



SBCI UPDATE

September 2008

NEWSLETTER

MESSAGE FROM THE CHAIR

Firstly, a belated welcome back to this new school year. I trust that everyone had a safe and enjoyable summer, and is now having a safe and enjoyable term.

I am very pleased to welcome George Ward to SBCI. George has joined the co-operative to lead the Health and Safety team advising member school boards. George has more than 30 years of experience in H&S and we are sure that he will be an able replacement for Robbin Lavoie.

On the subject of Health and Safety in school boards, the WSIB has commissioned a consultant's report to make recommendations as to the efficiency and effectiveness of the Safe Workplace Associations (SWAs). The report has recommended that the present 12 SWAs be reduced in number to four. Education would be part of a "Government Entities" SWA. As Chair of the Schedule 2 Employers' Group, Brian Brown is arranging some meetings of the various "industries" covered by "Government Entities" to ascertain the views to put to the WSIB.

Under Lynn Porplycia's leadership, the number of Ontario school boards taking SBCI's Attendance Support services continues to increase. At the time of writing, 16 boards are developing or have implemented programmes using the assistance of Lynn and her team. Another 4 or 5 are about to start soon, we believe.

This fall Newsletter is invariably produced while SBCI's actuarial staff is working long hours to produce the PSAB actuarial liabilities for school boards. They are affected by the earlier reporting deadlines just like staff at the boards. Maggie Zhou is missing all that action this year since she is

on maternity leave, but has just been informed that she has passed her latest actuarial examination and has achieved the Associate of the Society of Actuaries (ASA) designation. Congratulations, Maggie, on your ASA and on the birth of your son.

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

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NEW WSIB EARLY & SAFE RETURN TO WORK UPDATE

In August 2007, the WSIB released the "Early and Safe Return to Work Policy Consultation Report – Second Round". That report summarized the feedback provided by interested stakeholders to the

second draft policies that were released in October 2006. Since then, there has been precious little to report.

Earlier this year, the draft ESRTW policies were sent to a small group in the construction industry so that they could provide feedback to the WSIB. This group has been given until October 20, 2008 to respond. The reason this was done was because the construction sector will now have to abide by the complete ESRTW policies. Up until now, Section 40 of the WSIA, 1997, did not apply equally to workers and employers in the construction industry. With the new policies, all employers and workers are now subject to the ESRTW policies.

In an interview that took place on September 23, 2008, Ms. Helene Guilmet-DeSimone, Manager, Benefits and Revenue Policy Branch advised that the WSIB has been refining the policies in accordance with the WSIB's New Service Delivery Model (NSDM). This new model is being rolled out now and the WSIB's role, especially under its new Case Management mandate, will change significantly. This will cause there to be changes to the "WSIB's Role" under the new policies. In addition, there will be some changes to reflect feedback that was received in 2007 during the second round of policy consultations; however those are not expected to be substantive.

Ms. Guilmet-DeSimone could not offer any firm details about the release date of the new policies. However, the likely scenario is that the new policies will be released to coincide with the roll out of the NSDM across the province, which is scheduled to be completed in mid-2009.

SBCI is keeping close tabs on this issue and when the new ESRTW policies are released, we will be conducting seminars

with our membership to bring them up to date on their new responsibilities and overcoming the challenges brought on by these policies.

RECENT CHANGES TO THE NON-ECONOMIC LOSS ASSESSMENT PROCESS

Non-Economic Loss Awards or NELs were first introduced with the amendments to the former Workers' Compensation Act contained in Bill 162 that created a dual award system to compensate for loss of wages and separately for non-economic loss. NELs can be granted for any workplace injury or disease with an accident date on or after January 1, 1990 where the worker is left with a permanent impairment. This benefit is paid to recognize that beyond a loss of wages a person has also suffered a physical, functional or psychological loss due to their permanent impairment.

