



**Request for Expression of Interest No.: REOI 2025-01**

**Submission Deadline:** December 31, 2025 at 4pm Atlantic

**Request for Expression of Interest (REOI)**

 **Introduction**

WorkSafeNB is inviting mental health providers to express interest in becoming preferred providers for a new specialized program designed to support workers impacted by Traumatic Psychological Injuries (TPI) in New Brunswick.

Timely, high-quality mental health care that incorporates trauma-focused, evidence-based interventions is essential to supporting the recovery of injured workers and promoting their successful reintegration into the workplace and daily life. This commitment is central to WorkSafeNB’s approach to managing Traumatic Psychological Injuries.

WorkSafeNB is currently seeking **Psychologists**, **Master’s of Social Work professionals (MSW)**, and **Licensed Counselling Therapists (LCT)** with demonstrated expertise in trauma-focused therapy and the treatment of traumatic psychological injuries to join our specialized network of dedicated providers.

**Preferred Provider Profile: Expertise in Trauma-Focused Therapy**

Delivering trauma-focused therapy as a preferred provider within WorkSafeNB’s specialized Traumatic Psychological Injury program requires advanced clinical knowledge and a deep understanding of the unique nature of trauma. Accordingly, interested mental health professionals are expected to demonstrate the following competencies:

* **Comprehensive Understanding of Trauma**
Expertise in the complexities of trauma, including the diverse factors that shape individual experiences, responses, and pathways to recovery.
* **Knowledge of Traumatic Experiences and Impact**
Familiarity with various forms of trauma and their potential psychological, behavioral, emotional, and physical effects on individuals.
* **Clinical Assessment and Treatment Proficiency**
Competence in utilizing a range of validated assessment tools, outcome measures, and evidence-based treatment protocols specific to traumatic psychological injuries.
* **Integration of Trauma-Specific Therapies**
Experience in delivering research-informed, trauma-specific interventions, with a commitment to continuous learning and integration of evolving best practices into clinical work.
* **Adherence to Best Practices and Ethical Standards**
A strong commitment to maintaining clinical excellence through adherence to professional
* guidelines, ethical standards, and recognized best practices in trauma treatment.

**As a valued member of our TPI Preferred Provider Network, you will:**

* Deliver high-quality mental health care using clinically validated, trauma-informed treatments
* Collaborate closely with WorkSafeNB to support recovery, rehabilitation, and return-to-work outcomes for injured workers
* Be part of a connected and collaborative team approach to care, with enhanced communication and shared goals
* Gain access to ongoing training and professional development opportunities tailored to trauma-specific practice
* Benefit from dedicated administrative and clinical consultation support to help you focus on delivering effective care

Help make a difference in the lives of New Brunswickers by being part of a compassionate, professional team focused on recovery and reintegration.

 See attached **Appendix A** - **Statement of Work** which provides a detailed description of the program.

**To express interest and submit your application, complete the form below using the link.**

<https://forms.office.com/Pages/ResponsePage.aspx?id=X0fl8Ixyr06y77QzObIXDouGrKkiyRtKjIaAE9-fVLBUM0E3VzJFODlDNDZKOEhFNVMzWlpVNlM0NS4u>

If you have questions, please contact:

Michael Bewsher – Mental Health Business Partner

E-mail : michael.bewsher@ws-ts.nb.ca

**Appendix A**



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| **Statement of Work** **for****Traumatic Psychological Injury Treatment**  |

# **SECTION 1**

**1.1 Background and Current State**

WorkSafeNB is a Crown corporation that delivers prevention and compensation programs and services in both official languages to the workers and employers of New Brunswick. Governed by an independent, stakeholder-driven board of directors, WorkSafeNB’s legislated mandate is to:

* Provide timely compensation benefits, medical aid, rehabilitation, and safe return-to-work services to workers.
* Provide sustainable insurance and insurance-related services to the employer community.

