

**Operational
Policy**Section
Independent Living and Quality of LifeSubject
Home Health Care

Policy

A worker may be entitled to receive the health care that is necessary, appropriate and sufficient as a result of a work-related injury or illness at home through a home health care program if:

- the worker's treating health professional specifies at least one health care service is needed as a result of a work-related injury or illness, and
- the worker's needs cannot be met on an outpatient basis.

Purpose

The purpose of this policy is to outline the covered home health care program services and entitlement criteria.

Guidelines

This policy applies in conjunction with 17-06-01, Independent Living and Quality of Life Measures - Overview and Definitions.

A home health care program provides health care services to a worker in their home. Each home health care program is tailored to the individual's needs and may include, but is not limited to, medical treatment, therapy services, rehabilitative services and palliative or end-of-life care. Home health care service providers may include, but are not limited to, nurses, physiotherapists, occupational therapists, speech-language pathologists and social workers.

Home health care providers may have their own program criteria.

Definitions

For definitions of **health professional** and **health care practitioner**, refer to 17-01-02, Entitlement to Health Care. For definitions of **activities of daily living (ADLs)** and **instrumental activities of daily living (IADLs)**, refer to 17-06-01, Independent Living and Quality of Life Measures - Overview and Definitions.

Entitlement criteria

The WSIB will approve entitlement to a home health care program when all of the following criteria are met:

- the worker is under the clinical supervision of a health professional for treatment of the work-related injury or illness
- the worker's work-related injury or illness is such that the worker can be treated adequately at home with the services available through the home health care program
- the worker's needs cannot be met on an outpatient basis, for reasons such as the nature of the work-related injury or illness

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- the worker is in need of at least one health care service provided by a health care practitioner, such as nursing, physiotherapy, occupational therapy, speech-language pathology or social work, and
- the required treatment can be safely provided in the worker's home without major home modifications or modifications that create a hospital-like or clinical setting in the home, refer to 17-06-08, Home Modifications.

Where a worker is not entitled to home health care services, the WSIB will reimburse the worker for claim-related travel expenses, including accommodation, meals and escorts when required, refer to 17-01-09, Travel and Related Expenses.

Home making and housekeeping services are not provided as part of a home health care program. Where a worker requires assistance carrying out their activities of daily living and/or instrumental activities of daily living, the assistance needed for home making and housekeeping is considered when determining entitlement under 17-06-05, Personal Care Attendants and Allowance. Assistance with home maintenance may also be considered under 17-06-02, Independent Living Allowances as part of the home maintenance allowance.

Payment

Home health care program services are paid directly to the home health care provider at the rate approved by the WSIB.

Material change and reviews

A worker must advise the WSIB of any material change that may affect their entitlement to benefits and services under the insurance plan, such as initial or ongoing entitlement to home health care services.

Where there is a material change, such as a change in the worker's health care status, or a request is made to review entitlement, the WSIB determines if a review is required to assess initial or ongoing entitlement to home health care services.

As part of a material change review, all independent living benefits and services the worker is receiving may be reviewed together to ensure that the worker is receiving the necessary, appropriate and sufficient complement of benefits and services to facilitate their independent living.

For more information about material changes, refer to 22-01-02, Material Change in Circumstances – Worker.

Application date

This policy applies to all decisions made on or after September 21, 2026, for all accidents.

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Document history

This document replaces 17-06-06 dated October 12, 2004.

This document was previously published as:
06-05-03 dated July 1989.

References

Legislative authority

Workplace Safety and Insurance Act, 1997
Sections 32, 33

Workers' Compensation Act, Revised Statutes of Ontario 1990
Section 50

Approval

Approved by the President and CEO on June 23, 2026.