



SBCI UPDATE

June 2008

NEWSLETTER

MESSAGE FROM THE CHAIR

I am very pleased that, in May, I was acclaimed as Chair of SBCI for the following 12 months. My name is Wally Easton and I am Associate Director at Brant Haldimand-Norfolk Catholic District School Board. If, at any time over the next 12 months, you have any questions, comments or ideas regarding the Co-operative, please give me a call or send me an email. I am at (519) 756-6505 or weaston@bhncdsb.edu.on.ca

Margaret Milligan retired from her school board in late February and therefore has stepped down from the SBCI Board. Equally, Georges Groulx is retiring at the end of the academic year and has just completed his last term of office as an SBCI Director. I thank both Margaret and Georges for their contributions to the Co-operative over the past years, and wish them both a long and happy retirement.

At the SBCI Annual General Meeting on April 11, the two vacant positions on the SBCI Board were filled by Damian Borrelli, Hamilton-Wentworth DSB and Carolyn Miljan, Conseil scolaire de district des écoles catholiques du Sud-Ouest. Congratulations to you both and I trust that you will find serving on the SBCI Board of Directors as rewarding as I have.

Ron Bender has taken on the role of Vice Chair of the Co-operative. Ron is Chef des bâtiments at Conseil scolaire de district catholique de l'Est Ontarien.

My first Newsletter message has unfortunately to contain the news that Robbin Lavoie has left SBCI to take a position in his home town of Thunder Bay. Robbin spent 2½ years of dedicated

work developing the Health and Safety services for member boards. It is disappointing that he has decided to leave us but a search is underway for his successor

In the past few months, the Co-operative has issued a Surveillance Guidebook. It is seldom comfortable for a school board to have to decide whether an employee should be subject to surveillance. The SBCI Guidebook describes the circumstances justifying such action and how it should be carried out. There is an article later in this Newsletter more fully describing the Guidebook.

If you have any questions, comments or ideas regarding the Co-operative, please give me a call or send me an email.

Wally Easton
Chairperson

WSIB – NEW SERVICE DELIVERY MODEL

The new configuration for providing service results in a centralized focus by teams of **eligibility adjudicators** making the initial entitlement decision.

Once a claim file is allowed it will be transferred to a **Short-Term Adjudicator** working with a **Short-Term Nurse** focused on early intervention directed at early, safe and sustainable work and early recovery. The new Nurse role will be one of decision making and intervention at critical points.

If there is no early return to work and there is evidence of chronicity or complex issues, the claim file will be transferred to a **Long-Term Adjudicator** working with a **Long-Term Nurse**.

The new case management teams will be comprised of both short-term and long-term Adjudicators and Nurses. Support will be provided from a new position on each team of **RTW Specialist**. The focus of these teams is on return to work or LMR/Complex recovery cases.

The position of RTW Mediator will be eliminated as we know it today.

The position of Account Manager is eliminated. New **Account Specialist** positions have been created within the new Employer Service Centre. This is being implemented by the end of September, 2008.

Health care benefits processing was the responsibility of Adjudicators. That role has now been removed and assigned to Health Care Payment Processors. This relieves the Adjudicators from highly

IN THIS ISSUE

Message from the Chair	1
WSIB – New Service Delivery Model	1
Recent Interesting WSIAT Decisions	2
Attendance Support – Important Considerations in Human Rights Reform	3
Back Pain and its Connection to the Workstation	3
Les Dangers De Travailler à la Chaleur	4
Hazards of Working in Hot Weather	4
SBCI's Surveillance Guidebook	5
SBCI Regional Training	5
Actuarial Update	6
Parklane Update	6
Calendar of Events	6
SBCI Services	6
SBCI Staff	7

clerical, time consuming work. Your enquiries will be directed by the Adjudicator for action and communication of a decision by someone else. This is being implemented by the end of August, 2008.

A new position of **Disability Prevention Specialist** is designed to focus on disability management and prevention.

The new Service Delivery Teams will start to roll out with the Ottawa office September, 2008, Toronto October to December, 2008, Kitchener/Guelph and Hamilton/St. Catharines January to September 2008, and Windsor, London, Timmins, Thunder Bay in March, 2009.

This will result in delays, disruption in service, changes to the Adjudicators and Nurse currently assigned to your school board. If you are experiencing delays in receiving return phone calls and responses to correspondence, please let your SBCI Claims Manager know and we will take action on your behalf.

