July 2021

Intent / Purpose

 Outline the actions for Post-Secondary Institution (PSI) Student or Educator to take in the event of a musculoskeletal injury or exposure to hazardous substances, including exposure to bloodborne pathogens, during a practice education experience within a Health Care Organization (HCO).

Definitions

Refer	to:	Glossary	
ICICI	w.	Ciobbul y	

Bloodborne disease	"caused by pathogenic microorganisms, which exist in blood and other body fluids. Bloodborne pathogens are microorganisms such as viruses or bacteria that are carried in blood and can cause disease in peopleBloodbome pathogens [] can be transmitted through contact with the infected blood or other potentially infectious body fluids." ¹
Exposed	"The person who has been exposed to blood and/or body fluids of another person"2
Exposure – Blood and Body Fluids	"An event where a person is exposed to potentially infectious blood or bodily fluids through one of the following: - Percutaneous exposure through puncture of skin by needlestick or another sharp object - Permucosal exposure through contact with mucous membranes - Non-intact skin exposure through eczema, scratches, and damaged skin" ³
Exposure – Communicable disease	Direct or indirect contact with a person who has an unknown, suspected, or known infection with a communicable disease. Can occur through (but not limited to) percutaneous, permucosal, dermal, respiratory, or digestive route ⁴ "The condition of being subject to an infectious disease through contact with an infected person or a contaminated environment." ⁵
Exposure – Hazardous substance	Contact with a hazardous material through the skin, respiratory tract (inhalation), digestive tract (ingestion), or mucosal membranes (eye, nose, mouth) ⁶

¹ BC Centre for Disease Control (BCCDC). (2021). *Bloodborne Diseases*. Retrieved on January 11, 2021 from http://www.bccdc.ca/health-info/disease-types/bloodborne-diseases

² Winnipeg Regional Health Authority. (2011). Occupational and Environmental Safety & Health Operational Procedure. Pg. 1. Retrieved August 13, 2019 from http://www.wrha.mb.ca/professionals/safety/files/OP-BloodandBodyFluidExposure.pdf

³ BCCDC. (2017). Communicable Disease Control: Blood and Body Fluid Exposure Management. Pg. 3.

⁴ Fraser Health Authority. (2014). Communicable Disease – Prevention and Management of Occupational Exposure. Pg. 3. Retrieved August 8, 2019 from https://www.fraserhealth.ca/-/media/Project/FraserHealth/About-

Us/Accountability/Policies/CommunicableDiseasePreventionManagementOccupationalExposure-Policy-201403.pdf

⁵ WorkSafeBC. (2009). Controlling Exposure: Protecting Workers from Infectious Disease. Pg. 59. Retrieved December 28, 2020 from https://www.worksafebc.com/en/resources/health-safety/books-guides/controlling-exposure-protecting-workers-from-infectious-disease

⁶ Centre for Disease Control. (2009). Agency for Toxic Substance and Disease Registry Glossary of Terms. Retrieved December 29, 2020 from https://www.atsdr.cdc.gov/glossary.html

