



SBCI UPDATE

September 2010

NEWSLETTER

MESSAGE FROM THE CHAIR

Welcome back. I trust that everyone had a safe and enjoyable break over the summer, and that everyone is rested and refreshed for the new school year.

In August we learned that SBCI's long-serving Director, Steven Parfeniuk, Superintendent of Business for the Halton DSB has announced that he will be joining Sheridan College as VP Finance in early October. As a result he will be stepping down from the SBCI Board. Steven has contributed very significantly to SBCI's development over the past few years, both as Chair of the Board, and as Chair of the Finance Committee. As a Director he always provided insightful comments and questions and was a valued member of the Board. We all wish you every success, Steven, and thank you.

The Board will be dealing with Steven's imminent departure in September, but has earlier made some changes to Committee membership. Brenda Edwards from Bluewater DSB and Dan Duszczyszyn from Wellington Catholic DSB had joined the Assistance Committee. Brenda Booth, also of Bluewater DSB, has joined our Finance and Audit Committee.

I am delighted to report that Christy Bick has joined SBCI as a Health and Safety Consultant and will work with Robbin Lavoie and France Germain. Christy started with us full-time in early August and has already visited several school boards. Welcome Christy.

The efforts of all staff in preparing for the academic year is evident in the sparkling schools, excited children, parents and teachers. At the same time as the new school year starts, school boards are closing the books on the 2009-10 fiscal year. Finance Departments and SBCI's actuarial staff are busy at work on

completing all the necessary information for the 2009-10 financial statements and grant calculations. All the best for a successful year end process.

If you have any questions, comments or ideas regarding the Co-operative, please give me a call or send me an email. Our aim is always to improve the services that we provide to you. I can be reached at Gerry_thuss@hpcdsb.edu.on.ca or on (519)345-2440 X330.

Gerry Thuss
Chairperson

IN THIS ISSUE

Message from the Chair	1
Actuarial	1
WSIB Return to Work Cases	1
Post Bill 168	2/3
Family Status and the Ontario Human Rights Code	3/4
Why a Wellness Programme	4
Recent Case Law on Attendance Management	4/5
La Santé Passe Par Les Mains	5
Health: it's a "Hands'On" Experience	5
Employee Orientation	5/6
Back to School	6
Parklane Update	6/7
Surfing the Net	7
Calendar of Events	7
SBCI Services	7
SBCI Staff	7
SBCI Board of Directors	7

ACTUARIAL

Preparation for 2009-10 PSAB Actuarial Reports has started and will continue through to the end of October. If you haven't confirmed your target date for your report please do so as soon as possible.

Earlier this year, SBCI launched its *Audit Plus* service in response to the recommendation coming out of the

operational reviews, that in the area of health and dental claims administration, boards should ensure that their providers are complying with the terms of the benefit contracts. We have now completed our first such compliance audit, which we and the board believe was well worth performing, and we are in the process of completing the second. While the expectation is that compliance will be at a very high level given the degree of electronic processing, there are still many areas of systemic non-compliance that can occur. To find out more about our Audit Plus service please contact Wendy Achoy at Wendy@sbc.org

WSIB RETURN TO WORK CASES POST-BILL 168

Bill 168 that amended the Occupational and Health and Safety Act requires that employers do an assessment of the risks in their organization from violence or threats of violence that could impact on the safety of employees. In addition there is a requirement that employers have appropriate policies and procedures setting out how the employer will respond to violence and harassment. When the risk assessment is completed employers must take steps to minimize or reduce the hazards identified as they relate to violence. School boards will be expected to train employees on the violence hazards and what to do to protect themselves, much like any other hazard. It appears likely that the WSIB will also require that employers incorporate a safety plan as part of a RTW plan when an employee who was injured, as a result of violence, is ready to return to work.

One member school board was developing a return to work programme for September for an elementary teacher that was injured in March 2010 as a result of aggression by a special needs student and the WSIB asked that the school board

take proactive steps to ensure the safety of the employee and prevent similar types of aggression in the future. In this particular claim the school board was able to reassure the employee and the WSIB that the aggressive student was not returning to the school in the fall. It was fortunate in this case that the parents of the student had decided on their own to withdraw their child from the school board and seek treatment for him in a different setting.

