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November 25, 2019

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NISHNAWBE-ASKI LEGAL SERVICES CORPORATION  
1805 ARTHUR ST E UNIT 100  
THUNDER BAY ON P7E 2R6

CANADA

Claim Number: 31391014  
Name: JOANNE CHEECHOO

Date of injury/illness: 19/Nov/2019  
Injury/illness: Right Finger(s)

Dear NISHNAWBE-ASKI LEGAL SERVICES CORPORATION,

To keep you informed of the status of this claim, we are sending you a copy of a letter we sent to JOANNE CHEECHOO.

This decision was made based on the information available. If you do not understand the decision, or if you do not agree with it, please call and ask to speak with the decision maker for this claim.

**It is important to know that the *Workplace Safety and Insurance Act* imposes time limits on objections. If you want to object to this decision, you must complete an Intent to Object Form and send it to us no later than May 25, 2020. You can upload your completed form at [wsib.ca/upload](http://wsib.ca/upload).**

You may find it helpful to have a representative such as a lawyer or paralegal help with the claim. If you are a business and have fewer than 100 employees, you may be able to access free advice and representation through the Office of the Employer Advisor. For more details, visit [employeradvisor.ca](http://employeradvisor.ca). If you are an injured or ill person and do not belong to a union, you may be able to access free advice from the Office of the Worker Advisor. For more details, visit [owa.gov.on.ca](http://owa.gov.on.ca).

For more information about appealing a WSIB decision, visit the Appeals section of our website at [wsib.ca](http://wsib.ca).

Yours sincerely,  
Operations Division  
Tel: 416-344-1000 or 1-800-387-0750



wsib.ca



November 25, 2019

Claim number: 31391014

JOANNE CHEECHOO  
725 MOUNTAIN RD  
THUNDER BAY ON P7J 1C1  
CANADA

Name:  
JOANNE CHEECHOO

Date of injury/illness: 19/Nov/2019

Injury/illness:  
Right Finger(s)

Dear JOANNE CHEECHOO

We are sorry to hear about your recent workplace injury or illness. We have allowed your claim for health care benefits. It doesn't appear that you missed any work after the date of your injury or illness. If you did miss work because of this injury or illness, please call us because you may also be eligible for loss-of-earnings benefits.

If you are having any difficulties because of your injury or illness, or if you have not returned to your regular work duties after 14 days, please call us to let us know. We may be able to offer you additional services to help in your recovery and return to work.

Note: Under the law, WSIB benefits generally stop at age 65, but if you were 63 years of age or older at the time of your injury or illness, you are eligible to get loss-of-earnings benefits for up to two years from the date of your injury or illness.

We have included some important information about the services available to you. We are available to answer any questions you may have about anything in this letter or about your claim. Please call us at the number below.

Sincerely,  
Operations Division  
Tel: 416-344-1000 or 1-800-387-0750  
Copy To: NISHNAWBE-ASKI LEGAL SERVICES CORPORATION

 Upload forms and documents related to your claim at [wsib.ca/upload](https://wsib.ca/upload)

200 Front Street West, Toronto, Ontario, M5V 3J1  
Toll free: 1-800-387-0750 | TTY: 1-800-387-0050 | Fax: 1-888-313-7373

3515A (07/19)

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## **Important information about your benefits and services**

Visit [wsib.ca/yourguide](http://wsib.ca/yourguide) to find more detailed information about your benefits, services and responsibilities.

### **Sending us information**

You or your health care practitioner can upload any forms or documents related to your claim at [wsib.ca/upload](http://wsib.ca/upload).

### **Helping in your recovery and return to work**

People with workplace injuries or illnesses, businesses, and the WSIB all have responsibilities under the law as workplace partners. You can help us during your recovery and return to work by keeping up with health care treatments, staying in touch with your employer about return-to-work options, and providing us with information we request to manage your claim.

You need to complete a Worker's Report of Injury/Disease (Form 6) and send it to the WSIB. You can upload the completed form at [wsib.ca/upload](http://wsib.ca/upload).

You must file your claim within six months of the date of your injury or six months after being diagnosed with a work-related illness. You can only receive income replacement for up to two weeks after your injury or illness without completing and sending us a Form 6.

### **Reporting material change in circumstances**

You must report the following changes in your circumstances to us within 10 days of the change, to make sure your benefits are not reduced or stopped:

- an improvement or worsening in your condition
- an increase or decrease in your wages
- beginning to get, or changes to your Canada Pension Plan disability benefits
- a change in your job duties or hours
- a change in your ability to co-operate in treatment, early and safe return-to-work activities, or work reintegration program

Please contact us if you're not sure whether you need to tell us about a change. We can review the information and decide if we need to make adjustments to your benefits.

