



SBCI UPDATE

SEPTEMBER 2014

NEWSLETTER

MESSAGE FROM THE CHAIRPERSON

I trust that everyone had a very enjoyable and safe summer. Welcome back to a new school year.

As most staff and students gear up for the new school year, the actuarial staff at SBCI moves into their year-end tasks. They have a big workload ahead of them this year, but not nearly so big as last year.

In late June, one of our Health & Safety Specialists, Christina Bick, left SBCI after 4 years with us, to start her own consulting business. We wish Christy every success in the future. Joining us in early September to replace Christy is Steven Sone, who has spent several years at the WSIB and, more recently, with PSHSA (Public Services Health & Safety Association). We welcome Steven and are sure that school boards will find his knowledge and enthusiasm very valuable.

I also take the opportunity to welcome another new employee, Mariama Kaba, who is joining SBCI to provide bilingual Data Entry for our Parklane database.

In the past couple of weeks, the co-operative sent a communication to all Directors of Education, Superintendents of Business and Superintendents of Human Resources, reminding them that SBCI can provide Case Management services to Ontario school boards. Whether a board is in need of additional expertise or resources in order to manage the occasional difficult case or is in need of assistance managing all of their absence cases either on a temporary or permanent basis, SBCI is able to help. Since school boards own SBCI, there is no requirement under the Broader Public Sector Accountability Act for boards to

issue a RFP in order to use our Case Management services.

Finally, we are putting the finishing touches to the 3-year Absence Study to August 2013, and will be adding the 2013-14 results as soon as possible thereafter. From the preliminary reports, the results look very interesting.

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 bastcaro@cscprovidence.ca or (519)948-9227 X230.

Carolyn Bastien
Chairperson

RECENT MINISTRY OF LABOUR UPDATES

There has been a variety of health and safety initiatives and actions by the Ministry of Labour focusing on the education system in 2014.

A recent hazard alert has been released regarding safety requirements for powered folding partitions. The alert is designed to raise awareness about the potential for serious injuries that could result from their use.

These partitions are commonly used to separate areas, including in school gymnasiums, community centres, and conference rooms in hotels, convention centres or other workplace spaces.

Powered folding partitions are designed to stop when fully extended against the wall or fully retracted. The movement of these partitions is often controlled from a

IN THIS ISSUE

MESSAGE FROM THE CHAIRPERSON	1
RECENT MINISTRY OF LABOUR UPDATES	1
SBCI DATA MANAGEMENT UPDATE	2
MENTAL HEALTH AND ADDICTIONS: NEW HUMAN RIGHTS POLICY	3
SBCI'S MENTAL HEALTH TRAINING OFFERINGS	3
ONTARIO SCHOOL BOARD CASE LAW DECISION: FAILURE TO ACCOMMODATE	3
UPDATE ON WSIB'S MODERNIZATION OF APPEALS PROGRAM	4
2014 SCHEDULE 2 EMPLOYERS' GROUP CONFERENCE	5
SBCI BOARD OF DIRECTORS	6
DATES OF BOARD MEETINGS	6
SBCI STAFF	7

switch located on one side of the partition, which restricts the operator's ability to see the leading edge of the moving partition.

Since only one side of the partition is visible from the control panel, a "blind spot" can prevent an operator from seeing another person who could be crushed. The crushing forces of the moving partitions may be great enough to cause severe injury and even death.

More information is available on the Ministry of Labour website under the Health and Safety Section.

Workplace Inspection Initiative in Ontario Schools

From September 9, 2013, to October 31, 2013, Ministry of Labour (MOL)

inspectors conducted an enforcement initiative to promote health and safety in the Ontario education sector. The ministry focused on schools with woodworking shops, science labs, technological education labs, and other kinds of shops (e.g., auto body, construction and manufacturing).

MOL Inspectors visited private schools and also revisited public and Catholic schools that had been visited during a similar education initiative conducted from September 2011 to June 2012. Inspectors checked on compliance with the Occupational Health and Safety Act and its regulations.

The goal was to:

- continue to raise awareness of hazards in the education sector
- encourage employers to identify and control hazards
- address non-compliance with the OHSA and its regulations through appropriate enforcement action
- deter non-compliant employers and
- enhance occupational health and safety partnerships

More than 380 workplaces were inspected in the private, public and Catholic school systems.

The results have recently been released and show interesting trends.

