

Injury on Duty Process

When Should I File For WSIB

- Anytime you are injured or become ill while “at work”. This can include injuries/illnesses obtained in the workplace parking lot, on the drive to/from work, on layover, in the crew bus, in an airport terminal, on the plane. *If it's related to work but you're still in doubt contact your CUPE Local office.*

What To Do If You Have An Injury At Work

- Inform the crew and get first aid immediately if needed.
- Complete **Work Related Injury/Illness eReport** or **ACF32-8 “Flight Attendant Injury Report”** AND **ACF34C “Accident/Incident Report”**
- Make a copy (or take pictures with your own phone of the SD iPad report before submitting it).
- If you are unable to complete the reports right away, make sure the Company knows as soon as possible.
- Seek medical attention as soon as possible. Doctor, Physiotherapist, Chiropractor, Nurse
 - Ensure you inform them that it is a **work-related injury or illness**.
 - Obtain **WSIB Form 8: Health Professional's Report**
 - Submit to Air Canada Return To Work Department within 24 hours - Marina Colquhoun (Phone 905-676-2444)
 - Ensure the treating physicians submits FORM 8 to WSIB directly

LOST TIME

- Book off if necessary; Advise book off-line that it's a **work-related injury**
 - Apply for WIP **in addition to** WSIB if you will be booked off for a period extending beyond 7 consecutive days; this is **Mandatory** and will protect your earnings in case the WSIB claim is denied.
 - You will receive an email to your Air Canada e-mail account for an “*Offer of suitable Employment*”. **If your Form 8 states you can return to work with restriction, you must accept the offer for modified duties in writing immediately. When responding in writing indicate that you would be “willing to accept modified duties set out in your functional abilities forms (FAF)”. Proceed to work your scheduled shift; not doing so will result in denial of claim for Loss Of Earnings (LOE) for those days.**

MEDICAL AID ONLY:

- If you obtain medical aid only, you can still establish a claim for health benefits, follow the procedure outlined above and establish a claim using the FORM 8 which will indicate you can return to work immediately without restrictions and will indicate treatment options.

You do not have to file a claim if **all three** of the following apply:

1. Only first aid treatment was needed;
2. You did not book off; *and*,
3. You did not do modified work.

WSIB DOCUMENTS:

- The Disability Management department will submit **Form 7: Employer's Report** to WSIB. This will be based upon information contained in your Flight Attendant Injury Report. (The injury report is not sent to WSIB.) You must receive a copy from Air Canada. If you do not receive it within a reasonable timeframe, request it directly from the Return to Work Manager. **Check it for accuracy, the employer report might have the wrong hourly wage, or indicate inaccurate monthly hours.** Your WSIB benefits are based on your blocked earnings.
- Go to www.wsib.on.ca>Workers > Forms> **Worker's Report of Injury/Disease (Form 6)**. This must be completed and sent to WSIB, a copy must be provided also to Air Canada Return to Work Manager. **This is the opportunity to correct any discrepancies from the employer Form 7 i.e. Pay mistakes.** Section K of the FORM 6 allows for extra notes to be made. Once complete sent a copy to WSIB and make a copy for your records.
- You will receive a phone call from your Claims Adjudicator to inform you of their decision on your claim. This will be followed up by a decision letter.
- If your claim is approved: **congratulations!** No further action is required.
- If your claim is denied, request union representation by contacting **your YYZ Local at 905-676-4293**. If there are reasonable grounds for an Appeal, we will direct you how to begin the process.

IMPORTANT INFORMATION:

The Company is also required to do the following:

- Pay you full wages for the day the accident/illness occurred.
- Arrange and pay for transportation (on the day of the accident) to get you to health care, if needed.
- Give you a copy of the Employer's Report of Injury/Disease (Form 7) once completed.

Is there a time limit for reporting a claim?

You have six months from the date of the accident or occupational disease, from the time you learn of the diagnosis. However, unless there is a compelling reason why you were not able to report the claim (example hospitalized), you are required to report it as soon as possible.

I caught COVID (or any illness) at work and I'm in quarantine, How do I claim?

Follow the same steps as above and Submit Form 6 right away to open a WSIB claim. Contact your doctor or a clinic to obtain a virtual appointment and request that form 8 be submitted to WSIB. Contact WSIB if in doubt.

If I wish to speak with someone directly at WSIB about my claim, who do I call?

You can make a claim enquiry even before your case is assigned to an adjudicator by calling the WSIB General Number at 416-344-1000 or Toll Free at 1-800-387-0750 and ask for assistance.

How long can I stay off work and still keep my job as a Flight Attendant?

As long as the WSIB continues to allow your claim, policy dictates that the employer must keep the pre-accident job available for up to two years from the date of injury. This limit can be extended if there are extenuating circumstances.