



SBCI UPDATE

May 2010

NEWSLETTER

MESSAGE FROM THE CHAIR

This my first message to you as Chair of SBCI. My name is Gerry Thuss and I became Chair at the May 2010 Board meeting. I am Superintendent of Business & Treasurer at Huron-Perth Catholic DSB, based in Dublin, Ontario.

In order to provide more continuity to the role of the Chair, particularly with regards to the Board's Governance and its effectiveness, it is intended that the Chair will hold that position for at least two years.

In April, I attended the 2-day Conference that the Co-operative ran. I was very impressed with the quality of the presenters and the subjects covered, and I understand that all of the feedback from the attendees praised the staff for arranging so excellent a Conference. I thank all the staff involved for their work.

I am also pleased to report that SBCI was invited to participate in two presentations to the Council of School Business Officials (COSBO) Conference in late May. Again, the presentations were very well received by the SBOs at that Conference. The presentations were by Lynn Porplycia and Wendy Achoy on Attendance Support, and by Wendy with Jim Sami, Executive Director of OSBIE, on the idea of setting up a life insurance company to provide group benefits insurance coverage to school boards and their employees.

Under Bill 168, employers in Ontario need to have completed a risk assessment from a violence perspective by June 15. SBCI has provided a manual to member school boards on how to do this, but if any board needs additional advice or assistance, please call Robbin Lavoie or France Germain.

As this will be the last update for the school year I want to take this opportunity to thank the staff at our member school boards and SBCI for their hard work this past year. As we look back and reflect on our challenges and accomplishments, we should all be proud of the fact that we have continued to keep our focus on the students, whose care and nurturing we have been entrusted. To all have a safe and happy holiday period.

I am honoured to serve as Chair of SBCI and would welcome any comments and questions on the Co-operative's services. I can be reached at Gerry_thuss@hpcdsb.edu.on.ca or on (519)345-2440 X330.

Gerry Thuss
Chairperson

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SECTION 63 AGREEMENTS – WSIB BENEFITS

This provision of the WSIB Act applies only to Schedule 2 employers and their workers. It is considered when the worker and employer have mutually agreed to the employee leaving the employment and a financial settlement is to be provided by the employer in lieu of possible future WSIB benefits.

- The provision only applies to compensation (LOE) benefits, not LMR, re-employment, health care, NEL or any other right or obligation under the Act. A worker can still claim and receive these benefits.
- The provision comes into play once initial entitlement has been accepted by the WSIB.
- It is at the sole discretion of the WSIB to approve the Agreement between the employer and the worker.
- The WSIB requires a draft Agreement in writing between the parties which must contain the following:
 - The claim number to which the Agreement relates and a brief history or context.
 - The amount that the worker accepts in lieu of the compensation to which he or she is entitled under the WSI Act.
 - A statement of exactly what the worker is to receive and an indication of when it will be paid.

- The amount is in recognition of all future LOE compensation to which the worker might be entitled under the Act and that the individual will not apply for or accept any further compensation benefits from the WSIB in relation to this claim.
- An acknowledgement that the worker has received independent legal advice/union representation and understands the effect of entering into this Agreement.
- The signatures of both parties.
- A statement pursuant to S.63 of the *Workplace Safety and Insurance Act*, the Workplace Safety and Insurance Board approves this Agreement between (worker's name) and (employer's name) for fixing the amount of compensation to which (the worker) is entitled under Claim Number _____.

These Agreements should be sent to the Director of Government Services at the WSIB, who confers with WSIB Legal Counsel on approving the Agreement or not. If approved, direction is placed on the claim file so that future compensation is not granted.

FOCUS ON FALLS

Ontario will target industrial workplaces this month to protect workers from hazards that can cause slips, trips and falls.

Inspectors from the Ministry of Labour will look for fall-from-height hazards involving platforms, raised floors, mezzanines and balconies. They will also check fall-arrest equipment and guardrails and look out for improper use of ladders and dangerous practices such as working on storage racks.

For each violation of the Occupational Health and Safety Act the court can impose a fine of up to \$500,000 against a corporation. Individuals face a fine of up to \$25,000, imprisonment of up to 12 months or both.

This inspection blitz is the third since 2008 focused on fall hazards in industrial workplaces. The Ministry of Labour blitz strategy targets all workplaces.