Hazardous substance	" includes a controlled product and a chemical, biological or physical agent that, by reason of a property that the agent possesses, is hazardous to the safety or health of a person exposed to it"
	Controlled products: "any product, material, or substance included in any of the classes listed in Schedule II of the Controlled Products Regulation" (compressed gas, flammable and combustible material, oxidizing material, poisonous and infectious material, corrosive material, dangerously radioactive material).
	Chemical agent: "a mist, a vapour, a gas, fumes, or dusts of a chemical compound or a mixture of chemical compounds that present a hazard to the health of any person exposed to it."
	Biological agent: " an animal, an insect, a parasite or a micro-organism, such as moulds, fungi, viruses, rickettsiae, or bacteria, that present a hazard to the health of any person who comes into contact with it."
	Physical agent: "an ionizing or non-ionizing radiation, a vibration, a noise, and an extreme temperature or pressure that presents a hazard to the health of any person exposed to it."
Health and Safety Standards	All Applicable Laws, standards of practice and codes of ethics issued by any professional regulatory body, and all rules, policies and regulations in place at the HCO or its Facilities that apply to the Students or Educators at the Facilities, any of which relate to workplace safety, the delivery of Health Care Services or the health and safety of HCO Clients or Workers.8
Injury - Musculoskeletal	"an injury or disorder of the muscles, tendons, ligaments, joints, nerves, blood vessels or related soft tissue including a sprain, strain and inflammation, that may be caused or aggravated by work"9
Routine practices	"A comprehensive set of infection prevention and control measures that have been developed for use in the routine care of all patients at all times in all healthcare settings. Routine practices aim to minimize or prevent healthcare-associated infections in all individuals in the healthcare setting, including patients, healthcare workers, other staff, visitors and contractors." 10
	Examples of routine practices: education, hand hygiene, sharps safety, personal protective equipment, routine cleaning, safe handling of food ¹¹
Source	"The person whose blood or body fluids were inoculated or splashed onto the exposed person. The source may not always be identifiable." 12

⁷ Government of Canada. (n.d.). A Guide to the Management – Hazardous Substances. Pg. 9-10. Retrieved December 29, 2020 from https://www.canada.ca/en/employment-social-development/services/health-safety/reports/hazardous-substances.html#sections

⁸ Health Care Protection Program. (2008). Risk Note: Managing Risk in Educational Affiliation Agreements - Educational Institution Affiliation Agreement Template. Retrieved October 27, 2020 from https://www.hcpp.org/?q=node/17

⁹ WorkSafeBC. (2006). OHS Guidelines – Part 04 – General Conditions: G4.46 Definition of musculoskeletal injury (MSI). Retrieved August 5, 2019 from https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-guidelines/guidelines-part-04?origin=s&returnurl=https://3A%2F%2Fwww.worksafebc.com%2Fen%2Fsearch%23q%3Dinjury%2520definition%26sort%3Drelevancy%26f%3Alanguage-facet%3D%5BEnglish%5D#SectionNumber:G4.46

¹⁰ Public Health Agency of Canada (PHAC). (November 2016). Routine Practice and Additional Precautions for Preventing the Transmission of Infection in Healthcare Settings. Pg. 176. Retrieved December 8, 2020 from https://www.canada.ca/en/public-health/services/publications/diseases-conditions/routine-practices-precautions-healthcare-associated-infections.html
¹¹ Ibid. Pg. 9 & 26.

¹² Winnipeg Regional Health Authority. (2011). Occupational and Environmental Safety & Health Operational Procedure. Pg. 2. Retrieved August 13, 2019 from http://www.wrha.mb.ca/professionals/safety/files/OP-BloodandBodyFluidExposure.pdf

Practice Education Guidelines

The risk of exposure to communicable diseases and actions to take in the event of exposure are addressed in the Practice Education Guidelines – <u>Communicable Disease</u> <u>Prevention</u> and <u>Communicable Disease Outbreaks</u>.

PSIs have 'work-related' illness and injury insurance coverage under the Workers Compensation Act (BC)¹³, or equivalent coverage, for Students and Educators while taking part in a practice education experience (such as WorkSafeBC work-related injury or disease coverage¹⁴; University, College, and Institute Protection Program accidental death and dismemberment coverage) ^{15, 16, 17} or ensure out-of province/out-of-country Students are advised to obtain their own medical, accident, and hospital expense insurance (commonly known as Visitors to Canada Insurance).¹⁸

HCOs have control measures in place to eliminate the risk of injuries and the risk of exposures in the practice education setting such as an occupational health and safety program¹⁹ and infection prevention and control practices and precautions.²⁰

PSIs provide education to Students on basic workplace health and safety practices (see *PEG Orientation – Students*). ²¹

PSIs take reasonable steps to ensure Students and Educators comply with all Health and Safety Standards.²²