WorkSafeNB administers the New Brunswick no-fault workplace insurance plan for workers and employers. The authority to deliver this mandate is provided through several pieces of legislation: Workplace Health, Safety and Compensation Commission and Workers’ Compensation Appeals Tribunal Act, Workers’ Compensation Act, and the Occupational Health and Safety Act.

WorkSafeNB is seeking to establish a highly trained and collaborative network of mental health service providers across the province to address work related Traumatic Psychological Injuries.   WorkSafeNB remains committed to ensuring trauma focused interventions are offered with a goal of ensuring quality, timely treatment is offered to assist injured workers in returning to work and life. Service provider alignment will be a key element to success, and we wish to work in partnership with our service providers to achieve our shared goals.

**1.2 Material Disclosures**

1. WorkSafeNB reserves the right to contract with a number of providers to adequately cover the volume of clients, linguistic requirements, and geographic areas.
2. The service provider shall understand and work within the legislative responsibilities set out for WorkSafeNB and provide services that fall within the scope of entitlement.
3. WorkSafeNB reserves the right to refer clients to licensed Service Providers who can provide services to injured workers based on best fit, official language of choice, location of clinic in proximity to client.
4. Service Providers will not treat personal conditions that exceed the scope of the claim concurrently while providing WorkSafeNB services.  Requests to provide treatment for other non-compensable conditions can be made to the claim owner.
5. It is the Service Providers responsibility to advise the claim owner in a timely manner when treatment has plateaued or is not reaching the intended goals to allow the claim owner to explore options thus ensuring the right treatment is offered at the right time.
6. WorkSafeNB requires services to be timely and cost effective to achieve safe and timely return to work.
7. The Service Provider agrees to seek payment for services, no shows or cancellations only from WorkSafeNB and not from any injured worker whose treatment is compensable
8. If non-compensable issues appear to be significantly impacting progress, clinicians should consult with the Claim owner as soon as possible to discuss appropriate next steps
9. For non-injury related issues that do not fall within WorkSafeNB compensability framework, Clients should be encouraged to pursue treatment via other publicly funded health services or personal health insurance/funding agencies.

**1.3 Performance Metrics and Key Performance Indicators (KPI’s)**

WorkSafeNB has identified the following areas which are deemed essential for successful treatment. The service provider shall meet the following performance metrics:

1. \*Clients seen within ten (10) business days of referral acceptance (90% goal)
2. \*Reports Received on time (90% goal)
3. \*Client participating in a return to work program in some capacity (Full return, Gradual return, Modified duties) with the pre-accident employer within twenty four (24) weeks of service initiation (75% goal)
4. Achieve a durable full return-to-work at 90 days post discharge for clients with a return-to-work goal at discharge (50% goal)
5. \*Percentage of clients with a clinically meaningful improvement in measured functional improvement score ( B-IPF) within sixteen (16) weeks of service initiation. (80% goal)
6. \*Percentage of clients with a clinically meaningful improvement in trauma scoring (GAD-7, PHQ-9, PCL-5) within sixteen (16) weeks of service initiation. (80% goal)

\*Outcomes below these targets will require WorkSafeNB and the Service Provider to discuss the results and agree upon a plan of remedial action.

# **SECTION 2**

**2.1** **Scope of Services and Deliverables**

WorkSafeNB is committed to ensuring that injured workers receive effective care that demonstrates improvement and supports their recovery. This commitment is particularly important, as research consistently shows that the likelihood of returning to work decreases over time.

The Mental Health Service Provider plays a vital role in supporting injured workers in achieving success and WorkSafeNB is committed to ensuring that injured workers receive quality care which are aligned with the legislated goals. There are a number of key ingredients to ensure a successful outcome:

1. Evidence Based Care- Service Providers acknowledge that evidence-based psychotherapies are the foundation of effective treatment for traumatic psychological injuries and are recommended as first-line interventions. The use of these clinically validated approaches ensures alignment with current clinical guidelines and best practices, supporting long-term functional recovery and a safe, sustainable return to work.

