



Employer Webinar

January 30, 2025

# GPI Update & Duty to Cooperate Introduction

**WORK SAFE.  
FOR LIFE.**

WORKERS' COMPENSATION BOARD OF NOVA SCOTIA

WORKING

TO WELL

A photograph of two men in a factory or industrial setting. The man in the foreground is wearing a white hard hat, safety glasses, yellow earplugs, a dark green long-sleeved shirt, blue jeans, and yellow and black work gloves. He is leaning forward, working with large, light-colored rectangular sheets of material. The man in the background is wearing an orange hard hat, safety glasses, blue earplugs, a white long-sleeved shirt, and yellow and black work gloves. He is also working with the same material. The background shows industrial equipment and shelving units. The text "We All Want the Same Thing" is overlaid in yellow on the left side of the image.

**We All Want  
the Same Thing**

# What To Expect

- GPI Update
- Overview of Duty to Cooperate Legislation
- Information on Policy Consultation Process
- Questions



**Tracey Newman**  
VP, Prevention and  
Employer Engagement



**Kevin Foster**  
Manager, Strategy,  
Support and Planning

# Update

## Gradual Onset Psychological Injury

### Claims:

- 300+ calls to new CCN line
- 186 new claims registered
- New Service Levels Agreements
- Outcomes as we anticipated

Claims by Industry Category	% of total
Government Services	35%
Health/Social Services	25%
Transportation/Storage	7%
Retail Trade	6%
Education Services	6%

# RTW – Success of new model

## Gradual Onset Psychological Injury

### Worker feedback:

- Gratitude for the GPI program and shared that she feels like she “won” despite not having the claim approved.
- Feels supported by WCB and that she finally feels heard and wished she had WCB as a support earlier. Appreciates that WCB supports her in returning to work and not just wanted her to be off.
- Appreciative of the support received and the changes being implemented by the employer.... **she has successfully returned to work.**

### Employer feedback:

- Wanted to learn more about how to foster better communication at work to make it more psychologically safe. Plans to utilize our website/resources and then have a company meeting to talk about what he found.
- Employer rep was very happy to hear about our website and said they are going to look through it and gather some information and language from it to help create a healthier workplace and help prevent further psychological injuries.

# Duty to Cooperate

Protecting more starts now.  
Together.



# Protecting more.

## Duty to Cooperate

**Duty to Cooperate**  
is a new tool in  
the  
RTW toolkit

**WORK SAFE. FOR LIFE.**  
WORKERS' COMPENSATION BOARD OF NOVA SCOTIA

Search

[WCB Online](#)

[About Us](#) [Workplace Injury Insurance](#) [Return to Work](#) [Claims](#) [Health Services](#) [Safety and Prevention](#)


[Home](#) > [Return to Work](#) > [Duty to Cooperate](#)

**In this section:**

- [Working to Well](#)
- [Benefits of Return to Work](#)
- [Return-to-Work Team](#)
- [Your Return-to-Work Program](#)
- [Transitional Work](#)
- [Find a Healthcare Service Provider](#)
- [Duty to Cooperate](#)**

### Duty to Cooperate

Doing our part to support healthy, safe return to work.



In the fall of 2024, the provincial government amended the *Workers' Compensation Act* to include the *Stronger Workplaces for Nova Scotia Act*. This legislation empowers WCB Nova Scotia to hold both workers and employers accountable for their collective responsibilities and underscores the importance of cooperation in the return-to-work process. [Read about the Stronger Workplaces for Nova Scotia Act here.](#)

The WCB is committed to fostering a collaborative environment where employers and workers actively participate in the return-to-work process. "Duty to Cooperate" is a crucial aspect of this commitment, ensuring that all parties work together to support and benefit workers injured on the job.




# What is new and why is it important?

- In Nova Scotia, too many people are off work longer due to a workplace injury than anywhere else in Canada.
- The *Workers' Compensation Act* was amended last fall to include a requirement of workers, employers, and organizations supporting the system to work together for the benefit of workers and employers.
- The *Stronger Workplaces for Nova Scotia Act* protects more Nova Scotians and reduces the impact of workplace injury.
- Cooperation between employers, workers and the WCB in early and safe return to work is mandatory.

# What is it?

## Focus on accommodation



### What is accommodation?

Accommodation is a way of supporting workers with mental health challenges to ensure that they remain productive and healthy at work. Accommodation does not require excessive monetary spending by the organization, but rather involves the workplace increasing their flexibility.

#### Tips for accommodating employees

- Listen to the employee's unique situation
- Emphasize trust, integrity, and confidentiality
- Gather information from their health care provider if needed
- Be flexible
- Schedule frequent check-ins
- Reduce stigma in the workplace through awareness and education
- Reinforce the worker's value to the organization

### 4 easy steps to establish accommodation

**Step 1: Recognize the need for accommodation**

- Encourage workers to come forward if they are experiencing difficulties.

**Step 2: Conduct a needs assessment**

- Discuss how the worker's unique needs can be met.
- Avoid asking for details about private mental health concerns.