### **Employers' right to object**

Your employer can object to your claim being allowed. They must let us know they are objecting within six months of the date on the decision letter allowing your claim.

### **Health care services/equipment and/or supplies**

If you need health care services, equipment or supplies because of your work-related injury or illness, you will need to get a prescription from your treating practitioner. Sometimes a service or product may need to be pre-approved to make sure payment is allowed. In these cases, the service provider or supplier should contact the WSIB to get approval.

Suppliers and health care practitioners should bill the WSIB directly for any services, equipment or supplies.

Please use one of the four suppliers listed below for any health care supplies or equipment. By using these preferred suppliers, you will not have to pay any out-of-pocket expenses and can have your supplies or equipment delivered to your home if needed.



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Preferred supplier	Contact information	Location
<b>McKesson Retail Banner Management</b>	<b>Phone:</b> 1-844-989-1784 <b>Fax:</b> 905-943-4513 <b>Website:</b> <a href="http://www.hhcesprovider.ca">www.hhcesprovider.ca</a>	Province-wide with over 75 independently-owned locations. Banner stores include IDA Drugmart and Guardian Pharmacy
<b>Ontario Home Health</b>	<b>Phone:</b> 1-800-661-1912 <b>Fax:</b> 1-866-388-7681 <b>Email:</b> <a href="mailto:sales@ont-home-health.on.ca">sales@ont-home-health.on.ca</a> <b>Website:</b> <a href="http://www.ont-home-health.on.ca">www.ont-home-health.on.ca</a>	Central and southwestern Ontario: Stratford, Orangeville, Guelph and Cambridge. Specializing in rural support for these areas.
<b>Motion Specialties</b>	<b>Phone:</b> 1-800-267-2920 <b>Website:</b> <a href="http://www.motionspecialties.com">www.motionspecialties.com</a>	Province-wide with about 22 retail locations across Ontario
<b>Shoppers Home Health Care</b>	<b>Phone:</b> 1-866-220-3837 <b>Website:</b> <a href="http://www.shoppershomehealthcare.ca">www.shoppershomehealthcare.ca</a>	Storefront locations across Ontario

### Drug benefit program

Pharmacies across Canada can bill us electronically for medication prescribed to you for a work-related injury or illness that has been allowed by the WSIB.

To get your prescription filled, take it to any Canadian pharmacy. Your pharmacist will need your claim number to process your prescription.

Sometimes you may have to pay for your prescription and then request reimbursement from the WSIB. This happens if:

- we are still reviewing entitlement in your claim, or to a particular medication
- the medication is not covered
- the quantity of the medication requested is more than what we have allowed for you

If you have to pay for your prescription, you can complete and send us a Medication Reimbursement Form, which is available at [wsib.ca/forms](http://wsib.ca/forms), or from pharmacies. You can upload the completed form, along with a photo or scan of your receipts at [wsib.ca/upload](http://wsib.ca/upload).

### Travel expenses

If you or another person designated by the WSIB, such as a family member, need to travel because of your claim, we will reimburse you for reasonable travel costs. You must get approval from us before asking us to reimburse you for travel costs.

To get reimbursed, you will need to complete and send us a Worker's Travel Expense Form, which is available at [wsib.ca/forms](http://wsib.ca/forms). You can upload the completed form at [wsib.ca/upload](http://wsib.ca/upload).

Please complete the form based on the method of travel we have approved, even if you choose to travel using a different method. For example, if we approve public transit fare and you choose to drive, you should complete the form claiming transit fares. Be sure to provide all the information requested so that we can process your payment promptly.

### **Benefits after age 65**

Under the law, WSIB benefits generally stop at age 65, but if you were 63 years of age or older at the time of your injury, you are eligible to get loss-of-earnings benefits for up to two years from the date of your injury.

### **Additional support for you**

You may find it helpful to have a representative such as a lawyer or paralegal help you with your claim. Free advice and representation may be available through the following organizations:

- If you are a unionized employee, your union may help you. If you are having trouble getting help from your union local, you can call the Ontario Federation of Labour (OFL) at 1-800-668-9138.
- If you do not belong to a union, the Office of the Worker Adviser (OWA) may be able to help you. The number for the OWA is 1-800-435-8980 (English) or 1-800-661-6365 (French).
- You may qualify for assistance from the Community Legal Clinics. The number for Legal Aid in Ontario is 1-800-668-8258 (outside Toronto) or 416-979-1446 (Toronto area).

### **Your privacy**

We are committed to protecting your privacy and the confidentiality of your personal information. You can read our privacy statement on our website, or you can call us to request a copy by mail.

You can get more information about WSIB benefits and services, fact sheets and other publications in several languages and formats, our privacy statement and our policies on our website.

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