



# SBCI UPDATE

June 2012

NEWSLETTER

## MESSAGE FROM THE CHAIRPERSON

This is my first message to you as Chair of SBCI. My name is Lynda Coulter and I became Chair at the May 2012 Board meeting. I am Superintendent of Employee Relations at York Catholic DSB. I am honoured to accept the role of Chair and my objective is to lead SBCI in its continued development of services.

My Vice Chair is Carolyn Miljan, Surintendente des Affaires at Conseil scolaire de district des écoles catholiques du Sud-Ouest de l'Ontario. I particularly look forward to working with Carolyn.

Since the last newsletter, we have had two new staff members join SBCI. In April, Julia Barrasso became the new lead for our Attendance Support services. Julia has many years of experience as a consultant in this field and we are delighted to have Julia join us.

Secondly, we have a new Analyst Programmer who joined our IT team in May. Her name is Rana Khalaf and until recently Rana has worked in Dubai in a similar role.

Welcome to both of you.

I draw your attention to the section in this Newsletter on Health and Safety Awards. For the first time, SBCI has introduced these awards based on member boards' achievements in 2011-12. Congratulations to the boards whose H&S records and achievements have merited this recognition.

As you all know, there have been on-going discussions/negotiations between school board representatives, the federations and unions, and the Ministry. Part of those discussions has been with

respect to sick leave plans. The Co-operative's staff has been asked to provide various analyses and opinions, based on school board data, and on experience on this subject.

Given the potential need for significantly enhanced adjudication and case management of many absences of school board staff under a revised sick leave plan, the SBCI Board of Directors has asked staff to investigate the viability of offering such services to school boards from September 1, 2012.

I would also like to take the opportunity of congratulating SBCI's actuarial staff on jointly winning, with Mercer's, a recent RFP for doing PSAB actuarial work for 14 school boards for the next 3 years. The 14 boards were given the opportunity of choosing between Mercer (the incumbent firm) and SBCI. To date, 8 of the boards have chosen SBCI and we do not yet know the decision of 2 others. This success means that SBCI's actuarial team will be doing the PSAB actuarial work for 57 boards from August 31, 2012.

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 [lynda.coulter@ycdsb.ca](mailto:lynda.coulter@ycdsb.ca) or (905)713-1211 X13850.

Lynda Coulter  
Chairperson

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## 2012 SCHEDULE 2 EMPLOYERS' GROUP CONFERENCE

SBCI staff are involved in the planning and development of the 2012 Schedule 2 Employers' Group Conference and we would like to give you some preliminary information. The conference will take place on October 1 & 2, 2012 at the Sheraton Parkway Toronto North Hotel and Conference Centre located at Leslie and Highway# 7 in Richmond Hill. Linda Jeffrey, Ontario Minister of Labour will be the first keynote speaker on October 1<sup>st</sup> followed by Dr. Mike Mandell. George Gritziotis, Chief Prevention Officer for Ontario will be our keynote speaker on October 2<sup>nd</sup>. While we are still in the process confirming many of the workshop topics, we wanted to tell you about some of the workshops that we know are going ahead. These include presentations on third party claims following work related injuries; section 63 agreements; mental health issues and return to work; WSIB claims dealing with pre-existing conditions, non-work related conditions, secondary conditions; the allowance of claims on an aggravation basis. We will

offer other workshops on topics dealing with health and safety, attendance management, disability management and the aging workforce. Please check the conference website periodically for updates: [www.s2egroup.com](http://www.s2egroup.com). Alternatively please feel free to contact Chris James or Darlene Iwaszko at SBCI.

## **6 GUIDELINES TO PREVENT WORKPLACE SLIPS, TRIPS AND FALLS**

It's probably happened to most of us. That momentary lapse of attention thinking about a personal problem or distracted by an activity that ends in a slip, trip or fall. A stumble down a stairway. A trip over an uneven surface. Slipping on the loose gravel in the parking lot. It can lead to a variety of regrettable events ranging from a simple bruised shin to an extremely serious injury. It's just one of a variety of conditions and situations that set the stage for slips, trips and falls in the workplace.

