

Information Bulletin

June 1, 2023

Attention: Mental Health Treatment providers

Subject: Using abilities-focused language, updated report templates and reference manual

Abilities language

Over the past month, we've shared several communications regarding the shift that WorkSafeBC is making toward the use of abilities-focused language. In keeping with this language shift, Mental Health Treatment providers are being asked to use updated program report templates effective June 1, 2023.

The report templates that have been updated for the Mental Health Treatment services include:

- [Mental Health Resiliency Support Service Summary Report \(10D112\)](#)
- [Mental Health Treatment Recovery and RTW Standard Tx Intake Report \(10D108\)](#)
- [Mental Health Treatment Recovery and RTW Standard Tx Progress Report \(10D106\)](#)
- [Mental Health Treatment Recovery and RTW Standard Tx Discharge Report \(10D107\)](#)

Notably, we have replaced the phrase "RTW barriers" with "Recovery and RTW factors." When you see the term "Recovery and RTW factors," you are asked to not only focus on the factors that pose challenges to the worker's recovery and return to work, but also to include information regarding facilitators to support their recovery and return to work.

Updated reference manual

We are happy to share with Mental Health Treatment providers an updated reference manual. The manual provides definitions relevant to our shift to abilities language and includes examples of how to word a worker's function with a focus on their abilities.

You will note that we've updated the format of the reference manual, making it more user-friendly. While much of the information within the document remains the same, we ask that you pay particular attention to changes related to the shift to abilities language.

Next steps

We ask that Mental Health Treatment providers review the updated reference manual, familiarize themselves with the updated report templates, and begin using the new templates as of June 1, 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 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 of our injured workers. Should you have any questions, please reach out to the Health Care Programs team supporting Mental Health Treatment services.

Contact us

HCP-MentalHealth@worksafebc.com

For payment status, inquiries, issues:

WorkSafeBC Payment Services
604.276.3085 extension 2
1.888.422.2228 (toll free)

For Portal help and troubleshooting:

Telus Health Solutions
1.855.284.5900
Provider.Mgmt5@telus.com

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

The Information Bulletin serves as a communication channel between Health Care Services and the program providers. If you would like to be added to the email list, change your email address or be removed from the list, please send an email to hcsinqu@worksafebc.com requesting the change.