APPEALS SYSTEM PRACTICE AND PROCEDURES CONSULTATION

Recently, the WSIB introduced updated Draft Appeals System Practice and Procedures Guidelines on their existing policy. This was in direct response to the most recent Value for Money Audit of the Appeals Branch conducted by KPMG in 2008. A number of recommendations were made in the audit. One related to strengthening the Appeals System Practice and Procedures Guidelines. Others were regarding: clarifying further the criteria around some Programme processes; timelines and exceptions; strengthening various methods of resolutions; managing the return of appeals to the Business Units; and managing performance measures, to name just a few.

In relation to the Appeals System Practice and Procedures Guidelines, the WSIB elicited comments and recommendations from the public. On behalf our member school board clients, a submission was sent in on April 26, 2010. Here are some of the highlights of our response to the Draft document:

- *Issues in Dispute – Handling by Business Unit* – A request was made in relation to how the Business Units gather information and write decisions. It was recommended that decisions follow the same format as the Appeals decisions where rationale, policy references, method of resolution and weight of evidence is referenced in the decisions.
- *Access* - It was recommended that in situations where there are prior claims, full disclosure be considered. Where prior claims are related to a different employer, a summary of the prior claim should be provided.
- *Appeal Time Limit Rulings* – The Draft document has language that essentially allows for the 6-month appeal time limit to extend to 12 months. It was requested that this be removed.
- *Code of Conduct for Representatives* – It was recommended that the Code of Conduct for Representatives be strengthened and penalties be levied for issues related to last minute requests for adjournment or cancellation of hearings.

- *Special Alternate Dispute Resolution (ADR) Projects* – As there is no formal ADR stream, a request was made to institute an ADR section, similar to WSIAT. ADR typically leads to more timely and effective resolution of issues.

- *Guideline for Conducting In-Person Hearings* – Presently, an employer is permitted to have one resource person in the hearing room. In today's complex work environments, sometimes there is a need for more than one resource person. It was recommended to remove the current limit of 1.

- *Return to Business Unit Procedures* – Under the new guidelines, the return of files to the Business Unit does not provide adequate accountability in terms of who does what. Therefore, a request was made to provide more precise details including our recommendation that the Business Unit Manager have carriage of claims returning from the Appeals Branch.

- *Withdrawals (Due to No Contact)* – The draft document is too lax when it comes to claims that are effectively withdrawn because of "No Contact". We have proposed time limits be instituted similar to those at WSIAT.

- *Geographic Location* – Generally, Appeals Resolution Officers are allocated by geographic location, although there are exceptions especially when the injured worker is French-speaking. It is recommended that a regular rotation of ARO's be considered throughout the province.

The consultation process concluded on April 29, 2010. The final document is expected to be released in the next few months.

2010 SCHEDULE 2 EMPLOYERS' GROUP CONFERENCE

The Schedule 2 Employers' Group Conference is being held on September 29 and 30, 2010 at the Sheraton Parkway Hotel in Richmond Hill. The schedule for the two day conference includes several workshops you will be able to choose from on subjects related to Health and Safety, WSIB Claims Management, Attendance Management, Labour Relations and Wellness. Arrangements are underway to confirm the keynote speaker and if you have registered in previous

years, you will get an email notice once the agenda has been finalized.

Online registration will be opened in early July at www.s2egroup.com. Any questions, please contact Chris@sbc.org

ENTITLEMENT TO WSIB BENEFITS FOR TEACHERS DURING SCHOOL BREAKS

WSIB has not been consistent across the province in determining LOE benefits for teachers during school breaks (Christmas, March Break, Summer Months). SBCI challenged the decisions to pay full LOE during school breaks when the worker was partially disabled and the school board had a Return to Work Programme in place. WSIB Senior Management reviewed the varied approaches and a letter dated April 6, 2010 was received from the Director of Government Services (Schedule 2) confirming the following:

- Where the worker is unable to return to any type of work due to their injury/illness, full LOE benefits should continue.
- Where the worker is able to return to suitable work and the employer has provided or would normally provide suitable work at no wage loss during the regular school year, there is no entitlement to LOE benefits during the school break.

The Case Manager will confirm with the school board whether accommodated work would have been made available to the injured worker, were it not for the school break. This applies to permanently employed teachers. If a temporary contract teacher (supply) were injured and would have had to apply for EI during the school breaks, as the salary would not have continued, then the Season Layoff Policy will be applied by the WSIB.

