **Self Managed Personal Care Reference Manual**

---

**How to fulfill your Self Managed Personal  
Care Services Agreement with WorkSafeBC**

# Contents

---

<b>Introduction</b> .....	<b>3</b>
<b>How to use this reference manual</b> .....	<b>3</b>
<b>Where to learn more</b> .....	<b>3</b>
<b>Have a question?</b> .....	<b>3</b>
<b>The big picture</b> .....	<b>5</b>
<b>WorkSafeBC: Who we are and what we do</b> .....	<b>5</b>
<b>What happens when a worker is injured at work?</b> .....	<b>5</b>
Who decides which benefits an injured worker is entitled to? .....	5
What rights does the injured worker have? .....	5
<b>Who you're working with</b> .....	<b>6</b>
<b>Health Care Programs at WorkSafeBC</b> .....	<b>6</b>
<b>Procurement Services at WorkSafeBC</b> .....	<b>6</b>
<b>WorkSafeBC case-management teams</b> .....	<b>6</b>
Claim owners .....	6
Other case-management team members .....	7
<b>Getting started</b> .....	<b>9</b>
<b>Emails and Information Bulletins from Health Care Programs</b> .....	<b>9</b>
<b>Managing your services</b> .....	<b>9</b>
Expectations and Responsibilities.....	9
Maintaining Yourself as an Employer.....	11
Recruiting Qualified Caregivers .....	13
<b>Communicating effectively</b> .....	<b>15</b>
<b>Communication channels</b> .....	<b>15</b>
General Communications .....	15
Emails about managing services .....	15
<b>When to communicate with WorkSafeBC</b> .....	<b>15</b>
As a routine part of your work .....	15
In other specific circumstances .....	16
<b>When incidents or threats occur</b> .....	<b>17</b>
<b>Managing your services — Part 1: The basics</b> .....	<b>20</b>
<b>Program services</b> .....	<b>20</b>
Self Managed Personal Care ("SMPC") .....	20
Medical Criteria .....	20
Business Criteria .....	20
<b>Service details / Nursing assessment</b> .....	<b>20</b>

Nursing Assessment .....	20
Care Plan .....	21
<b>Provision of your services – Part 2: The details.....</b>	<b>22</b>
<b>Staff and Reporting Requirements .....</b>	<b>22</b>
Staff Complement and Scheduling .....	22
Back Up Staffing Plan .....	22
Notice Required When Circumstances Change .....	22
Submission of Reports .....	22
Submission of Safety Incident Reports.....	23
Severance Entitlement.....	23
<b>How to submit invoices.....</b>	<b>23</b>
Invoicing and Financial Requirements .....	23
Care Plan Cost and Services .....	26
What Do I Have to Submit? .....	27
Correct the invoice promptly if necessary .....	27
<b>Appendix A: Important contact information .....</b>	<b>29</b>
<b>Appendix B: Important links .....</b>	<b>30</b>
<b>Appendix C: Reports and forms for SMPC.....</b>	<b>31</b>
<b>Appendix D: Self Managed Personal Care Sign In/Sign Out Sheet .....</b>	<b>32</b>
<b>Appendix E: Summary of related health care programs .....</b>	<b>33</b>

# Introduction

---

At WorkSafeBC, we are committed to fostering safe and healthy workplaces and to providing service driven by our core values of integrity, accountability, compassion, respect, and excellence. We partner with workers and employers to save lives and prevent injury, illness, and disability. When work-related injuries or illnesses do occur, we work with health care providers like you to support injured workers in their recovery and rehabilitation and in moving toward a safe return to work.

## How to use this reference manual

This Self Managed Personal Care (SMPC) Reference Manual is part of the SMPC Services Agreement you've signed with WorkSafeBC, so it's important you read, understand, and follow it. Reading this reference manual will also make it easier to work with us. Wondering how to submit an invoice? Unsure if you're reporting correctly? Curious about how to communicate with us? All this information can be found in the pages ahead.

If there are any discrepancies between this reference manual and the SMPC Services Agreement, follow the Agreement.

## Where to learn more

This reference manual contains the essentials for working with us, but you'll find other important information on [worksafebc.com](https://www.worksafebc.com).

- Our [For health care providers](#) webpage (to better understand our programs and services, and for resources you can download)
- Our [Self Managed Personal Care webpage](#) (for information and bulletins specific to your field)
- Our [Forms & Resources](#) webpage (for more helpful resources and forms you'll need to fill out)

You'll find links to these and other webpages throughout this reference manual and listed in [Appendix B](#). (Links in underlined [blue text](#) will take you to a webpage. Links in underlined [orange text](#) will take you to another place in this document; press **Alt + left arrow** to return to your previous place in the document.)

## Have a question?

We're here to help. If you can't find the answer in this reference manual, reach out to us. You'll find contact information in [Appendix A](#).

---

## Wondering what a term means?

---

Terms that are defined in your contract, like "Services," "injured worker," or "Provider," have the same meaning in this reference manual, even if they're not capitalized (and those terms that are capitalized, like "Agreement," also have the same meaning as in the contract). In addition, throughout this reference manual:

- "You" is used instead of "Contractor"
- "We" stands in for "WorkSafeBC," including the specific departments and roles you'll be interacting with (such as Health Care Programs or WorkSafeBC officers)
- "WorkSafeBC officer" is used in place of "Board Officer" (and refers to WorkSafeBC staff who have the authority to make decisions on an injured worker's claim)

# The big picture & who you're working with

Topics covered in this section:

- [WorkSafeBC: Who we are and what we do](#)
- [What happens when a worker is injured at work?](#)
- [Health Care Programs at WorkSafeBC](#)
- [Procurement Services at WorkSafeBC](#)
- [WorkSafeBC case-management teams](#)

# The big picture

To understand how to fulfill your contract with WorkSafeBC, it helps to know who we are, how we serve injured workers, and where the services you provide come into play.

## WorkSafeBC: Who we are and what we do

WorkSafeBC, also known as the Workers' Compensation Board of British Columbia, is a provincial agency dedicated to promoting safe and healthy workplaces across B.C. and ensuring workers who are injured on the job receive fair compensation and help to recover.

WorkSafeBC has been responsible for administering the provincial *Workers Compensation Act* since 1917. The workers' compensation system is funded by the employers of British Columbia, who pay premiums every year. Workers themselves do not pay into the system.

WorkSafeBC has several responsibilities, including a key role in preventing workplace injuries. When a worker sustains a work-related injury or illness, WorkSafeBC assists them in their recovery and return to work. We partner with health care providers to ensure injured workers get the treatment they need to resume their normal routines as fully as possible, and we pay for that treatment.

The services provided under the SMPC program are just one set of benefits we may offer an injured worker to meet these goals and responsibilities.

Learn more about [who we are](#) on worksafebc.com, and learn about our other health care programs and services in [Appendix E](#).

## What happens when a worker is injured at work?

When a worker sustains a work-related injury or illness, the injured worker, the employer, and a primary health care provider report it to WorkSafeBC to start a claim.

### The life of a WorkSafeBC claim

Phase 1: Initial adjudication	Phase 2: Recovery	Phase 3: Resolution or plateau/stabilization
The claim is allowed or disallowed. If it's allowed, a "claim owner" adjudicates it for initial entitlement to benefits. They determine what health care is necessary for recovery and whether the injured worker is eligible for other benefits, such as wage-loss benefits.	The injured worker receives benefits. These may include wage-loss benefits, medical and rehabilitation services, or other health care benefits.  This is typically the phase where you provide services to the injured worker.	Ideally, the injured worker makes a full recovery and returns to regular work duties.  In some cases, benefits may include vocational rehabilitation assistance.  If the injured worker does not fully recover, they may be entitled to permanent disability benefits.

## Who decides which benefits an injured worker is entitled to?

Claim owners at WorkSafeBC do. They are trained in law and policy and weigh all information in a claim file when making decisions. They also have advisors to help them understand medical details in the file. To learn more, see the [WorkSafeBC claim owners](#) section of this reference manual.

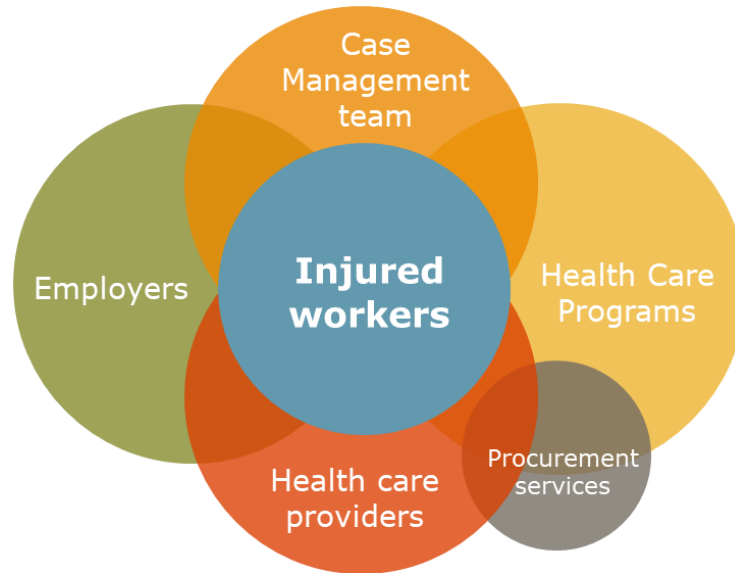
## What rights does the injured worker have?