The school board went further and confirmed that the regular experienced educational assistant who normally worked in the class would be returning and that a temporary educational assistant who had fled the classroom when the violence occurred would not be returning. The school board confirmed that there would be a team meeting of all the key players at the school before the start of the fall term to review protocols to protect staff members. The protocols would include the stipulation that no staff member was to be alone with students who were known to be aggressive. In addition the school board will set up a system for summoning help from any and all staff on site in the event of an emergency and the provision of walkie-talkies linked to the office. This case is a work in process so it is likely that the protocols will evolve over time.

What should you expect in the future when you are planning a return to work program for a staff member injured as a result of violence or aggression? You should expect that the WSIB, the employee and the relevant union(s) will require the school board to develop and implement specific measures designed to ensure the safety of that employee returning to work. These safety measures will need to be documented in writing as part of the return to work plan with regular follow-up to make sure that they are adequate and working. School boards won't be able to get by with a general commitment to "look out for the employee" or leave it up to the Supervisor or Principal to "do what they can". A return to work plan that does not adequately protect a worker will be expensive for the school board. A return to work plan that does not adequately ensure the safety of a worker is unlikely to be considered "suitable" by the WSIB and would justify a decision by a worker to refuse the offer. If an offer of work is

found not to be "suitable" then the WSIB would continue to pay a worker Loss of Earnings (LOE) benefits while they were cooperating in health care treatment and participating in the return to work process. A worker also has a separate right to refuse unsafe work under the Occupational Health and Safety Act.

There may be situations where a returning employee might be best accommodated in a different location but that decision should not be taken lightly. An employer does not want to be seen to be "punishing the victim" by moving them to a different location. Depending on what is required in a specific case cost may be an issue. It is open to school boards to come up with a realistic and manageable plan in individual cases.

How should a school board respond when developing a return to work plan for an employee hurt in a violent or aggressive incident? It is important to bring together the key players including the employee, the Supervisor/Principal, the union and the Health and Safety Officer. SBCI Claims Managers and Health and Safety staff are also available to help in the design, documentation and implementation of suitable return to work plans. If you have questions please feel free to contact Chris@sbc.org.

WSIB LOCK IN TO AGE 65- CHANGES IN WSIB PROCEDURES

For accidents occurring after January 1, 1998, the WSIB shall review an injured worker's benefits at 72 months (6 years from the date of accident) from the date of accident and consider what benefits should be paid to that worker to age 65 (WSIB Policy 18-03-06 Final LOE Benefit Review).

The review by the Case Manager (formerly the Adjudicator) must be initiated at 67 months by requesting that the worker provide information to the WSIB relating to his or her earnings/income, including Canada Pension Plan disability benefits paid because of the work-related injury/disease, employment status and health status. The employer should receive a copy of that letter to the worker. The final decision must occur before the

end of the 72nd month. Again, a decision letter explaining the benefits is sent to the worker and copied to the employer.

Since 1998, these most important and significantly costly decisions have been made solely by the Adjudicator involved in the claim file. School boards have experienced such decisions involving younger workers with moderate NEL awards being locked in to full LOE benefits to age 65. This has resulted in individual claims costs of over \$1 million. Most often these workers have conditions involving Chronic Pain Disorder/Fibromyalgia or Psychological Entitlement.

With the introduction of the New Service Delivery Model, these cases are now being handled with more priority and intervention by Management. The newly established process requires the Case Manager to prepare a recommendation with supporting rationale to award full LOE benefits to age 65 in cases where the worker is 55 years of age or older. This recommendation then requires a Case Manager, Manager and Director to case conference and the Director must sign off on the final decision.

If the Case Manager is recommending full LOE benefits for a worker who is less than 55 years of age, this decision has to be signed off by the Vice President of Operations and in some cases the Chief of Operations, following a case conference with the Manager, Director and Vice President.

This is very good news for the School Boards as we will be seeing fewer cases locked in to age 65 with full benefits. The focus is on getting workers back to work with the Employer.

WSIB SPECIALTY TEAMS

With the introduction of the new Service Delivery Model in 2009, the following additional changes have occurred resulting in the creation of Specialty Teams.

