



SBCI UPDATE

September 2013

NEWSLETTER

MESSAGE FROM THE CHAIRPERSON

Welcome back to a new school year which I am sure will be full of interesting developments and challenges. I trust that everyone had an enjoyable and safe summer vacation.

Over the summer, SBCI issued an invitation for all 72 boards to participate in an annual province-wide Absence Study that will benchmark and analyze attendance results. In the past, we have conducted a Sick Leave Utilization study but the focus was somewhat different. We believe that it would be very useful to school boards, as well as to the Trustee Associations and to the Ministry, for there to be a comprehensive database of attendance results: hence, our initiative.

Over the past couple of months, three people have joined SBCI's staff and I take the opportunity to welcome each of them:

- Dave Kersey joined WSIB Department
- Gavin King joined IT Applications
- Jennyfer Payeur joined Health and Safety

SBCI's actuarial staff is gearing up for the year-end work as, of course, are the Finance Departments of school boards. I wish you all an easy year end.

Given all the changes to the Short Term Leave Disability Plan over the past year, the Co-operative has established a case management service for school boards to comply with legislative requirements and terms within collective agreements. We understand that boards are continuing to struggle with the interpretation of the province's sick leave regulation but nonetheless SBCI remains a viable option

in many circumstances. Now that things seem to be on their way to being relatively settled, SBCI would be pleased to provide this service to any school board that requires assistance to case manage its absences under the new provincial sick leave rules.

In the previous SBCI Newsletter, we announced the 2013 Health & Safety Awards. We omitted to mention that Greater Essex County DSB was also one of the most improved large sized boards.

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 or (905)713-1211 X13850.

Lynda Coulter
Chairperson

TOP-UP OF WSIB & LTD BENEFITS

On June 27, 2013, Gabriel Sekály, Assistant Deputy Minister (Elementary/Secondary Business and Finance Division) and Tim Hadwen, Assistant Deputy Minister (Education Labour Relations) sent a memorandum to the Directors of Education with respect to amended regulations on sick leave and non-vested retirement gratuities. Most of the memorandum is not relevant to the subject of WSIB top-up but a small portion is relevant and it reads as follows:

“For the purpose of a graduated return-to-work program, sick days may be used to top-up salary where the benefits from the Workplace Safety and Insurance Board (WSIB), or a long-term disability plan (LTD), do not provide a complete top-up.

In such cases, the employees may use their sick-leave credits to top-up their pro-rata salary plus their benefits from WSIB or LTD to 90% or 100% of salary, depending on the type of sick leave credit used for top-up (i.e. 11 sick leave days may be used for 100% top-up and 120 short-term sick leave days may be used for 90% top-up). Sick days may be used to top-up more than one day.”

IN THIS ISSUE

MESSAGE FROM THE CHAIRPERSON	1
TOP-UP OF WSIB & LTD BENEFITS..	1
WSIB BENEFITS POLICY REVIEW – JIM THOMAS’ REPORT	2
2013 SCHEDULE 2 EMPLOYERS’ GROUP CONFERENCE	3
LES CHUTES ET GLISSADES	3
SLIPS AND FALLS.....	4
INTRODUCING SBCI’S DATA MANAGEMENT DEPARTMENT	4
DSM-5 CHANGES AND POTENTIAL IMPACTS TO THE WORKPLACE.....	5
PROVINCE-WIDE ABSENCE STUDY	6
ACTUARIAL UPDATE	6
SBCI BOARD OF DIRECTORS.....	6
DATES OF MEETINGS.....	6
SBCI STAFF	6

Section 3(10) in Ontario Regulation 1/13 as amended by Ontario Regulation 184/13 reads as follows:

“While an employee is working less than a full day in the course of a graduated return to work as he or she recovers from a sickness or injury, the employee may

use sick leave credits to top up his or her salary as follows:

1. The employee may use the sick leave credits provided under paragraph 1 of subsection 1 (2), paragraph 1 of subsection 1 (2.1) or paragraph 1 of subsection 1 (2.2) to top-up his or her salary to a rate of pay equal to 100 per cent of the employee's salary for the fiscal year.
2. The employee may use the sick leave credits provided under paragraph 2 of subsection 1 (2), paragraph 2 of subsection 1 (2.1) or paragraph 2 of subsection 1 (2.2) to top-up his or her salary to a rate of pay equal to 90 per cent of the employee's salary for the fiscal year.
3. If the employee is receiving benefits under the *Workplace Safety and Insurance Act, 1997* or under a long term disability plan, the amount that the employee is receiving for those benefits shall be considered part of the employee's salary for the purposes of this subsection.
4. A sick leave credit may be used to top-up the employee's salary on more than one day."

In the memorandum from the Ministry of Education the reference to top-up of WSIB and LTD for an employee on a graduated return to work program is described as a "clarification" however for many school board staff it would amount to additional entitlement to top-up where someone is on a graduated return to work program and may not otherwise have been entitled to top-up. To qualify, the employee must be entitled under a collective agreement to 11 sick-leave days and 120 short-term sick days. For employees of school boards that never paid top-up in the past there is now a new requirement to pay top-up when an employee is on a graduated return to work program for LTD or WSIB. The duration of top-up would appear to be limited to the earliest of the following:

1. When the employee reaches full hours and pay on the graduated return to work program;
2. The employee stops the graduated return to work program;
3. The employee uses up the 11 sick-leave days and 120 short-term sick days;

4. August 31, 2014, the date the regulation is revoked.

Many school boards never topped-up employees on LTD graduated return to work programs in the past. The regulation and MOUs have now expanded top-up requirements for many school boards to include for the first time top-up during a graduated return to work program for LTD purposes. This is an additional cost for School Boards resulting from the MOU and Ontario Regulation 1/13.

All of this is retroactive to September 1, 2012 to coincide with effective date of the new agreements and MOUs.

It is recommended that school board staff dealing with WSIB Claims Management, LTD Administration and payroll read through the relevant sections of the Memorandum from the Ministry of Education dated June 27, 2013 and Ontario Regulation 1/13.

If you still have questions you may contact Chris@sbc.org or your school board's own legal counsel for additional advice and assistance.

WSIB BENEFITS POLICY REVIEW – JIM THOMAS' REPORT

In 2012, Jim Thomas, former Alternate Chair of the then Workers' Compensation Appeals Tribunal (WCAT, now WSIAT) and Deputy Minister of Labour, was appointed by the WSIB to review and revise four policies: **recurrences, work disruptions, permanent impairments and aggravation basis**. This occurred under the WSIB's new Framework for Policy Development and Renewal.

His mandate was to advise on how to achieve a "more consistent, clearer, and more understandable policies in the four benefits policy areas; and offer advice on ways of improving the consultation component of future policy reviews."

A Discussion Paper was released in July 2012 and interested stakeholders were granted the opportunity to make submissions. SBCI provided a submission on October 11, 2012.

Mr. Thomas has now completed his review and released his final report in May 2013. Here are the highlights of his review and recommendations:

Pre-existing Conditions (was not formally part of the review but was dealt with nonetheless)

- The WSIB should develop a policy on pre-existing conditions to fill a policy gap.
- Pre-existing conditions and their impact can only be dealt with by medical professionals.
- The WSIB should look to the WSIAT to see how the "significant contribution" test is applied to determine if it would be appropriate for WSIB Adjudicators.
- The WSIB should explain why it is now "seeking a different approach or interpretation" and why it is seeking a different standard of narrowing entitlement.

Recurrences

- Clinical compatibility should be the primary guideline that connects a recurrence to the original injury/disease. Continuity may be required in cases where clinical compatibility alone is not sufficient.
- The WSIB should include a definition of "insignificant accident".
- If the WSIB adopts a policy on pre-existing conditions, there should be a cross reference to this policy in certain situations.