According to SBCI data, trips and falls make up the majority of school board accidents. With spring and the thaw that occurs potholes and depressions occur on school property that has led to a rash of injuries to staff this spring.

In general, slips and trips occur due to a loss of traction between the shoe and the walking surface or an inadvertent contact with a fixed or moveable object which may lead to a fall. There are a variety of situations that may cause slips, trips and falls.

- Wet or greasy floors
- Dry floors with wood dust or powder
- Uneven walking surfaces
- Polished or freshly waxed floors
- Loose flooring, carpeting or mats
- Transition from one floor type to another
- Missing or uneven floor tiles and bricks
- Damaged or irregular steps; no handrails
- Sloped walking surfaces
- Shoes with wet, muddy, greasy or oily soles
- Clutter
- Electrical cords or cables
- Open desk or file cabinet drawers

- Damaged ladder steps
- Ramps and gang planks without skid-resistant surfaces
- Metal surfaces – dock plates, construction plates
- Weather hazards – rain, sleet, ice, snow, hail, frost
- Wet leaves or pine needles
- Poor maintenance of school grounds

Here are six guidelines to help you create a safer working environment for you and your employees.

### **1) Create Good Housekeeping Practices**

Good housekeeping is critical. Safety and housekeeping go hand-in-hand. If your school's housekeeping habits are poor, the result may be a higher incidence of employee injuries, ever-increasing WSIB costs and potential regulatory citations. If an organization's facilities are noticeably clean and well organized, it is a good indication that its overall safety program is effective as well.

Proper housekeeping is a routine. It is an ongoing procedure that is simply done as a part of each worker's daily performance. To create an effective housekeeping program, there are three simple steps to get you started

- **Plan ahead**– Know what needs to be done, who is going to do it and what the particular work area should look like when you are done.
- **Assign responsibilities**– It may be necessary to assign a specific person or group of employees to clean up, although personal responsibility for cleaning up after himself/herself is preferred.
- **Implement a program**– Establish housekeeping procedures as a part of the daily routine. Principal's or VP's walk about should detail issues and have a plan to correct.

### **2) Reduce Wet or Slippery Surfaces**

Walking surfaces account for a significant portion of injuries reported by school boards. The most frequently reported types of surfaces where these injuries occur include:

- Parking lots
- Sidewalks (or lack of)

- Hallways
- Stairs
- Floors in general

Traction on outdoor surfaces can change considerably when weather conditions change. Those conditions can then affect indoor surfaces as moisture is tracked in by pedestrian traffic. Traction control procedures should be constantly monitored for their effectiveness.

- Keep parking lots and sidewalks clean and in good repair.
- When snow and ice are present, remove or treat these elements. In some extreme cases, it may be necessary to suspend use of the area.
- Use adhesive striping material or anti-skid paint whenever possible.

Indoor control measures can help reduce the incidence of slips and falls.

- Use moisture-absorbent mats with beveled edges in entrance areas. Make sure they have backing material that will not slide on the floor.
- Display "Wet Floor" signs as needed.
- Use anti-skid adhesive tape in troublesome areas.
- Clean up spills immediately. Create a procedure for taking the appropriate action when someone causes or comes across a food or drink spill.
- Use proper area rugs or mats for food preparation areas.

### **3) Avoid Creating Obstacles in Aisles and Walkways**

Injuries can also result from trips caused by obstacles, clutter, materials and equipment in aisles, corridors, entranceways and stairwells. Proper housekeeping in work and traffic areas is still the most effective control measure in avoiding the proliferation of these types of hazards. This means having policies or procedures in place and allowing time for cleaning the area.

- Keep all work areas, passageways, storerooms and service areas clean and orderly.
- Avoid stringing cords, cables or air hoses across hallways or in any designated aisle.

- Ensure students keep back packs and other belongings in appropriate areas.
- In office areas, avoid leaving boxes, files or briefcases in the aisles.
- Encourage safe work practices such as closing file cabinet drawers after use and picking up loose items from the floor.
- Conduct periodic inspections for slip and trip hazards.