¹³ Government of British Columbia. (2019). Workers Compensation Act [RSBC 2019] Chapter 1. Retrieved January 11, 2021 from https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/19001_00_multi

¹⁴ WorkSafeBC. (2013). Did You Know? Unpaid Practicum Students Are Eligible For Workers' Compensation Coverage. Retrieved August 13, 2019 from https://www.worksafebc.com/en/resources/health-safety/information-sheets/did-you-know-unpaid-practicum-students-are-eligible-for-workers-compensation-coverage?lang=en

¹⁵ Health Care Protection Program. (2008). Risk Note: Managing Risk in Educational Affiliation Agreements - Educational Institution Affiliation Agreement Template. Retrieved October 27, 2020 from https://www.hcpp.org/?q=node/17

¹⁶ Thompson Rivers University. (n.d.). *Insurance and Students*. Retrieved August 13, 2019 from https://www.tru.ca/risk-management-services/insurance/student-insurance.html

¹⁷ University of British Columbia. (n.d.). Student Insurance for Practicum/Clinical Placements. Retrieved August 13, 2019 from http://rms.ubc.ca/insurance/insurance-programs/practicum-clinical-placement-insurance-for-ubc-students/british-columbia-2/

¹⁸ Health Care Protection Program. (September 2013). Risk Note: Managing Additional Risks Associated with International or Out of Province Institutions and Educational Affiliation Agreements. Retrieved October 27, 2020 from https://www.hcpp.org/?q=node/17

¹⁹ WorkSafeBC. (2019). Create & manage a healthy & safe workplace: Roles, rights & responsibilities. Retrieved August 13, 2019 from https://www.worksafebc.com/en/health-safety/create-manage/rights-responsibilities

²⁰ Public Health Agency of Canada (PHAC). (November 2016). Routine Practice and Additional Precautions for Preventing the Transmission of Infection in Healthcare Settings.Retrieved December 8, 2020 from https://www.canada.ca/en/public-health/services/publications/diseases-conditions/routine-practices-precautions-healthcare-associated-infections.html

²¹ Danielson, J., Kraus, C., Jefferson, C. G., Cleven, A. J., Rice, L. E., & O'Sullivan, T. A. (2018). Third-Party Onboarding Organizations as Gatekeepers for

²¹ Danielson, J., Kraus, C., Jefferson, C. G., Cleven, A. J., Rice, L. E., & O'Sullivan, T. A. (2018). Third-Party Onboarding Organizations as Gatekeepers for Student Placement Decisions. *American Journal of Pharmaceutical Education*,82(1), 6275. doi:10.5688/ajpe6275 Retrieved June 1, 2019 from https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5822945/

²² Health Care Protection Program. (2008). Risk Note: Managing Risk in Educational Affiliation Agreements - Educational Institution Affiliation Agreement Template.

Students and Educators promptly report any practice education-related injury or exposure by following both PSI and HCO protocols and completing all relevant documentation (see <u>PEG Safety Event/Incident Reporting</u>; Appendix A *Guidelines for Completing Worker's Incident and Injury Report (Form6) for Students*²³; Appendix B *Guidelines for Completing HLTH* 2339 *Form for Students*²⁴; or other PSI or HCO-specific forms).

PSIs report to HCOs any incident taking place within the HCO involving its Students or Educators that causes or compromises the mental or physical health and safety of HCO Clients or Workers, or members of the public, including breaches of the Health and Safety Standards (see <u>Educational Institution Affiliation Agreement Template</u>).

HCOs could suspend or exclude a Student or Educator from the practice education setting either temporarily (pending investigation) or permanently where the HCO or PSI has identified that the Student or Educator failed to comply with the health and safety standards. (see <u>Educational Institution Affiliation Agreement Template</u>).