Work Disruptions

- The various policies should be consolidated as much as possible.
- Entitlement to benefits during a work disruption should depend on whether the worker's situation warrants "special treatment".
- "The fact that a work disruption occurs while a worker is receiving benefits should not affect entitlement to benefits"
- The policy should address the question as to whether the worker was disadvantaged in comparison to others.
- Remove the concept of "highly accommodated" when determining entitlement to further benefits and replace with an employability test. For example, would the worker be able to return to his or her pre-work disruption job or suitable

employment with a new employer in the general labour market?

Permanent Impairments

- “It is not appropriate to establish a specific threshold to use in determining whether a permanent impairment exists. It may be helpful for the WSIB to include criteria that might be used to make this determination.”
- “If the WSIB decides to reduce permanent impairment awards by factoring in degree of severity of pre-existing conditions, it should advise stakeholders of its reason for doing so and be able to demonstrate that it has the legal authority to do so.”

Aggravation Basis

- “The content of the current aggravation basis policy is sound. Should the WSIB decide to develop a policy on pre-existing conditions, there would be opportunities to bring the concepts within the aggravation basis policy into the pre-existing conditions policy...and linkages to Second Injury and Enhancement Fund relief are made.”

Jim Thomas’ report is now with the David Marshall, President and CEO of the WSIB for review and further discussion to determine whether the recommendations put forward will make it into newly developed policies. SBCI will continue to monitor this matter and report back when developments occur.

If you have any questions, please do not hesitate to contact Robert Orrico, SBCI Claims Manager at robert@sbc.org.

2013 SCHEDULE 2 EMPLOYERS’ GROUP CONFERENCE

The 2013 Schedule 2 Employers’ Group Conference will take place on October 8 & 9 at the Sheraton Parkway Toronto North Hotel and Conference Centre in Richmond Hill. This is the 24th annual conference and will feature three keynote presentations and forty workshops plus a Trade Show. On October 8, Elizabeth Witmer, Chair, Workplace Safety & Insurance Board will open the conference with a speech entitled: “Moving the Transformation of the WSIB Forward”. Next Jeff Adams, Paralympian and World

Champion will deliver an inspiring presentation entitled “Getting Back Up.” On October 9, Susan Stewart, Author & Inspirational Speaker will tackle the subject of change in a keynote presentation entitled: “Your New Lenses are Ready for Pick-up: Seeing Change & Challenges in a Whole New Light.”

Conference attendees can select workshops in six streams: Health & Safety, Wellness, Mental Health, Ergonomics, Legal, Claims & Disability Management or choose a few from different streams. The workshop presenters have varied backgrounds in law, health and safety, insurance, wellness, human resources, ergonomics and WSIB adjudication.

SBCI staff will be putting on two workshops. Byron Franson will present a session on October 8 entitled “Mental Health & Attendance Support – Beyond the Basics.” Figen Dalton and Christopher James will be hosting a workshop on October 9 entitled “Return to Work Strategies in WSIB Cases.”

Space is limited at the conference so we would encourage you to visit the conference website www.s2egroup.com and review the entire conference agenda.

For additional information you may contact Chris James at chris@sbc.org.

LES CHUTES ET GLISSADES

Les conseils scolaires ontariens ont fait de grands pas dans le dossier de santé et de sécurité au travail. Comités mixtes, formations, procédures et règlements ont été mis sur pied. L’équipement de protection personnel fait aussi partie des mesures prises par les conseils scolaires ontariens.

Malgré tout, les accidents continuent à survenir et les chutes et glissades demeurent la principale cause d’accidents dans les conseils scolaires, en plus d’être très coûteux pour ceux-ci. Pourtant, la plupart des conseils ont donné de la formation sur les risques de chutes et glissades à tout leur personnel. Ils ont fourni l’équipement nécessaire au personnel enseignant pour le travail en hauteur et des semelles antidérapantes pour les gardes de la récréation et dans

plusieurs cas des chaussures de protection pour le personnel de conciergerie. Un système d’identification a été mis en place pour indiquer que les planchers sont mouillés et un programme d’inspection mensuelle et annuelle pour identifier les risques du lieux de travail a été mis sur pied.