Now is a great time for a detailed inspection of the school premises. Don't forget to look out for hazards in the following areas:

- Buckling and cracking sidewalks.
- Crumbling concrete stairs.
- Parking lots – pot holes, lack of lighting, concrete stops with protruding rebar.
- Speed bumps - repaint and install signs.
- Basketball & tether ball standards – should be painted a bright colour to be visible to visitors at night.
- Broken or elevated drains can be a tripping hazard.
- Check on fencing and field as per OSBIE and OPHEA guidelines.

#### 4) Create and Maintain Proper Lighting

Poor lighting in the workplace is associated with an increase in accidents.

- Use proper illumination on walkways, staircases, ramps, hallways, basements, construction areas and dock areas.
- Keep work areas well lit and clean.
- Upon entering a darkened room, always turn on the light first.
- Keep poorly lit walkways clear of clutter and obstructions.
- Keep areas around light switches clear and accessible.
- Repair fixtures, switches and cords immediately if they malfunction.

#### 5) Wear Proper Shoes

The shoes we wear can play a big part in preventing falls. The slickness of the soles and the type of heels worn need to be evaluated to avoid slips, trips and falls. Shoelaces need to be tied correctly. Whenever a fall-related injury is investigated, the footwear needs to be evaluated to see if it contributed to the incident. Employees are expected to wear footwear appropriate for the duties of their work task.

#### 6) Control Individual Behaviour

This condition is the toughest to control. It is human nature to let our guard down for two seconds and be distracted by random thoughts or doing multiple activities. Being in a hurry will result in walking too fast or running which increases the chances of a slip, trip or fall. Taking shortcuts, not watching where one is going, using a cell phone, carrying materials which obstructs the vision, wearing sunglasses in low-light areas, not using designated walkways and speed are common elements in many on-the-job injuries.

It's ultimately up to each individual to plan, stay alert and pay attention.

#### H&S AWARDS 2010-11

Over the past year, a committee of your peers has worked with SBCI to develop a program that recognizes good performance in Health and Safety for school boards. With this input, SBCI is pleased to announce the creation of the School Board Safety Leadership Awards that will do just that. The awards recognize stellar performance in the following categories and here are the winners for 2010-11;

**Statistical performance**, based on frequency rate for the low, medium and large categories determined by payroll:

**Small sized boards:**  
**Renfrew County Catholic DSB**

**Medium sized boards:**  
**Catholic DSB of Eastern Ontario**

**Large sized boards:**  
**Kawartha Pine Ridge DSB**

**Most improved statistically**, based on a frequency rate over three years for the low, medium and large payroll categories

**Small sized boards:**  
**Thunder Bay Catholic DSB and Wellington Catholic DSB**

**Medium sized boards:**  
**Lakehead DSB**

**Large sized boards**  
**Upper Grand DSB**

**Education/Training**, based on the development of an educational program which provided the foundation for understanding education safety concepts. Examples would be public education or employee education on violence prevention, slips trips and falls, ergonomics or specific job related training programs.

**Participatory Ergonomics Program – Durham District School Board**  
**Doug Benn and Garry Gibson**

The awards were presented at the 2012 Annual General Meeting on April 13. This was a great way to recognize and promote the wonderful work being accomplished at all our School Boards.

#### LIVE PERFORMANCE SAFETY

After last year, we all know that school technical shops and science laboratories can be dangerous places but how often have you considered school theatres as a dangerous place? Think about it. Any student play, musical or dance to be presented at the end of the school year or during a session will require: set to be built; lighting system to be installed; sound to be provided; certain chemicals might be used; etc. Building a set will mean the use of specialized tools and equipment, create debris on stage, have electrical cords in the way, etc. Costumes might be awkward to wear, footwear could be slippery on the stage surfaces. There will be a need to work at heights, **but** in spite of all that we barely recognize these hazards.

Hazard recognition, assessment and control are key to reducing and eliminating real and potential hazards.