School boards should monitor all injured workers while on school breaks and determine when the individual is partially disabled and communicate to the WSIB that modified work would be available, were it not for the school break. For all other 10-month employees, productive and possibly alternate or transitional work should be identified during these breaks and a valid offer of work made to the worker and sent to the WSIB. In most

instances, the 10-month employee will decline the offer (secure EI benefits) and WSIB should be asked to support the RTW offer made by the school board. Ensure that you obtain a WSIB decision in writing.

WSIB AND HUMAN RIGHTS

The Human Rights Tribunal of Ontario in a recent decision, found that an employer failed to properly consider an injured worker's request for accommodation that would allow him to perform the essential duties of jobs that were available. What makes this case noteworthy is that the WSIB had already ruled at the claims level that the employer had offered suitable modified work and had discontinued the worker's LOE benefits when he did not accept the work offered. Prior to the re-organization of the Ontario Human Rights Commission it was common practice for the Commission to refuse to hear cases like this one on the basis that the issues could be addressed at the WSIB & WSIAT. The decision in Boyce v. Toronto Housing Corporation, 2010 HRTO 520 (CanLII) suggests the new Ontario Human Rights Tribunal may be taking a more interventionist approach to human rights complaints that will show little deference to other tribunals and administrative agencies if it is felt that they have failed to properly consider the provisions in the Ontario Human Rights Code in their decision making.

This case dealt with a former Parking Enforcement Officer who injured his knee when his chair collapsed at work. The worker lived in Scarborough and the employer offered him accommodated work in downtown Toronto. The worker asked to work from home or from an alternative location closer to his home. In this case a WSIB Appeals Resolution Officer ruled that while a temporary modified job offered in 2005 as a Parking Enforcement Administrator was suitable it was not clear that the worker could safely get to work given his disability. Later in 2008 a WSIB Claims Adjudicator ruled that a permanent modified position as a dispatcher working downtown was suitable and that the worker could get safely to and from the workplace. The worker objected to that decision but did not complete an objection form and pursue the appeal right away. The

employer ended up terminating the worker when he failed to accept the permanent modified work offered as a dispatcher. The worker appealed to the Ontario Human Rights Tribunal after he was terminated.

In the decision the Adjudicator, Brian Cook reviewed the relevant provisions in the Ontario Human Rights Code dealing with discrimination on the basis of handicap and the relevant provisions contained in the Workplace Safety & Insurance Act dealing with the duty to accommodate. He referenced the decision of the Supreme Court of Canada in Tranchemontagne v. Ontario (Director, Disability Support Program), 2006 SCC 14 (CanLII), (2006) 1 S.C. r. 513 for the proposition that the Human Rights Code is "fundamental law" and that statutory bodies like the WSIB must apply and interpret the Code where appropriate.

Mr. Cook noted that under the WSIB Early and Safe Return to Work policies the WSIB asks the employer, do you have suitable work. This is different from the question posed under the Ontario Human Rights Code, which is: "Can you accommodate this worker's disability, to the point of undue hardship?"

The following passages from the decision are significant:

"To satisfy the employer's duty under the Code, the return to work process must incorporate consideration of accommodation that would allow the worker to return to the essential duties of the pre-disability job and consideration of other accommodation that would allow the worker to return to work. The accommodation that is required is more than simply identifying an existing job that is physically suitable for the worker.

If the employer tells the WSIB that it does not have suitable work available for the worker, and in the absence of evidence that the employer cannot accommodate the worker because to do so would result in undue hardship, the employer may have breached its duty under the Code even if it has satisfied its duty under the ESRTW policies. This may be true even if the worker is provided with a labour market re-entry program by the WSIB: Snow v. Honda of Canada Manufacturing, 2007 HRTO 45 (CANLII)."

The employer argued that the Ontario Human Rights Tribunal should not hear the complaint because the WSIB had or was already dealing with return to work process under the Workplace Safety & Insurance Act. Mr. Cook noted that section 45.1 of the Ontario Human Rights Code provides that “The Tribunal may dismiss an application, in whole or in part, in accordance with its rules if the Tribunal is of the opinion that another proceeding has appropriately dealt with the substance of the application.”