Alors comment se fait-il que les incidents reliés aux chutes et glissades demeurent toujours aussi élevés chez le personnel des conseils scolaires.

En plus d’être coûteux, ce type d’accidents engendre aussi un taux d’absentéisme du personnel qui affecte directement le programme scolaire. Les conseils scolaires ontariens ont donc tout intérêt à se pencher sur cette situation, et devraient mettre en place de mesures de prévention et de sensibilisation afin que le personnel fasse preuve de vigilance dans leurs habitudes de travail et de déplacement.

Pour sa part, le ministère du Travail de l’Ontario, concerné par ce phénomène, a réajusté sa position et cible les conseils scolaires en leur ordonnant de mettre en place des mesures préventives. Par exemple, le ministère a exigé de plusieurs conseils scolaires, qu’ils développent et mettent en œuvre une ligne de conduite sur le port de chaussures adéquates pour le personnel enseignant et administratif.

Voici des exemples d’incidents reliés aux chutes et glissades qui sont survenus dans les conseils scolaires.

Dans un premier cas, un membre du personnel administratif s’est fracturé la hanche après avoir glissé sur le plancher de son école. La cause a été attribuée à une chaussure inappropriée, semelles lisses et glissantes.

Dans un deuxième cas, un membre du personnel enseignant s’est grièvement blessé au dos et à la jambe après être tombé d’une chaise sur laquelle il était monté pour suspendre un objet. La cause a été attribuée à un manque de vigilance de la part de l’employé qui en plus de ne pas avoir utilisé un marchepied ou un escabeau, s’est servi d’une chaise à roulettes pour monter.

Dans un troisième exemple, un membre du personnel de conciergerie s'est fracturé un bras après être tombé d'un escabeau. La cause a été attribuée au fait que l'employé avait utilisé un escabeau non conforme au lieu d'utiliser celui mis à sa disposition par l'employeur et qu'il n'avait pas respecté la procédure d'utilisation de l'escabeau indiquant comment ouvrir et bien ancrer celui-ci avant son utilisation.

Ces trois incidents ont eu comme conséquence l'absence prolongée de ces membres du personnel.

En considérant la position du ministère du Travail, la fréquence de ce type d'accidents, les impacts financiers et humains et l'obligation pour les employeurs d'offrir un milieu de travail sain et sécuritaire, SBCI encourage les conseils scolaires à faire preuve de diligence, de surveillance assidue et de discipline si nécessaire, en ce qui a trait aux habitudes de travail du personnel. Et ce dans le but de réduire le nombre d'accidents en général et en particulier ceux causés par les chutes et glissades.

Finalement, il y a un point commun à retenir dans les exemples d'accidents présentés plus haut dans cet article. Ils auraient tous pu être évités.

Finalement, l'idée du port de chaussures appropriées pour tout le personnel et de réitérer l'importance de suivre les consignes en place ne sont pas si bête. *C'est un pensez-y bien!*

SLIPS AND FALLS

Ontario school boards have made significant strides in managing health and safety at work. Joint committees, training sessions, procedures and rules have been created and enhanced. Personal protective equipment is also part of the steps taken by the Ontario school boards.

But accidents continue to happen within school boards. Slips and falls remain the primary cause of injuries, resulting in significant costs, despite the fact that most boards have provided training to all of their staff on preventing slips and falls. Working at heights equipment was supplied to teachers, non-slip soles to recess supervisors and, in many cases,

safety footwear to custodians. An identification system was put in place to warn of wet floors, and monthly and yearly inspections are being conducted to identify workplace hazards.