Everything we do has potential hazards, and everyone we work with is a partner in hazard recognition or a potential victim in occurrences.

To ensure the safety of all staff and students it is necessary to have an active Internal Responsibility System where everyone working in live performance, on stages and in shops, will be involved in hazard recognition and control.

We should never assume that hazards are other people's responsibility. We must all speak up and take action when we know or believe there are hazards in our workplace. We must also encourage others to speak up and support them when they do and remember that beyond the Act comes good judgement, practical knowledge and common sense.<sup>1</sup>

There should be no fear of retribution for speaking up about hazards. ***To be silent and take no action has potentially greater dangers.***<sup>1</sup>

SBCI does have resources that can assist school boards in dealing with this issue.

<sup>1</sup> Excerpts from: "Safety Guidelines for the Live Performance Industry in Ontario, 3<sup>rd</sup> Edition, 2005"

## NIHL

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SBCI manages hearing loss claims like all others when these sorts of claims present themselves to a Board. The WSIB, when adjudicating the claim, looks at the work history of any claimant when adjudicating this sort of claim, so it is imperative that school boards, at a minimum, have a detailed work history of all employees who are exposed regularly to this hazard. The following outlines details of creating a basic hearing conservation program.

Exposure to high levels of noise can cause permanent hearing loss. Neither surgery nor a hearing aid can help correct this type of hearing loss. Short term exposure to loud noise can also cause a temporary change in hearing (your ears may feel stuffed up) or a ringing in your ears (tinnitus). These short-term problems may go away within a few minutes or hours after leaving the noisy area. However,

repeated exposures to loud noise can lead to permanent tinnitus and/or hearing loss.

Loud noise can also create physical and psychological stress, reduce productivity, interfere with communication and concentration, and contribute to workplace accidents and injuries by making it difficult to hear warning signals. Noise-induced hearing loss limits your ability to hear high frequency sounds, understand speech, and seriously impairs your ability to communicate. The effects of hearing loss can be profound, as hearing loss can interfere with your ability to enjoy socializing with friends, playing with your children or grandchildren, or participating in other social activities you enjoy, and can lead to psychological and social isolation.

### How does the ear work?

When sound waves enter the outer ear, the vibrations impact the ear drum and are transmitted to the middle and inner ear. In the middle ear three small bones called the malleus (or hammer), the incus (or anvil), and the stapes (or stirrup) amplify and transmit the vibrations generated by the sound to the inner ear. The inner ear contains a snail-like structure called the cochlea which is filled with fluid and lined with cells with very fine hairs. These microscopic hairs move with the vibrations and convert the sound waves into nerve impulses – the result is the sound we hear.

Exposure to loud noise can destroy these hair cells and cause hearing loss!

A wide variety of noise sources may exist at a school board. Music rooms, tech shops and furnace rooms are but a few of the locations that may exceed 85 dBA.

### What are the warning signs that your workplace may be too noisy?

Noise may be a problem at your Board if:

- You hear ringing or humming in your ears when you leave work.
- You have to shout to be heard by a coworker an arm's length away.
- You experience temporary hearing loss when leaving work.

### What can be done to reduce the hazard from noise?

Noise controls are the first line of defense against excessive noise exposure. The use of these controls should aim to reduce the hazardous exposure to the point where the risk to hearing is eliminated or minimized. With the reduction of even a few decibels, the hazard to hearing is reduced, communication is improved, and noise-related annoyance is reduced. There are several ways to control and reduce worker exposure to noise in a workplace.

**Engineering controls** that reduce sound exposure levels are available and technologically feasible for most noise sources. Engineering controls involve modifying or replacing equipment, or making related physical changes at the noise source or along the transmission path to reduce the noise level at the worker's ear. In some instances the application of a relatively simple engineering noise control solution reduces the noise hazard to the extent that further requirements: hearing and conservation program, provision of hearing protectors, etc. are not necessary.