Until recently the WSIB's normal practice when an injured worker was determined to have a permanent impairment was to allow the injured worker to select the name of a doctor in their area from a list of roster physicians to carry out the NEL medical assessment. The WSIB's NEL clinical specialists take the NEL medical assessment report and compare the findings on the report to the American Medical Association (AMA) Guidelines (3rd edition revised) on the rating of permanent impairment, to come up with a percentage of disability. The actual dollar amount of the NEL award would be determined by a formula contained in Section 46(2) of the Workplace Safety and Insurance Act taking into account the worker's age at the time of injury and the percentage of disability.

The WSIB has recently decided that not every worker with a permanent impairment that is being considered for a NEL award needs to be seen by a roster physician. Now in many cases a WSIB NEL Clinical Specialist (normally a specially trained nurse) will be able to determine the percentage of disability by examining the medical reports in the claim file and comparing those findings to the AMA guidelines on the rating of permanent impairment. In some case the NEL Clinical Specialist may refer a worker to a Regional Evaluation Centre for an assessment by a physician to help determine the percentage

of disability. In unusual or complex cases, injured workers with a permanent impairment may still be given a choice from among three possible roster physicians with experience with their type of condition.

The changes to the process should reduce the administrative costs of carrying out NEL assessments in many cases by eliminating physicians fees for doing assessments and preparing reports. It should also speed up the process for injured workers with relatively common types of injuries. It remains to be seen if the new process will be considered fair and equitable by the worker and employer communities.

Employers have been quite critical of NEL assessments in the past for failing to distinguish between a pre-existing condition and the permanent impairment actually caused by a work-related injury. Most employers do not mind paying for a NEL award that compensates for the deterioration caused by a work injury but do object when the WSIB fails to offset or discount for the pre-existing problems that the worker already had before the injury. Employers should not have to pay a higher NEL award that compensates a worker for both a pre-existing problem and the impact of a work injury. The WSIB does have a policy that requires NEL Clinical Specialists to take into account the presence of a pre-existing condition but often the policy is not applied. It remains to be seen if the recent changes to the NEL assessment process will increase or decrease the level of worker and employer satisfaction. This is a topic that we will revisit again in the future after sufficient time has passed to assess the results of the changes.

THE ROAD TO ZERO

The WSIB's Road to Zero is a five year strategic plan from 2008 to 2012. Its goal is to eliminate all workplace fatalities, injuries and illnesses in Ontario. With this goal as a focus, the WSIB has committed to demonstrating a concerted effort to ensure that quality and timely health care, fair and equitable compensation and early, safe and sustainable return to work remain as cornerstones to their mandate.

The Road to Zero comprises of four fundamental strategies: Health and Safety,

Service Excellence, Financial Sustainability and Organizational Excellence. Within each fundamental strategy is a continued commitment to strong Return to Work (RTW) principles.

Health and Safety; Prevention continues to be the main focus, both innovative and collaborative. The WSIB will work with its partners in safety such as the Safe Workplace Associations and the Ministry of Labour to drive the prevention strategy. The initial focus will be on targeted areas which cause the most fatalities, injuries and illnesses. It will continue to recognize and reward superior workplace behaviour with an accreditation program, aimed at providing incentives to employers and organizations which meet or exceed the established criteria. Taking the message into the boardrooms and fostering an increased awareness with CEO's is also part of the strategy to create a culture shift.

Service Excellence; by utilizing eServices and eChannels and implementing a Case Management Approach to Service Delivery, the WSIB aims to make the process more user friendly. With Return to Work there are initiatives aimed at expanding alliances and partnerships, integrating tools to assist employers and analyzing existing RTW & Labour Market Re-entry (LMR) programs and services.

Health Care Solutions involve WSIB moving from being a passive player to an active purchaser. This involves initiatives directed at the health care part of a claim, ongoing monitoring of the outcomes, and ultimately a successful return to work portion. Also, they will be working with health care providers in developing more successful recovery and return to work metrics. The final step in Health Care is addressing the complexity of Occupational Disease. The initiatives covered are enhanced early case planning and support for adjudication, and establishing communication strategies for workers, their families and employers. WSIB will partner with specialized institutes and funding agencies, and improve research into the prevention, causes and treatment of cancer. Finally they aim to improve information management and accountability, as well as to develop research evidence to support decision making.