Inspectors issued 1,739 orders, including:

- 1,400 time-based orders for violations such as failing to:
 - take all reasonable precautions to protect workers from exposure to moving parts of machines
 - maintain safe ladders and guardrails, and
 - store materials securely to prevent items from tipping or falling
- 60 stop work orders on equipment or processes for violations such as:
 - missing or damaged guarding or shielding devices on equipment
 - unsafe ladders and missing guardrails, and unsafe shelving and storage

As of March 2014, 90% of the orders have been complied with.

The top three orders issued during this initiative were for:

- failure to take all reasonable precautions in the circumstances to protect workers (48 per cent) from hazards such as:
 - exposed moving parts on machines
 - poor housekeeping and maintenance, and
 - unsafe ladders and a lack of guardrails
- failure to maintain equipment and materials (12.5 per cent), including failure to maintain:
 - guarding devices on equipment
 - lifting devices, and
 - personal protective equipment
- failure to comply with information, labelling and training requirements under the Workplace Hazardous Materials Information System (WHMIS) Regulation (6 per cent), such as:
 - failure to affix workplace labels on hazardous materials (e.g. chemicals)
 - a lack of current Material Safety Data Sheets on hazardous materials, and
 - unsafe use and storage of hazardous materials

SBCI DATA MANAGEMENT UPDATE

Introducing SBCI's Data Management Department & our services to you!

We would like to take this opportunity to introduce the Data Management Team to all of you for this school year 2014-2015.

Audrey O'Connor, Data Entry Clerk

Audrey has been with SBCI for 6½ years and is responsible for data entry and special projects within our department and the WSIB department.

Mariama Kaba, Bilingual Data Entry Clerk

Mariama has joined SBCI on September 2, 2014 as our new Bilingual Data Entry Clerk. She will be responsible for the French data entry as well as some English data entry. We welcome Mariama to our Data Management team!

Sylvie David,

Bilingual Data Management Assistant

Sylvie has been with SBCI for 3½ years and is responsible for many aspects of our Parklane System and provides Parklane training to many of our SB's and staff. Sylvie was acting as the Data Management Supervisor during Melissa's Maternity Leave.

Melissa Hewit,

Bilingual Data Management Supervisor

Melissa has been with SBCI since 2006, but working as the Data Management Supervisor since September 2009. Melissa is responsible for the Data Management Department, internal department projects and for the Share Parklane Attendance Module. Melissa Hewit has just returned from her Maternity Leave. Welcome back Melissa!

Each staff member of the Data Management Department plays a key role in 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.

Our Services to you:

- On-site or Go To Meeting training for Parklane Modules – Incident Reporting, Attendance Management and H&S
- Phone and Go To Meeting support from Data Management Department
- Invitation to the Parklane/SBCI biannual one-day workshop
- Assistance with running reports and processes in Parklane
- Annual Auditing to ensure data integrity of your Parklane System and clean up
- Providing updates on changes to the Parklane System and WSIB on-line services that affect School Boards
- Providing how-to guides and suggested reports to run from Parklane.
- Providing a detailed Cost Report to our Claims Managers that is then sent to your SB on a monthly basis.
- Providing Quarterly Reports to our H&S Consultants that are then sent to your SB on a quarterly and annual basis

Please don't hesitate to call us if you need any assistance.

MENTAL HEALTH AND ADDICTIONS: NEW HUMAN RIGHTS POLICY

On June 18, 2014 Ontario's Human Rights Commission (OHRC) released its Policy "Preventing discrimination based on mental health disabilities and addictions." The new policy outlines several important considerations in relation to employment.

One of the most significant items in the Policy is the section on the duty to accommodate and undue hardship. Previously the OHRC has been very strict about the three factors outlined in the *Ontario Human Rights Code* for determining undue hardship, namely: cost, outside sources of funding, and health and safety. The policy now includes a section called, "Other limits on the duty to accommodate." This section acknowledges that case law has placed additional considerations and limits on the duty to accommodate. The policy includes a discussion and examples of situations where the duty to accommodate may be limited under the following headings:

1. No accommodation is available that allows the person to fulfill the essential duties
2. A person does not participate in the accommodation process
3. Balancing the duty ... with the rights of other people

The policy reinforces that the duty to accommodate mental health disabilities is no less rigorous than the duty to accommodate physical disabilities by stating: "Human rights law establishes that there cannot be a 'double standard' for how mental health disabilities are treated versus how physical disabilities are treated."