RECENT INTERESTING WSIAT DECISIONS

There have been a number of interesting and significant Workplace Safety and Appeals Tribunal (WSIAT) decisions recently and this article briefly highlights two of them.

WSIAT Decision # 1581/06

This decision dealt with an employer appeal objecting to the extent of benefits awarded by the WSIB in a fatal occupational disease claim. The thrust of the employer's arguments were that the WSIB had incorrectly awarded certain benefits without the necessary statutory authority from the Workplace Safety & Insurance Act (WSIA). The worker was a carpenter who had been employed by a school board and had contracted mesothelioma as a result of his work. At the time of the diagnosis the man was 81 years old and had been retired since 1987. Notwithstanding that he was retired the WSIB decided to pay him loss of earnings (LOE) benefits during the period from August 3, 2003 while he was ill until he passed away on October 27, 2004. The employer did not dispute that this man was totally disabled during the period.

However, there was no evidence that he was suffering a loss of earnings during the period or that he had any intention of working during that time that had been thwarted by the compensable medical condition. The WSIB legal branch could not point to any provision in the WSIA that authorized the WSIB to pay LOE benefits to an 81-year-old retired man who had no loss of earnings. While it was acknowledged that the WSIB had a long standing practice of paying LOE benefits to seriously ill retirees suffering from occupational diseases there was no clear statutory authority for doing so.

There was a second problem with how the WSIB processed benefits in the claim. The WSIB had a practice of using average earnings of a current employee in the same occupation as the deceased worker when calculating the amount of monthly survivor benefits to be paid to a surviving widow. However Section 48(3) says that when determining the amount to be paid to a surviving spouse by way of periodic payments that they should use 40% of the deceased worker's net average earnings. In this case at the time of diagnosis and the time of death the worker had no average earnings because he was retired. The Vice-Chair determined that the WSIB had no statutory authority to substitute the earnings of a current employee in the profession. Instead they were required to follow section 48(4) that provided a minimum amount payable of \$15,312.51 per year.

This is an interesting case that has called into question some of the practices of the Occupational Disease and Survivor Benefit Program where more generous payments have been made to workers and survivors of occupational disease cases than authorized by statute. The WSIB is re-examining its practices in light of the decision but it may end up seeking a statutory amendment in the future so that the more generous payment practices can continue. The case stands as an important reminder that the WSIB cannot exceed the authority given to it when awarding benefits beyond that which is authorized in the statute. As a result of the decision the widow was not required to repay any benefits but the employer should receive a credit for the overpayment.

WSIAT Decision # 1529/0412

This decision released on February 21, 2008 concluded that WSIAT has jurisdiction to consider arguments raised pursuant to the *Ontario Human Right Code* (OHRC) and that benefits payable under the WSIA are "services" for the purposes of Section 1 of OHRC.

What is the impact of this decision? It is expected that we will see a few significant cases come forward where it is contended that WSIB policy or a provision in the WSIA itself is discriminatory and arguably contrary to the provisions of the OHRC. Instead of going to the Ontario Human Rights Commission these cases involving issues related to WSIB benefit entitlement may come to the WSIB and then WSIAT, if necessary.

C.J. Lamer of the Supreme Court of Canada in the case of *Berg v. University of British Columbia* (1993) 2.S.C.R. 353 made some important observations about the role of the Human Rights Code as follows:

- The Human Rights Code is regarded as having "privileged status" over other legislation.
- Accordingly, human rights legislation must be "interpreted as to advance the broad policy considerations underlying it."
- At the same time, however, this interpretative approach does not authorize a tribunal to ignore the wording of the statute to attempt to remedy discrimination wherever it is found.

Some past WSIB practices have been changed when re-examined in light of human rights provisions. The WCB used to stop the payment of survivor benefits when a surviving spouse re-married but continued payments to widows and widowers if they did not remarry. That policy was found to be discriminatory and contrary to the provisions of the human rights code. As a result the Ontario WCB changed its practice and retroactively compensated any widow or widower who had their survivor benefits stopped on remarriage.

In 1529/0412 the worker's representative is expected to argue that the WSIB practice of using a combined values chart of the American Medical Association Guidelines to reduce a worker's NEL award when the worker has a pre-existing impairment of a different part of the body caused by another post-1990 work related accident disability is discriminatory. It is expected that it will be argued that this is discriminating against an individual on the basis of "disability" within the meaning of the Ontario Human Rights Code. Whether the worker will be successful in arguing on the merits of that issue remains to be seen.