The injured worker can appeal any claim decision through a formal appeals process.

# Who you're working with

You're working with many stakeholders, including distinct departments and roles within WorkSafeBC. Together, these stakeholders create an interdisciplinary team that supports the injured worker to return to work and lead an independent and productive life.

## WorkSafeBC Stakeholders



## Health Care Programs at WorkSafeBC

The Health Care Programs department develops and manages all contracted health care services and programs available to an injured worker, including SMPC. Health Care Programs consults with internal and external stakeholders to outline what services are needed and how these services should be provided. The program manager and the quality assurance supervisor for each contracted health care service or program also manage the quality of the services being provided.

## Procurement Services at WorkSafeBC

The Procurement Services department initiates and maintains contracts with service providers throughout the province. Procurement Services manages contracts with all kinds of vendors, including health care service providers.

## WorkSafeBC case-management teams

WorkSafeBC claims are managed by a case-management team of administrative and clinical specialists focused on understanding the injured worker's situation.

### Claim owners

The case-management team always includes a "claim owner". There can only be one claim owner at a time for each claim. Depending on how complex the claim is and [what phase it has reached](#), the claim owner may change.

Several different roles at WorkSafeBC may take on the role of claim owner. Client services representatives, adjudicators, senior adjudicators, return-to-work specialists, and case managers can all be claim owners. The claim owner will be a **case manager (CM)**. The role of the CM is to:

- Manage adjudicated claims with an extended period of disability where return to work is more challenging;
- Assist workers in their recovery and coordinate graduated RTW and RTW processes;
- May visit job site visits and health care facilities;
- Liaise with health care providers to understand recovery and entitle health care benefits; and
- Provide referrals to community care for injured workers' recovery and RTW.

## Other case-management team members

A case-management team may also include a psychology advisor, medical advisor, occupational therapy clinical advisor, clinical specialist nurse, and/or service coordinator.

### Medical advisor

The medical advisor provides independent advice, opinion and support to decision making officers and to physician colleagues in the community. For decision making officers, the medical advisors provide independent opinions on issues of medical impairment/disability, cause/etiology, diagnosis, treatment, and prognosis. For physician colleagues in the community, medical advisors aim to assist and support needs for workers including options for access to needed care, communication between the internal WorkSafeBC team and the external treating team, ensuring that medical care and vocational recovery occur hand-in-hand.

### Clinical specialist nurse

The clinical specialist nurse (CSN) reviews severely injured workers' home care needs, responds to the claim owner's and other team members' clinical questions, and is responsible for entitling allowances like the Independence and Home Maintenance Allowance for severely injured workers. CSNs may also conduct visits in injured workers' homes and prepare clinical recommendations for injured workers' care.

### Service coordinator

The service coordinator assists with referrals to external programs and with travel and other arrangements for an injured worker.

---

## Need to find a claim owner?

---

If you're uncertain who the claim owner is for an injured worker's claim, contact the Claims Call Centre at 604.231.8888 (Lower Mainland) or 1.888.967.5377 (toll-free) from 8 a.m. to 6 p.m. PT, Monday to Friday. An agent will direct you to the current claim owner.



# Getting started & communicating effectively

Steps covered in this section:

[Emails and Information Bulletins from Health Care Programs](#)

[Managing your services](#)

Topics covered in this section:

[Communication channels](#)

[When to communicate with WorkSafeBC](#)

# Getting started

---

## Emails and Information Bulletins from Health Care Programs

Health Care Programs may send emails and Information Bulletins with information on:

- Amendments to the Agreement
- Updates to this reference manual
- New or updated forms
- Process changes
- WorkSafeBC staff changes
- Updates on service matters
- Payment issues and billing FAQs
- Clinical or reporting reminders

Remember: Any updates to this reference manual are also updates to the SMPC Services Agreement. Plus, it's vital to use the most up-to-date forms and processes when working with us. So ensure:

- You have provided a current email address to receive these emails and Information Bulletins
- Applicable personnel who deliver services under the Agreement read every Information Bulletin

If you would like to change the recipient email address, please email [hcsinqu@worksafebc.com](mailto:hcsinqu@worksafebc.com). There's no limit to the number of people who can be included on the distribution list.

## Managing your services

### Expectations and Responsibilities

#### Your Responsibilities as a Participant in the SMPC Program

These guidelines outline the key areas of your responsibility as a participant in the Self-Managed Personal Care Program.

- You understand and confirm that you have the legal capacity to enter into the Agreement and accept the terms and responsibilities as defined in the Self Managed Personal Care Reference Manual;
- You understand the funds that you receive from WorkSafeBC may only be used to pay your Care Plan Cost and other approved expenses in accordance with the Agreement. You agree to be financially accountable to WorkSafeBC for those funds and to only use the funds for approved purposes;
- You will immediately notify your WorkSafeBC Case Manager when there is a change in your condition or circumstances (including staffing changes) that might result in a change to your care and/or Care Plan Costs;
- You will notify your Case Manager 30 days in advance of a change of residence;
- You cannot transfer any of your responsibilities or rights either directly or indirectly under the Agreement (for example by hiring a company or an individual to take over your contract);
- You shall not use WorkSafeBC's name as a reference without obtaining written permission from WorkSafeBC;
- You must ensure all records, including payments issued and received, are in compliance with the terms and conditions of the Agreement;
- You will retain accounting records, together with supporting documents, invoices, and other materials for a period of seven years after the Agreement expires.

#### Your Responsibilities as an Employer

These guidelines identify some of the major areas of your responsibilities when managing your Self Managed Personal Care. A major aspect of SMPC is that you are responsible for hiring and supervising

your own staff, and accordingly are the employer of your employee Personnel. You should seek independent legal advice to understand your duties and obligations as an employer. As the employer your responsibilities include but are not limited:

- To recruit caregivers and ensure they are qualified and possess the appropriate skills, abilities and basic qualifications as required by the Agreement;
- To ensure the safety of you and your family, WorkSafeBC requires that you have all of your caregivers go through the Criminal Record Check (CRC) process. The caregiver shall undergo a Police CRC conducted by the RCMP detachment or local police service. The onus is on the caregiver to determine which organization conducts their CRC. They can find information regarding the process with the RCMP at: <http://www.rcmp-grc.gc.ca/cr-cj/fing-empr2-eng.htm#volunteer>.
- To accurately manage and administer payroll, payments, invoices, reconciliations, deductions, remittances and all other payment and invoicing activities under the direction of a Bookkeeper, or preferably, an Accountant;
- To submit required reports and invoices as per the timelines specified herein to WorkSafeBC (non-compliance overspending may not be eligible for reimbursement);
- To comply with all applicable law, include Provincial and Federal legislation, regulations, orders and directives in the Province of British Columbia (or the province where you reside, and the Services are conducted) and the Municipal by-laws in your municipality applicable to an employer;
- To accept the liability that may arise where your actions as an employer do not comply with applicable law, including the liability that may arise from you terminating Personnel without just cause (subject to WorkSafeBC's reimbursement restrictions for severance as set out below);
- To be registered and be in good standing with WorkSafeBC Assessments (or the entity with jurisdiction over the worker equivalent to WorkSafeBC if the services are performed outside of BC);
- To provide a safe, sanitary, and psychologically healthy work environment for employees. The work environment shall have documented procedures in place to address emergency situations; and
- To ensure record of caregiver shifts. A sample [Self Managed Personal Care Sign In/Sign Out Sheet](#) is available in Appendix D. This form does not need to be submitted to WorkSafeBC, but record of shifts must be available for review if requested.

### **WorkSafeBC Responsibilities**

- WorkSafeBC will monitor and ensure the quality of care;
- WorkSafeBC will monitor and ensure financial information adheres to the SMPC contract;
- WorkSafeBC may review your care requirements annually and/or initiate a new Nursing Assessment as required;
- WorkSafeBC may amend your Care Plan in response to recommendations made in a Nursing Assessment;
- Your Case Manager may need to visit you to discuss any of the following matters:
  - Staffing;
  - Reporting Issues;
  - Care quality concerns;
  - Concerns raised by you as a participant in the SMPC program;
  - Biannual reporting updates;
  - Concerns presented by your practitioner, caregivers or other health care professionals.