Recurrence Team

When a worker has an accident, requires time off work, returns to work and then

has a recurrence requiring additional time off, this matter is now transferred to one of 2 Recurrence Specialty teams in the province to adjudicate the recurrence. One team is in Toronto and the manager is Louise Humphreys at 416-344-3748. The other team is in Ottawa and the manager is Aaron Kember at 613-239-3495. Once they make the decision, the file is returned to the Case Manager in the local office. If there is an objection to the recurrence decision, the file is returned to the Specialty Adjudicator for reconsideration of their decision or referral to Appeals.

Re-employment Team

This team was set up in early 2010 specifically to handle cases where the employer has not fulfilled their re-employment obligations under Section 41. The team is housed in Toronto with 10 adjudicators. The Team Manager is Wanda Crichton at 416-344-2670. This Team handles all breaches of employment by employers from across the province. The referrals to the Team will be made by the Case Manager. Many referrals are emanating from failed return to work meetings with the Return to Work Specialists. The Re-employment Adjudicator makes enquiries and then communicates the decision to all parties. Once the decision is made, the case is returned to the frontline Case Manager.

Re-employment Policy Considerations:

An employer is obligated to re-employ their worker until the earliest of

- 2 years after the date of the worker's injury
- 1 year after the date the worker is medically able to perform the essential duties of the pre-injury job, or
- the date the worker reaches age 65

If the WSIB determines that the employer has not fulfilled their re-employment obligation, the WSIB may

- levy on the employer a penalty of up to the equivalent of the worker's net average earnings (NAE) for the year before the injury (this amount is not subject to the maximum earnings ceiling), and
- make payments to the worker, as if the worker were entitled to loss of earnings benefits

The penalty is an amount owing to the WSIB at the time that the penalty is levied. The WSIB may waive the penalty in its entirety if the employer offers to re-employ the worker, but the worker and the employer agree to a voluntary termination. However, if an employer fails to offer to re-employ a worker, and the worker agrees to sever the employment relationship (with or without a severance package), a penalty is levied. The penalty is not suspended if the employer launches an objection. The penalty is collected and only if the appeal is won does the WSIB refund the employer the penalty amount with interest. The penalty will show on the Schedule 2 invoice as a code A. Employers will not have seen this code previously as the WSIB was not levying re-employment penalties until 2010.

The penalty may be reduced, if the employer

- subsequently meets the re-employment obligation
- does not meet the re-employment obligation, but offers the work suitable work at a wage loss

Work Reintegration Model

The WSIB recently announced the new Work Reintegration Program which will integrate return to work and labour market re-entry with a goal to improve return to work outcomes for workers. This new program flows from the KPMG Value for Money Audit and its recommendations to make changes to the Labour Market Re-entry Program. The LMR program as we know it today, will no longer exist.

The WSIB recently posted positions for 16 Managers and 100 Work Transition Specialists. Training for these individuals began September 20, 2010. These positions will exist in all WSIB regional offices.

The role of this new position is to facilitate work transition at the workplace when the efforts are not resulting in an early and safe return to work plan. The specialist arranges for a vocational assessment to identify options for return to work with the accident employer or other employer/business options. This position also creates a work transition plan and supports the injured worker in fulfilling the plan. They provide expert

advice, direction, vocational counseling and support to workers and employers including educating them on their obligations and responsibilities.

The goal of this new approach is to maintain the employment relationship, wherever possible, and emphasizing to all parties the shared obligation and commitment to co-operate and collaborate to achieve a RTW goal.

The "RTW Hierarchy" that will be used is:

- Pre-injury job, with accommodation if required, with the injury employer
- Alternate job, with accommodation if required, with the injury employer
- Pre-injury work, with accommodation if required, with a new employer
- Alternate work, with accommodation if required, with a new employer

School boards will likely start to experience intervention by a Work Transition Specialist in the latter part of 2010 and early 2011.

FAMILY STATUS AND THE ONTARIO HUMAN RIGHTS CODE

SBCI's Attendance Support team has received questions regarding family status and employer's obligations under the Ontario Human Rights Code. Employers need to recognize the significant human rights issues around family care relationships so they can prevent discrimination in the workplace and accommodate individuals accordingly.

