

1. WHY AM I BEING SENT FOR PSYCHOLOGICAL TREATMENT?

After a workplace incident, it is sometimes helpful to speak to someone about problems you are experiencing. It does not mean that the problem is “in your head” or that you are “crazy.” The purpose of treatment is to help you recover and get back to work.

2. WHO PROVIDES THIS TYPE OF SERVICE?

There are four types of psychology treatment providers qualified to offer this service. You may be sent to a psychologist, clinical counsellor, social worker, or psychiatric nurse.

3. WHAT HAPPENS DURING THE FIRST VISIT?

The purpose of the first visit is for you and your treatment provider to identify how the workplace incident has impacted your life, what kind of difficulties you have experienced, and which treatment methods are best suited to your situation. Together you will develop a treatment plan that should include goals, strategies, and the number of treatment sessions needed.

4. HOW LONG WILL THE TREATMENT LAST?

The length of treatment will depend on your needs and will be determined by a WorkSafeBC psychology advisor with input from your treatment provider. A psychology advisor is a WorkSafeBC psychologist who provides advice to your case manager. Please ask your provider for more information.

5. WHAT WILL HAPPEN DURING THE SESSIONS?

You and your provider will discuss how things are going for you, what goals you should be working

toward, and how you are progressing on those goals. Your provider will make suggestions about how to deal with problems you talk about. You will likely participate in different activities designed to help you overcome your problems.

Treatment will work best when you attend all of the sessions and work hard at following all of the provider’s suggestions.

6. CAN I WORK WHILE GOING TO TREATMENT?

Yes, your provider may recommend that you continue working or return to work while going to treatment. Your case manager and psychology advisor will determine if this is possible.

7. WHO PAYS FOR MY TREATMENT?

WorkSafeBC pays for your treatment and will pay your provider directly. You do not have to pay any costs. Please contact your case manager if your provider asks you for any money.

8. WILL THE INFORMATION I SHARE WITH MY TREATMENT PROVIDER BE KEPT CONFIDENTIAL?

WorkSafeBC respects your privacy, and uses, collects, and discloses information in accordance with the *Freedom of Information and Protection of Privacy Act* and the *Workers Compensation Act*. Sensitive information discussed with your provider that is not related to your claim will not be disclosed to WorkSafeBC or collected by WorkSafeBC. However, your provider will submit regular reports to WorkSafeBC that contain information related to your claim.

This information will be available to your case manager, psychology advisor, and other WorkSafeBC staff who are involved in your claim.

In addition, WorkSafeBC may disclose information from your claim to your employer for the purposes of an appeal, to a health care provider for the purpose of providing care, or to others in accordance with legislation. Please contact your provider or WorkSafeBC's Freedom of Information Office for more information.

9. WHO SHOULD I CONTACT IF I HAVE A COMPLAINT ABOUT MY TREATMENT OR MY TREATMENT PROVIDER?

You should contact your case manager or psychology advisor immediately to discuss your concerns.

CONTACTS

Thank you for taking the time to read this information. If you have any questions about your psychological treatment, please phone your case manager. Your full understanding and satisfaction with services are important to us.

If you have general claim or entitlement inquiries, contact:

WorkSafeBC Call Centre
Lower Mainland: 604 231-8888
Toll-free: 1 888 967-5377

Emergency psychological assistance is available to injured workers *at any time* by calling the WorkSafeBC Crisis Support Line for Injured Workers at 1 800 624-2928.

In case of crisis mental health issues, you may also contact your family doctor or local emergency room.