As noted above, WorkSafeBC, as a public body with special legal rights for managing injured worker care, may change the manner of care provided and/or terminate the Agreement if WorkSafeBC determines that you have not been provided with an adequate or appropriate level of care.

## Standards of Conduct

WorkSafeBC has a Code of Ethics and Behaviour Policy and a Harassment Policy. You and all of your employees, contractors and/or agents shall familiarize themselves with these and abide by the policies. The policies are available for viewing at the WorkSafeBC website:

<http://www.worksafebc.com> under "Bid Opportunities; Purchasing Policies and Terms" or at:

[Bid opportunities - WorkSafeBC](#)

If WorkSafeBC determines you have demonstrated behavior and/or conduct that is not appropriate as an employer for the self-management of your Care Services, WorkSafeBC may terminate the Agreement and your participation in the Self-Managed Personal Care Program immediately as set out in Section 3.2 Termination for Breach of the Agreement.

## Maintaining Yourself as an Employer

WorkSafeBC recommends that you obtain independent legal advice to establish and/or maintain yourself as an employer for the Self Managed Personal Care Program. The following information is provided for convenience, and is not nor is it intended to be a comprehensive list of the steps you must take.

### WorkSafeBC Assessment Registration and Clearance Letter

As a condition of your participation in the Self Managed Personal Care Program, and as an employer, you must be registered and maintain good standing with the Assessment Department of WorkSafeBC (or with the entity with jurisdiction equivalent to WorkSafeBC if the services are performed outside of BC) throughout the Term of the Agreement.

- **How Do I Report My Payroll and Make My Payments to WorkSafeBC?**

The quickest and easiest ways are to report and pay [online](#) from your computer, or by calling our automated phone system at 604.244.6181 or 1.888.922.2768.

- **How Do I Get a Clearance Letter?**

You can request a free of charge clearance letter online from WorkSafeBC at [www.worksafebc.com](http://www.worksafebc.com).

- **How Can I Get More Information?**

Call our Employer Service Centre at 604.244.6181 or 1.888.922.2768 during regular business hours.

### Business License Requirement

A business license is generally not required for you to hire caregivers; however, it is your responsibility to check with your municipality to confirm regulations in your area.

In the event that you do not maintain a valid business license where required during the Term of the Agreement WorkSafeBC may, at its sole discretion, terminate the Self Managed Personal Care Program.

### Separate Business Bank Account

You must have a separate business bank account for funds provided pursuant to the Self Managed Personal Care Program. This business bank account is for the sole and exclusive use of paying your Care Plan Costs and approved expenses in accordance with the Agreement. This account must not be used for personal transactions.

### Accounting Services

When operating as an employer, you will need to maintain an orderly record and accounting system as required by law. As set out in the Agreement, you must retain an arm's length Bookkeeper, or preferably, an Accountant, to handle the Accounting Services on your behalf. Fees for this service are

reimbursed to a maximum of \$250.00 plus applicable taxes per month.

You will be required to provide WorkSafeBC a copy of your receipts for the Accounting Services upon the request of WorkSafeBC.

In addition, you agree to provide WorkSafeBC a copy of your assessment notice from the Canada Revenue Agency, upon request from WorkSafeBC.

The Accounting Services include, but may not be limited to:

- Payroll deductions (amounts deducted from employee's pay) and remittances (amounts paid to the government from employee deductions and from the employer) including:
  - income tax;
  - Canada Pension Plan ("**CPP**") contributions; and
  - Employment Insurance ("**EI**") premiums.All of which are calculated on the basis of the employee's compensation;
  - Remittances, as required by CRA guidelines, must be paid either by the end of February of the following calendar year or earlier as determined by CRA. Under the SMPC contract, the preference is that these remittances be paid on a monthly basis. For more information, contact Canada Revenue Agency toll-free at 1.800.959.5525 or online at [www.cra.gc.ca](http://www.cra.gc.ca). You can obtain an Employer's Kit from the CRA by calling toll-free 1.800.959.5525;
  - Fax a copy of the E-PD7A, Statement of Account for Current Source Deductions to **604.276.5194** or toll-free 1.888.922.8807 either monthly or quarterly as determined by CRA; and
  - Fax a copy of the T4 summary to WorkSafeBC at 604.276.5194 or toll-free 1.888.922.8807 by the end of February of each year. Please clearly write the code "83W6" on the bottom left hand corner of each page.
- Accounts payable and receivable;
- Calculation and submission of any applicable taxes (if any other than the remittances);
- WorkSafeBC assessment remittances;
- Monthly Reconciliation Reports, including:
  - Monthly bank reconciliation;
  - Submission of monthly payroll summary reports detailing the actual amounts paid; and
  - Submission of monthly bank statements.
- Submission of copies of cancelled cheques for wages paid to caregivers to WorkSafeBC, upon request;
- Submission of invoices related to your Self Managed Personal Care to WorkSafeBC;
- Submission of a copy of year-end T4 Summaries including copies of the individual T4's issued to the employees to WorkSafeBC;
- Submission of a copy of your E-PD7A, Statement of Account for Current Source Deductions to WorkSafeBC; and,
- Completion of Record of Employment upon termination of employee.

### **Insurance (Household or Tenant)**

During the Term of your Self Managed Personal Care, you are required to maintain homeowner or tenant insurance, including liability coverage. It is recommended that you contact your insurance agency or agent directly to discuss appropriate insurance coverage. Such insurance shall include blanket coverage for contractual and third-party personal liability. Be sure to advise the insurance agent that you are registered with WorkSafeBC, which covers work-related injuries.

WorkSafeBC is not responsible for the payment of homeowner or tenant insurance.

## Recruiting Qualified Caregivers

### Qualifications of Caregivers

As an employer, it is your responsibility to review the qualifications of all caregivers and ensure that each individual caregiver is able to provide the Care Services you require. Depending on the specific Care Services you require, examples of qualified caregivers **may** include:

- Health Care Aide (HCA), which may also be known as:
  - Personal Support Worker;
  - Community Health Worker;
  - Personal Care Aide;
  - Personal Care Attendant;
  - Registered Care Attendant;
  - Home Support Worker; or
  - Nurse's Aide.
- You must ensure that all HCAs are qualified to perform the Services they are assigned, which generally include completion of an appropriate training program supplemented with on-the-job training.

Caregivers are required to possess any combination of the following:

- a) A certificate from a recognized care aide program; and/or
- b) Have extensive work experience providing care to individuals with similar care needs as you and demonstrates the skills and abilities required to provide your care.

If you are uncertain about the suitability of a potential caregiver, you may request the assistance of WorkSafeBC to determine appropriate levels of work experience and/or skills and abilities of caregivers.

All caregivers are required to possess and maintain current CPR and First Aid certification.

All caregivers are required to have a clean criminal record. This can be confirmed by an RCMP certified criminal record check.

### Family Relations and Caregivers

For the purposes of this Agreement, "non-arms' length caregivers" mean caregivers that are too closely related to you to be seen as completely independent (e.g., the parties have familial ties, are in a spousal or common law relationship or have a long-standing relationship).

WorkSafeBC will consider requests from an injured worker to hire a non-arms' length caregiver on a case by case basis. Where approved, WorkSafeBC will review the arrangements regularly for quality and compliance to ensure care needs are met.

HCA certification will not be required; however, the caregiver must possess and maintain current CPR and First Aid and have a clear criminal record check.

### Qualification Review

During the term of your Self-Managed Personal Care contract, you must ensure that your employees, including any non-arms' length caregivers, providing Care Services have the qualifications, experience, skills and appropriate credentials.

WorkSafeBC reserves the right to undertake a review to confirm the credentials of any person providing the Care Services at any time during the Term of the Agreement. If WorkSafeBC determines that any person providing Care Services does not possess the required qualifications you

will replace the care giver with suitably qualified staff who are able to provide your unique care needs.

**Advertisement to Recruit Caregivers**

Where you need to advertise to recruit caregivers, fees for this service may be reimbursed to a maximum value of \$250.00 per year. Submission of invoice, receipt and copy of the advertisement are required for reimbursement.

# Communicating effectively

---

Knowing how and when to communicate with Health Care Programs, WorkSafeBC case-management team members helps ensure a smooth recovery and, where possible, a return to work for the injured worker. We count on receiving timely, accurate reports and communication from you on the injured worker's progress. You can expect regular communication, important updates, and helpful information from us.

## Communication channels

You will receive communications from Health Care Programs via the SMPC email distribution list.

You may communicate with Health Care Programs and WorkSafeBC staff by phone and email under certain circumstances. It's important to understand when it's okay to use email in particular.

Expectations for communicating with us are outlined below.

