



Psychological Injuries Caused by Work-Related Harassment Potential Claim Scenarios

These fictional scenarios help to demonstrate what's likely to be covered, and what is likely not. They were developed based upon the *Workers Compensation Act* and Psychological or Psychiatric Condition (POL-01) policy.

Key factors include:

- The injury resulted from an acute reaction to a single occurrence or the cumulative effects of repeated work-related harassment or bullying.
- The worker must have a diagnosis provided by a registered psychologist or psychiatrist. The diagnosis must be based on the Diagnostic and Statistical Manual of Mental Disorders (DSM)

Like all injuries, each injured worker's situation is unique. These sample scenarios provide likely outcomes based on the Psychological or Psychiatric Condition (POL- 01) policy. The policy is available for viewing at wcb.pe.ca.

ROSIE

Rosie is an administrative assistant who works from home. One of Rosie's clients started calling her work cell phone repeatedly to insult, threaten, and berate her. Rosie called the police, and the client has been charged with criminal harassment. Rosie has been diagnosed with Trauma Disorder NOS (not otherwise specified).

Likely claim outcome: Probably accepted. The harasser is a client which qualifies the situation as work-related.

BOB

Bob is a construction worker who has kids that participate in hockey. His co-worker Hank also has kids in hockey. Hank has been yelling at in the rink about his kid's ability to save goals and discussing Bob and his kid's skills with other parents. Hank does not discuss hockey at work. Bob has been diagnosed with Generalized Anxiety Disorder (GAD).

Likely claim outcome: Probably not accepted. The harassment is not work-related.

SANDRA

Sandra is a nurse who works in a health care facility. Sandra and the other nurses in her work unit are social media friends. Michelle, Sandra's co-worker has been posting pictures of the clothes Sandra wears to social media with sarcastic remarks about them. The other nurses are adding their own remarks to social media as well. This continues for months, and Sandra is diagnosed with Generalized Anxiety Disorder (GAD).

Likely claim outcome: Probably accepted. The harassment although taking place on social media involves the members of the work unit and extends to the workplace.

JOSIE

Josie is an administrative assistant who works from home. Her ex has been repeatedly calling her work cellphone to insult, threaten, and berate her. Josie called the police, and her ex has been charged with criminal harassment. Josie has been diagnosed with Trauma Disorder NOS (not otherwise specified).

Likely claim outcome: Probably not accepted. The harassment is not work-related.

TIM

Tim can't stand one of his co-workers. Their desk is messy, they're lazy, and Tim has to carry their weight on team projects, but the supervisor refuses to fire the co-worker. Tim is fed up. Tim is diagnosed with Generalized Anxiety Disorder.

Likely claim outcome: Probably not accepted. Interpersonal conflict is not considered work-related harassment.