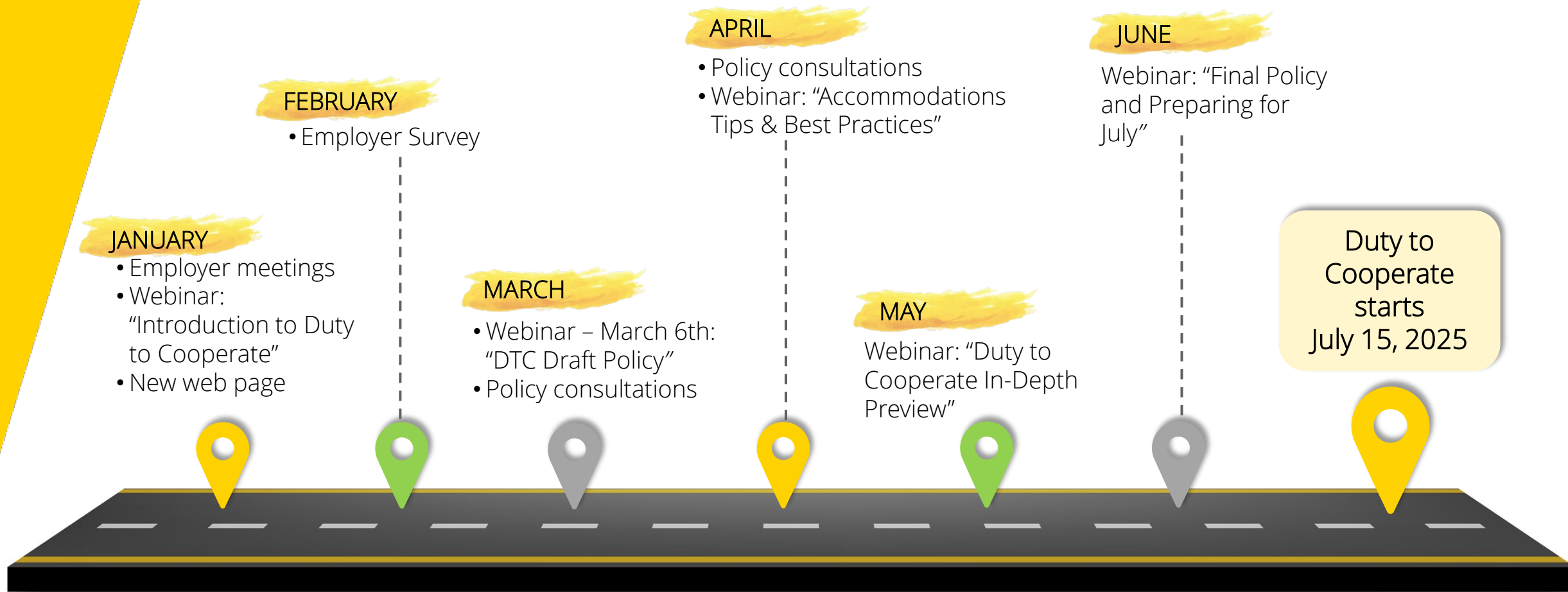
**Step 3: Create an individualized plan**

- Discuss with the worker the accommodations that can be implemented.

**Step 4: Monitor and schedule regular check-ins**

- Meet with the worker to discuss how the accommodations are working for them.

# Get involved.



# **Our commitment.**

Duty to Cooperate

We will provide advance notice to your workplace if you are out of compliance.

That notice will be accompanied by steps to take to get back into compliance before any further action is taken.

# What Can You Do?

- Get involved
- Get ready
- Get creative

## EMPLOYEE INJURED AT WORK?

Here's what to do next.



**Start protecting more now.**

# Legislation



## *Stronger Workplaces for Nova Scotia Act (Bill 464)*

### **For workers and employers:**

- Maintain communication throughout the period of the worker's recovery and full return to work.
- Work collaboratively to identify and provide suitable work that is available.
- Keep WCB informed of progress and providing information concerning the worker's return to work.

### **For the WCB:**

- Ensures collaboration is happening.
- Proactively works with employers and workers to resolve issues during recovery from injury in support of early and safe return to work.
- Takes action to support compliance of employer and worker obligations.

# Policy and Consultation

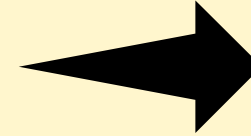
Get engaged.



# We want to hear from you!

Employer survey on Duty to Cooperate is now open

Scan this code with your phone or tablet camera to be taken to the survey



Or visit this link online to access the survey:

[https://pierdavis.qualtrics.com/jfe/form/SV\\_5zteY1hJrq7SndQ](https://pierdavis.qualtrics.com/jfe/form/SV_5zteY1hJrq7SndQ)



# Contact us

**Questions? Email us at  
[DutyToCooperate@wcb.ns.ca](mailto:DutyToCooperate@wcb.ns.ca) and  
we'll be in touch.**

**FAQs will be posted to our  
dedicated DTC web page at  
[wcb.ns.ca](http://wcb.ns.ca)**

# Questions and Discussion

**WORK SAFE.  
FOR LIFE.**

WORKERS' COMPENSATION BOARD OF NOVA SCOTIA