## General Communications

The following are situations that require disclosure to the appropriate WorkSafeBC staff member:

- Any implicit or explicit threat towards a WorkSafeBC staff member or property; and/or any statement or action of harm directed towards another individual.
- Where any accident or critical incident occurs, the WorkSafeBC officer must be notified immediately by telephone and a written incident report must be submitted to WorkSafeBC.
- When reporting one of the above, the seriousness of intent should also be communicated. Contact the Program Manager if in doubt of the appropriate person to contact.

## Emails about managing services

General communications about your claim can be emailed to a WorkSafeBC officer or the program manager for SMPC in Health Care Programs. For example, you can email them to:

- Communicate changes to your staffing
- Ask contract or program-related questions
- Add to ongoing communications about a service or invoicing matters

## When to communicate with WorkSafeBC

### As a routine part of your work

In broad strokes, you need to:

- Send us biannual reports on your care updates
- Submit your invoicing documents
- Let Health Care Programs and your Case Manager know if there are changes to your services (new staff, changing hours, etc.)

---

## Who is a "WorkSafeBC officer"?

---

A number of WorkSafeBC employees are considered WorkSafeBC officers, including case managers, adjudicators, senior adjudicators, return-to-work specialists, and vocational rehabilitation officers. When a "WorkSafeBC officer" is mentioned in this reference manual, it generally means the claim owner.



You'll find more information on these processes in later sections of this reference manual ([Managing your services — Part 1: The basics](#) and [Provision of your services - Part 2: The details](#)).

## In other specific circumstances

### Examples of times to reach out

Circumstance	Who to contact	How to contact
<ul style="list-style-type: none"> <li><b>You have a question about your contract</b></li> <li><b>You need to discuss an exception to billing</b></li> <li><b>You'd like to make an exception to how you provide services under the Agreement</b> After you reach out, Health Care Programs will give you a final decision and recommendations in writing. The decision will apply specifically to the scenario in question. The same decision/recommendations can't be applied to future circumstances without prior written approval from Health Care Programs.</li> </ul>	<a href="#">Health Care Programs</a>	By phone or email
<p><b>A WorkSafeBC officer has requested or approved a service that is outside the scope of the Agreement</b></p> <p>You must request approval from Health Care Programs. WorkSafeBC officers do not have the authority to deviate from the contract terms.</p>	<a href="#">Health Care Programs</a>	By phone or email
<p><b>You want to add or replace personnel providing services</b></p> <p>If you would like to add or replace caregivers and it will affect your Schedule B monthly Care Plan costs</p> <ul style="list-style-type: none"> <li>You must inform us in advance of any proposed changes to your personnel designated to provide services.</li> </ul> <p>WorkSafeBC reserves the right to deny staffing replacement requests and/or requests to add additional personnel</p>	<a href="#">Health Care Programs</a> and your Case Manager	In writing (email is fine)

## Who should you contact in Health Care Programs?

Throughout this reference manual, you may see instructions that tell you to contact Health Care Programs. This generally means you should contact the program manager or quality assurance supervisor for SMPC. If you're not sure who that is, feel free to reach out to [Health Care Programs](#) administrative staff to find out.

<p><b>You’ve had other staffing changes</b></p> <p>This includes temporary or permanent loss of an approved caregiver providing the services under the Agreement. Let us know about these changes as soon as possible.</p>		

You’ll also want to reach out to the appropriate [WorkSafeBC officer](#) in these cases:

- If you are withdrawing from services
- You are planning to go on vacation

## When incidents or threats occur

If a situation arises that creates an immediate safety hazard or injury to anyone, including the injured worker, you, or your personnel, you must report it to us. This includes:

- Any physical or psychological trauma sustained by an injured worker, including critical incidents
- Any implicit or explicit threat toward a WorkSafeBC staff member or WorkSafeBC property
- Any statement or action of harm directed toward another person

Call the [claim owner](#), and be clear about the details of the threat or incident. Submit a [Health Care Programs Incident Report](#) (Form 83M380) within two business days of the incident.

A Health Care Programs Incident Report (Form 83M380) may also be required in other circumstances. Examples could include:

- A trip, slip, or fall that results in injury during the course of your care
- A “near miss” incident (e.g., nearly getting into a motor vehicle accident with your care staff present)
- Loss or theft of an item while services are being delivered

The table below lays out exactly how to respond to different types of incidents and threats.

### How to respond to and report incidents and threats

Type of incident or threat & response	Who to contact at WorkSafeBC	When and how to contact WorkSafeBC
<p><b>An incident results in an injured worker needing emergency care</b></p> <ol style="list-style-type: none"> <li>1. Call 911. Ensure injured worker receives care.</li> <li>2. Contact WorkSafeBC.</li> <li>3. Contact attending physician, as appropriate (unless injured worker withholds permission to do this).</li> </ol>	<ul style="list-style-type: none"> <li>✓ <a href="#">Claim owner</a></li> <li>✓ SMPC program manager</li> </ul>	<p>Verbally report on same day as incident (unless situation prevents this), and within one business day at the latest.</p> <p>Submit <a href="#">Form 83M380</a> within two business days of incident.</p>
<p><b>You or your personnel are aware of a threat to a WorkSafeBC employee or property</b></p>	<ul style="list-style-type: none"> <li>✓ Claims Call Centre: 1.888.967.5377 (1.888.WORKERS)</li> <li>✓ Claim owner</li> </ul>	<p>Verbally report as soon as possible. (Claims Call Centre is open Monday to Friday, 8 a.m. to 6 p.m. PT)</p>

<ol style="list-style-type: none"> <li>1. Call police immediately to report threat.</li> <li>2. Contact WorkSafeBC. A WorkSafeBC officer will gather information from you to complete a Threat Report, and Corporate Security staff will follow up with you.</li> </ol>		<p>Submit <a href="#">Form 83M380</a> within two business days of threat.</p>
<p><b>A caregiver (employee) harms or directly threatens you or your other personnel</b></p> <ol style="list-style-type: none"> <li>1. Call police immediately. Report threat or act of violence.</li> <li>2. Contact WorkSafeBC. A WorkSafeBC officer will gather information from you to complete a Threat Report, and Corporate Security staff will follow up with you.</li> </ol>	<ul style="list-style-type: none"> <li>✓ Claim owner</li> <li>✓ SMPC program manager</li> </ul>	<p>Verbally report within one business day of incident.</p> <p>Submit <a href="#">Form 83M380</a> within two business days of incident.</p>
<p><b>All other types of incidents</b></p> <ol style="list-style-type: none"> <li>1. Contact WorkSafeBC.</li> <li>2. Contact your primary practitioner, as appropriate.</li> </ol>	<ul style="list-style-type: none"> <li>✓ Claim owner</li> <li>✓ SMPC program manager</li> </ul>	

# Managing your services — from basics to details

Steps covered in this section:

[Program services](#)

[Service details / Nursing assessment](#)

Detailed processes covered in this section:

[Staff and reporting requirements](#)

[How to submit invoices](#)

# Managing your services — Part 1: The basics

---

## Program services

### Self Managed Personal Care (“SMPC”)

WorkSafeBC’s Self Managed Personal Care program allows the injured worker (“you”) the opportunity to guide and manage the provision of the personal care you receive in your own home. In order to participate in Self Managed Personal Care, you are required to meet and maintain the eligibility criteria set out in sections noted below. In addition, you will need to maintain a Self Managed Personal Care Services Agreement (the “Agreement”) with WorkSafeBC which will establish the terms that govern your participation in the program.

This Reference Manual is incorporated into, and forms part of, the Agreement. If you see a capitalized term used but not defined in this Reference Manual, the term has the meaning set out in the Agreement.

WorkSafeBC, as a public body with special legal rights for managing injured worker care, may change the manner of care provided and/or terminate the Agreement, at any time, if WorkSafeBC determines that you have not been provided with an adequate or appropriate level of care pursuant to the Agreement.

### Medical Criteria

- You have a compensable condition that requires significant levels of daily personal care;
- You have no other health concerns that would contraindicate participation in SMPC;
- You are able to communicate your needs with others to direct your own care;
- You have the cognitive capacity to direct your own care; and,
- You have ensured that care services will be provided by care providers who are qualified in accordance with the requirements set out in the Agreement and Reference Manual and who are skilled in managing your unique care needs.

### Business Criteria

- You are able to effectively communicate your ongoing business requirements;
- You are able to manage the financial and organizational demands of employing an individual(s);
- You possess the capacity to complete all required documentation as outlined in the Agreement and are able to ensure all documentation is submitted in a timely manner (this also means you need access to a computer, and/or a telephone, and/or a fax machine); and,
- You have established a bank account that is designated only for administering Self Managed Personal Care funds that is separate from your personal finances;

## Service details / Nursing assessment

WorkSafeBC may arrange a Nursing Assessment to be conducted, either by a WorkSafeBC Clinical Specialist Nurse, or a Nurse from one of WorkSafeBC’s contracted home care services providers. This Nursing Assessment will assist the WorkSafeBC Officer in understanding your personal care needs and help maintain a Care Plan that meets your ongoing personal care needs. This Care Plan also sets your Estimated Monthly Amount for Care Plan Costs based on the level of care needed.