Examples of inexpensive, effective engineering controls include the following:

- Choose low-noise tools and machinery
- Maintain and lubricate machinery and equipment (e.g., oil bearings).
- Place a barrier between the noise source and employee (e.g., sound walls or curtains).
- Enclose or isolate the noise source.

**Administrative controls** are changes in the workplace that reduce or eliminate the worker exposure to noise. Examples include:

- Operating noisy machines during shifts when fewer people are exposed.
- Limiting the amount of time a person spends at a noise source.
- Providing quiet areas where workers can gain relief from hazardous noise sources (e.g., construct a soundproof room where workers' hearing can recover – depending upon their

individual noise level and duration of exposure, and time spent in the quiet area).

- Restricting worker presence to a suitable distance away from noisy equipment. Controlling noise exposure through distance is often an effective, yet simple and inexpensive administrative control. This control may be applicable when workers are present but are not actually working with a noise source or equipment. Increasing the distance between the noise source and the worker, reduces their exposure. In open space, for every doubling of the distance between the source of noise and the worker, the noise is decreased by 6 dBA.

### Hearing protection devices (HPDs)

HPDs such as earmuffs and plugs, are considered an acceptable but less desirable option to control exposures to noise and are generally used during the time necessary to implement engineering or administrative controls, when such controls are not feasible, or when workers' hearing tests indicate significant hearing damage.



An **effective hearing conservation program** must be implemented by school boards whenever worker noise exposure is equal to or greater than 85 dBA. This program strives to prevent initial occupational hearing loss, preserve and protect remaining hearing, and equip workers with the knowledge and hearing protection devices necessary to protect them. Key elements of an effective hearing conservation program include:

- Workplace noise sampling including personal noise monitoring which identifies which employees are at risk from hazardous levels of noise.
- Informing workers at risk from hazardous levels of noise

exposure of the results of their noise monitoring.

- Providing anyone affected with an opportunity to observe any noise measurements conducted.
- Maintaining a worker audiometric testing program (hearing tests) which is a professional evaluation of the health effects of noise upon individual workers' hearing.
- Implementing comprehensive hearing protection follow-up procedures for workers who show a loss of hearing (standard threshold shift) after completing baseline (first) and yearly audiometric testing.
- Proper selection of hearing protection based upon individual fit and manufacturer's quality testing indicating the likely protection that they will provide to a properly trained wearer.
- Evaluate the hearing protectors attenuation and effectiveness for the specific workplace noise.
- Training and information that ensures the workers are aware of the hazard from excessive noise exposures and how to properly use the protective equipment that has been provided.
- Data management of and worker access to records regarding monitoring and noise sampling.

Each of these elements is critical to ensure that workers are being protected where noise levels are unable to be reduced below the OSHA required levels.

### SURFING THE NET

As addressed in the media, effective March 1, 2012, Oxycontin was withdrawn from the market by the manufacturer and has been replaced by OxyNeo. This change does not affect the goals of WSIB's Narcotics Strategy which continues to support a graduated approach to narcotic management with the goal of appropriate narcotic therapy for injured workers. Effective February 16, 2010, following a new injury or recurrence, the WSIB will initially only allow prescriptions for short-acting narcotics for a maximum of 12 weeks. Full details of

WSIB's Narcotics Strategy is available on WSIB's website [www.wsib.on.ca](http://www.wsib.on.ca)

Framework for Policy Development and Renewal - Each year, starting in 2012, WSIB Policy Branch will create an agenda that contains the policies scheduled to be consulted on in that year. This will ensure stakeholders are given advance notice of the policies that are to be reviewed. A finalized 2012 Policy Agenda has not yet been released but this information will be on the website. Stay tuned for updates. By the way, if you have any WSIB policy questions, you can send an email directly to [opb@wsib.on.ca](mailto:opb@wsib.on.ca) with your questions.

And what is NOT on the WSIB website? There are no details about the automatic payment of "straightforward" e-filed Form 7's. Notification of this initiative has not been sent out from WSIB as it is to be absolutely seamless to the employer. Initially, these 'automatically allowed' claims will be the responsibility of the Eligibility Branch. The only claims that will be transferred to the Short-term Case Managers are the claims that have been paid and there is no return to work. If there are any decisions that the employer does not agree with, the usual objection process will be followed.