Mr. Cook did not dismiss the application pursuant to section 45.1 because he was of the view that the Claims Adjudicator’s decision failed to appropriately consider the worker’s request for accommodation in regard to travel to and from work and parking. He noted that the Claims Adjudicator offered “little rationale” for his decision that the job offered was suitable. Mr. Cook noted that “the WSIB proceeding did not deal at all with the worker’s request that he be allowed to do the Parking Administrator job at alternative locations.”

Mr. Cook commented that he was satisfied that the worker had requested accommodation to allow him to do the Parking Administrator job at an alternative location and the request was reasonable and consistent with the worker’s functional abilities. He acknowledged that this did not mean that the employer simply had to acquiesce to the request and was entitled to develop other solutions that fit better with the employer’s business situation.

Mr. Cook concluded that the employer had failed to properly consider the worker’s request for accommodation related to travel to and from work and had infringed the worker’s Code protected rights. The hearing is to be reconvened to consider evidence and submissions on possible remedies in this case.

This decision confirms that it is more important than ever for employers to fully consider and address all aspects of a worker’s request for accommodation whether they are dealing with a WSIB case or a non-occupational disability claim. In responding to such requests it is important to investigate, document and explain to the employee how the employer intends to accommodate their

request. This does not necessarily mean that the employer has to provide what the worker is asking for but they do have to offer alternative solutions where the request for accommodation makes sense in light of medical or functional abilities information available to the parties. The case also stands for the proposition that the Ontario Human Rights Tribunal will exercise their jurisdiction under the Code where they feel that other administrative agencies and tribunals have failed to “appropriately consider the substance of the application.” It remains to be seen if this interventionist approach will be followed by other Human Rights Adjudicators. If this is the future direction then employers will also want to have WSIB Case Managers and Appeals Resolution Officers address issues of accommodation explicitly with reasons in their decisions. Arguably this should not be the employer’s responsibility but will require the WSIB to better train their decision making staff to “appropriately” address these issues. Employers don’t want to be dealing with these types of issues in two different forums. Such an approach could lead to inconsistent decision making and will certainly increase employer costs.

If you have questions about this decision you can send them to chris@sbc.org.

REVIEW OF THE HEALTH AND SAFETY SYSTEM IN ONTARIO

The Minister of Labour has appointed Tony Dean to lead a review of Ontario’s occupational health and safety prevention and enforcement system, with the support of a panel comprised of safety experts from labour and employer groups and academic institutions (Expert Advisory Panel).

The panel has been charged to research best practices which improve workplace safety in national and international jurisdictions and will look at a range of issues including:

- Safety practices in a workplace and entry-level safety training
- Impact of the underground economy on health and safety practices
- Legislation and how it serves worker safety

A consultation paper has been created that outlines the focus points for the review and the areas for review are as follows:

- Efforts to improve collaboration and integration
- Underground Economy
- Vulnerable/precarious workers
- Incentives/supply chain
- Joint Health and Safety Committees/Internal Responsibility System
- Technology/Innovation
- Training

For more details and the specific questions to answer for the submission please visit the Ministry of Labour website. Deadline for submissions is June 30, 2010.

MENTAL HEALTH STRATEGY

Mental health is fast becoming a salient topic in the workplace, as we know that mental health conditions affect people of all ages, cultures, education and income levels. 20% of Canadians will experience a diagnosable mental illness in their lifetime, and only 1/3 of those in need will get access to necessary treatment and community supports.

There are a number of reasons why school boards need to develop a Mental Health Strategy to address the growing number of mental health issues in the workplace. These include: to comply with recent arbitral and case law decisions; to reduce direct and indirect costs; and to ensure the ongoing success of school board operations.

Quite often, mental health conditions initially present as performance issues. A number of tribunal decisions support the proposition that, if the employer is aware of a possible link between poor job performance and a disability or potential disability, the employer has a duty to investigate before taking action. That is to say that the school board’s duty to accommodate begins, not necessarily when an employee requests accommodation, but rather when it has ‘constructive knowledge’ of an employee’s condition. ‘Constructive knowledge’ means that an employer knows or should know of an employee’s potential health condition. School boards cannot ignore circumstances which should lead them to investigate further, and a

lack of knowledge cannot shelter a school board from potential liability.

Direct costs can be demonstrated by salary continuation costs as well as disability claim costs. Mental health claims have overtaken cardiovascular disease as the fastest growing category of disability costs in Canada. 25% to 60% of disability claims have mental health as the primary diagnosis, while 75% of disability claims have a mental health component to them. Indirect costs, which are more difficult to quantify, include the costs associated with 'presenteeism'.