The Service Provider shall deliver timely, appropriate, and evidence-based Social Work and/or Counselling Mental Health services to support the injured worker’s recovery and facilitate their return to work.

1. Collaboration - Service Providers recognize that effective collaboration with all relevant parties involved in an injured worker’s circle of care is essential to achieving optimal return-to-work outcomes. A coordinated, interdisciplinary approach ensures that the physical, psychological, and functional needs of the worker are addressed in a comprehensive and integrated manner. Accordingly, Service Providers are expected to understand both their own role and the roles of other stakeholders involved in the injured worker’s claim, including the employer, WorkSafeNB claim owner, and other healthcare or service providers. Service Providers will actively participate in case management team meetings and will respond to inquiries from the referral source and address client needs as requested.
2. Return to Work - Service Providers acknowledge that research consistently supports the positive impact of work on mental health, including its contribution to structure, routine, social engagement, and a sense of purpose and accomplishment. Conversely, extended absence from the workforce is associated with negative health outcomes, delayed recovery, and prolonged disability. As such, Service Providers will recognize the significance of work in an individual’s recovery and overall identity. They will also understand the critical role WorkSafeNB plays in facilitating return-to-work efforts and promoting functional recovery. Service Providers are expected to be familiar with and utilize the resources and supports available through WorkSafeNB to assist injured workers in achieving successful reintegration into the workforce and/or improved functional outcomes.
	* 1. Treatment Sessions Details
3. Session Frequency
4. Treatment sessions are expected to be delivered on a weekly basis
5. Treatment sessions are authorized in eight-week blocks with a report expected at the end of each block.
6. Any request to increase session frequency or total number of sessions must be submitted for pre-authorization, accompanied by documented clinical rationale. Sessions conducted without prior authorization will not be reimbursed.
7. Initial authorization typically includes two consecutive 8-week treatment blocks.
8. Session Duration:
9. Each treatment session is expected to be sixty (60) to ninety (90) minutes in length.
10. Sessions may extend beyond ninety (90) minutes only with prior written approval.
11. Referral Response Timeline:
12. Initial Assessment must commence within ten (10) business days of accepting a referral for service.
	* 1. Clinical Intake and Treatment
13. Clinical interview and psychometric screening to determine the treatment plan.
14. Advising client on expectations for participation and engagement

Ensure that the client completes WorkSafeNB's informed consent form in full, and that it is properly reviewed, signed, and documented in the client’s file.

1. If a client presents with active suicidal ideation or intent, mental health providers must take prompt and ethically sound action that aligns with the specific requirements of their regulatory college. The service provider shall immediately communicate to the claim owner by email and phone including a safety plan to WorkSafeNB without delay.
2. Clients shall receive evidence-based trauma focused therapy delivered with a high degree of fidelity to established protocols using only treatment approaches endorsed and supported in recognized clinical practice guidelines (CPT, EMDR, PE).
3. Service providers are required to implement measurement-based care as part of the delivery of evidence-based, trauma-focused mental health treatment. This structured approach to care involves the regular use of standardized psychometric tools to assess and monitor client progress throughout the course of treatment, as outlined by WorkSafeNB.
4. Providers must administer and document outcomes using core measures, which include, but are not limited to:
* Generalized Anxiety Disorder 7-item Scale (GAD-7)
* Patient Health Questionnaire-9 (PHQ-9)
* PTSD Checklist for DSM-5 (PCL-5)
* Brief Inventory of Psychosocial Functioning (B-IPF)

**2.2** **Communication and Reporting**

1. Timely communication between the mental health service provider and the claim owner is essential for successful return to work. This shall include:
2. report submission via My Services
3. email communication via My Services
4. phone calls
5. meetings as required
6. The Service provider shall notify WorkSafeNB without delay if the worker experiences an extreme and/or unexpected reaction during treatment.
7. Communicate with other service providers within the circle of care to achieve the rehabilitation goals.
8. WorkSafeNB Report templates will be completed in full and submitted to WorkSafeNB via my services at the requested timelines outlined in Section 4.
9. Service providers shall complete an initial assessment report, progress report (every 8 weeks) and a discharge report.

