

## Questions and Answers

### Gradual Onset Psychological Injury

#### WORKERS

**1. What happens when I contact the WCB to inquire about making a claim for gradual onset stress?**

As part of our new service model for gradual onset psychological injuries, we have added two new positions to our psychological injury team:

- Client Care Navigators will help guide workers through the claim process and will connect them to supports and services that help them begin their recovery toward safe and timely return to work right away.
- Eligibility Specialists will explore and validate the details of the injury and make a determination of eligibility.
- Case Managers will be assigned for approved claims, and will support a worker's recovery and timely, safe return to work.

Workers will be able to file a claim by phone, and we are currently building a self-assessment tool that will be available on our website.

**2. I filed a gradual onset psychological injury claim and it was denied. Can I re-file my claim when the new legislation comes into effect?**

As directed in the new legislation, claims for gradual onset psychological injury that were filed before September 1<sup>st</sup>, 2024, and denied by the WCB, or appealed and denied by the Workers' Compensation Appeals Tribunal, cannot be re-filed.

**3. I am experiencing this situation at work now. What can I do?**

We are sorry to hear you are experiencing a difficult time at work.

If you or someone you know needs mental health support now, help is available:

- For immediate assistance in Nova Scotia, contact the Provincial Mental Health and Addictions Crisis line toll-free at 1-888-429-8167.
- Community Navigators are standing by to help connect Nova Scotians with the mental health services they need, simply by dialing 211.
- For non-emergency advice about mental health and addictions, call 811.