Roles, Responsibilities and Expectations

Post-Secondary Institutions

- Maintain appropriate insurance coverage for Students and Educators while taking part in a practice education experience.
- Advise Students travelling out of province or out of country to obtain their own medical or accident insurance before the beginning of the practice education experience.²⁵
- Establish and communicate policies, standards, guidelines, and protocols for practice education-related accidental injury, illness, and/or exposure to Students and Educators.
- In the event of an injury or exposure, ensure all relevant documentation is completed and sent (for example, to WorkSafeBC or equivalent insurer, and student health or equivalent services).

²³ WorkSafeBC. (2019). How workers report a workplace injury or disease. Retrieved August 13, 2019 from https://www.worksafebc.com/en/claims/report-workplace-injury-illness/how-workers-report-workplace-injury-illness

²⁴ Ministry of Health. (2026). HLTH 2339 Management of Percutaneous or Permucosal Exposure to Blood and Body Fluid/Laboratory Requisition. Retrieved August 13, 2019 from https://www2.gov.bc.ca/assets/gov/health/forms/2339fil.pdf

²⁵ Health Care Protection Program. (September 2013). Risk Note: Managing Additional Risks Associated with International or Out of Province Institutions and Educational Affiliation Agreements. Retrieved October 27, 2020 from https://www.hcpp.org/?q=node/17

- Maintain a record of reported practice education-related injuries, illnesses, and exposures:
 - · Investigate and analyze reported incidents.
 - · Analyze trends and practices for opportunities to improve the education program.
 - · Plan and implement corrective action to prevent similar incidents in the future.
 - · Alert the HCO to any safety hazards or practices made aware of through practice education experiences or through any follow-up of reported incidents.
- Treat all communication and documentation pertaining to Student or Educator injuries and exposures as confidential.
- Contact HCO Practice Education Coordinator when questions arise from Students and Educators about processes and practices related to Student injury, or exposure to hazardous substances, including exposure to bloodborne pathogens.

Students

- Obtain medical or accident insurance when attending a practice education experience from outside of BC or Canada.²⁶
- Complete relevant HCO orientation modules, certifications, and/or learning activities related to workplace health and safety practices (see <u>PEG Orientation Students</u>; <u>PEG Orientation On-Site Post-Secondary Institution Educators</u>).
- Use safe work practices for preventing musculoskeletal injuries.
- Correctly use routine practices including personal protective equipment and safety
 engineered sharps when there is a potential for an exposure to hazardous
 substances, such as bloodborne pathogens (see <u>PEG Communicable Disease Outbreaks</u>).
- Promptly report any witnessed, discovered, or involvement in a patient safety incident or safety hazard to the PSI Educator or HCO Supervisor/Worker. (see <u>PEG Safety Event/Incident Reporting</u>).

²⁶ Health Care Protection Program. (September 2013). Risk Note: Managing Additional Risks Associated with International or Out of Province Institutions and Educational Affiliation Agreements. Retrieved October 27, 2020 from https://www.hcpp.org/?q=node/17

- In the event of a musculoskeletal injury²⁷:
 - · Promptly report the injury to the PSI Educator and/or HCO Supervisor.
 - · Seek first aid and/or Emergency Room medical care, if needed, according to the HCO and PSI protocols.
 - · Seek medical attention from family doctor, nurse practitioner, or other healthcare professional, if needed.
 - · Use the PSI process for recording and reporting 'work-related' injuries.
 - · Notify the practice education setting manager of injury, when appropriate, and actions taken.
 - · Complete relevant PSI forms, including the report to WorkSafeBC, or equivalent insurer (see Appendix A as example form).
- In the event of an exposure to a **hazardous substance**:
 - Follow the HCO protocol for removing or moving away from source of exposure, cleaning the exposed and/or injured area based on the nature of the hazardous substance, seeking first aid and/or Emergency Room medical care, if needed.
 - · Promptly report to:
 - PSI Educator and/or HCO Supervisor
 - person in charge of the practice education setting
 - \cdot Use the PSI process for recording and reporting 'work-related' injuries.
 - · Complete relevant PSI forms, including the report to WorkSafeBC, or equivalent insurer (see Appendix A as example form).
- In the event of an **exposure to blood or body fluids** capable of transmitting bloodborne pathogens:^{28,29}
 - · Follow the HCO protocol for cleaning the injured and/or exposed area, and contacting the First Aid Attendant.
 - · Promptly report to:
 - PSI Educator and/or HCO Supervisor
 - person in charge of the practice education setting