The policy indicates that employers should inquire about an employee's accommodation needs by "attempt[ing] to help a person who is clearly unwell or perceived to have a mental health disability or addiction by inquiring further to see if the person has needs related to a disability and offering assistance and accommodation."

Employee participation in treatment and Independent Medical Exams are also addressed. The policy reminds us that no

one can be made to attend an IME or participate in treatment, noting that the Canadian Charter of Rights and Freedoms indicates that all capable adults have the right to consent or refuse to consent to treatment. However, the policy indicates that "while a person has the right to refuse treatment for their psychosocial disability, there may be repercussions flowing from this decision," and, "A person's refusal to get treatment, where the requirement ... is reasonable and *bona fide*, may affect an organization's ability to [accommodate], and ... may interfere with a person's ability to perform the essential duties of the job"

While the new policy is not legally binding, parties to a decision at the Human Rights Tribunal can ask the Tribunal to consider OHRC policies.

While the policy's 61 page .pdf version includes many other considerations, we encourage you to review it on the OHRC web-site at <http://www.ohrc.on.ca/>. SBCI's Attendance Support Consultants can also provide additional information.

SBCI'S MENTAL HEALTH TRAINING OFFERINGS

With a continuing focus on Mental Health and the release of the recent National Standard for Psychological Health and Safety in the Workplace, SBCI would like to take this opportunity to remind all school boards of our Mental Health training options.

The Attendance Support Consultants have recently completed the Queens University Mental Health @ Work Leadership Certificate Program. They have also been trained by Dr. Joti Samra, principal in the development of Guarding Minds at Work (GM@W), and certified to implement the GM@W strategy with employers across Ontario to facilitate the protection and promotion of psychological safety and health in the workplace.

Mental Health presentations and workshops have already been delivered to several school boards, providing leaders with a better understanding of the issues surrounding mental health. At a recent school board off-site retreat for all Senior Leadership, Principals and Managers,

SBCI presented a half day workshop on 'Tools for Supporting Employees with Mental Health Issues.' The Superintendent had this to say following the workshop: "...the pace, content, and delivery model were all excellent. I heard positive feedback from many administrators as well as from my supervisory officer colleagues. Many of our Principals are having to cope with staff who are struggling with issues of mental health, and the tools and tips you provided will certainly be of assistance to them."

Presentations can be customized for different audiences, including HR, Principals/Supervisors and Unions, and different durations, and can address topics including, but not limited to:

- Understanding Mental Health and the Workplace
- The Business Case For Managing Mental Health In The Workplace
- Strategies For Accommodating Mental Health Issues In The Workplace
- Understanding the Canadian Standard for Psychological Health and Safety in the Workplace
- Supporting Employees with Mental Health Issues

ONTARIO SCHOOL BOARD CASE LAW DECISION: FAILURE TO ACCOMMODATE

A recent Grievance Arbitration Board decision of October 22, 2013 held that an Ontario school board failed to accommodate in a timely manner an employee with multiple mental health diagnoses. This decision reinforces the importance of having a workplace accommodation process, as part of a formalized Disability Management Program, which includes the roles and responsibilities of workplace parties, proactive communication, and timely workplace accommodation.

This is the case of a contract elementary school teacher, employed since 1999 with multiple chronic and recurrent mental health conditions. The employee had a history of sporadic absenteeism and eventually went on sick leave in September 2007. The two grievances

brought forward by ETFO against the school board allege discrimination on the ground of disability for: 1. Removal from a school setting and not being paid; and 2. Failure to provide adequate and appropriate accommodation of the disability.

Although initially cleared for regular return-to-work (RTW) by his treating physician on January 7, 2008, the RTW did not occur until September 2009 and was unsuccessful. The second successful part-time RTW occurred in November 2009. Delays in RTW were noted for various reasons, including but not limited to: lack of clear restrictions and limitations in the medical documentation; the school board seeking further medical information via the school board's physician consultation and Independent Medical Exam (IME) regarding the employee's restrictions/limitations; the employee moving and not providing the school board with his change of address information; and misinterpretation and miscommunication of information between relevant parties.

