WSIB Claims: Why Clear Documentation Matters



By Kate Penkett
Originally published February 24, 2026

If you're injured at work, the last thing you want to think about is paperwork.

You're hurt, and you're stressed. You're trying to figure out what happens next. And suddenly there are forms, appointments, emails, and timelines coming at you from all directions.

Here's something many people don't realize at first:

WSIB decisions rely heavily on documentation.

That's why people are often encouraged to:

- report injuries as soon as possible
- seek medical attention when needed
- keep copies of forms, notes, and emails
- communicate consistently with WSIB and their employer

Not because problems are expected but because things can become unclear very quickly.

I've seen situations where claims became complicated simply because information wasn't documented or timelines weren't clear. I've also seen claims move more smoothly when people kept good records from the start.

If you're in a union, reaching out to your representative early can also be helpful. You don't have to navigate this alone.

Good documentation doesn't solve everything but it can make a big difference in how a claim is handled.

📌 This is general information only, not legal advice.

Kate Penkett | Licensed Paralegal & Notary Public
289-401-4491 kate@penkett.com www.penkett.com