²⁷ WorkSafeBC. (2019). How workers report a workplace injury or disease. Retrieved August 13, 2019 from https://www.worksafebc.com/en/claims/report-workplace-injury-illness/how-workers-report-workplace-injury-illness
28 Ibid

²⁹ BCCDC. (2017). Communicable Disease Control: Blood and Body Fluid Exposure Management. Pg. 4-8. Retrieved August 5, 2019 from http://www.bccdc.ca/resource-gallery/Documents/Guidelines%20and%20Forms/Guidelines%20and%20Manuals/Epid/CD%20Manual/Chapter%201%20-%20CDC/CPS_CDManual_BBFExpManage.pdf

- · Complete relevant blood and body fluid exposure form(s) with help from the PSI Educator and/or HCO Supervisor as needed (see Appendix A & Appendix B as example forms).
- · Proceed to the nearest Emergency Department or health unit, ideally within 2 hours of exposure, to be assessed and treated as needed.
- · Identify self as both an exposed healthcare Worker and as a Student of a PSI to Emergency personnel.
- · Follow treatment instructions by Emergency Room physician.
- · Use the PSI processes for recording and reporting 'work-related' injuries.
- · Complete relevant PSI forms, including the report to WorkSafeBC, or equivalent insurer.
- · Bring copies of relevant blood and body fluid exposure form(s) to follow-up appointments.
- Take part in follow-up incident debriefing, as appropriate.

Health Care Organizations

- Confirm the PSI has 'work-related' illness and injury insurance coverage under the Workers Compensation Act (BC)³⁰, or equivalent coverage, for Students and Educators.
- Ensure Students and Educators from outside BC or Canada sign a waiver/release form confirming that the HCO assumes no liability for injuries sustained by the Student or Educator during the practice education experience and that the HCO will not be held responsible for such injuries.³¹
- Ensure control measures and safe work procedures are in place to eliminate the risk of injuries and the risk of exposures such as an occupational health and safety program and infection prevention and control practices and precautions.
- Establish and communicate policies, standards, guidelines, and protocols for workplace safety and managing 'work-related' injuries and exposures.
- Treat all communication and documentation about Student or Educator injuries and exposures as confidential.

³⁰ Government of British Columbia. (2019). Workers Compensation Act [RSBC 2019] Chapter 1. Retrieved January 11, 2021 from https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/19001_00_multi

³¹ Health Care Protection Program. (September 2013). Risk Note: Managing Additional Risks Associated with International or Out of Province Institutions and Educational Affiliation Agreements. Retrieved October 27, 2020 from https://www.hcpp.org/?q=node/17

- In the event of a Student or Educator **musculoskeletal injury**:
 - · Provide first aid and Emergency Room medical care to the Injured as needed.
- In the event of a Student or Educator exposure to a hazardous substance:
 - · Assess the safety and exposure risk to Clients, Workers, and public.
 - · Provide direction to the Exposed.
 - · Provide first aid and Emergency Room medical care to the Exposed as needed.
- In the event of a Student or Educator **exposure to blood or body fluid**:
 - · Assess the Source risk/exposure risk.
 - · Notify the Source's Most Responsible Physician/Nurse Practitioner when appropriate and possible.
 - · Provide direction to the Exposed.
 - · Provide first aid and Emergency Room medical care to the Exposed as needed.
 - · Distribute copies of forms and test results accordingly.
 - · Do not release Source lab results information to the PSI, the Student, or Educator.
- Complete incident investigation, as appropriate.
- Consult with relevant HCO departments when questions arise from PSIs about processes and practices related to Student injury, or exposure to hazardous substances, including exposure to bloodborne pathogens.

