



International
**LONGSHORE & WAREHOUSE
UNION**

LOCAL 500

June 1, 2009

WorkSafeBC Teleclaim Service at 1 888 WORKERS (1-888-967-5377)

Be prepared before you call.

The Teleclaim service is available to injured workers who miss time from work due to work-related injury or illness. It is available in all major languages.

Be careful when filing a claim with WorkSafeBC's Teleclaim service. Workers have been denied wage-loss benefits because of the information recorded by the Teleclaim service representative. The appeal process can take up to one year to complete.

Know what they are going to want to know before you call them:

1. Your social insurance number (SIN) and personal health number (BC Care Card);
2. The name and the telephone number of the doctor you intend to consult (or have consulted) about the injury;
3. The exact time and location of the accident;
4. The full name and position and phone # of any co-worker who saw the accident or who you reported it to;
5. A detailed description of what was happening when you were injured (many outsiders have no idea what we do on the waterfront);
6. Explain if you were doing something other than your regular duties or if there was anything unusual about the way you were required to do the job;
7. Whether you sought medical attention at the time of the injury and who provided treatment;
8. All your symptoms – pain, swelling, burning sensation or numbness (adding or subtracting symptoms later on will cause trouble);
9. Exactly when you noticed the symptoms (it is very important to say whether your symptoms followed a return to work after a holiday. If your symptoms developed gradually, **DO NOT** be convinced to think of a specific incident as a result of the repeated questions of your service rep).
10. Any changes in your work or conditions of work;
11. After you have answered all the questions of the service representative ask for your statement to be read back to you and insist that changes be made to ensure everything is correct.

Any BC Worker who has been injured at work and missed work time as a result of the injury should call Teleclaim to report his/her injury to WorkSafeBC.

WorkSafeBC's Teleclaim service rules:

1. Report your workplace injury to your employer. Even if you did not report it at the time of injury the sooner you phone the employer the better.
2. Get first aid or medical attention if necessary. Tell the First Aid Attendant if you are planning to go see your doctor. Have the First Aid Attendant read the Accident Report back to you to make sure it is correctly recorded before you sign the book.
3. Report your injury to WorkSafeBC by calling **1-888-967-5377**, Monday – Friday, 8:00 a.m. - 4:00 p.m.
4. You can request that they mail you the work-related injury reporting form (Form 6).
5. Keep your employer and WorkSafeBC informed of your progress.

Always phone the Union at 604-254-7131 when you are off work and when you plan to return to work.

In solidarity

Peter Haines
Secretary Treasurer