

## **The Liversidge Letter**

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**From:** The\_Liversidge\_Letter <the\_liversidge\_letter@laliversidge.com>  
**Sent:** May 21, 2020 11:44 AM  
**To:** the\_liversidge\_letter@laliversidge.com  
**Subject:** Message from L.A. Liversidge - COVID-19 & WSIB/WSIAT

Dear Valued Client,

We hope you are keeping well and are safe and healthy. The **WSIB recently provided an update on the status of its services**. Please find the details below:

### **Mail handling:**

While the Board continues to encourage people to use the online services as much as possible to ensure the Board can assist as quickly as possible, the Board has advised that it is now receiving and digitally scanning all incoming WSIB mail.

### **Claim files:**

The Board has started sending claim files using secure email to people who are involved in appeals, and anyone else who has requested claim file access (they obtain prior consent of the recipient before sending). The Board is looking into alternative solutions for people who do not have an email address.

### **Appeals services:**

As of April 13, 2020 the Board has transitioned the appeals team to working remotely and the appeals program is back to business as usual for the most part. The Board advised that they continue to explore technologies to expand capacity to conduct oral hearings remotely, including by video conference.

### **Case Management and Return-to-Work branches**

The Board has advised that it is integrating the work of interdisciplinary teams and non-loss-of earnings claims into its broader case management team while keeping one team focused on return-to-work support. However they advise that case ownership will remain unchanged during this reporting realignment to ensure continuity of customer care and service.

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