There are other issues where worker representatives may try to raise a human right code argument. One possible area is in the context of claims for work related stress. Pursuant to Section 13(5) of the WSIA, entitlement to benefits is limited to cases involving "an acute reaction to a sudden and unexpected traumatic event arising out and in the course of his or her employment." There is no entitlement to benefits for stress caused by an employer's decisions or actions related to a worker's employment including such things as working conditions and work to be performed and discipline or termination of a worker. This is not to say that an argument made pursuant to the OHRC will necessarily be successful but this recent decision may encourage worker representatives to raise the issue more often if they believe it will advance their case. WSIAT has practice guidelines on what needs to happen before a human rights code or charter argument will be heard by the tribunal. This will ensure that responding parties such as employers and the Ministry of the Attorney General on behalf of the Government of Ontario will have an opportunity to respond.

If you have questions about either of these two cases please contact chris@sbc.org.

ATTENDANCE SUPPORT – IMPORTANT CONSIDERATIONS IN HUMAN RIGHTS REFORM

As a result of the Human Rights Code Amendment Act (Bill 107), new time frames for responding to human rights complaints take effect June 30, 2008.

This is an opportune time for school boards to review their internal response processes and their attendance support programme processes related to human rights issues that may lead to a complaint.

School boards can be respondents to human rights complaints related to discrimination on a variety of grounds including disability. Under Ontario's *Human Rights Code*, employers are obligated to accommodate a disabled employee to the point of undue hardship. An employee may have a disability at the time of hire, or because they have been injured at work, or because they are ready to return to work following a non-occupational injury or illness.

Previously, human rights complaints were submitted to the Human Rights Commission which investigated the case and determined if it should be referred to the Human Rights Tribunal of Ontario. The system was criticized about the time it took to resolve complaints. This article covers two important points for school boards to consider regarding human rights reform which take effect as of June 30, 2008:

1. New human rights complaints will be filed directly with the Human Rights Tribunal after June 30, 2008 and will also be subject to new rules and response times frames. The Commission will no longer receive complaints. The new rules (available at http://www.hrto.ca/NEW/word/Rules_of_Procedure.doc) state, "To respond to an Application under sections 34(1) or 34(5) of the *Code*, a Respondent must file a complete Response in Form 2 not later than (thirty-five) **35 days** after a copy of the Application was sent to the Respondent by the Tribunal.
2. Complaints filed with the Human Rights Commission prior to June 30, 2008 will be subject to new *proposed* transitional rules aimed at expediting a resolution. The Human Rights Tribunal's web-site (<http://www.hrto.ca/NEW/word/>

[notice to the community.doc](#)) states ". . . at any time between June 30, 2008 and December 31, 2008, an individual who has a complaint continued at the Commission, may *choose* to abandon their Commission complaint, and file an application with the Tribunal using a separate, "expedited process"." If an employee chooses to file directly with the Tribunal, the proposed rules state, "the Response must be filed with the Tribunal not later than (thirty-five) **35 days** after the application was delivered to the Respondent." http://www.hrto.ca/NEW/word/pt_out_rules.doc. The proposed rules and time frames for the transitional process have not been finalized as of this writing and are posted on the Human Rights Tribunal's web-site.

SBCI's Attendance Support Programme includes implementing internal documentation and management processes related to the obligation to accommodate a disabled employee. The proper documentation, storage and management of these cases helps ensure school boards are in compliance with human rights legislation and are in the best possible position to respond to a human rights complaint within the new time frames.

BACK PAIN AND ITS CONNECTION TO THE WORKSTATION

Back pain may be the result of restrictive posture. If you remain in the same position in front of a computer for periods of time, your upper limbs - including your back - will end up feeling it.

The individual assigned to the workstation is the person who knows it best and who is also best able to identify any risks associated with the workstation. If you are experiencing back aches or pains, it is important to identify sensitive points so that preventive action can be taken to keep the discomfort from worsening.

To determine and analyze the cause of the discomfort or pain, ask yourself the following questions: When does it start? Does it get more intense as the day goes on? Does the discomfort go away after work? Does it last into the night? Does the discomfort go away on your days off?

To try and connect the discomfort to a certain task, ask yourself: Is it the frequency and duration of a task? Is it a constant repetitive movement? Is it the weight or size of a load? Is it a restrictive posture that is held too long?

Assess your environment by checking whether furniture or equipment height force you to adopt a bad posture; check the dimensions of your space. Room lighting and temperature are also factors that must be taken into consideration.