The Arbitration Board held that the school board violated its duty to accommodate under the Human Rights Code by failing to return the employee to work in a timely manner and, along with settling the compensation and service recognition issues internally, it directed the school board to pay the employee general damages in the sum of \$4500.

In addressing the roles and responsibilities of workplace parties in the accommodation process, the arbitration board indicated that although "...it is incumbent on an employee to ensure that the employer has appropriate information with respect to the medical limitations and/or restrictions so as to enable the employer to understand how the disability affects the employee's ability to perform their usual duties.", the duty to accommodate also "...imposes on an employer a responsibility to control and manage the accommodation process." and "...that the fundamental responsibility for ensuring that disability needs in the workplace are accommodated to the point of undue hardship rests with the employer."

Throughout the hearing document, minimal contact between the school board and the employee is noted, aside from the IME appointment letter and subsequent letter confirming that RTW could not be facilitated based on the IME findings. The union was not brought into the picture until April 2008, when the school board could not confirm the IME appointment directly with the employee. The school board indicated that it was not its practice to "dialogue with someone who was off medically" and the union indicated it was "unaware of any protocol practiced by the school board with respect to accommodation issues."

In the spirit of collaboration and to avoid grievances whenever possible, SBCI recommends that all school boards take the following steps:

1. Collaborate with key stakeholders in the development and implementation of a formalized Disability Management Program, which includes a clear workplace accommodation process, medical documentation requirements, and roles and responsibilities.
2. Create and implement a communication strategy to ensure all staff is aware of the DM procedure and the expectations of workplace parties.
3. Maintain regular communication with employees who are absent from work for extended periods of time to maintain a connection and remain informed of any changes that can impact the employee's RTW
4. Ensure a RTW meeting or conversation occurs prior to the RTW, even to regular hours/duties, to provide the employee with necessary support.

SBCI's Attendance Support Services department can assist school boards with each of the above-noted steps to ensure school boards have DM Programs that meet Best Practices, are compliant with legislative requirements, and support all employees fairly and consistently.

UPDATE ON WSIB'S MODERNIZATION OF APPEALS PROGRAM

The following is a summary from the WSIB's 2013 4th Quarter Report dealing with the modernization of the Appeals Program, dated May 2014 and the progress of the changes to date.

Approximately 2% of claims are appealed to the Appeals Services Division (ASD). Over the past several years, systemic issues were resulting in inefficiencies, creating a large backlog and slowing down appeal decisions. Delays in receiving timely appeals were cited as one of the top ten complaints received by the Fair Practices Commission in 2009, 2010 and 2011.

The backlog of appeals cases began in 2009 and reached a high in 2012 when 20% of appeals cases were taking over 12 months to resolve. From 2007 to 2012, the percentage of appeals resolved in six months dropped from 60% to 43%. The inventory of unassigned appeals also grew to approximately 8,000 cases, creating a wait time upwards of six months for assignment to an Appeals Resolution Officer (ARO). Close to 20% or approximately 2,000 cases were being withdrawn annually because they were not considered appeal-ready. Even in cases not withdrawn, AROs were spending significant time assisting parties in getting their cases appeal-ready, creating a potential conflict of roles and leaving less time for those ready to proceed with their appeal.

To address these systemic issues, several key changes were implemented. Reconsideration of entitlement was brought into effect to ensure only true appeals were passing through, freeing up the ASD. The Intent to Object Form (ITO) and Appeals Readiness Form (ARF) were brought in, helping keep appeals cases on a more rigid timeline. Lastly, reducing the number of oral hearings by holding them only in complex cases where oral testimony is necessary, and thereby increasing written submissions, was a change made to improve the ASD's timeliness in resolving claims.

As the result of temporarily increasing the number of AROs, the active inventory of appeal cases has been reduced by 70% from approximately 8,000 in 2012 to 2,500 at the end of 2013. The percentage of cases withdrawn has also been significantly reduced from 20% in 2010 to 6% in 2013. New appeals are resolved faster, as can be seen in 2013 when 95% of the new appeals for the year were resolved within 6 months. The backlog of approximately 12,000 appeals has also successfully been cleared. Furthermore, the WSIB brought in additional changes which include the following:

Intent to Object Form - Clarification that while the WSIB prefers to receive the Intent to Object Form, it will continue to accept a letter of objection.