According to the Sloan Work and Family Research Network, presenteeism is defined as 'lost productivity that occurs when employees come to work but perform below par due to any kind of illness' These individuals, who experience illness, low morale, or exhibit a poor attitude, contribute to productivity losses at work. In a 1999 study sponsored by the Employers Health Coalition, researchers calculated that the costs of lost productivity are 7.5 times greater than costs due to absenteeism. (<http://wfnetwork.bc.edu/glossary.php>).

Both school board employees suffering with medical health conditions and their colleagues will contribute to presenteeism in the workplace. Common symptoms experienced by an individual suffering from a mental health condition include fatigue, loss of concentration and inability to focus. Colleagues of such an individual can feel an increase in stress from having to deal with increased workloads and feeling unfairly treated, which can in turn lead to de-motivation and decreased productivity.

Here are some basic tips on how to help employees who are struggling to stay at work:

- Understand your own preconceived ideas with regard to mental health conditions and educate yourself to challenge these ideas
- Know what signs and symptoms to look for in a struggling employee
- Know how to approach an employee suffering with a potential mental health condition.
- Ensure confidentiality for employees who do open up about their mental health conditions.

- Know what resources are available to support your employees and provide them with this information.
- Ensure you have a policy on substance abuse in the workplace, as depression or anxiety may lead people to self-medicate and develop substance abuse problems.

Implementing an effective Mental Health Strategy will go a long way in establishing a healthy work environment. With the development of our Mental Health Strategy, SBCI can empower our school board clients to assist their employees who are struggling to stay at work, to facilitate successful return to work planning, and to work towards achieving overall organizational excellence.

For more information regarding how SBCI can assist your board with the establishment and implementation of a Mental Health Strategy, please contact Lynn Porplycia at lynn@sbc.org or 1-800-361-3516, ext 237.

RECENT CASE LAW ON ATTENDANCE MANAGEMENT

To stand the test of arbitration, Attendance Management (AM) Programmes need to be compliant with case law and Human Rights legislation. Some key case law principles indicate that AM Programmes must:

- Be non-disciplinary and supportive
- Not be inconsistent with collective agreements
- Address innocent absenteeism only and not culpable absenteeism
- Be communicated prior to implementation
- Consistently apply reasonableness and attendance standards
- Apply discretion regarding an employee's circumstances at each supportive coaching level

The following are three recent arbitration decisions that are both consistent with AM case law principles and reinforced by SBCI's AM Procedure template:

The first case, decided on July 27, 2009 involved a union's policy grievance related to the City of London's AM Programme. The arbitrator found the

programme as drafted was "unreasonable both in terms of its structure, its wording and its overall tone." The structure was flawed, in part, because it was theoretically possible for employees to enter the programme with fewer absences than other employees depending on the timing of their absences. The wording was flawed because the repeated warnings of discharge made the programme appear more disciplinary than supportive. The arbitrator also found that the overall tone was unreasonable because "it creates the impression that in almost every case progression through the steps will lead to termination." The arbitrator ordered the programme "null and void" and noted a "major re-drafting effort" was required.

The second case involved the City of Hamilton's Attendance Support and Management Programme (ASMP) with which the union had four specific concerns: 1. the "threshold number of absences which trigger a meeting with a manager" was arbitrary; 2. the programme was unreasonable because it was applied retroactively to its implementation date; 3. it did not allow for discretion to be exercised by managers; and 4. it did not provide real support to employees. The arbitrator allowed the grievance in part and ordered the programme amended to eliminate retroactive application and make it clear that managers have discretion when making decisions about the consequences "which flow from the triggering events."

The third case between WorldColor (the employer) and the Communications, Energy and Paperworkers Union of Canada, Local 525-G (see http://onlinedb.lancasterhouse.com/images/up-Somjen_WorldColor.pdf) was decided on February 3, 2010. It was with respect to the union's grievance of attendance related letters sent to employees by the employer. A group of employees had either received a letter from the employer or been verbally told to improve their attendance or formal disciplinary steps would follow. The arbitrator concluded, ". . . taken together with the discipline or threat of discipline in the future . . . I conclude that all of the original letters were disciplinary and, because there was no culpable conduct, the letters cannot stand."