With this process, it is very important to ensure all of the information on the Form 7 is reported accurately and to document any concerns you may have on page 4 of the Form 7. Even though the claim appears to be straightforward, if there are comments on page 4 of the Form 7, these claims will not be put through for automatic allowance. They will be assigned to an Eligibility Adjudicator who will rule on initial entitlement.

### THE WSIB FUNDING REVIEW BY PROFESSOR HARRY ARTHURS

In September 2010, Professor Harry Arthurs was asked by the WSIB to review Schedule 1 funding and the WSIB's unfunded liability. Most of Professor Arthur's review dealt with Schedule 1 employers but there are a couple of issues that would be relevant to Schedule 2 employers. His report has just recently been released but he spoke publically

about what is contained in his report to the Ontario Bar Association on April 12, 2012.

Professor Arthurs is concerned that the Ontario WSIB has inadequate funding at the present time. He believes that when the funding ratio is 60% or less, there is a risk that with a couple of bad years the WSIB might be unable to meet its financial obligations to pay injured worker benefits and the WSIB's obligations to its staff and retirees. He believes that the WSIB's unfunded liability is about 14.4 billion dollars. He blames governments of all stripes that failed to increase WSIB premiums to meet current and future costs.

One of his recommendations may in fact increase the size of the unfunded liability. He believes that it is unfair that workers who are in receipt of full Loss of Earnings benefits are getting full inflation protection in line with the CPI while workers in receipt of partial Loss of Earnings benefits have been getting only partial adjustments for inflation in line with the Modified Friedland formula. He recommends that some retroactive payments be made to injured workers in receipt of partial loss of earnings to in some way make up for lost inflation protection and that all injured workers get full inflation protection on a go forward basis. This change to indexation practice would add an estimated 2.2 billion dollars to the unfunded liability and also would cost Schedule 2 employers as well.

He would like to see a dramatic reduction in the number of Schedule 1 rate groups that presently number 154. Many of these rate groups are very small and should be combined with others of similar risk. At the present time not all businesses need to register with the WSIB but he would like to see new industries become covered automatically by the WSIB rather excluded simply because they are not presently listed in covered industries contained in Schedule 1 of the Workplace Safety & Insurance Act. He would also like to see a process that would eliminate government interference in the setting of premium rates. He would like the WSIB Chief Actuary to set the rates and to be accountable to the WSIB Board of Directors for his/her recommendations.

In respect of occupational diseases Professor Arthurs rejected suggestions

that future occupational diseases should be funded by taxpayers or by some combination of taxpayers and the WSIB. He firmly believes that if new occupational diseases are discovered in the future and found to be related to work that the cost of benefits payable to injured workers and their families should come out of the WSIB system. This obviously requires the WSIB to be adequately funded. He proposes that the WSIB raise Schedule 1 premium rates for a period of approximately 15 to 19 years in order to achieve a comfortable level of funding. He does not propose any additional benefit increases beyond indexation for inflation until the WSIB has dramatically reduced the size of the unfunded liability and achieved a comfortable level of funding.

Professor Arthurs made one unexpected comment with respect to Schedule 2 employers. He was of the opinion that Schedule 2 employers should pay their fair share of the costs of the system which was fine but then he expressed concern about Schedule 2 employers who paid nothing because they had no claims. He suggested that Schedule 2 employers that were not paying regular benefit costs to the WSIB should be paying some kind of fee to help pay for the running of the WSIB, WSIAT and the safe workplace associations etc. This is a bizarre suggestion because Schedule 2 employers already cover these costs through WSIB Administration fees. It is unclear where he came up with the idea of some kind of fee for inactive Schedule 2 employers because it was certainly not from the Schedule 2 Employers Group. Clearly, Professor Arthurs has no real understanding of Schedule 2 Admin. Fees.