Financial Sustainability; Without compromising on service delivery, there

are initiatives involving Sound and Sustainable Funding; regular funding reviews and the development of a Vision Portfolio. Also to optimize investment return, broaden sound financial stewardship and maximize efficiency and cost effectiveness in the delivery of better outcomes.

Organizational Excellence; Pursue healthy and safe workplace certification, manage internal wellness and disability practices, develop staff and recruit talented, skilled employees, support work/life balance including volunteerism and training, and imbue the acceptance of zero injuries and illnesses within the workplace.

As we've seen from recent initiatives such as High Risk Firms Selection/Last Chance Employers, MOL Falls Safety Blitz and Zero Tolerance campaigns, it's important for CEO's in Ontario to ensure that they imbue a health and safety culture into their businesses. The WSIB is aiming to integrate themselves into the boardrooms of Ontario.

WSIB REORGANIZATION – NEW SERVICE DELIVERY MODEL

SBCI will endeavour to keep you informed of the changes that are being implemented at the WSIB. These changes will impact each of you. Many of you will have new adjudicators handling your files. The processes are changing and expectations of employers with respect to return to work of injured employees will be enhanced. You can expect to receive more phone calls from adjudicators.

The implementation started Sept 7, 2008 in the WSIB Ottawa/Kingston Offices. Toronto will be implemented starting Oct 27, 2008. Implementation at the other WSIB regional offices will be staggered into mid-2009.

Form 7s and 8s will still be handled by the Primary Adjudicator. You will likely receive more calls from the Primary Adjudicators as they are being asked to make calls to expedite an initial decision. The employer will be provided with a claim number and asked to submit a Form 7 and the return to work status.

The **new Eligibility Branch**, responsible for making the quality initial entitlement

decision, will now include Primary Adjudication, Eligibility (Initial Entitlement) Adjudication and the Investigations Branch. The claims will be triaged into SIMPLE cases (decisions will be made in 1 week) or COMPLEX cases (decisions will be made in 2 weeks). Claims will be referred to investigations, if information cannot be collected by phone or with an in office meeting.

Once the claim is allowed and if there is no return to work the case moves forward to a **Short Term Case Manager** (no longer called Adjudicator). The focus is on early and safe return to work with the accident employer. The primary role of this Case Manager is to work with the employer to set safe sustainable return to work goals and create plans that support return to work and recovery. Every case will have a date when the worker will be fit for pre-injury and/or modified work and when the worker will have full recovery. Duration Guidelines are being developed for staff. Questions for injured workers have been established – Have you been in contact with your employer? When do you see yourself returning to work?

Short term cases fall into 3 categories – straightforward cases requiring no WSIB intervention, cases that need to be monitored by the WSIB Case Manager and cases that require intervention (assessments and service plans).

The new position of **RTW Specialist** is a member of the team providing assistance to the Short Term Case Manager. The criteria for involving a RTW Specialist is:

- Worker is at work but not progressing
- Worker has not RTW and employer/worker needs support
- 12 weeks post injury/illness and worker has not RTW
- Evidence of psycho-social issues, RTW Specialist will reconnect the worker to the workplace with a visit
- Labour Market Reentry (LMR) Threshold achieved
- Dispute between workplace parties
- RTW Specialist will provide mediation (in a much smaller, less formal way)
- RTW Specialist is the only position that can make a referral to a WSIB Ergonomist for assistance (no longer the Adjudicator, now Case Manager)
- RTW Specialist has no decision making authority – they obtain facts

and provide them in a report to the Case Manager who makes the formal decision

- RTW Specialist receives referrals from the Case Manager

The **Nurse Consultant** (formerly Nurse Case Manager) is responsible for making and communicating timely, quality health care entitlement decisions and includes objections to those decisions. This role was previously performed by the former Adjudicator. The Nurse Consultant focuses on assessments and interventions to mitigate recovery. The position provides guidance on recovery plans, interprets clinical findings and ensures case progression towards the best possible RTW or recovery outcomes. There is also a renewed focus on potential medication issues that may affect RTW or the health/well-being of the worker.