It is clear from these decisions that innocent absenteeism cannot be handled through a disciplinary process and must be handled in accordance with a reasonable procedure. If you would like more information on SBCI's Attendance Support Programme please contact Lynn Porplycia, Attendance Support Practice Leader.

GRAND MÉNAGE 2

Depuis 2006-07, le rapport annuel préparé par SBCI pour tous les conseils scolaires membres comprend une section sur la santé et la sécurité. Cette section du rapport contient une analyse des incidents répartie en cinq groupes d'employé(e)s. Au cours des années, cette analyse a démontré l'évidence que les blessures chez le personnel de conciergerie sont et continuent à être un problème qui requièrent une attention particulière. En 2005-06, la fréquence totale de blessures chez le personnel de conciergerie à temps plein présentait une moyenne de 15,98 pourcent. La fréquence moyenne de ce groupe d'employé(e)s a diminué depuis ce temps, mais en 2008-09, elle était toujours au-dessus de 13 pourcent.

Pour réussir à diminuer les risques et de la même façon réduire le taux élevé de la fréquence d'accident chez ce groupe d'employé(e)s, il a été nécessaire d'adopter une approche nouvelle et de revoir l'efficacité des programmes existants de prévention. Les recherches de SBCI sur les meilleures pratiques à travers les différentes juridictions ont mené à la conclusion que le programme Le grand ménage – Pratiques de travail sécuritaire à l'intention des concierges, préparé par la British Columbia School Safety Association (BCSSA) et WorkSafeBC de la Colombie Britannique, rencontrait très bien les besoins ciblés. Au début, ce programme vous a été présenté comme un programme de formation. Il est maintenant devenu une série d'ateliers qui assurent que les bonnes pratiques de travail sont en places et appliquées par le personnel de conciergerie.

Afin de faciliter le transfert des connaissances, SBCI a amélioré le programme Le grand ménage en ajoutant des exercices pratiques et des démonstrations pour que les superviseurs

soient en mesure de démontrer et d'évaluer les bonnes techniques de travail. Cette formation convient idéalement à un groupe de 25 à 30 participants et ne peut qu'aider à la diminution du taux toujours élevé de blessures chez le personnel de conciergerie.

SBCI espère que ce matériel amélioré sera un outil essentiel pour aider les conseils scolaires à atteindre l'objectif commun de diminuer les blessures subites par ce personnel. Les consultants en santé et sécurité de SBCI se feront un plaisir d'assister les conseils scolaires dans la formation des formateurs et/ou la mise en œuvre de cet excellent programme et continueront à travailler à l'amélioration de celui-ci.

N'hésitez pas à nous faire savoir comment nous pouvons vous aider. Il faut se rappeler que nous travaillons tous dans un but commun qui est la prévention des accidents du travail.

A CLEAN SWEEP 2

Starting in 2006-07, SBCI introduced a Health & Safety section to its annual report that it completes for all member boards. This section of the report contains an analysis of incidents for each major employee group and it has become increasingly evident that injuries to Custodians has and continues to be a problem area that needs particularly close attention. Overall injury rates per 100 Custodian FTE averaged 15.98 for 2005-06. The average rate has lowered since then, however is still above 13 per 100 for this employee group in the 2008-09 school calendar year.

Creative thinking and programme improvement were needed to help lower the risks and, at the same time, the extremely high accident frequency rates for this employee group. SBCI researched several best practices from across various jurisdictions and concluded that A Clean Sweep "Safe Work Practices for Custodians", developed by the British Columbia School Safety Association (BCSSA) and the WorkSafeBC of British Columbia, nicely met the programme needs. It was introduced as a training programme and now has been improved to become a series of workshops to ensure proper work practices are put in place.

SBCI has enhanced A Clean Sweep with practical exercises and hands on demonstrations so the knowledge transfer is completed and that supervisors are able to evaluate proper technique. Ideally suited for between 25 and 30 Custodians, this training can only assist in further lower the continued high injury rates for Custodians.

SBCI hopes that these materials will become central to your campaign to lower the injuries that are affecting Custodians in school boards. SBCI Health and Safety Specialists would be pleased to assist with training on a "Train the Trainer" basis and will continue to implement programme improvements.

Please let us know how we can assist you in implementing this excellent programme so that the incident rates for Custodians can be reduced significantly.