PSI Educators / HCO Supervisors

- Follow HCO and/or PSI protocols for 'work-related' injuries and exposures.
- Assist the Student to:
 - · Obtain first aid.
 - · Seek Emergency Room medical care where appropriate.
 - · Complete all relevant forms.
- Support and guide the Student through the process.
- Inform the practice education setting manager of the incident, resulting injury or exposure, and actions taken.
- Treat all communication and documentation about the Student's injury and/or exposure as confidential.
- Take part in follow-up debriefing and incident analysis, as appropriate.

References and Resources

- BC Centre for Disease Control. (2017). *Communicable Disease Control: Blood and Body Fluid Exposure Management*. Retrieved August 5, 2019 from http://www.bccdc.ca/resource-gallery/Documents/Guidelines%20and%20Forms/Guidelines%20and%20Manuals/Epid/CD%20Manual/Chapter%201%20-%20CDC/CPS CDManual BBFExpManage.pdf
- Centre for Disease Control. (2009). *Agency for Toxic Substance and Disease Registry Glossary of Terms*. Retrieved December 29, 2020 from https://www.atsdr.cdc.gov/glossary.html
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- Government of British Columbia. (2019). Workers Compensation Act [RSBC 2019] Chapter 1. Retrieved January 11, 2021 from https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/19001_00_multi
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- Ministry of Health. (2026). *HLTH 2339 Management of Percutaneous or Permucosal Exposure to Blood and Body Fluid/Laboratory Requisition*. Retrieved August 13, 2019 from https://www2.gov.bc.ca/assets/gov/health/forms/2339fil.pdf

- Ibid. HLTH 2340- Management of Percutaneous or Permucosal Exposure to Blood & Body Fluid: Letter for Follow-Up Physician Retrieved August 13, 2019 from https://www2.gov.bc.ca/assets/gov/health/forms/2340fil.pdf
- Public Health Agency of Canada. (November 2016). Routine Practice and Additional Precautions for Preventing the Transmission of Infection in Healthcare Settings. Retrieved December 8, 2020 from https://www.canada.ca/en/public-health/services/publications/diseases-conditions/routine-practices-precautions-healthcare-associated-infections.html
- Thompson Rivers University. (n.d.). *Insurance and Students*. Retrieved August 13, 2019 from https://www.tru.ca/risk-management-services/insurance/student-insurance.html
- University of British Columbia. (n.d.). *Student Insurance for Practicum/Clinical Placements*. Retrieved August 13, 2019 from http://rms.ubc.ca/insurance/insurance-programs/practicum-clinical-placement-insurance-for-ubc-students/british-columbia-2/
- Winnipeg Regional Health Authority. (2011). *Occupational and Environmental Safety & Health Operational Procedure*. Retrieved August 13, 2019 from http://www.wrha.mb.ca/professionals/safety/files/OP-BloodandBodyFluidExposure.pdf
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 Compensation Coverage. Retrieved August 13, 2019 from

 https://www.worksafebc.com/en/resources/health-safety/information-sheets/did-you-know-unpaid-practicum-students-are-eligible-for-workers-compensation-coverage?lang=en
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- Ibid. (2017). Application for Compensation and Report of Injury or Occupational Disease (form 6). Retrieved on December 30, 2020 from https://www.worksafebc.com/en/resources/claims/forms/application-for-compensation-and-report-of-injury-or-occupational-disease-form-6?lang=en