The Ontario Human Rights Code protects specific familial relationships from discrimination through the grounds of marital and family status. It protects parents from being discriminated against because they have children; it also protects adult children from being discriminated against because they are caring for their aging parents. It protects non-biological parent and child relationships including adoption, fostering, and step-parenting as well as lone parent families, and those headed by lesbian, gay, bisexual or transgendered (LGBT) persons.

The grounds of marital and family status do not, however, extend to including siblings, grandparents, grandchildren, aunts and uncles, nieces and nephews. Persons in a parent-child “type” relationship have a right to equal treatment in the workplace. Employers cannot discriminate in hiring, promotion, training, benefits, workplace conditions or termination because a person is caring for a family member.

Within their duty to accommodate, employers have a legal obligation to meet the needs of persons on the basis of their family status, without undue hardship. This may apply, for example, to a parent of a child with a disability requiring a flexible work schedule; permitting an employee to take a leave of absence to care for family members who are ill or have a disability, or providing access to alternative work arrangements.

Creating a flexible and inclusive workplace benefits all employees, and benefits employers in hiring, retaining and getting the best possible performance from employees.

For more information on the Ontario Human Rights Code or on family status, visit the OHRC website at www.ohrc.on.ca.

WHY A WELLNESS PROGRAMME

A comprehensive Attendance Support Programme is comprised of Disability Management, Attendance Management and Wellness Programmes. Wellness Programmes are receiving increased attention as research indicates that organizations which have a comprehensive Attendance Support Programme and move towards a healthy workplace are ones that have obtained organizational excellence.

By addressing the three elements of a healthy workplace in a Wellness Programme, including the Psychosocial School Board Environment, Individual Lifestyle Practices and Health, Safety and Prevention, there is a shift from being reactive to poor employee health to being proactive while individuals are experiencing good individual health.

Research indicates that approximately 20-30% of health care expenses are associated with preventable conditions, which highlights the importance of investing in a comprehensive workplace Wellness Programme. Evidence also shows that companies who take action to improve the health and well-being of their employees experience a positive return on their investment. For example, Canada Life Assurance Co. reviewed the results of its Wellness Programme and found that over the course of a decade, each dollar the corporation spent on health promotion resulted in a savings of close to seven dollars.

Cost benefits are not the only reason to invest in a Wellness Programme. Research is clear that employees who are satisfied with their jobs tend to be healthier. Healthy, happy employees work harder and produce quality results. Organizations that value and improve the health of their employees improve their organizational profile which in turn attracts and retains better employees.

Health Canada (2008) and Watson Wyatt Research (2009/2010 ‘Staying at Work’) support that organizations that invest in a comprehensive Wellness Programme experience superior human capital and financial outcomes. When employees feel better about their health, they work better, don’t take as much time off for sick or disability leave, and choose to stay with the organization.

Investing in a comprehensive workplace wellness programme we should be part of your school board strategy towards achieving organizational excellence. SBCI can facilitate the development of a comprehensive Wellness Programme at your school board.

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.

LA SANTÉ PASSE PAR LES MAINS

Pendant la saison estivale, on se repose, on reprend des énergies et de ce fait le système immunitaire reprend des forces. Afin que ces forces ne se perdent pas pendant la nouvelle année scolaire qui s'annonce, nous rappelons à toutes et à tous que le simple geste de se laver les mains régulièrement est un moyen efficace de se garder en santé.

Santé Canada suggère de se laver les mains :

- Avant de préparer, de toucher, de servir ou de manger de la nourriture.
- Après être allé aux toilettes, avoir éternué ou toussé, vous être mouché, touché le visage, la bouche ou les cheveux.
- Après avoir touché de la viande ou d'autres aliments crus ou les surfaces avec lesquelles ces aliments ont été en contact (planche à découper, plans de travail, etc.), avoir touché de la vaisselle ou des ustensiles sales.
- Après avoir touché de l'argent, avoir fumé ou avoir touché un animal.
- Après avoir fait du nettoyage ou avoir touché des ordures.

Conseils pour le lavage des mains:

1. Mouillez-vous les mains sous le robinet.
2. Savonnez pendant 15 à 20 secondes.
3. Rincez. Séchez-vous les mains avec un essuie-mains jetable.
4. Fermez le robinet avec l'essuie-mains jetable.

