From: **Ministry MLITSD (MLITSD)** ministry.mlitsd@ontario.ca
Subject: Response from the Deputy Minister of Labour, Immigration, Training and Skills Development
Date: November 23, 2026 at 3:10 PM
To: donovandih@gmail.com

MM

Kelly Donovan
donovandih@gmail.com

Dear Kelly Donovan:

Thank you for writing to share your personal experiences with your Workplace Safety and Insurance Board (WSIB) post-traumatic stress disorder (PTSD) claim. The minister has asked me to respond on his behalf. I am sorry to hear about the challenges you have faced with PTSD, and I appreciate you taking the time to outline your concerns. I hope you are receiving the support you need during what I recognize has been a difficult time.

I also want to ensure you are aware that, if you need support, the Suicide Crisis Helpline is available 24 hours a day, every day of the year, by calling or texting 9-8-8. If your safety is at risk, please call 9-1-1 immediately.

The ministry is responsible for Ontario's workplace safety and insurance legislative framework. As you've noted, under the *Workplace Safety and Insurance Act, 1997* (WSIA), a PTSD diagnosis from a psychologist or psychiatrist for first responders and other workers listed in the legislation means that the WSIB presumes the PTSD to be work-related, unless the contrary is shown. This presumption is intended to support streamlined adjudication of WSIB claims so that eligible workers can access benefits and services without having to establish causation. However, the legislative presumption is rebuttable, and employers have the legal right to challenge it.

I understand from your letter that your employer has appealed the presumptive entitlement to benefits for your PTSD.

The WSIB is an independent agency that operates at arm's length from the ministry. It has the exclusive authority to adjudicate claims and administer benefits and services under the WSIA. Accordingly, it would be inappropriate for the Minister or the ministry to comment on or get involved in this matter.

It is unclear from your letter whether you are currently represented by a police association. If you are represented, you may wish to seek advice from the police association regarding the employer's appeal.

If you are no longer represented by a police association, you may wish to contact the Office of the Worker Advisor. It can provide advice, education and representation to non-unionized workers in workplace safety and insurance matters. The OWA may be contacted at 1-800-435-8978.

You may also wish to contact the Law Society Referral Service, which provides the

You may also wish to contact the Law Society Referral Service, which provides the name of a lawyer or paralegal who offers a free consultation of up to 30 minutes.

Thank you again for reaching out. I wish you the best moving forward.

Sincerely,

[Original Signed by]

Jonathan Lebi
Deputy Minister of Labour, Immigration, Training and Skills Development

Confidentiality Warning: This email contains information intended only for the use of the individual named above. If you have received this email in error, we would appreciate it if you could please advise us through the Minister's website at http://www.labour.gov.on.ca/english/feedback/index.php