

The Problem: Slow, Patchwork System

Nova Scotians are off work longer than anywhere else in Canada, with over 1 million days lost each year to workplace injuries. That's your nurse, your construction worker, your first responder – the people we rely on.

Today, workers wait for care that slows recovery.

- » Example: someone with a traumatic psychological injury waits an average of 42 days before starting treatment.
- » Many clinics do not offer virtual options.

Today, workers get care in a patchwork system.

- » More than 500 providers operating separately.
- » Care varies among providers, even for similar injuries.
- » Overtreatment occurs. Example: Last year, the average number of treatments for a sprain was 30 compared to the 10 or fewer generally recommended.

A New Way Forward: Work-Connected Recovery

Things are changing. Starting in 2026, we're taking another big step in helping workers recover from physical and psychological injuries and return to work with our new Work-Connected Recovery Program.

This program puts workers first – and that means:

- » faster care and recovery
- » an easier system to navigate
- » same quality of care, no matter where they go
- » greater accountability.

Workers will have faster care and recovery.

- » First contact within 48 hours of a referral, guaranteed.
- » Wait times for treatment reduced. Example: Wait time cut in half for traumatic psychological injury treatment.
- » Virtual care available.

Workers will more easily navigate the system.

- » One simple way in, with easy access to the network.
- » Appointment reminders right to your phone.
- » App for appointments, at-home exercises, and wellness resources.

Workers will have the same quality of care, no matter where they go.

- » Providers in more communities delivering care close to home.
- » Consistent care for the same types of injuries, with individualized care plans that integrate recovery and work.
- » Up to 12 months of follow up - more than twice the industry standard - to support recovery and reduce the risk of injury.

Workers will benefit from greater system accountability.

- » Satisfaction surveys to track and improve the experience.
- » Consistent processes and systems that make it easier for everyone.
- » Clear standards in place for providers.

Better Together: About the Network

We are building something new for Nova Scotia — and we want you to be part of it. WCB is leading the creation of a coordinated network, designed for our province's unique needs.

Administered by Lifemark, the program will bring consistency to how we care for Nova Scotians.

All providers in the network will follow the same standards, use the same system, and receive consistent, discipline-specific fees. Every provider is encouraged to apply to join the network and continue providing excellent care to those in need.