Pour des écoles saines, les directions d'école devraient encourager tout le personnel enseignant à appliquer et promouvoir auprès de leurs élèves l'importance du lavage des mains.

HEALTH: IT'S A "HANDS-ON" EXPERIENCE

During the summertime, we rest and recharge our batteries, which help strengthen our immune system. Now that the new school year has begun, we would like to remind everyone that the simple act of washing hands regularly is an efficient way of staying healthy and ensuring that our immune system remains strong.

Health Canada suggests that hands should be washed:

- Before preparing, touching, serving or eating food
- After going to the bathroom, sneezing, coughing, and blowing your nose, touching your face, mouth or hair
- After touching meat or other raw foods or surfaces that these foods have been in contact with, such as cutting boards, work areas, etc., as well as dirty dishes or utensils
- After touching money or animals and after smoking
- After cleaning up or touching garbage

Tips for washing hands:

1. Wet your hands thoroughly under the faucet.
2. Soap up for between 15 and 20 seconds.
3. Rinse. Dry your hands using a disposable paper towel.
4. Close the faucet using the disposable towel.

To promote "Healthy schools", principals should encourage all teaching staff to apply the hand-washing rule and inform their students about the importance of this activity.

EMPLOYEE ORIENTATION

Preparing new or transferred staff to a new facility requires the board to develop and train employees on some of the basic information to keep them safe. This should be done through a detailed employee orientation.

Health and Safety Orientation Requirements

School Boards' management and supervision needs to ensure that each new board employee takes part in a school board Health and Safety Orientation process and reviews all necessary board specific health and safety information.

The safety orientation must, at a minimum, include the following elements:

1. Review of the board's health and safety policy.
2. Overview of applicable health and safety legislation including employee rights.
3. Overview of the health and safety program including:
 - Health and safety responsibilities
 - Safety investigations (accident reporting)
 - Modified work / workplace accommodation
 - Disciplinary action
 - Drug and alcohol policy
 - Discrimination and harassment policy
 - Common safety standards i.e. Ergonomics, Slips, Trips and Falls
 - WHMIS
4. Site specific health and safety requirements.
5. Any additional regional/divisional health and safety requirements as deemed necessary by the school board and/or the joint health and safety committee.

6. Verification/evaluation process to ensure the information has been clearly understood. This can include a written evaluation, oral evaluation or work practice evaluation

Annual Orientation and Update

To ensure that all employees remain familiar with a board's health and safety requirements, including any legislative changes or safety program updates and revisions, all employees will be required to participate in an annual health and safety orientation. This annual update review must be performed by a supervisor/principal or competent designate. All orientation records must be formally documented and filed in the employee file.

Site Specific Orientation

When a new employee reports for work, they must have all the "extra" safety requirements that pertain to the particular school explained to them by a competent person. This site specific orientation will be documented and must contain all site particular information such as:

1. Any school specific safety standards/ applicable client procedures.
2. Names of first aid attendants and location of first aid stations/kits.
3. Location of posted copies of:
 - Legislation, school's health and safety program, site MSDS booklet;
 - Emergency procedures; and
 - Name of health and safety representative.

Orientation training is just one of the many ways to prepare new or transferred employees to be safe and successful in the upcoming school year.

BACK TO SCHOOL

It's that time of year again – summer is over and school has just started in full swing.

The beginning of a new school year is a great time to take a look at existing health

and safety practices and decide if they're working or if there is a need for something more.

The safety of you and your coworkers will benefit from this proactive approach to safety throughout the year. A strong safety culture creates an environment where workplace accidents/incidents are dramatically reduced.

Use the checklist below to get a quick health and safety snapshot of your board.

Training

- Have all staff received training or been scheduled for training including new hires (WHMIS, Rights, Roles and Responsibilities, Infection Control, Ergonomics, Noise Control, Workplace Violence, Right to Refuse Unsafe Work, Accident/Incident Reporting, Personal Protective Equipment, Emergency Planning)?
- Is the training well documented and have records been retained in an easy to access format?

Joint Health and Safety Committee

- Are the minutes maintained and the most recent posted?
- Are the inspections up to date?
- Are the recommendations followed up on as prescribed in the Act?
- Are the names and contact numbers of the committee members posted?