Guideline Review History

Version	Date	People Responsible	Brief Description (reason for change)	
1	March 2007	Authors/Editors: Carol A. Wilson (BCAHC), Barb Collingwood (BCAHC) Reviewers: Practice Education Committee of the BC Academic Health Council (Grace Mickelson, Chair)		
2	March 2013	Editors: Diana Campbell (VIHA) Andrea Starck (NHA) Heather Straight (VCHA) Debbie McDougall (BCAHC) Carmen Kimoto (VCC)	Created as new guideline, separate from adverse event reporting. Refined content to align with title of response and reporting Updated content/process References updated, including PSI policies for injury reporting	
3	March 2021	Editor: Carol A. Wilson (PHSA) Reviewers: Judy Lee (KPU) BJ Gdanski (PHSA) Kiran Sidhu (FHA/Prov O&HS) Ministry of Health (Allied Health Policy Secretariat and Nursing Policy Secretariat) Ministry of Advanced Education, Skills and Training (Health Education Reference Committee) Health Authority Practice Education Committee	Update definitions and references Expanded to include: - all types of hazardous substance exposures (and not limited to BBF) - expectation of insurance coverage and measures to prevent injury and/or exposure Linked to other related PEGs Added WorkSafeBC form example	

Appendix A

Guidelines for Completing Worker's Incident and Injury Report (Form6) for Students





APPLICATION FOR COMPENSATION AND REPORT OF INJURY OR OCCUPATIONAL DISEASE





For your convenience, WorkSafeBC offers three options for reporting a work-related injury and filing a claim:

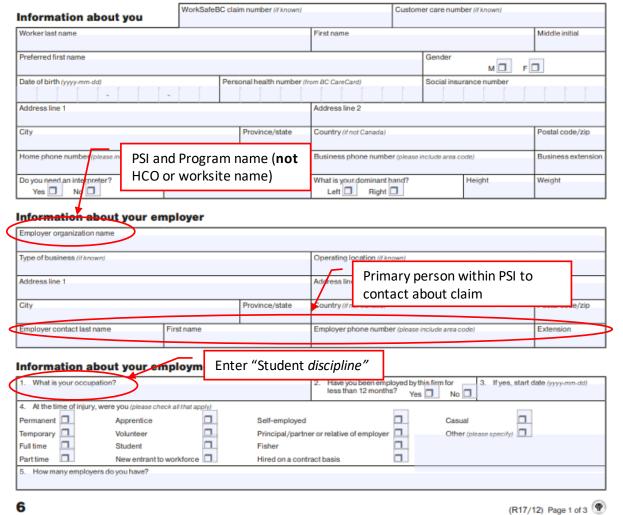
- Call our Teleclaim Centre The fastest and easiest way to report an injury and file
 a TIME-LOSS CLAIM is to call us at 1.888.WORKERS (1.888.967.5377). One of our
 knowledgeable representatives will take your information over the phone, explain the
 process, and refer you to services to aid with your recovery and return to work. Teleclaim
 is available Monday to Friday, from 8 a.m. to 6 p.m.
- Report your injury online Go to worksafebc.com and select "Report injury or illness" to input your information. You can submit your report online and, once submitted, you can follow the status of your claim online.
- Submit the paper form Clearly PRINT your information on the form below, sign it, and submit it by fax or mail.

FAX: 604.233.9777 in Greater Vancouver, or toll-free within BC at 1.888.922.8807

MAIL: WorkSafeBC. PO Box 4700 Stn Terminal. Vancouver BC V6B 1J1

For assistance, please call:

- A. Claims Call Centre at 604.231.8888 or toll-free throughout Canada at 1.888.967.5377, Monday–Friday, 8 a.m. to 6 p.m.
- B. The BC Legislature provides impartial advisers on all workers' compensation matters. The Workers' Advisers Office is independent and separate from WorkSafeBC and provides free advice and assistance to help injured workers with their claims. They have offices throughout the province and can be contacted at http:// gov.bc.ca/workersadvisers or by telephone: Lower Mainland 604.713.0360, toll-free 1.800.663.4261; Vancouver Island 250.952.4393, toll-free 1.800.661.4066; Interior 250.717.2096, toll-free 1.800.663.6695.



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Appendix B

Guidelines for Completing HLTH 2339 Form for Students