PARKLANE UPDATE

Parklane Website

Parklane has recently made changes to their website including a list of upcoming training events and an overview of their products including system requirements and hosting information. If you have not already done so, we encourage you to log on to the Customer Forum where you will have access to current user manuals for all Parklane modules, software upgrades and changes. To view the Parklane website, log on to www.parklanesys.com

If you have recently had staffing changes within your school board be sure to advise Parklane m.ellis@parklanesys.com of your new contact information so your staff receives the latest bulletins from Parklane Systems.

Parklane Maintenance

The summer months are an excellent time for simple maintenance to your Parklane System to ensure it is running at maximum performance. Suggestions on maintaining your system are:

- Ensure any new school locations are added to Parklane's Personal Data Module

- Ensure that all departments are included in your Parklane Group Sets
- Extract an audit report to identify duplicate claim numbers, pending claims, and incidents that are missing attributes and types.
- Ensure you have downloaded the latest software changes from Parklane's website.

Contact Parklane Customer Support 519-657-3386 or Lisa Chaplin lisa@sbc.org or ext. 224 for assistance on how to perform the above suggestions.

Parklane French Language System

At our spring conference Parklane demonstrated their new French Parklane system that will be available in September 2010. The system will replace the Claims 101 system and will have all the functionality of the full English Parklane system. If you would like to arrange a demonstration of the Parklane French System please contact Doug Wells @ 519-764-2812 Parklane Systems.

Bill 168 Workplace Violence

Parklane has announced an enhancement to the Incident Reporting module to capture data under Bill 168 Workplace Violence.

Parklane Attendance Management Module SHARE

9 School Boards are currently in the process of implementing the SHARE AM module with two of those boards ready to go into live production. Once fully implemented these school boards will have the ability to track their organization's absence data, identify trends, and generate a variety of reports.

SURFING THE NET

As in previous years, WSIB in partnership with the Ministry of Education held a student video contest which was open to all Ontario High School students. The focus of the video must be about workplace health and safety. Although this year's winners have not been posted on the WSIB website, it is always interesting to view the winners from past years. It is incredible to see the message about prevention and health and safety

that these high school students send in their videos.

NAOSH week took place between May 2-8, 2010. The Ontario NAOSH Network, a group representing many of the province's prevention partners, has created a 10-question checklist to help workplaces show their commitment to health and safety. This is a starting guide to help employers to start thinking about basic health and safety requirements and workplace injury and illness prevention.

"Steps for Life" is traditionally held the first Sunday in May to kick off NAOSH week. This year, more than 4,000 people in 28 communities across Canada walked together to support families of workplace fatalities, life-altering injuries and occupational diseases. For more information about this event, please see the link on the WSIB website.

There is also a link on the WSIB website to the quilted mural "Breaking Ground" which was unveiled at Toronto City Hall on the Day of Mourning this year, April 28, 2010. As indicated in the article, this quilt is a tribute to the five Canadian workers who died in a tunnel accident while building a water main.

Links to the above information can be found on the WSIB website www.wsib.on.ca

CALENDAR OF EVENTS



Board of Directors Meetings:

July 9, 2010
August 14-16, 2010

SBCI SERVICES

TOTAL EMPLOYEE ATTENDANCE MANAGEMENT & SUPPORT (TEAMS)

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

ACTUARIAL

- PSAB -
- Sick Leave Utilization -
- Health and Dental Audits -
- Group Benefits Consulting -

SBCI BOARD OF DIRECTORS

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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
Melissa Hewit, Parklane Assistant
Monica Wroblewska, Executive Assistant
Audrey O'Connor, Data Entry Clerk
Rolly Montpellier, Marketing Consultant
Robbin Lavoie, Sr. H & S Officer
France Germain, H & S Specialist
Lynn Porplycia, Attendance Support Practice Leader
Byron Franson, Attendance Support Co-ordinator
Kathleen Gratton, Attendance Support Co-ordinator
Cheryl Luke, Attendance Support Co-ordinator
Shoba Thomas, Bilingual Attendance Support Co-ordinator
Wendy Achoy, Chief Actuary
Brad Bowen, Actuarial Analyst
Joseph Chan, Actuarial Analyst
Joe Huang, Actuarial Analyst
Ellen Xu, Actuarial Analyst
Diyang Zheng, Actuarial Analyst
Vicky Gao, Programmer/Analyst