The **Long Term Case Manager** will have responsibility for managing the complex cases referred from the Short Term Case Manager. This Case Manager conferences with the Short Term Case Manager and then conducts a comprehensive case review to determine fitness for pre-injury, RTW hierarchy, PI/MMR. They will ask questions – Why has the person not RTW? Why have they not recovered? There are 3 streams of cases:

- RTW employer potential – surgery or complex recovery is the issue
- RTW employer completed, but PI and wage loss ongoing, recurrence situations
- RTW new employer and LMR is the option

ATTENDANCE SUPPORT PROGRAMME: THE IMPORTANCE OF MEASUREMENTS

You cannot manage what you cannot measure. Without absence data, an organization is unable to manage and support absent employees effectively. Furthermore, without incidence and duration information, it cannot know the nature of its absence problem. Data is critical to the identification and understanding of absenteeism. It is also critical to the measurement of outcomes when Attendance or Disability Management programmes are implemented.

SBCI has identified lost time tracking and absence data analysis as one of six best practices of an Attendance Support Programme. The consistent use of valid attendance data to support school practices and policies can ensure that all attendance-related responsibilities are fully met.

Data tracking and analysis are key elements of all effective lost time management programmes. They serve two critical functions:

- to provide baseline measures from which:
 - standards are developed;
 - employee group comparisons can be made;
 - benchmarking is possible, and
 - costs can be determined.
- to trigger interventions by management to assist employees who require support to maintain regular attendance at work.

Organizations with exemplary programmes focus on a few key metrics:

- overall absence rate, i.e. a measurement that gives a high level view of absenteeism within the organization;
- absence incidence, i.e. generally considered to reflect the number of incidents;
- absence duration, i.e. generally considered to reflect disability issues within the organization or lack of RTW interventions; and
- cost of absenteeism, i.e. a financial reflection of absence incidents and absence duration.

School boards traditionally have found it time consuming, or not possible without custom programming, to obtain the reports required to support their Attendance Support Programme from their HRIS systems. As a result, many school boards are moving over to the Parklane Attendance Management Module.

SBCI is offering its Attendance Support clients the opportunity to purchase the Parklane Attendance Management 'Shared' Module. This 'shared' module allows our clients, at a significantly reduced cost, to have an effective programme for managing its absences. It also allows SBCI to provide more effective services to our

clients by accessing reports and absence data for timely management of cases and the overall programme.

The Attendance Management Module provides the tools required to track absences, set triggers and produce reports for both Disability Management and Attendance Management Programmes. It also enables the monitoring of other types of leaves such as leaves of absence, education days, lateness etc. The module is viewed as a calendar so it is very easy to spot patterns and frequent absences. The system allows benchmarking and evaluation of programmes from year to year. Those who purchase the programme through SBCI will have the added advantage of comparisons to other Attendance Support member school boards.

For further information about the Parklane Attendance module, please contact Lynn Porplycia at (800)361-3516 Ext. 237

WRITTEN RETURN TO WORK OFFERS

As a precursor to the new Return to Work Policies that will be approved and implemented by mid-2009, the WSIB adjudicators are requesting job offers from employers once precautions are known. The letters to the employer and the worker direct the parties to work together, they offer mediation services and give an actual date by which the employer must provide a written Return to Work offer. Where a permanent impairment exists the WSIB will move to a Labour Market Re-entry assessment with a view to retraining, if no written offer is received by the date requested.

You are encouraged to develop a Return to Work Plan for your worker that is suitable and sustainable, by the date requested to avoid costly re-employment penalties and LMR retraining costs.

ET SI UN INSPECTEUR DE MINISTÈRE DU TRAVAIL FRAPPAIT À VOTRE PORTE

La *Loi sur la santé et la sécurité au travail* exige que l'employeur et les superviseurs fassent preuve de diligence en prenant toutes les précautions raisonnables pour assurer la protection des travailleurs. Le

ministère du Travail demande qu'un système de responsabilité interne (SRI) soit mis en place. Voici une liste de contrôle pour aider l'employeur et les superviseurs à évaluer si leur SRI est en place dans leur lieu de travail.

