

SUSPENSION OF BENEFITS

The Workers' Compensation Board (WCB) has the authority to review compensation payments and, if warranted, increase, decrease, suspend or terminate benefits.

Benefits are subject to suspension if the loss of earnings is prolonged or increased as a result of the client's non-attendance at a medical appointment or medical procedure, or non-participation in a vocational rehabilitation program. The client must advise their WCB representative immediately if he/she are unable to attend an appointment, treatment or rehabilitation program. If the client does not advise their WCB representative that they were unable to attend, all benefits issued beyond that date will be considered as overpaid, and will be deducted from future entitlement.

Where, without good reason*, the client refuses to attend or misses an appointment, refuses or fails to attend medical treatment or a rehabilitation program, or refuses to participate in vocational rehabilitation planning, benefits will be suspended immediately. Benefits will continue to be suspended until the client attends to the appointment, returns to medical treatment, or resumes participation in vocational rehabilitation.

Where a missed appointment or failure to attend medical treatment or a rehabilitation program is with good reason, verification of that reason will generally be required. Payment will be provided for a period of up to four weeks, depending on the severity of the case. This will provide an opportunity for the WCB to advise the client of the consequences and what is expected of him/her, and for the client to make alternate arrangements for income support. (This extension of benefits will not be charged against the employer's cost record.)

* "Good reason" is defined as a circumstance or matters beyond the client's control. Such reasons would be similar to those accepted by an employer as a proper excuse for absence from work, such as illness, death in the family, severe weather limiting travel, etc. Personal choice is not considered a good reason.

For further information contact WCB Operations Division:
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