### Nursing Assessment

A Nursing Assessment provides information to assist the Case Manager in determining the Care Services required by the injured worker in their own environment and will include:

- Identification of necessary Care Services;
- Identification of safety concerns;
- A review of your current medical status;

- Development of a Care Plan specific to the goals of the Care Services.

## Care Plan

The Care Plan is developed at WorkSafeBC's direction by a Nurse in collaboration with other health care professionals, as indicated, as well as yourself. It provides written direction to the care givers detailing Care Services delivery. The Care Plan shall include, but is not limited to the following:

- Clearly defined aspects of care (level of dependence, frequency, and duration of associated activities/tasks);
- Specific instructions about how to provide the care including interventions required to address psychological and behavioral concerns;
- Reporting guidelines and instructions; and,
- Instructions in the event of an emergency.

# Provision of your services — Part 2: The details

---

Now that you understand in broad strokes how to work with us, it's time to get into the nitty-gritty — especially when it comes to creating and submitting reports and invoices to us. (For a quick summary of which tools to use to submit [reports](#) and [invoices](#).)

## Staff and Reporting Requirements

As an employer, you are responsible for hiring, directing, scheduling, supervising and terminating your employees in accordance with all applicable law, including the *Employment Standards Act* (of British Columbia or the provincial jurisdiction in which you reside). Reasons for termination could include failing to provide proper care as outlined in the Nursing Assessment. When you terminate caregivers you will be required to provide adequate termination notice, and you are responsible for the preparation and submission of all required documentation as per CRA guidelines.

### Staff Complement and Scheduling

You are responsible to ensure adequate staffing to avoid incurring overtime. Note that WorkSafeBC will not pay overtime costs that result from staffing or scheduling issues. A staffing schedule is based upon the recommendations of the Nursing Assessment and must meet BC employment standards, or employment standards in the provincial jurisdiction in which you reside. Statutory holiday pay may not exceed the budget and must adhere to employer standards regulations in the provincial jurisdiction in which you reside.

### Back Up Staffing Plan

You will need to develop an adequate complement of staff to meet your care needs in all situations (i.e., if your caregiver goes on vacation, becomes ill or requires unplanned leave). You will ensure that you receive proper care if the regular caregiver is unable to provide care. This back up plan must meet the requirements set out in the Nursing Assessment. All training of back up caregivers is your responsibility.

### Notice Required When Circumstances Change

- **Change in Your Condition**

You will notify your Case Manager at WorkSafeBC immediately in the event there is a change in your condition or circumstances that results in a need to revise the Care Plan. This is especially relevant if your care needs are exceeding the care capabilities of the caregivers. In the event that your care needs have changed, WorkSafeBC will obtain a new Nursing Assessment and/or conduct a visit to assess your needs.

- **If You Are Hospitalized**

If you are hospitalized, we ask that you:

- Notify your WorkSafeBC Case Manager as soon as reasonably possible; and
- Ensure your caregiver(s) are notified.

- **If You Go on Vacation**

When you decide to go on vacation, WorkSafeBC will continue to fund the approved Care Services as outlined in the Care Plan Costs, **Schedule A**. If the caregiver is traveling with you, you are responsible to pay for any associated travel expenses. Caregiver overtime is not payable while you are on vacation.

### Submission of Reports

You will be required to complete and submit a biannual care plan report using the [Self Managed Personal Care Biannual Progress Report template \(83W133\)](#) as attached in the Appendices. Biannual

care reports must be received on or before the last calendar day of June and December, as indicated on the report, regardless of any change (or none) in your condition. Forms are to be completed electronically and submitted online at [Upload claim documents \(worksafebc.com\)](https://www.worksafebc.com)

For assistance with program related business process questions for reporting, please contact Health Care Programs at WorkSafeBC at 604.232.7787.

## Submission of Safety Incident Reports

You will report all incidents verbally to your WorkSafeBC Case Manager. This includes situations of physical or psychological harm, or trauma sustained by either you or a caregiver. The incident will be reported within 24 hours of its occurrence followed by a type written incident report (83M380) will be submitted to the WorkSafeBC within two days detailing the event, the involved parties and the outcome. This form is available on the forms and resources page of [www.worksafebc.com](https://www.worksafebc.com) and can be submitted via fax or mail to the number/address at the bottom of the form.

## Severance Entitlement

As an employer, you may have an obligation to continue compensating employee Personnel that you have terminated if their termination was not for just cause. You should obtain independent legal advice with respect to entering into a written or unwritten employment contract with employee Personnel and should understand that your risks as an employer may be materially different by selecting an unwritten employment contract, including the risk associated with employee terminations.

Where one of your employee Personnel is terminated because of a) (i) a change in your health condition, (ii) your death, or (iii) your relocation and (b) you have not substantiated just cause for the termination, WorkSafeBC will reimburse you for severance pay actually paid to an employee Personnel up to a maximum of two (2) weeks for each year of service.

Where you have terminated an employee Personnel for reasons other than those set out in (a)(i) through (iii), you are solely liable for without just cause terminations.

You should be aware that two weeks per year of service is generally a greater entitlement than provided by the *Employment Standards Act* (BC) but also a lesser entitlement than may be provided by the common law; again, consider obtaining independent legal advice.

## How to submit invoices

### Invoicing and Financial Requirements

#### Invoicing

You must ensure that invoices are submitted to WorkSafeBC for the payment of wages and benefits for the person(s) providing care in accordance with the Care Plan Cost. In addition to your monthly Care Plan Cost, WorkSafeBC will reimburse the following approved expenses in accordance with the terms and conditions set out in **Schedule A** of the Agreement:

- Payroll deduction requirements;
- WorkSafeBC Assessment Fees;

---

### Stick to the fee schedule

---

WorkSafeBC officers do not have the authority to approve services or charges that deviate from those listed in the Agreement and fee schedule. If a WorkSafeBC officer has requested or approved a service that is outside of the parameters of the Agreement, remember to contact Health Care Programs for exception approval.



- Bank expenses associated with the set-up and maintenance of the bank account used exclusively for the payment of care costs under the Agreement;
- CRA Remittances;
- Business License;
- Accounting Service costs; and,
- Advertising fees.

The WorkSafeBC Care Plan Costs are for the expenses of your care. WorkSafeBC will not pay any extra invoices for care in addition to the Care Plan Costs (i.e., postage/stationary, travel, mileage, phone bills, etc.) and approved expenses set out in Schedule A to the Agreement. You shall not charge interest on accounts and no interest shall be payable in respect of those invoices.

Invoices and Reports are to be submitted for authorized costs and expenses only. The Case Manager does not have the authority to deviate from the Care Plan Costs and the Agreement. No additional charges shall be invoiced to WorkSafeBC.

### **Buffer Costs**

Every January, you will be responsible for submitting an invoice for **fee code 1148160** to equal 50% of the monthly Gross Wages increase. These funds will also account for the annual increase in caregiver wages based on CPI and will ensure that the buffer remains at an amount of 50% your monthly Gross Wages.

Any need to use your buffer funds throughout the year should be communicated to your Case Manager and Health Care Programs in advance, and reflected on your next month's invoice highlighting the reason why the additional funds were required. This buffer is meant for back up purposes only and to ensure you have adequate funds to pay out caregivers each month should you incur any unexpected costs.

### **Submitting Invoices**

All invoices must be submitted via fax to **604.233.9777** or toll-free 1.888.922.8807. Supporting documents (i.e., Bank statements, payroll summary reports, cheques and/or electronic bank transfers), are to be submitted via fax to **604.276.5194** or toll-free 1.888.922.8807 and must detail the actual paid amounts related to your Self Managed Personal Care. You are encouraged to submit these forms as close to the date of invoice submission as possible to expedite validation and payment processing.

All invoices shall be issued and paid for in Canadian (CDN) funds.

WorkSafeBC may decline invoices containing discrepancies or errors, noting areas for correction. If the defect is minor, WorkSafeBC may correct the invoice. You may not be paid in full until an invoice which complies with the terms as set out in the Agreement and this Reference Manual is received or the invoice has been corrected by WorkSafeBC.

WorkSafeBC may change the invoicing procedures at any time during the Term of the Agreement.

WorkSafeBC shall provide written notice to you regarding any changes.

### **Monthly Invoice and Supporting Documents**

The Self Managed Personal Care monthly invoice captures all disbursements and receipts completed in the previous month and needs to be submitted to WorkSafeBC by the 15<sup>th</sup> calendar day of the following month. For example, the invoice for the month of June needs to be submitted by July 15<sup>th</sup>. All reimbursable monthly expenses are to be entered on the invoice using the applicable fee code(s) outlined below.