It is unclear whether the WSIB will follow any or all of his recommendations in the coming months and years. It is clear though that Schedule 1 employers can expect higher premium rates for years to come. If you have questions about the article please contact [chris@sbc.org](mailto:chris@sbc.org).

## **WSIB LOSS OF EARNING BENEFITS DURING SUMMER BREAK (APPLICABLE TO 10 MONTHS EMPLOYEES)**

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We are nearing the end of school and summer break for 10 months employees. This is by way of a reminder.

For all employees, but specifically 10 months employees, who are currently on WSIB loss of earnings benefits as they are totally disabled, it is important that you closely monitor the disability and obtain functional abilities information. If the employee is able to work with accommodations, provide a written Return to Work Plan to the employee and copy the WSIB. Where possible, return the individual to full time hours by the end of the school year or earlier. If it is not possible, then still provide a plan with gradual return to work extending into the summer months, as if the employee were still working beyond the end of the school year. The WSIB will pay partial loss of earnings benefits in accordance with the Employer's Return to Work plan. The written plan should be detailed so that the WSIB can make the decision that the offer is suitable and only pay partial loss of earnings.

WSIB will pay full loss of earnings benefits into the summer months if the employee is medically totally disabled, even though the employee works only 10 months. If the employee is partially disabled, then the WSIB will pay in accordance with a RTW plan. If the medical findings indicate the employee is only partially disabled at some point during the summer and functional abilities are available, provide a plan to the employee and copy the WSIB, as if the employee was working. Again, the WSIB will pay partial loss of earnings according to the gradual hours in the Return to Work plan. If a written plan is not provided to the WSIB, full loss of earnings will be paid to return to work in September, 2012 or earlier if the date of full recovery is prior to September 2012.

*Just a quick note to our members!  
Remember summer water system flushing of schools does not always occur so please refrain from drinking the water.*

#### **SBCI BOARD OF DIRECTORS**

Lynda Coulter (Chair)  
Carolyn Miljan (Vice Chair)  
Ronald Bender  
Judi Goldsworthy  
Mark Musca  
Maura Quish  
Roger Richard  
Mary Lynn Schauer  
Anna Sequeira  
Gerry Thuss

#### **DATES OF MEETINGS**

##### **Board of Directors Meetings**

Friday, June 29, 2012  
August 11 to August 13, 2012  
Friday, September 28, 2012  
Friday, November 2, 2012  
Friday, December 14, 2012  
Friday, February 1, 2013  
Friday, March 1, 2013  
Friday, April 12, 2013  
Friday, May 10, 2013

#### **SBCI STAFF**

*Brian Brown, Chief Executive Officer  
Lynn Porplycia, Chief Operating Officer  
Wendy Achoy, Chief Actuary  
Joe Huang, Actuarial Analyst  
Shawn Tang, Actuarial Analyst  
Raazia Haji, Actuarial Analyst  
Mary Luck, Senior Claims Manager  
Darlene Iwaszko, Claims Manager  
Christopher James, Claims Manager & Lawyer  
Kelly Melanson, Claims Manager  
Robert Orrico, Claims Manager  
Figen Dalton, Claims Manager  
Louise Bellamy, Financial/Office Coordinator  
April Wei, Executive Assistant  
Lily Li, Executive Assistant  
Melissa Hewit Supervisor, Data Management  
Sylvie David, Bilingual Data Management Assistant  
Rose Erbay, Bilingual Data Entry Clerk  
Audrey O'Connor, Data Entry Clerk  
Michael Andich, Marketing Consultant  
Robbin Lavoie, Senior Health & Safety Specialist  
Christina Bick, Health & Safety Specialist  
France Germain, Health & Safety Consultant  
Julia Barrasso, Attendance Support Practice Leader  
Byron Franson, Attendance Support Consultant  
Kathleen Gratton, Attendance Support Consultant  
Anna-Maria Vogiatzis, Bilingual Attendance Support Consultant  
Patrick Gani, Senior Analyst Programmer  
Rana Khalaf, Analyst Programmer*