**2.3** **Roles and Responsibilities:**

**2.3.1** **WorkSafeNB Mental Health Business Partner will:**

1. Provide orientation and onboarding to the Service Provider.
2. Collaborate with the service provider to establish an efficient/effective referral booking process.
3. Supply all required reporting forms and templates.
4. Offer support, guidance, and constructive feedback as needed or upon request.
5. Conduct regular audits of services and monitor performance against established Key Performance Indicators (KPIs).
6. Communicate updates or changes to relevant policies, procedures, or expectations to the Service Provider network as necessary.
7. Provide link and cover the cost of the Introduction to Trauma-Exposed Professionals course, offered through Wounded Warriors Canada.

**2.3.2**  **WorkSafeNB Claim owner will:**

1. Monitor compliance with WorkSafeNB’s legislative responsibilities throughout the duration of the claim to ensure the worker receives appropriate entitlements.
2. Provide relevant clinical and claim-related background information to support each referral.
3. Identify and communicate any applicable return-to-work (RTW) options.
4. Facilitate collaboration through connecting the Service Provider with any other healthcare professionals involved in the worker’s circle of care.
5. Ensure the worker understands and adheres to their responsibilities under the workers’ compensation legislation.
6. Respond to Service Provider inquiries and communications in a timely manner.
7. Coordinate and participate in case conferences or other meetings as required

**2.3.3** **Service Provider will:**

1. **Complete the WorkSafeNB onboarding process**, which includes:
	1. Participating in all mandatory orientation sessions and training as directed by WorkSafeNB.
	2. Reviewing current program materials available on the WorkSafeNB website.
	3. Ensuring that all treating clinicians complete the *Introduction to Trauma-Exposed Professionals* course offered by Wounded Warriors Canada prior to treating workers.
2. **Manage client care efficiently and responsibly**, including:
	1. Scheduling all client appointments and promptly rescheduling any missed appointments.
	2. Reviewing the client file and relevant background information provided by the Claim owner.
	3. Obtaining written informed consent from the injured worker. Consent must clearly outline the nature of the services provided, the reporting requirements, and that reports may be shared with the Claim owner and/or WorkSafeNB Clinical Consultants.
3. **Communicate with WorkSafeNB in a timely and transparent manner**:
	1. Notify the Claim owner in writing within two (2) business days if the worker fails to attend 2 concurrent treatment sessions
	2. Notify the claim owner immediately if it has been identified the worker is not progressing toward established treatment goals or failing to engage or actively participate in treatment.
	3. Discuss and obtain prior approval from the Claim Owner for any additional services, equipment, or treatment-related needs before discussing with the client.
	4. Advise WorkSafeNB of any client requests or clinical concerns that fall outside the Service Provider’s scope of practice.
4. **Fulfill administrative and quality assurance requirements**:
	1. Submit clinical reports in accordance with timelines outlined in Section 4 – Service Schedule.
	2. Maintain the highest standards of professionalism, integrity, ethical conduct, objectivity, and impartiality in all interactions and service delivery.
	3. The service provider will collaborate with WorkSafeNB on a booking process to ensure timely access to care.