Fee Item Code	Fee Description	Comments
1240833	Wages – HCA, or other caregiver approved by WorkSafeBC	Please provide the Net Wages (including statutory holiday pay) for all health care assistants. Employees are to be paid on the 15 <sup>th</sup> and the last day of the month. Amounts billed under this fee code should be less 6% in lieu of vacation, and less 6% in lieu of benefits.
1240839	Benefits 6% in lieu - HCA	In lieu of benefits, 6% of Gross Wages will be paid.
1240841	Vacation 6% in lieu - HCA	In lieu of vacation days, 6% of Gross Wages will be paid. This means that the employees will not be paid for the actual days they are on vacation.
1240842	CRA – Employee CPP Premiums	Break down and report your monthly CRA remittances by their component parts.
1240843	CRA – Employer CPP Premiums	
1240844	CRA – Employee EI Premiums	
1240845	CRA – Employer EI Premiums	
1240846	CRA – Employee Tax Withheld	
1148161	Accounting/Bookkeeping expense	This represents the monthly accounting/bookkeeping service fee and is payable for actual costs, up to a maximum of \$250.00
1211136	Bank/Cheque Fees	This represents all reimbursable bank fees charged to your account for the month. NSF cheque fees are not reimbursable.
1214209	WorkSafeBC Assessment Premiums	This represents the annual premiums to provide your care staff with WorkSafeBC coverage (or the appropriate coverage in the jurisdiction in which you reside).
1214210	Business License – if required	This annual fee is not required in all cities; however, some municipalities may require this for self managed personal care employers.
1148672	Advertising Expense	This represents advertising costs associated with hiring employers to provide care.
1238784	Severance	This fee may be reimbursed up to a maximum of two weeks per year of service.

### Surplus Care Plan Funds

If financial reporting reveals that the Care Plan funds have accrued a surplus in the designated account, the surplus may be reviewed at any time and refunded to WorkSafeBC. WorkSafeBC will collaborate with you to assess why a surplus exists. WorkSafeBC may:

- Conduct a review of your Care Plan Costs and/or Nursing Assessment; and/or
- Conduct a financial audit which may result in a change to the Care Plan requirements; and/or
- Arrange to meet with you to discuss the matter.

The payments normally made by WorkSafeBC for future care may be reduced by the amount of the surplus.

### In the Event of a Change in Circumstances

In the event you pass, relocate, or have a significant change in your condition while in the SMPC program, WorkSafeBC will recover any surplus care plan funds that exist after a) all employer disbursements are paid for services rendered and b) any eligible reimbursement for severance for your employee(s) has been paid.

### Records and Audit Rights

You will ensure all records and books are maintained concerning the Care Services provided and fees

invoiced pursuant to the Self Managed Personal Care program, together with all relevant documents and materials, for the duration of the Self Managed Personal Care program and for **seven years** following the completion or termination of the Agreement.

When requested by WorkSafeBC, you shall make available all books and records, together with the supporting or underlying documents and materials, to WorkSafeBC for inspection, audit, or reproduction by its employees and/or subcontractors or authorized representatives, during normal business hours at the injured worker's office or place of business. You shall not charge any fee for the cost of reproduction of records required under the Agreement.

WorkSafeBC may, at any time during Term of the Agreement, audit all your accounting records and books concerning Care Services provided. Should this audit occur, your Case Manager will work with you to support this process.

## Care Plan Cost and Services

### Care Plan Costs

WorkSafeBC shall establish your Care Plan Costs based on the Nursing Assessment and current health care requirements related to your compensable injury. The payment of wages and benefits for the person(s) providing care services are your responsibility and are based upon the Care Plan Costs.

Benefits for your caregivers have been calculated into the Care Plan Costs as Gross Wages. These benefits include compensation for vacation and supplement in lieu of benefits and must be paid to your caregivers on each pay cycle. They may not be accrued.

### Caregiver Wages

You, as the employer, and in conjunction with your Case Manager, will determine the wage at which your caregivers start based on their level of experience, the hiring environment, your geographical location, complexity of your care needs, current caregiver wages, etc.

All caregivers will thereafter be entitled to annual wage increases each January which will be automatically adjusted based on the Consumer Price Index (CPI) and up to a maximum of 4%.

Please note that caregiver wages may be revised intermittently at the sole discretion of WorkSafeBC.

Any changes to your staff, and/or to their hourly rate must be pre-approved by your Case Manager and Health Care Programs informed so that your Schedule B – Monthly Care Plan Costs can be updated, and you will receive the necessary subsequent funds in your Self Managed Personal Care bank account.

**Caregiver pay cycle** – please ensure that the caregivers are paid on a twice monthly basis; the 15<sup>th</sup> of the month and the end of the month.

**Note:** Rates are subject to change annually:

- Employment Insurance ("EI") Premiums;
- Canada Pension Plan ("CPP");
- WorkSafeBC Assessment Insurance Premium.

### Statutory Holidays

BC Employment Standards states there are 11 statutory holidays. WorkSafeBC has included an additional two (2) days which are Easter Monday and Boxing Day.

WorkSafeBC's goal is to remain competitive in salary and benefits in the current job market. We achieve this through competitive wages with annual increases based on CPI, the additional statutory holidays, and providing 6% in lieu of benefits plus 6% vacation pay.

## Additional Professional Services

If other professional services are required (e.g., Wound/Ostomy Nurse, Physiotherapist, Occupational Therapist, Speech Therapist, or Respiratory Therapist), please contact your Case Manager as WorkSafeBC has networks of contracted providers for these services.

## What Do I Have to Submit?

### Monthly

What Forms?	When Do I Submit It?	How Do I Submit It?	Form #
<a href="#">Self Managed Personal Care Invoice</a>	By the 15 <sup>th</sup> day of the following month	Fax to <b>604.233.9777</b> or toll-free 1.888.922.8807	83W134
Bank statements, payroll summary reports, invoices, cheques and/or electronic bank transfers	By the 15 <sup>th</sup> day of the following month. You are encouraged to submit these forms as close to the date of invoice submission as possible to expedite validation and payment processing	Fax to <b>604.276.5194</b> or toll-free 1.888.922.8807	Not applicable
E-PD7A Statement of Account for Current Source Deductions (copy)	<b>Monthly or quarterly</b> as determined by CRA	Fax to <b>604.276.5194</b> or toll-free 1.888.922.8807	Not applicable
<a href="#">Monthly Reconciliation Report</a>	By the 15 <sup>th</sup> day of the following month	Fax to <b>604.276.5194</b> or toll-free 1.888.922.8807	83W6
<a href="#">Self Managed Personal Care ("SMPC") Biannual Update</a>	By June 30 and December 31	Submit online at <a href="https://worksafebc.com/claims-uploader">worksafebc.com/claims-uploader</a>	83W133

Forms may be downloaded at [Self Managed Personal Care - WorkSafeBC](#) or can otherwise be found at [www.worksafebc.com](http://www.worksafebc.com) under "Health Care Providers", then "Self Managed Personal Care".

### Annually

What Forms?	When Do I Submit It?	How Do I Submit It?
Copy of T4 Summary and individual T4 slips to employees Clearance Letter from WorkSafeBC	By end of February of <b>every</b> year	Fax to <b>604.276.5194</b> or toll-free 1.888. 922.8807

## Correct the invoice promptly if necessary

Sometimes we're not able to accept an invoice because of an inconsistency or error. In these cases, you can follow up, resolve the issue, and still get paid — provided the error is rectified within **180 days of the date of service, or within 90 days of the date of the first rejection** (whichever is longer).

If you're following up on an issue with an invoice, please contact Payment Services at 604.276.3085 or toll-free 1.888.422.2228. We're happy to help.

**Note: all invoices are subject to verification by WorkSafeBC after payment and payment may be adjusted if the invoice does not comply with the Self Managed Personal Care Agreement or is otherwise incorrect.**

# Appendices

If you have a question:

[Appendix A: Important contact information](#)

[Appendix B: Important links](#)

If you'd like help writing reports for us:

[Appendix C: Reports and forms for SMPC](#)

[Appendix D: Self Managed Personal Care Sign In/Out Sheet](#)

If you're curious about our other programs:

[Appendix E: Summary of related health care programs](#)

# Appendix A: Important contact information

We want to make sure you have all the information you need to work with us as a health care service provider. Contact information for key departments is listed below. (You can find [contact information for more departments and services](#) on worksafebc.com.)