After having determined what might be causing the discomfort, make the required improvements. In many cases, you can make these corrections yourself. However, if the equipment or set-up is the cause, you will need the cooperation of your supervisor and employer to access specialized services such as ergonomic experts, or to modify your set-up.

LES DANGERS DE TRAVAILLER À LA CHALEUR

Pendant la saison estivale plusieurs devront travailler à l'extérieur et de ce fait seront exposés à la chaleur. À la suite de cette exposition certains éprouveront des problèmes de santé, particulièrement durant une canicule.

Les premières journées de chaleur de l'été sont particulièrement importantes parce qu'elles sont les plus difficiles à supporter. Pourquoi? Parce que notre corps a besoin de temps pour s'acclimater et s'habituer à cette chaleur.

Voici quelques informations pour aider à prévenir les coups de chaleur et malaises causés par la chaleur.

Premièrement, qu'est-ce qu'un coup de chaleur? On définit un coup de chaleur lorsque la température du corps normalement à 37°C, continue à augmenter et atteint plus de 40°C.

Facteurs qui contribuent à un coup de chaleur :

- Être exposé au soleil ou travailler dans un endroit où il n'y a pas de circulation d'air
- Ne pas avoir d'eau à proximité
- **Ne pas boire assez d'eau**
- Effectuer un travail qui nécessite des efforts physiques soutenus
- Travailler sans prendre de pauses
- Porter des vêtements qui ne permettent pas l'évaporation de la transpiration
- Manquer de formation sur les dangers et les mesures à prendre pour travailler à la chaleur
- Travailler trop rapidement
- Ne pas prêter attention aux symptômes et aux signes avertisseurs de coup de chaleur

Symptômes reliés à un coup de chaleur

Crampes musculaires, frissons; maux de cœur, maux de ventre, maux de tête, étourdissements, vertiges, fatigue inhabituelle ou malaise généralisé. Le travailleur qui éprouve ces symptômes, doit immédiatement prévenir son superviseur ou un secouriste, se reposer à l'ombre ou dans un endroit frais sous surveillance et boire de l'eau.

Personnes à risque

Les personnes les plus à risque sont celles qui ne sont pas en bonne condition physique; qui ont des antécédents médicaux; qui ont été récemment malades (particulièrement celles qui ont souffert de diarrhée, fièvre ou vomissement, parce que ces conditions déshydratent le corps). De même, sont à risque les personnes qui manquent de sommeil, prennent des médicaments ou consomment de l'alcool ou qui ne sont pas acclimatés à la chaleur.

Prévention des coups de chaleur

Pour prévenir un coup de chaleur, il faut faire une évaluation des risques en tenant compte des facteurs suivants : Le climat (température de l'air, taux d'humidité et taux d'ensoleillement), la nature du travail, l'organisation du travail, l'effort physique demandé et l'état de santé du travailleur. Lorsque cette évaluation est faite, un plan d'action doit être préparé.

Le plan d'action doit comprendre :

- Les mesures à prendre pendant les journées chaudes qui tiennent compte des conditions de travail et des exigences de la tâche;
- un programme de premiers soins (communications, secourismes formés, etc.)
- la formation des travailleurs et superviseurs sur les dangers et les mesures préventives en place;
- la formation des travailleurs et superviseurs sur les symptômes et signes à surveiller et les soins à donner en cas de malaises;
- un rappel sur une base régulière des mesures préventives;
- l'évaluation des risques plusieurs fois par jour, lors de journées de chaleur intense;
- un ravitaillement suffisant d'eau fraîche et un moyen de surveillance pour s'assurer que les travailleurs boivent régulièrement;
- l'arrêt du travail de la personne qui présente des symptômes ou malaises attribuables à la chaleur pour éviter le coup de chaleur.

HAZARDS OF WORKING IN HOT WEATHER (English Version)

For many people, working outside in the summer is a must; consequently, these individuals are often exposed to heat, which may cause some to experience health problems, particularly during a heat wave.

The first few hot days of summer are especially important because they are the most difficult to take. Why? Because our bodies need time to acclimatize and get used to the heat.

Below is some information that will help you to prevent heatstroke and the feeling of faintness associated with heat.

First, what is heatstroke? Heatstroke occurs when the temperature of your body, normally 37°C, continues to rise above 40°C.

Factors contributing to heatstroke:

- Exposure to the sun or working in a location with little or no air circulation.
- No water nearby.
- **Not drinking enough water.**
- Performing a job that requires sustained physical exertion.
- Working without a break.
- Wearing clothing that does not allow sweat to evaporate.
- Lack of training on hazards and precautions to be taken when working in heat.
- Working too quickly.
- Not paying attention to the warning signs and symptoms of heatstroke.