How come incidents related to slips and falls still remain so prevalent among school boards employees?

In addition to being expensive, this type of accident leads to staff absenteeism, directly affecting school programs. It is in Ontario schools boards' best interest to tackle this issue, so preventative measures and communication means can be put in place to ensure staff members are vigilant throughout their workday.

Concerned by this issue, the Ontario Ministry of Labour has adjusted its position and now mandates the school boards to put preventative measures in place. For example, the Ministry has demanded of many school boards that they develop and implement guidelines regarding suitable footwear for teachers and administrative staff.

Here are examples of incidents related to slips and falls that have occurred in school boards. In one case, a member of the administrative team broke a hip after slipping on the floor at school. The cause was attributed to unsuitable footwear, with smooth and slippery soles.

In another case, a member of the teaching staff sustained serious back and leg injuries after falling from a chair the teacher had climbed on to hang an object. The cause was attributed to a lack of vigilance from the employee, who used a chair with casters instead of a stepstool or a step ladder.

In a third example, a member of the custodian team broke an arm after falling from a step ladder. The cause was attributed to the fact that the employee used a substandard step ladder instead of using the one provided by the employer, and did not follow the proper procedure to use the step ladder which indicates to open and anchor it properly before use.

The consequence of these three incidents was the prolonged absence of the staff members affected.

Considering the position of the Ministry of Labour, the frequency of this type of accident, the financial and human impacts, as well as the duty of employers to provide a healthy and safe workplace, SBCI encourages boards to exercise due diligence, provide assiduous monitoring and disciplinary measures if necessary, with regard to the work habits of their staff. The objective is to reduce the number of accidents in general, and particularly those caused by slips and falls.

After all, there is a common denominator among the accident cases presented above. They were all avoidable.

In conclusion, the idea of promoting suitable footwear to staff members, and reiterating the importance of following the guidelines in place continues to be valid. *Food for thought!*

INTRODUCING SBCI'S DATA MANAGEMENT DEPARTMENT

We would like to take this opportunity to introduce the Data Management Team to all of you.

Audrey O'Connor - Data Entry Clerk
Audrey has been with SBCI for 5 years and is responsible for data entry.

Rose Erbay - Bilingual Data Entry Clerk.
Rose has been with SBCI for 1½ years and is responsible for both English and French data entry.

Sylvie David – Bilingual Data Management Assistant
Sylvie has been with SBCI for 2½ years and is responsible for many aspects of our Parklane System and provides Parklane training to many of our School Boards and staff.

Melissa Hewit – Bilingual Data Management Supervisor
Melissa has been with SBCI since 2006, but working as the Bilingual Data Management Supervisor since September 2009. Melissa is responsible for the Data Management Department, internal department projects and for the Share Parklane Attendance Module.

Each staff member of the Data Management Department plays a key role at keeping all our data up to date, accurate and valid, so that SBCI can provide excellent stats for internal staff and to our member School Boards.

Starting in early August 2013, Sylvie David will be Acting Bilingual Data Management Supervisor covering for Melissa Hewit's Maternity Leave. We have hired Erin McLennan on a part-time basis to assist in the Data Management Department.

During Melissa's maternity leave your day to day contact for the Share Parklane Attendance Module will be Anne Huska. You can contact her at anne@sbc.org. Anne will be working on a part-time basis 1 to 2 days per week.

Our Services to you:

- On-site or Go To Meeting training for Parklane Modules – IR & AM
- Unlimited phone and Go To Meeting support from Data Management Department
- Invitation to the Parklane/SBCI one day workshop
- Unlimited Assistance with running reports
- Annual Auditing to ensure data integrity of your Parklane System and clean up of your system
- Provide updates on changes to the Parklane System and WSIB on-line services that affect School Boards
- Provide how-to guides and suggested reports to run from Parklane.
- Provide a detailed Cost Report to our Claims Managers that is then sent to your SB on a monthly basis.
- Provide a Dashboard Report to our H&S Consultants that is then sent to your SB on a quarterly and annual basis

Now that I have introduced SBCI Data Management Department and our services to you please do not hesitate to call us if you need any assistance.

