

What We Learned – Consultation Summary

Policy: Policy 21-103 Conditions for Entitlement – Traumatic Mental Stress

Consultation period: Sept. 10 to Oct. 9, 2025

Posted on: TalkSafetyNB

Why We Consulted

WorkSafeNB periodically reviews its policies to ensure they remain clear, current, and aligned with legislation, medical and scientific standards, and best practices.

Policy 21-103 Conditions for Entitlement – Traumatic Mental Stress was reviewed to modernize language, clarify how entitlement decisions are made, and better reflect current diagnostic standards for traumatic psychological injuries. The consultation focused on gathering feedback on the proposed revisions and how they may affect workers, employers, and other key publics.

Who We Heard From

During the consultation period, we heard from a range of key publics, including:

- Workers and members of the public
- Employers and employer associations
- Labour organizations
- Advisory committees and subject matter groups

Participation highlights:

- Total visits to the consultation page: 290
- Documents downloaded: 133
- Written submissions received: 12
- Additional feedback received by email or phone: 1

What We Learned

Overall, feedback on the proposed changes was positive. Participants expressed appreciation for the opportunity to provide input and generally supported the updated policy title and revised definition of a traumatic event.

Several common themes emerged from the feedback:

- Interest in expanding the list of occupations covered by the legislated PTSD presumption
- Questions and concerns about the definition of a traumatic event, particularly how work relatedness is assessed
- Requests for greater clarity around how the date of accident is determined for traumatic psychological injuries

Some respondents also raised broader issues related to access to care, use of clinical language, and the need for plain-language materials.

Considerations and Outcomes

Supported by feedback received during the consultation, WorkSafeNB made the following changes to the proposed policy:

- Added new sections to clarify that, to be compensable, a traumatic psychological injury must arise out of and in the course of employment
- Included clearer references to related policies that explain how work-relatedness is assessed and how evidence is weighed
- Updated select terminology to use more reader-friendly language

These changes were intended to improve clarity while maintaining alignment with legislation and diagnostic standards.

Some suggestions could not be incorporated because:

- They would require legislative change, such as expanding the list of occupations covered by the PTSD presumption
- Certain clinical standards are set outside of WorkSafeNB, including definitions drawn from the Diagnostic and Statistical Manual of Mental Disorders (DSM)
- They are addressed in other policies or business areas

While not all suggestions result in policy changes, feedback is documented and shared internally to help inform future work, including the development of supporting or

educational materials.

What Happens Next

- The approved policy has been posted on WorkSafeNB's corporate website.
 - Feedback received during consultation will continue to inform future policy reviews and related initiatives.
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Thank You

Thank you to everyone who took the time to share feedback. Your input helps ensure WorkSafeNB policies are clear, evidence based and reflect the perspectives of those impacted by them.

This summary is provided for transparency and public awareness. It is not a legal or adjudicative document.