First Aid

- Is there a qualified first aider with a valid first aid certificate that is conspicuously posted?
- Does staff understand that only a qualified first aider may administer first aid?

Slips, Trips and Falls

- Have slip and trip hazards been identified?
- Have the key risk groups been identified (i.e. who comes onto the site, why and where?)
- Are the current precautions adequate for the risk? Or does more need to be done?
- Have the individual risk factors been considered – environment (floor,

steps, slopes, etc); contamination (water, food litter, etc); organizational (task, safety culture, etc); footwear, individual factors (training/information, supervision, visitors, etc)?

- Is there a routine inspection procedure that is regularly adhered to, recorded and filed?

Workplace Violence Prevention

- Is there a Workplace Violence Prevention programme in place?
- Does the programme include a Risk Assessment (RA), a procedure to control the risks identified in the RA, a procedure of immediate actions required when a violent situation occurs including summoning actions, a reporting procedure including investigation parameters and training requirements?
- Does the policy statement include the definitions found in Bill 168 for violence and harassment?

Ergonomics

- Is there an Ergonomics Programme in place?
- Has staff received training regarding repetitive strain, prolonged sitting, awkward postures, safe lifting and workstation design?
- Has workflow and facilities (i.e. storage rooms) been organized to minimize awkward postures?

PARKLANE UPDATE

Bill 168 and Parklane

As a result of Bill 168, Parklane has added a new panel to the incident directory to track incidents and collect information resulting from Harassment and/or Violence incidents and facilitate reporting to unions, JHSC and other governing bodies. This new software upgrade was available in June 2010, is without charge and will be accessed when downloading the latest software changes. This new panel can also be denied access to any users by the Security Administrator.

Attributes

Did you know that you can categorize attributes in Parklane? You can organize your attribute listing by category by making only those attributes associated within a category accessible. You can also indicate that a particular category is mandatory, meaning the system will not let you exit before selecting one attribute from that category. This ensures that each incident has associated attributes tagged to it.

SURFING THE NET

There are many initiatives happening at WSIB to improve customer service and highlights of these can be found on the Home page of the website www.wsib.on.ca under the title "Customer Service Improvements – How the WSIB is working for you".

One of the initiatives is the creation of the Customer Experience Office whose mandate is to work in collaboration with all WSIB business areas, staff and customers to ensure customers experience excellent end-to-end service in all of their interactions with WSIB.

They are working on a performance measurement framework for Service Excellence which includes determining the biggest drivers of service excellence and how to measure them. The focus of this initiative is to improve the level of customer satisfaction for WSIB's primary customers (workers and employers).

The Customer Experience Office is charged with the creation and roll-out of a customer service commitment and promise and are overseeing the roll-out of service excellence training for all staff, including management.

There will be more communication from WSIB on this initiative and others in the next few months.

The winners for the 2010 Student Video contest are on the WSIB website. If you type in "student video contest in the search bar of the website, you will see the winners for this year and previous years.

CALENDAR OF EVENTS



BOARD OF DIRECTORS MEETINGS

October 22, 2010

December 10, 2010

SBCI SERVICES

TOTAL EMPLOYEE ATTENDANCE MANAGEMENT & SUPPORT (TEAMS)

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

BOARD OF DIRECTORS

Ronald C. Bender
Lynda Coulter (Vice Chair)
Lori Gillespie
Carolyn Miljan
Mark Musca
John O'Connor
Steven M. Parfeniuk
Roger H. Richard
Anna Sequeira
Gerry Thuss (Chair)

SBCI STAFF

Brian Brown, Chief Executive Officer
Lynn Porplycia, Chief Operating 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
Melissa Hewit, Attendance Support System Administrator
Monica Wroblewska, Executive Assistant
Audrey O'Connor, Data Entry Clerk
Hélène Church, Data Entry Clerk
Rolly Montpellier, Marketing Consultant
Robbin Lavoie, Sr. H & S Officer
France Germain, H & S Specialist
Christina Bick, H & S Specialist
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
Joe Huang, Actuarial Analyst
Ellen Xu, Actuarial Analyst
Diyang Zheng, Actuarial Analyst
Glen Nakashima, Actuarial Analyst
Vicky Gao, Programmer/Analyst
Patrick Gani, Systems Analyst