WorkSafeBC department	How to contact	Reason to contact
<a href="#">Health Care Programs</a>	604.232.7787 (Lower Mainland) 1.866.244.6404 (toll-free) <a href="mailto:hcsinqu@worksafebc.com">hcsinqu@worksafebc.com</a>	You need to discuss: <ul style="list-style-type: none"> <li>Your contract and fee schedule</li> <li>Contracted clinical services</li> <li><i>Updating your contact information for emailed disclosures</i></li> </ul>
<a href="#">Payment Services</a>	604.276.3085 (Lower Mainland) 1.888.422.2228 (toll-free)	You need to discuss: <ul style="list-style-type: none"> <li>A specific invoice or billing rejection</li> <li>Invoice correction letters</li> <li>General information about our billing process</li> </ul>
<a href="#">Procurement Services</a>	604.276.3344 (Lower Mainland) 1.844.276.3344 (toll-free) <a href="mailto:procurement@worksafebc.com">procurement@worksafebc.com</a>	You need to: <ul style="list-style-type: none"> <li>Update your general contact information</li> <li>Inquire about the status of your contract</li> </ul>
<a href="#">Freedom of Information and Protection of Privacy Office</a>	604.279.8171 (Lower Mainland) 1.866.266.9405 (toll-free) <a href="mailto:fipp@worksafebc.com">fipp@worksafebc.com</a>	You have questions about privacy legislation (e.g., the <a href="#">Freedom of Information and Protection of Privacy Act</a> )

## Appendix B: Important links

Essential for working with us (worksafebc.com webpages)	What you'll find
<a href="#">Self Managed Personal Care webpage</a>	Information and bulletins specific to SMPC
<a href="#">Forms &amp; Resources</a>	Important WorkSafeBC forms, documents, videos, and more, including reports for you to download and complete (see <a href="#">Appendix C</a> for links to specific forms related to SMPC you'll need to download)
<a href="#">Document uploader for biannual report</a>	A fast and easy way to upload your Biannual Progress Report form
Essential for working with us (external webpages)	What you'll find
<a href="#">Workers' Advisers Office</a> on gov.bc.ca	A resource to point injured workers to if they'd like independent advice and assistance on their claim
Important background info on worksafebc.com	What you'll find
<a href="#">Who we are</a>	An overview of what WorkSafeBC does
<a href="#">Provider types</a>	Information on other health care providers we work with
<a href="#">Interpretation, translation &amp; sign language services</a>	An overview of tools we provide to help you communicate with injured workers
<a href="#">How recovery at work helps</a>	The overall health benefits of a safe, timely return to work for injured workers

# Appendix C: Reports and forms for SMPC

---

All forms can be found on the [Forms & Resources](#) page on worksafebc.com.

- [Self Managed Personal Care Biannual Progress Report \(Form 83W133\)](#)
- [Self Managed Personal Care Invoice \(Form 83W134\)](#)
- [Self Managed Care \(SMC\) Monthly Reconciliation Report \(Form 83W6\)](#)

**Complete this form within two business days if a **threat or incident** occurs:**

- [Health Care Programs - Incident Report \(form 83M380\)](#)



# Appendix D: Self Managed Personal Care Sign In/Sign Out Sheet

---

To ensure accurate records of caregiver shifts, please complete the Self Managed Personal Care Staff Sign In/Sign Out sheet below, or keep similar records of the same. This form does not need to be submitted to WorkSafeBC, but record of shifts worked must be available for review if requested.

## Self Managed Personal Care Staff Sign In/Sign Out Sheet:

### PDF version:



SMPC sign in -  
sign out sheet

### Word Version:



SMPC sign in -  
sign out sheet

\*Please access this Word document in the attachment panel

# Appendix E: Summary of related health care programs

---

## 1. **Addiction Services:**

- **Community Pain and Addiction Services (CPAS)** is an outpatient assessment program for injured workers with substance use disorder, concurrent disorders (pain and addiction), or complex medication regimens, as well as injured workers demonstrating aberrant behaviour. Physicians are certified by the American or Canadian Society of Addiction Medicine (ASAM/CSAM) or possess an American Board of Addiction Medicine (ABAM) addiction medicine fellowship or equivalent. Outpatient treatment may include medication management (e.g., opioid agonist therapy).
  - The **Intensive Outpatient Program** involves eight weeks of treatment, including psycho-educational group meetings, interpersonal process group meetings, individual counselling, and random drug and alcohol screening. It also includes up to 44 weeks of after-care (one group therapy session per week) and a family program. One-on-one supportive counselling may be offered in adjunct.
  - **Residential Addiction Services (RAS)** are medically supervised abstinence-based multidisciplinary inpatient programs that use a bio-psychosocial model to treat injured workers with alcohol and drug addictions. These programs provide medical and psychological treatment for drug effects, teach behavioural skills that promote lasting change, and provide long-term support to help clients live a drug-free lifestyle. Programs consist of peer and self-assessments, group and individual therapy, lectures, and conferences with family and referral sources.
  - **Support Recovery Services** provide a safe, supportive, and stable residential environment for injured workers in early remission to facilitate recovery and promote life skills. The structured and monitored environment fosters accountability to facilitate the transition to independent living in the community and long-term recovery. Services may include group therapy, lectures, individual counselling, structured activities, recreational programs, nutrition counselling, random drug screens, and conferences with family and referral sources. Programs provide 24-hour staffing by a house manager or addiction counsellor.
2. The **Amputee Multidisciplinary Program (AMP)** provides treatment for injured workers with major amputations to maximize function and return the injured worker to productive employment. The team includes the Visiting Specialist Clinic (VSC) or a community physiatrist, a physical therapist, an occupational therapist, and a psychologist. The team works closely with a community prosthetist to help the injured worker get an appropriate prosthesis.
3. **Chronic Wound-Care Services** provide early intervention and treatment for injured workers who have chronic wound-care issues. The goal is to enable return to work when appropriate and to provide long-term services to injured workers with permanent disabilities. The team includes an occupational therapist or physical therapist and an RN with wound-care specialization. Ongoing involvement by the attending physician, physical therapist, and a dietitian, as well as psychological counselling and education, are possible.
4. A **Cognitive Functional Capacity Evaluation (FCE)** determines an injured worker's overall cognitive and physical baseline abilities, considerations, and tolerances using standardized testing protocols and work simulation activities to determine the worker's employability in a specific job or general job category.

5. **Community Care Facility (CCF) Services** is a contracted network of providers within B.C. accommodates each worker's unique care needs in a community care facility setting. CCF Services are designed to assist workers with compensable injuries and/or illnesses:
  - To recover from surgery
  - By providing respite or palliative care
  - With long-term placements

CCF Services support the injured worker with self-care and independence in activities of daily living.

6. **Customized Recovery & Return to work Program (Customized Program)** is a structured, active rehabilitation program focused on supported return to work through physical and functional conditioning and education. It is a multidisciplinary program offered by physical therapists, occupational therapists, psychologists, kinesiologists, and physicians. Treatment may be provided at a rehabilitation clinic and/or the jobsite.
7. **Driver Assessment and Rehabilitation Services (DARS)** aim to identify and address the functional factors that impact driving safely and independently (i.e., cognitive, physical, and/or psychological symptoms). Services include a comprehensive evaluation conducted by an occupational therapist or certified driving rehabilitation specialist and may involve a licensed driving instructor. Recommendations from the assessment may include on-road driver's rehabilitation, and/or training in use of adaptive driving equipment.
8. **Early Concussion Assessment and Treatment (ECAT)** provides early assessment, education, reassurance, and intervention (when indicated) for injured workers with confirmed or suspected concussions. The program supports recovery of function and aims to facilitate an early and durable return to work.
9. **Expedited Surgical Facilities Services (ESFS)** provide fully equipped surgical facility services (including, but not limited to, nursing and support staff, medications, supplies, equipment, and facilities) to any surgeon to perform expedited elective day-care surgical procedure(s) on injured workers.
10. A **Functional Capacity Evaluation (FCE)** determines an injured worker's overall physical abilities, considerations, and tolerances to determine whether they're employable in a specific job or general job category.
11. The **Hand Therapy Program** provides treatment and consultation for injured workers with acute traumatic or repetitive injuries of the arm below the shoulder. This includes injuries to the hands and wrists, such as open wounds, crush injuries, tendon repairs, and burns. Treatment is provided by certified hand therapists with specialized skills in assessing and treating these conditions.
12. The **Home Access and Modifications Program** allows WorkSafeBC to undertake modifications to a residence or workplace to lessen or remove factors impacting severely injured workers following a compensable injury. A WorkSafeBC officer will determine the modifications necessary based on the compensable injury and on recommendations from an occupational therapist assessment as required.