**2.4** **Mandatory Requirements:**

1. Service providers must have a minimum of either a Masters of Social Work (MSW) or Licensed Counseling Therapist (LCT) designation
2. MSWs must be members in good standing with the New Brunswick Association of Social Workers.
3. LCTs must be members in good standing with The College of Licensed Counselling Therapists of New Brunswick.
4. Service providers must provide service in one or both of New Brunswick’s official languages (French/English).
5. Mental health providers must be certified in at least one of the following evidence-based trauma treatment approaches (EMDR, CPT, or PE) and provide proof of certification.
6. All clinicians must complete the self-directed “*Introduction to Trauma-Exposed Professionals*” training offered by Wounded Warriors Canada prior to providing services to any WorkSafeNB clients.
7. Service Providers shall agree to deliver services in accordance with the guidelines and standards outlined in the WorkSafeNB TPI Service Provider Reference Guide.

**2.5** **Service Location:**

While in-person care is preferred whenever feasible, virtual service delivery may be utilized when clinically appropriate and logistically practical. It is our expectation that our service providers maintain a flexible and responsive approach, adapting services to meet the clinical needs and individual circumstances of each worker.

**2.6** **Outside of Service Mandate**

The following services fall outside the scope of authorized care and are not permitted under this agreement:

1. Providing treatment for injuries or conditions not directly related to the accepted workers’ compensation claim as indicated on the referral letter.
2. Initiating discussions about permanent work restrictions with clients unless such restrictions have been formally determined and communicated by WorkSafeNB.
3. Employing treatment methods or modalities that are not aligned with current best practices or lacking in evidence-based support.

# **SECTION 3**

**3.1** **Parties and Stakeholders**

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| **Stakeholder** | **Title** |
| Michael Bewsher | Mental Health Business Partner – Clinical Partner Relations |
| Tracy Underwood | Manager Clinical Partner Relations |

# **SECTION 4**

**4.1** **Timeline and Service Schedule**

Scope of services and deliverables are expected to be delivered as per the schedule below. Adherence to these timeframes will be monitored and issues of concern addressed accordingly.

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| --- | --- |
| **Deliverable** | **Timeline** |
| Initial appointment  | Within ten (10) Business days from receiving referral. |
| Ongoing treatment (60–90 minute sessions) |  Weekly |
| Intake Report | Submit within five (5) business days following the first session  |
| Progress Report | Submit within five (5) business days following each 8-week block of treatment, regardless of the number of sessions provided. |
| Discharge report |  Submit within five (5) business days of the final discharge appointment. |

# **SECTION 5**

**5.1** **FEE Schedule**

Rates provided below are in Canadian funds, inclusive of all applicable duties and taxes except for HST, which should be itemized separately.

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| --- | --- |
| **Service** | **\*Rates** |
| Social Worker and Licensed Counselling Therapist Clinical Services – Includes treatment sessions, phone calls, meetings and emails. [Can be billed in fifteen (15) minute increments] | $175.00/hour |
| No show or cancellation fee (without 24 hours prior notice) | $175.00/no show/cancellation |

\*The fee schedule may be adjusted by WorkSafeNB on an annual basis based on the percentage change in the Consumer Price Index (CPI) for New Brunswick for all items of the preceding year. Any percentage increase will be capped at 5%. In the case of a negative or zero CPI, the adjustment will be zero.

**5.2** **Invoicing Requirements**

5.2.1 The Service Provider will invoice WorkSafeNB by providing an official itemized invoice separately for each worker electronically via the WorkSafeNB MyServices portal which includes the following details:

1. Service Provider legal Title/Corporation Name
2. Payee/vendor number
3. Service Provider address
4. Service Provider contact information
5. Clinicians name and Professional License Number
6. Description of Services provided with associated time.
7. Date Range of Service
8. Claim number
9. Injured workers name

5.2.2 – Payment Milestones

1. One invoice should be issued at the end of each eight (8) week block or sooner if the worker has been discharged
2. Invoices to be submitted concurrently with reports via the MyServices portal at the end of each eight (8) week service block.
3. Invoices shall not be submitted until the corresponding progress or discharge report has been provided.

# **SECTION 6**

**6.1 – Duration/Term**

Two (2) years with two (2), one (1) year option periods.