- Le nouveau personnel a été formé sur le SIMDUT et informé sur les dangers du lieu de travail
- Une révision du programme SIMDUT est prévue pour tout le personnel pendant l'année scolaire
- Chaque école maintient une liste à jour du personnel détenant un certificat valide en premiers soins
- Chaque école affiche la liste des membres du Comité mixte de santé et de sécurité au travail (CMSST)
- Chaque lieu de travail a un membre adjoint en santé et sécurité et il est connu du personnel
- Chaque école a un tableau de santé et de sécurité à jour (voir votre agent de santé et de sécurité pour obtenir la liste des documents qui doivent y être affichés)
- Les inspections mensuelles de chaque école sont faites et le rapport est remis à la direction d'école pour qu'elle en assure le suivi
- Les inspections annuelles sont planifiées pour chaque lieu de travail
- Le nouveau personnel de conciergerie a reçu une formation sur les tâches à accomplir, sur l'utilisation de produits de nettoyage et sur le port de l'équipement de protection personnelle
- Le personnel de conciergerie a reçu une formation sur le travail en hauteur
- Les fiches signalétiques sont disponibles dans les classes de science, le bureau de conciergerie, les ateliers techniques et une copie est remise au CMSST
- Les mesures d'urgence et le code de conduite sont connus de tout le personnel
- Le plan de sécurité-incendie est à jour et connu du personnel
- La procédure pour rapporter un accident est connue de tout le personnel

- La marche à suivre pour rapporter une inquiétude ou un risque est connue de tout le personnel
- La santé et la sécurité sont mises à l'ordre du jour de chaque réunion du personnel
- La supervision assure que tout le personnel travaille selon les dispositions de la Loi et les directives reçues pour assurer leur santé et leur sécurité
- L'équipement de protection est utilisé ou porté par le personnel
- Le programme de surveillance de l'amiante est en place dans chaque école
- La procédure du Conseil scolaire pour accéder à un espace clos est en place dans chaque école
- L'équipement des ateliers techniques est en bon état et muni de gardes de protection
- Un programme de prévention de la violence est en place
- Les superviseurs et les directions d'école connaissent bien leurs rôles et responsabilités pour assurer la santé et la sécurité de leur personnel
- Les employés connaissent leurs responsabilités pour assurer leur santé et leur sécurité

WHAT IF A MINISTRY OF LABOUR INSPECTOR WERE TO COME KNOCKING AT YOUR DOOR (English Version)

The Occupational Health and Safety Act requires that employers and supervisors demonstrate diligence by taking all reasonable precautions to ensure workers are protected. The Ministry of Labour requires that an Internal Responsibility System (IRS) be implemented. Below is a checklist to help employers and supervisors determine whether an IRS is in place in their workplace.

- New staff has been trained on WHMIS and informed of workplace hazards
- A review of the WHMIS program is scheduled for all staff during the school year
- Each school keeps an updated list of staff members with valid first aid certification
- Each school posts the list of Joint Occupational Safety & Health Committee (JOSHC) members
- Each workplace has one associate health & safety member who is known to staff

- Each school has an updated health & safety bulletin board (see your health & safety officer for the list of documents that must be posted)
- Monthly school inspections are conducted and reports are forwarded to school administration for follow-up
- Annual inspections are planned for each workplace
- New caretaking staff has been trained on required tasks, use of cleaning products and personal protection equipment
- Caretaking staff has received training on working at heights
- Specification sheets are available in science classrooms, caretakers' offices and tech shops, and one copy is given to the JOSHC
- Emergency measures and the Code of Conduct are known by all staff
- The fire safety plan is up to date and known by all staff
- The accident reporting procedure is known by all staff
- The concerns or risk reporting procedure is known by all staff
- Health & safety is an item on the agenda at each staff meeting
- Supervision ensures that all staff are working in accordance with the provisions of the Act and instructions received for their own health and safety
- Protective equipment is used or worn by staff
- The asbestos monitoring program is in place at each school
- The School Board procedure for entering confined spaces is in place at each school
- Tech shop equipment is in good working condition and equipped with safety guards
- A violence prevention program is in place
- Supervisors and school administrations are familiar with their roles and responsibilities in protecting the health and safety of their staff
- Employees know their responsibilities towards protecting their own health and safety