Symptoms of heatstroke

Muscle cramping, chills, nausea, upset stomach, headache, dizziness, light-headedness, unusual fatigue or feeling of general discomfort. Should you experience these symptoms, immediately notify your supervisor or a first-aid worker, rest in the shade or in a cool place under supervision and drink lots of water.

Persons at-risk

Persons most at risk are those in poor physical condition; with a medical history; or who have been recently ill (particularly those suffering from diarrhoea, fever or vomiting, as these conditions dehydrate the body). Also individuals lacking sleep; on medication; having consumed alcohol or who are not used to the heat.

Preventing heatstroke

To prevent heatstroke, assess the risks, taking into consideration the following factors: climate (air temperature, humidity level and sun factor), nature of the work, organization of the work, the physical effort required and the worker's health condition. Once this has been assessed, an action plan must be designed.

The action plan should include:

- Procedures for hot days that take into consideration working conditions and job requirements;

- A first-aid program (communication, trained first-aid workers, etc.);
- Training of workers and supervisors on hazards and preventive measures in place;
- Training of workers and supervisors on signs and symptoms to watch out for and first aid to be applied in case of sickness;
- A regular reminder of preventive measures;
- On very hot days assessment of risks several times a day;
- Sufficient replenishment of cool water and a way to monitor that workers are drinking water regularly;
- Stopping a person who shows heat-related signs or symptoms from working to prevent heatstroke.

SBCI'S SURVEILLANCE GUIDEBOOK

Managing occupational and non-occupational disability claims can present many challenges. Among these is under what circumstances should a school board consider a more detailed investigation of a disabled employee's activities.

As we noted in an article in our September 2007 newsletter, the decision to pursue an activity investigation through the use of video surveillance should not be taken lightly, and should only be considered upon receipt of credible information identifying a potential misrepresentation of the disabled employee's level of disability or actual fraud.

In an effort to assist our member school boards with assessing the viability of pursuing video surveillance in an occupational or non-occupational disability claim, SBCI has produced a Surveillance Guidebook which we believe will help school board disability managers to determine if pursuing surveillance is a viable option in the management of a claim.

The Surveillance Guidebook has been designed to provide you and your school board with the information necessary to

consider properly whether using surveillance as a disability management tool may be warranted in an occupational or non-occupational injury claim.

The guidebook provides information related to when it is appropriate to consider the use of surveillance; a process to avoid the potential risks associated with privacy issues and complaints; information on the surveillance process; as well as the use of surveillance as part of a WSIB appeal. The Surveillance Guidebook includes the relevant reference materials reviewed and considered during the development of the guidebook, including WSIB policies related to surveillance, a privacy complaint report, relevant WSIAT decisions and a sample investigation report.

School boards that attended the first 2 regional training sessions were provided with copies of the Surveillance Guidebook, while the remainder will be mailed to the Designated Representatives of our member school boards. French versions of the Surveillance Guidebook are being prepared and will be provided to our French member school boards very soon.

SBCI REGIONAL TRAINING

In October 2007 our member school boards were invited to complete a survey on the services provided by SBCI's team of WSIB Claims Managers. The completed surveys provided us with positive feedback on the services that are provided to our member school boards, and also identified various topics for future training needs.

As a result of these suggestions, regional training sessions have been organized in locations throughout the province. The regional training focuses on 2 main topics: Human Rights and Disability Management and Solutions to Return to Work Barriers. Time has also been set aside at the end of the training session to brainstorm solutions to anonymous individual problematic cases that the participating school boards are currently managing.

The first regional training session took place in Richmond Hill on May 23, while

the second session occurred on June 17 in London. A session originally scheduled for Brockville on June 19 is being rescheduled while another session was held in Sudbury on June 23. SBCI will also host a session in the Thunder Bay area at a yet to be scheduled date.

Participants who attended the first 2 sessions provided very positive feedback on the topics and the brainstorming session has been particularly well received.

Further training sessions on other topics identified in both the 2007 survey and the regional training sessions will be organized at a future date.

ACTUARIAL UPDATE

PSAB work for the 2007-08 reporting year has begun. Data templates have been sent out for boards requiring a full valuation this year and processing has begun on data already received. The Ministry has moved up the reporting deadline to November 15 and we have asked boards to let us know if their time lines for their actuarial reports have moved up in tandem.

