



# STAKEHOLDER FEEDBACK

## Home modifications policy review

March 2025

# Thank you for your feedback

WorkSafeNB sincerely appreciates everyone who took the time to provide feedback on our Home Modifications to Assist with Functional Access policy. Your insights are invaluable in helping us improve how we support workers.

This consultation has given us a clearer understanding of what's working well and where we can enhance matters to better meet the needs of those we serve. Transparency and collaboration are at the core of our approach, and your input plays a crucial role in shaping our policies.

Thank you for your engagement and for contributing to a safer and more inclusive New Brunswick.

## Approach

WorkSafeNB conducted a stakeholder consultation on the Home Modifications to Assist with Functional Access policy to gather feedback from injured workers, their families, employers, and industry representatives. The consultation was open for input from **Dec. 30, 2024–Jan. 28, 2025**, during which stakeholders were invited to submit comments via [TalkSafetyNB.ca](https://talksafetyNB.ca), WorkSafeNB's public engagement platform.

WorkSafeNB shared the consultation details via:

- **Direct outreach** – An email was sent to media contacts, our stakeholder list, and E-News subscribers.
- **Social media** – Posts were published on WorkSafeNB's LinkedIn and Facebook pages to reach a wider audience.

Participants were encouraged to share their experiences with the current policy, highlight any challenges they have faced, and suggest improvements.

WorkSafeNB reviewed all responses and identified key themes to help inform the policy review process.

# What we heard

The feedback received through external consultation was generally positive, with participants stating that this discretionary benefit is “extremely beneficial” to workers. Three main themes emerged from the remaining comments. A summary of those responses is provided below:

## 1. Building codes and standards

Participants questioned how WorkSafeNB ensures adherence to building codes, accessibility standards, and occupational health and safety in home modifications. Issues regarding building codes and accessibility are addressed by the project manager throughout the modification process.

## 2. Equity and fairness

Issues of equity and fairness, as they pertain to modifications and alternate housing arrangements, were also raised by participants. To ensure fairness, WorkSafeNB expects medical expenses to be reasonable and not typically to increase the value of a dwelling. To ensure equitable alternate housing arrangements, WorkSafeNB requires that any principal residence be sold, upholding integrity and ensuring stewardship of the system.

## 3. Expanding the benefit

Participants requested broader eligibility criteria and identified perceived limitations caused by the term “exceptional circumstances.” The term “exceptional circumstances” forms part of other policies and allows WorkSafeNB to look at the individual merits of each case.

Along with this, participants suggested secondary living areas (storage areas, workshops, and exercise rooms, etc.), as well as preventative devices, (such as weight-loss aids to assist with future mobility issues) be added to the policy. The focus on primary living areas was introduced in 2004 and aligns with most other jurisdictions that provide home modifications. Preventative devices, such as weight-loss aids, are better suited to other policies.

Lastly, respondents identified a limitation regarding incidental costs being capped at \$2,000. This limit is from the *Income Tax Act* and means that it does not get reported on the workers’ Statement of Benefits (T5007) form.

## **Conclusion**

Thank you to all stakeholders who participated in this consultation. Your feedback plays a critical role in shaping our policies and ensuring we continue to provide meaningful support to injured workers. We appreciate your commitment to making New Brunswick the safest place to work and live.