USING THE ELECTRONIC FORM 7

The ability to submit Form 7s electronically to the WSIB has been available to SBCI member school boards since May of 2008. However, only a few of our member school boards have embraced this new and efficient technology. Waterloo Region, Hamilton-Wentworth and Simcoe District School

Boards have all been sending Form 7s electronically since this option became available. They report that they are very pleased with how well the process works and how efficient it is.

Prior to launching this initiative, the WSIB worked with Parklane Systems in the development of a process and the technology necessary to allow Parklane users to file Form 7s electronically. The technology was then piloted with 20 employers, ensuring that it responded to the requirements of privacy legislation and that it worked as it was designed to.

While it may seem daunting to those of us who have yet to do it, the process of sending a Form 7 electronically to the WSIB is actually quite simple. That said, there are some important things that you need to know before you undertake this simple and efficient process. In this article, we examine some of the things that you need to know to utilize this technology.

The first thing that must be obtained to move forward with the process of sending electronic Form 7s is a user ID and password from the WSIB. This can be obtained at the following web address: <http://eservices.wsib.on.ca>. This user ID and password is required when installing the software that allows for the transmission of electronic Form 7s from the Parklane system. It also ensures that the form is sent to a secure area within the WSIB's computer systems, thus ensuring the privacy of the information contained in the report.

The second factor that is of particular importance is that you must be using Runtime Version 9 or higher of Parklane to be able to send Form 7s electronically. If your version of Parklane does not meet this system requirement, you will need to upgrade your Parklane system. The following link, www.parklanesys.com/forum/AdminFiles/xml_wsib.htm, provides a detailed breakdown of the process that is required to enable Parklane customers to submit an electronic Form 7.

Parklane recommends that the process detailed in the information package detailed above be implemented by the IT department in your school board. If the user ID and password are available prior to the software downloads, and an appropriate version of Parklane is being

used, then the entire process to bring the electronic Form 7 capabilities on-line takes about an hour. The turnaround time increases if the Parklane version needs to be upgraded.

One common concern that has been expressed in relation to implementing this technology is that the IT departments are too busy to assist in moving this forward. Parklane can assist our member school boards with the implementation for a fee of \$250. If you are interested in using Parklane's service to move forward with the implementation of the electronic Form 7 capabilities, an application form can be accessed in the Parklane information package that is noted earlier in this article.

So, how do you submit an electronic Form 7 once your Parklane system has the capability to do so? The process is quite simple. When an incident report is received and a Form 7 must be completed, the fields that are normally completed regarding accident causes and details are completed. Once all the details have been entered and you are at the stage where the report would be printed, you simply press a button and the Form 7 details are submitted electronically to the WSIB. Once this is done, you will receive a confirmation number from the WSIB confirming receipt of the Form 7. From there, you can print a copy of the Form 7 for your records, which can then be faxed to SBCI. It is also possible to submit the Form 7 to SBCI as an attachment to an email. For details related to this, or any other questions you may have related to processing electronic Form 7s, please contact Lisa Chaplin (lisa@sbc.org)

ACTUARIAL UPDATE

We have been busy preparing for PSAB Reporting on future benefits. Actuarial Reports are due on various dates starting in September to the end of October this year.

All boards have been invited to participate in the 2007-08 sick leave utilization study. Data templates are being sent out to participating members for completion and return by October 31, 2008, with an expected study completion date of March 31, 2009. Response has been good and we expect to have 40 to 45 boards participating.

The COSBO/OESC benefits project to refresh the database is on-going and we are approaching the final stage of preparing the revised data for input to the database.