13. **Home Care Services** involve a contracted network of home care providers: community agencies that provide home support and nursing services to injured workers. Service is provided in the injured worker's home and/or community setting and focuses on assisting with activities of daily living, personal care, and professional nursing services (e.g., wound care).
14. **Home IV Supply Services** are provided to injured workers at home by home care nurses from either our contracted home care network or the local health authority. Supplies, equipment, and medications for Home IV Supply Services are provided by Calea Pharmacy.
15. The **Medical and Return-to-Work Planning (MARP) Assessment Service** provides diagnostic clarification and helps establish appropriate treatment and return-to-work recommendations for the injured worker. The MARP Assessment consists of a psychosocial screen, subsequent visits, and a reassessment that factors in the injured worker's history and a physical examination.
16. **Medical Alarm Monitoring Services** provide a personal emergency-response system with two-way voice that gives injured workers help at the press of a button. This makes independent living possible for many injured workers.
17. **Mental Health Programs:**
  - **Psychology Assessments** are provided by a contracted network of qualified registered psychologists across the province. They provide psychological and neuropsychological assessment services as needed to injured workers who have mental health issues associated with a physical injury or related to workplace trauma.
  - **Mental Health Treatment** is provided by a contracted network of registered psychologists, registered clinical counsellors, and registered clinical social workers. Services include:
    - **Resiliency Support Service**, a short-term support that helps injured workers develop active coping strategies and/or access community supports and services so that they may either remain at or return to work. No DSM-5 diagnosis is required for this service.
    - **Recovery and Return-to-Work Standard Treatment**, which is targeted individual psychotherapy provided to injured workers with one or more accepted psychological conditions. Standard treatment aims to assist the injured worker to remain at or return to work and to promote a return to pre-injury psychological functioning.
    - **Transition Support Service (TSS)**, which helps injured workers maintain and apply strategies previously learned in standard treatment while participating in return-to-work activities. It's expected that the worker's compensable condition has stabilized or plateaued, but the worker needs continued clinical support to be successful in these activities.
    - **Supplemental Service**, a service available to injured workers with accepted psychological conditions who continue to experience severe psychological impairment after a plateau in recovery. Supplemental Service aims to reinforce the skills the injured worker needs to maintain their maximal level of psychological functioning and to promote independent functioning by establishing links to community supports for long-term support.
    - **Occupational Trauma Response (OTR) Intervention**, a short-term intervention designed to reduce the psychological and functional impact of trauma and to prevent the development or worsening of mental disorders and/or functional impairment. Providers assist injured workers by helping to normalize the trauma reaction, strengthen natural resiliencies, build supports, and provide the skills to manage

triggers. Trauma-focused cognitive behavioural therapy (TF-CBT) is an important component. Identified treatment targets are the foundation upon which any later interventions are built.

- **Trauma Recovery Services**, individual treatment services tailored to the injured worker using trauma-focused therapeutic interventions. Trauma Recovery Services are designed to help normalize the trauma reaction, strengthen natural resiliencies, build support, and provide the skills to prevent mental health issues from worsening. These services help the worker remain at or return to work, where possible.
- **Post-Traumatic Stress Disorder Interdisciplinary Programs**, comprehensive outpatient services for injured workers who have experienced psychological trauma and have developed a compensable trauma-related condition that interferes with their previous level of function and work. Different programs have different approaches (group-based vs. individualized) and service lengths, but generally run for approximately 8 to 12 weeks and have a return-to-work component.
- **Online CBT Education Program**, a tool to help injured workers mitigate stressors that may become disabling factors if not appropriately managed. The program helps injured workers recognize stressors and understand that in challenging situations, it is normal to experience worry, anxiety, and sadness — but these feelings do not need to become factors impacting resolution if managed appropriately. The program is designed to give injured workers a sense of control in improving their emotional and psychological response to stress. No psychological condition is required; any worker with an accepted claim can access this program.

#### 18. Mental Health and Addiction Programs:

- The **Concurrent Care Program** is an outpatient program for injured workers with co-occurring mental health, chronic pain, and substance use disorders. An interdisciplinary team (addiction physician, psychologist, physical therapist, and occupational therapist) addresses the worker's complex needs. The primary goal is to stabilize the worker's mental health and substance use disorder through a biopsychosocial treatment model. This model includes individual and group treatment sessions and may include cognitive behavioural therapy (CBT), dialectical behaviour therapy (DBT), mindfulness-based relapse prevention/stress reduction, family support, motivational enhancement therapy, and alternative therapies.
- **Mental Health and Addictions Complex Transitional Care** is a step-down facility that provides a safe, monitored environment for workers with complex concurrent mental health, substance use, chronic pain, and medical conditions (e.g., brain injury) to support ongoing engagement in recovery or treatment. The facility includes 24-hour nursing staff and health care assistance. Residents access community physical, social, and recreational group activity programs; get random urine drug screens; and receive structured behaviour management and interventions. The facility supports safety and relapse-prevention planning and provides nutrition services.
- **Residential Complex Mental Health and Addiction Services** are provided through a schedule 1 designated psychiatric facility under the Mental Health Act that provides observation, care, and treatment for patients experiencing mental health disorders. Referrals are based on symptom severity, level of functionality, chronicity and complexity, and significance of safety risk. Nine programs are available, including an assessment and stabilization unit, comprehensive psychiatric care, an integrated mood and anxiety program, and a program for traumatic stress recovery.

- **Residential Mental Health and Addiction Services** are inpatient treatment services for workers with mental health disorders (e.g., mood disorder, anxiety disorder, or trauma-related disorder) and/or substance-related disorder, with or without secondary diagnoses of chronic pain and personality disorders. The program is cohort-based, with each worker's treatment customized according to primary diagnosis. Treatment duration is six to nine weeks. The interdisciplinary team includes a psychiatrist, addiction psychiatrist, addiction physician, family physician, psychologist, social worker, and occupational therapist. Treatment may include medically supervised detox, cognitive processing therapy, CBT, DBT, mindfulness-based therapy, recreational therapy, art therapy, and horticultural therapy.
19. **Modified Vehicle Rental Services (MoVeRS)** allow WorkSafeBC to provide a worker who has significant injuries and impairments a wheelchair-accessible rental vehicle to improve community mobility, quality of life, and ease of access to medical services and appointments. A [WorkSafeBC officer](#) will determine the appropriateness of the rental based on the compensable injury, access to alternative modes of transportation, and the assessment and recommendations from an occupational therapist.
  20. The [Occupational Rehabilitation 1 \(OR1\) Program](#) is a structured, active rehabilitation program offered by physical therapists supported by kinesiologists. OR1 is designed to assist injured workers with soft-tissue injuries, resolved surgery, or healed fractures to achieve a safe and durable return to work. Treatment may be provided at a rehabilitation clinic and/or the jobsite.
  21. [Occupational Therapy \(OT\) Services](#) help injured workers remain safe and gain, maintain, and/or improve skills in self-care and productivity, with the goal of return to work. The occupational therapist may provide services in the home and/or a community setting and assists the injured worker with adaptive skills required to return to a productive life. The three treatment streams are related to the primary compensable diagnoses and factor(s) impacting recovery:
    - OT — Physical Injury (OT-PI)
    - OT — Mental Health (OT-MH)
    - OT — Brain Injury (OT-BI)
  22. The [Pain and Medication Management Program \(PMMP\)](#) is an outpatient multidisciplinary treatment program offered by physical therapists, occupational therapists, psychologists, physicians, and pharmacists for injured workers with complex pain issues, including complex regional pain syndrome. The PMMP can provide medication management for patients with chronic pain who may need modification to a medication regimen. If addiction becomes a co-occurring disorder, the injured worker should be referred to Addiction Services.
  23. The [Post-Concussion Management Program \(PCMP\)](#) is an outpatient program designed for injured workers with ongoing post-concussion symptoms. The interdisciplinary treatment team includes physicians, neuropsychologists, psychologists, physical therapists, and occupational therapists working with the injured worker to achieve a comprehensive understanding of the factors that contribute to their current symptoms. The principles of treatment are self-management and reduced reliance on passive methods of symptom management, such as medication and rest. Treatment may be provided at a clinic and/or the jobsite.
  24. [Prosthetics](#) can be provided to injured workers by providers certified by the Canadian Board for Certification of Prosthetists & Orthotists.

25. **Return-to-Work Support Services (RTWSS)** are designed for the injured worker who does not require a structured treatment program but would benefit from a supported return to work. RTWSS may be performed by a physical therapist, an occupational therapist, or a kinesiologist experienced in return-to-work services and jobsite visits. RTWSS aim to return injured workers to their pre-injury duties at the workplace.
26. **Vehicle Modifications** to an existing vehicle, or a modified vehicle that is new to the injured worker, may be provided by WorkSafeBC to reduce or remove factors impacting severely injured workers following a compensable injury. A WorkSafeBC officer will determine the required modifications based on the compensable injury and on an occupational therapist's assessment and recommendations.

For more information on the programs and services offered by Health Care Programs, see our [provider types](#) and our [rehabilitation programs & services](#) on worksafebc.com.