Sick leave utilization studies for the third year have gone out to individual boards for review before we aggregate the data and benchmark results. 44 boards are participating in the study this year. We expect to combine the experience over the 3-year period to create a revised valuation basis for projecting future sick bank utilization for the actuarial liability calculations.

PARKLANE UPDATE

B2B Initiative-Electronic Transmission of Form 7s to WSIB

Parklane recently announced the B2B initiative with the WSIB. This means that Parklane users can now submit Form 7s electronically directly to the WSIB. Any user wanting to start utilizing this service must contact Parklane for instructions on getting their Parklane software upgraded to obtain the capability of this service.

Run Unit

Parklane Users should check their system to ensure that their software is running with a Run Unit of 09.01.00. Check your system from the Main Menu, **About** tab, to ensure that the Run Time is current.

Grouping of Attributes

Users now have the capability of grouping attributes in Incident Reporting. This gives the user the advantage of being able to hide attributes that are no longer used or applicable and making specific attributes mandatory so that the user must include specific attributes when entering a new claim. This new feature is also beneficial to “unclutter” your attribute listings and make it more visible for the user, for example attributes may be grouped by Body Part, Incident Activity, Age Group, etc.

For further information on the above or any Parklane inquiry please contact Parklane Computer Systems Customer Service at 519-657-3386.

CALENDAR OF EVENTS



Board of Directors Meeting:

August 16, 17, 18, 2008

SBCI SERVICES

Attendance Support Needs Assessment

SBCI would like to take this opportunity to thank the 13 school boards (as at June 19, 2008) who have partnered with us to

design and implement a full service Attendance Support programme. The school boards range from the very small to the very large, Public and Catholic, English and French language. The 13 truly represent the widest possible range of Ontario school boards that exist.

The Attendance Support process began for these school boards by first having SBCI conduct a Needs Assessment which provided a qualitative and quantitative review of their existing programmes, followed by a detailed report which provided a gap analysis, ranking and recommendations for improvement. Of our school boards, more than 30 have had a Needs Assessment completed. The data collected in the 30 assessments helped establish our impressive database for the purpose of creating benchmarks.

If your school board has not had a Needs Assessment or it has been a number of years since the last time it was done, we invite you to contact SBCI to consider joining our growing group of school boards who have had this assessment. The cost is \$5,000 and is value-priced owing to SBCI's not-for-profit model.

If you are interested, please contact Robert Orrico at extension 225 or Lynn Porplycia at extension 237.

Invitation to Participate in SBCI's Sick Leave Study

2008 marks the third year of our Sick Leave Study for Ontario school boards. 44 school boards are part of the current study and individual results are now being sent to out. The report highlights how sick leave is being utilized by the different employee groups, as well as by age and gender. Results are benchmarked against the overall average of the 44 participating school boards.

The report is an excellent high level instrument for understanding the overall cost of sick leave.

If your board is interested, it is not too late to participate in the current year's study. The cost per each year of study is \$2,000.

Please contact Robert Orrico at extension 225 or Wendy Achoy at extension to 238 to discuss.

**TOTAL EMPLOYEE ATTENDANCE
MANAGEMENT & SUPPORT
(TEAMS)**

- Attendance Support -
- WSIB Claims Management -
- Health and Safety -
- Wellness -

ACTUARIAL

- PSAB -
 - Sick Leave Utilization -
-

SBCI STAFF

Brian Brown, Chief Executive Officer
Mary Luck, Senior Claims Manager
Darlene Iwaszko, Claims Manager
Christopher James, Claims Manager &
Lawyer
Kelly Melanson, Claims Manager
Robert Orrico, Claims Manager
Louise Bellamy, Financial/Office
Co-ordinator
Lisa Chaplin, Claims Analyst
Kathleen Harding, Parklane Assistant
Monica Wroblewska, Executive Assistant
Audrey O'Connor, Data Entry Clerk
Neera Ramkorun, Data Entry Clerk
Rolly Montpellier, Marketing Consultant
Paul Engelbrecht, H & S Specialist
France Germain, H & S Specialist
Lynn Porplycia, Attendance Support Practice
Leader
Byron Franson, Attendance Support
Co-ordinator
Cheryl Luke, Attendance Support
Co-ordinator
Wendy Achoy, Chief Actuary
Vince Capicotto, Actuarial Consultant
Joseph Chan, Actuarial Analyst
Brad Bowen, Actuarial Analyst
Maggie Zhong, Actuarial Analyst