

## ***Injured Worker Outreach Services***

Injured Worker Outreach Services (IWOS) is a WSIB-funded program that provides community-based assistance and support to injured workers through a network of offices across the province. Assistance provided to injured workers and their families includes:

- general information
- advice
- education.

Each IWOS office works independently and is governed by a volunteer Board of Directors. Each office is staffed with Peer Helpers, who are often injured workers themselves.

### ***What are Peer Helpers?***

Peer Helpers are people who volunteer their time to help others. They:

- act as a support service to injured workers by providing information on how to handle their claim;
- provide peer support, education and advice;
- inform injured workers about WSIB policies and procedures and emerging issues;
- advise workers about other agencies in the government and in the community at large that help injured people; and
- make recommendations, as appropriate, for injured workers to seek specialized support from the Office of the Worker Adviser, Legal Aid, a Health and Safety Association or a health care or counselling professional.

### ***How much does it cost?***

All offices are not-for-profit and provide assistance at no charge to injured workers and their families.

### ***How to reach IWOS***

IWOS offices are located across Ontario. This document and a contact list for all IWOS offices are available on the WSIB website and on the reverse of this fact sheet.

### ***Workplace Safety and Insurance Board***

Ontario's Workplace Safety and Insurance Board (WSIB) play a key role in the province's occupational health and safety system. Funded by employers, the WSIB is one of the top 10 disability insurers in North America. In addition to a strong prevention mandate, the WSIB provides insurance for injuries and illnesses incurred in workplaces covered under the *Workplace Safety and Insurance Act* and supports early and safe return to work.

This information is available in several languages by calling our information hotline at 416-344-4999 .... toll-free 1-800-465-5606 or Telephone Service for the Deaf (TTY): 1-800-387-0050  
Pour obtenir un exemplaire en français. composez le 1-800-465-5606.

# IWOS Locations and Contact Information

<b>GREATER TORONTO AREA</b>	
<b>Greater Toronto Area Injured Worker Resource Centre</b> Phone: 416-785-8787 Fax: 416-781-4116 Toll Free: 1-800-295-1699 Email: <a href="mailto:gtainjured_worker2888@rogers.com">gtainjured_worker2888@rogers.com</a> Web: <a href="http://www.inform.hamilton.ca/details.asp?UseCICVw=47&amp;RSN=28010">www.inform.hamilton.ca/details.asp?UseCICVw=47&amp;RSN=28010</a>	
<b>SOUTH EAST</b>	
<b>Durham Region Injured Workers Inc.</b> Phone: 1-905-721-9158 Fax: 905-721-8176 Email: <a href="mailto:injuredworker@rogers.com">injuredworker@rogers.com</a> Web: <a href="http://durham.cioc.ca/details.asp?RSN=9835">http://durham.cioc.ca/details.asp?RSN=9835</a>	<b>Victoria County Injured Workers Group</b> Phone: 705-328-3761 Fax: 705-328-3251 Email: <a href="mailto:vciw@allstream.net">vciw@allstream.net</a>
<b>Injured Workers Of Peterborough And Surrounding Area</b> Phone: 705-742-8751 Fax: 705-742-7199 Email: <a href="mailto:iwop@bellnet.ca">iwop@bellnet.ca</a>	<b>Injured Worker Support Network Kingston &amp; Area</b> Phone: 613-542-1074 Fax: 613-542-9954 Email: <a href="mailto:injuredworkerssupport@bellnet.ca">injuredworkerssupport@bellnet.ca</a> Web: <a href="http://linda.injuredworkerssupport.googlepages.com/home">http://linda.injuredworkerssupport.googlepages.com/home</a>
<b>Ottawa &amp; District Injured Workers Group</b> Phone: 613-567-5872 Fax: 613-667-5983 Email: <a href="mailto:odiwg@rogers.com">odiwg@rogers.com</a> Web: <a href="http://www.magma.ca/~stagetek/ODIWG">www.magma.ca/~stagetek/ODIWG</a>	
<b>SOUTH WEST</b>	
<b>The Hamilton &amp; District Injured Workers Group Inc.</b> Phone: 905-543-9090 Fax: 905-543-1775 Email: <a href="mailto:hamiltoninjured.workers@on.aibn.com">hamiltoninjured.workers@on.aibn.com</a> Web: <a href="http://www.hwcn.org/link/hdiwg/">www.hwcn.org/link/hdiwg/</a>	<b>Kitchener-Waterloo-Cambridge Injured Workers Group Inc.</b> Phone: 519-570-0781 Fax: 519-570-4558 Toll Free: 1-866-865-4115 Email: <a href="mailto:kwciwg@bellnet.ca">kwciwg@bellnet.ca</a>
<b>London Injured Workers Support Group</b> Phone: 519-642-0853 Fax: 519-642-0683 Toll Free: 1-866-424-9474 Email: <a href="mailto:londoniwish@bellnet.ca">londoniwish@bellnet.ca</a>	<b>Injured Workers Action Committee Essex/Kent (Belle River)</b> Phone: 519-728-4412 Fax: 519-728-4837 Toll Free: 1-866-990-9944 Email: <a href="mailto:iwac@bellnet.ca">iwac@bellnet.ca</a> Web: <a href="http://iwac.info/">http://iwac.info/</a>
<b>NORTH EAST</b>	
<b>Kirkland Lake Region Injured Workers Group</b> Phone: 705-567-3638 Fax: 705-567-5658 Email: <a href="mailto:klriwg@ntl.sympatico.ca">klriwg@ntl.sympatico.ca</a>	
<b>NORTH WEST</b>	
<b>Injured Workers Advocates Of The Sault</b> Phone: 705-942-0451 Fax: 705-946-5350 Toll Free: 1-877-616-9614 Email: <a href="mailto:iwas01@aol.com">iwas01@aol.com</a>	<b>Disabled Workers Complex Case Network (Thunder Bay)</b> Phone: 807-344-8580 Fax: 807-344-8580 Toll Free: 1-888-290-9065 Email: <a href="mailto:sandersonds@shaw.ca">sandersonds@shaw.ca</a>
<b>Dryden &amp; District Injured Workers Support Group</b> Phone: 807-223-5220 Fax: 807-223-5035 Toll Free: 1-888-707-7944 Email: <a href="mailto:injwks@mail.drytel.net">injwks@mail.drytel.net</a>	<b>Ear Falls Injured Workers Support Group</b> Phone: 807-222-1190 Fax: 807-222-3373 Email: <a href="mailto:injwks@northone.ca">injwks@northone.ca</a>