PARKLANE UPDATE

Parklane Workshop

This year's Parklane Workshop will be hosted by the Halton Catholic DSB on November 17, 2008. The Parklane staff will be presenting recent enhancements to the system. This year's workshop offers two streams for Disability Managers and Health and Safety staff. If you have not received a registration form please contact Kathleen@sbc.org or contact Kathleen at 1-800-361-3516 ext. 359.

Parklane Forum

Have you registered for the Parklane forum? It's a new online feature that Parklane has added to their website that announces new changes and corrections. Users can register on the Parklane website www.parklanesys.com

SURFING THE NET



You have probably heard a lot about the New Service Delivery Model. The implementation has finally arrived. The Ottawa and Kingston WSIB Offices were the first to launch on September 8, 2008 followed by Toronto (in late October, 2008) and the other regional offices with a target date for completion of the implementation in April, 2009. The WSIB will begin more frequent communication with the external stakeholders to emphasize why the WSIB is changing, what will be different with the Model and the benefits of these changes to workers and employers. We expect this process to affect service delivery and should you experience delays, please contact your Claims Manager at SBCI for assistance.

The number of Regional Evaluation Centres (RECs) in Ontario has increased from 14 to 22 (6 in Toronto, 1 in Windsor, 1 in St. Catharines, 1 in Hamilton, 1 in London, 1 in Brampton, 1 in Woodstock, 2

in Kitchener, 1 in Whitby, 1 in Kingston, 2 in Ottawa, 1 in Sault Ste. Marie, 1 in Thunder Bay, 1 in Sudbury and 1 in North Bay. The enhancements to the REC programme broaden regional coverage for workers and provide increased service overall. The purpose of the REC programme is to ensure that injured workers have access to appropriate and timely assessments. This is also of benefit to employers as they are waiting for clarification on the worker's level of impairment or limitations and restrictions. A new list of RECs is available on the WSIB website. To find a REC in your geographical area, you can use the WSIB REC locator. An easy way to find the locator is to go to the Health Care Practitioners' page from the Home page and then choose Health Care Information. This is the link to the WSIB website: www.wsib.on.ca

Key enhancements to the REC programme include:

- broader regional accessibility for workers through an increased number of RECs
- provision of NEL Musculoskeletal Assessments through RECs
- enhanced processes and procedures for MDHC Assessments and NEL Musculoskeletal Assessments
- additional levels of MDHC Assessments
- reduced wait times for workers
- provision of interpreter services through the RECs

Details about the 2009 WSIB Student Video Contest are now available on the WSIB website. The deadline for submissions is April 1, 2009. There are links on the website which guide you to different programmes on health and safety and this is an excellent way for students to learn the importance of working smart and safely as they enter the workforce.

Information about the Accreditation for Ontario Workplaces Pilot is also on the WSIB website. All workplaces operating in Ontario, either provincially or federally-regulated employers and organizations, may participate in and be accredited by the WSIB. Accreditation is voluntary.

Schedule 2 firms are not eligible for a financial reward.

CALENDAR OF EVENTS



Board of Directors Meeting:

November 7, 2008
December 12, 2008

SBCI SERVICES

Attendance Support Needs Assessment

SBCI is pleased to announce a great opportunity for our member school boards.

For many years, SBCI has conducted assessments of school boards' Attendance programmes. The process is termed Needs Assessment. It is a qualitative and quantitative review designed to benchmark the performance with such tools as a gap analysis, scoring and recommendations to move the existing programme closer to the best practice model. To date, approximately 35 of Ontario school boards have gone through this assessment, which has allowed SBCI to create a database that is an invaluable tool to assessing trends and developing programmes to assist school boards achieve better results.

At this time, SBCI is offering school boards that previously underwent a full Needs Assessment, the opportunity of updating the quantitative portion of the assessment. The quantitative analysis will allow SBCI to continue to build our database so as to report to all school boards the trends in Attendance as well as to show individual school boards how they are performing against other school boards. This review is being offered at \$2,000. The full Needs Assessment is priced at \$5,000.

If you are interested in taking advantage of this offer, please contact Robert Orrico at 1-800-361-351, ext. 225 or email at robert@sbc.org.

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
George Ward, Senior H & S Specialist
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 Zhou, Actuarial Analyst