All the best for this upcoming school year!

Melissa Hewit
Data Management Supervisor

DSM-5 CHANGES AND POTENTIAL IMPACTS TO THE WORKPLACE

The Diagnostic and Statistical Manual of Mental Disorders, or the DSM, is the standard classification of mental disorders used by mental health professionals. The DSM-5 was released in May 2013, and replaces the DSM-IV which was originally published in 2000.

Here are three reasons why employers need to be aware of the changes made to the DSM-5:

1. The DSM-5 is the leading authority in the determination of mental disorders, and in turn, the existence of a mental disability under human rights legislation.
2. It recognizes new mental disorders and diagnostic definitions to be considered within the scope of an employer's duty to accommodate under the Human Rights Code
3. These changes could lead to increased costs for sick leave, disability insurance and drug plans.

There has been no change to the general definition of mental disorder under the DSM-5; however in the past some criteria may have been vague or subjective depending on who is reviewing the situation. The DSM-5 language has tried to minimize any vagueness by including much more prescribed symptomology and decision rules to be followed in making a formalized mental disorder diagnosis.

A few notable changes to the DSM-5 include:

- New disorders such as Caffeine Withdrawal, Cannabis Withdrawal, Mild Neurocognitive Disorder and Premenstrual Dysphoric Disorder
- For the first time, a non-substance has been classified as an addiction: Gambling Disorder
- Under the category of Attention Deficit/Hyperactivity Disorder (ADHD), the new diagnostic criteria make it easier to diagnose ADHD in an adult who has never been diagnosed with this condition as a child.
- Under the category of Post-Traumatic Stress Disorder (PTSD), there are

greater specifications for the types of trauma that cause this disorder. The goal of this change was to try to reduce the number of cases where people claim PTSD without having actually experienced a trauma first hand.

- Dementia and Amnesia have been combined into one diagnostic category: Neurocognitive Disorder. This is an important consideration for employers with an aging workforce.
- Under the category of Major Depressive Disorder, a person exhibiting symptoms of major depression with the loss of a loved one can now be diagnosed with Major Depressive Disorder right away (previously would have had to have been symptomatic for two months), which can lead to an increase in accommodation requests and applications for short term/long term disability benefits.

The concern noted with all the changes in the DSM-5 is that the changes may accelerate the diagnosis of mental disorders that in turn could increase sick leave utilization and the use of medication as treatment, which may drive up employer costs for benefit plans.

What is most important to note is that a clinical diagnosis of a DSM mental disorder is insufficient on its own to establish entitlement or access under Human Rights, Workers' Compensation, Short Term and Long Term Disability benefit plans. While a diagnosis is a necessary component to the assessment of any claim, other criteria are required under Workers' Compensation and Human Rights. Under Short Term and Long Term Disability benefit plans, confirmation of a disabling mental disorder along with indication of the claimant's functioning and level of impairment may be required to determine benefit entitlement.

School Boards need to ensure that the internal accommodation process addresses the change to the DSM-5 disorders and diagnosis, within the scope of duty under the Human Rights Code. Case management can be difficult when a mental health condition is present. Should you require any assistance in reviewing complex cases and /or accommodation issues, do not hesitate to contact SBCI.

PROVINCE-WIDE ABSENCE STUDY

Recently, there have been several newspaper and magazine articles that have reported on sick leave utilization in both public and private sector. Some have taken a critical perspective on the use of sick leave since the Ministry changes to the Sick Leave Plan. No matter what perspective one takes, School Boards' need to ensure they have an active absence management practice in place to support employees in need and to manage employee absenteeism and rising costs.

With major changes to the sick leave plan from September 2012, SBCI has invited all 72 school boards to participate in an annual Sick Leave/Absence Study. Each participating board will benefit from the following:

- Consistent and comprehensive sick leave analyses
- Year-over-year trending of results
- Benchmarking relative to other participants on a consistent basis
- Better understanding of absence behaviour under the new plan
- Ability to optimize or tailor attendance management and support programs to observed needs
- Ability to assess the impact of changes to sick leave or other absence plans
- Ability to meet data requests from the Ministry or Trustee Associations

Should you require more details about the full benefits of this study or would like a copy of the invitation memo, please contact Shoba Thomas, shoba@sbc.org, 1-800-361-3516 X249.

ACTUARIAL UPDATE

It's that time of year again ... the start of PSAB reporting on future benefits liabilities.

To date we have sent out 2 PSAB Update notes outlining issues and considerations relevant to 2013 reporting, and requesting target dates for reports, data and valuation needs for this year. If you haven't received these notes please contact Wendy Achoy at wendy@sbc.org.

Of note this year are the following:

- Boards can decide to have their gratuity valuation based on the benefit amounts that they calculated and provided to employees who continue to be eligible to receive a benefit on retirement.
- Post-retirement benefit liabilities should be re-calculated this year end based on actual retirees in 2012-13 as the retirement rates used in last year's valuation appear to have been conservative.
- A new sick leave liability has resulted from the ability to carry over unused 100% sick days to the next year only for use as top-up to 90% days. SBCI will also complete the MOE's template as part of their PSAB work.

Based on responses we have received so far, it is likely to be a busy season. We encourage boards to respond to PSAB Update #1 so that we can schedule work appropriately and to send their data in as soon as possible and as it is ready by benefit, rather than waiting to send the whole workbook for all benefits.

Here's to smooth sailing this PSAB season!

SBCI BOARD OF DIRECTORS

Lynda Coulter (Chair)
Carolyn Bastien (Vice Chair)
Ronald Bender
Judi Goldsworthy
Jamie Gunn
Janice McCoy
Maura Quish
Roger Richard
Mary Lynn Schauer
Anna Sequeira

DATES OF MEETINGS

Board of Directors Meetings

Friday, October 4, 2013
Friday, November 1, 2013
Friday, December 6, 2013

Friday, February 7, 2014
Thursday, March 6, 2014
Friday, April 11, 2014
Friday, May 9, 2014

SBCI STAFF

Brian Brown, Chief Executive Officer
Lynn Porplycia, Chief Operating Officer
Wendy Achoy, Chief Actuary
Raazia Haji, Actuarial Analyst
Joe Huang, Actuarial Analyst
Shawn Tang, Actuarial Analyst
Christopher James, Senior Claims Manager & Lawyer
Figen Dalton, Claims Manager
Darlene Iwaszko, Claims Manager
Dave Kersey, Claims Manager
Mary Luck, Claims Manager
Kelly Melanson, Claims Manager
Robert Orrico, Claims Manager
Erin McLennan, Paralegal Analyst
Robbin Lavoie, Senior Health & Safety Specialist
Christina Bick, Health & Safety Specialist
France Germain, Health & Safety Consultant
Jennyfer Payeur, Health & Safety Specialist
Louise Bellamy, Financial/Office Coordinator
Stephanie Kwong, Executive Assistant
Lily Li, Executive Assistant
Melissa Hewit, Supervisor, Data Management
Sylvie David, Acting Data Management Supervisor
Anne Huska, Parklane AM Specialist
Rose Erbay, Bilingual Data Entry Clerk
Audrey O'Connor, Data Entry Clerk
Julia Barrasso, Attendance Support Practice Leader
Byron Franson, Attendance Support Consultant
Kathleen Gratton, Attendance Support Consultant
Shoba Thomas, Attendance Support Consultant
Rana Khalaf, Manager, IT Applications
Gavin King, Programmer/Analyst
Patrick Gani, Senior Analyst Programmer