Time Limit to Object -The updated guideline describes the practice since February 1, 2013 that the WSIB will default to a 6 month time limit where a party is objecting to two different decisions with two different time limits (e.g., work transition issue with a 30 day time limit and a loss of earnings (LOE) benefit issue with a 6 month time limit)

Late Representation and Participation

➤ The updated guideline allows new evidence and late witnesses at or before the hearing if:

- The Appeals Manager or ARO find the witness to be relevant,
- If both parties agree, if it is a two party hearing, and
- The hearing will be able to be completed within the timeframe scheduled.

➤ The guideline also outlines that if a method or resolution has already been determined at the time of late participation or representation, the method of resolution will generally not be altered, even if the late participant/representative has requested a different method of resolution.

Methods of Resolution and Criteria for Hearings in Writing vs. Oral Hearings

➤ The updated guideline provides greater detail on many of the items on each list and additional issues have been placed on the oral hearing list. It also includes:

- A more detailed description of the concept of credibility
- Extended timelines for hearing in writing submissions and rebuttal submissions
- A rebuttal opportunity for oral hearing denied cases

Documentary Reports

➤ The updated guideline outlines that for evidence that did exist at the time of the submission of the Appeal Readiness Form or Respondent Form, but was either missed by the representative(s) or was not provided to them by their client, such evidence will be accepted by the ARO, either before or at the oral hearing, if:

- it is found to be relevant by the ARO,
- both parties agree, if it is a two party oral hearing, and
- the hearing will be able to be completed within the timeframe scheduled.

Public Information - The updated guideline adds WSIAT Medical Discussion Papers to the examples of public information and outlines that the information can be provided at the time of the oral hearing, with copies provided to the other party, if they are participating in the oral hearing.

Reconsiderations - The updated guideline describes that a “de novo” appeals process will occur where the WSIB recognizes that there has been a significant procedural flaw that has rendered the appeals process fundamentally unfair.

Use of Surveillance Material - The updated guideline describes that in all cases surveillance evidence must be authenticated through a signed statement from the author.

Extended Timelines

➤ Updated guidelines set out an extension of timelines for the following:

- 30 days (plus 5 days for mailing) for appeal submission
- 45 days (plus 5 days for mailing) for participants to return the Respondent Form
- 30 days (plus 5 days for mailing) for submission for hearing in writing

cases where an oral hearing was denied

- 21 days (plus 5 days for mailing) for rebuttal submission

These changes took effect July 1, 2014 and are reflected in the WSIB’s Appeals Services Division Practices and Procedures Document.

2014 SCHEDULE 2 EMPLOYERS’ GROUP CONFERENCE

In 2014 the Schedule 2 Employers’ Group is holding its 25th annual conference with very special keynote speakers and a celebratory cocktail reception on the evening of October 7. The event on October 7 and 8 will take place at the Sheraton Parkway Hotel and Conference Centre located at Highway #7 and Leslie Street in Richmond Hill.

The following agenda overview will give you an idea of the topics and speakers that will be featured at this Conference:

October 7, 2014

Keynote presentation – “New Ideas for Your Worst Claims: Address Hidden Issues that Cause Poor Outcomes” by Dr. Jennifer Christian

Morning Breakout Sessions:

(113) “Organizational Mental Health 3.0: Evidence Based Psychological Fitness & Cognitive Assessment”, by Addie Greco-Sanchez and Dr. Konstantine Zakzanis

(114) “Work-Related Asthma: If You Can’t Breathe, Nothing Else Matters”, by Dr. Mike Pysklywec and Sonia Lal, MSc., CRSP, RPIH

(126) “WSIB’s Online Services”, by Antony Greco and Annette Tsaparis

(128) “The Art of Negotiation, the Science of Settlement – WSIB Mediation & Settlement - WSIB Mediation & Settlement Opportunities”, by Laura Russell and Alec Farquhar

(129) “Tough Acts to Follow – Different Benefits Under Four Different Acts” by Sarah Schumacher

(138) “How the MOL’s New Prevention Strategy Affects You as an Employer”, by MOL staff

(144) “City of Markham Launches a New Wellness Program”, by Genevieve Sadak and Mona Nazif

Early - Afternoon Breakout Sessions:

(103) “Extreme Accommodations – Solutions that Work for Employees and Employers”, by Nancy Gowans

(121) “Chronic Pain and RTW” by Dr. James Kim

(122) “Heavy Mental – Rock and Roll with the DSM, Validity Measures and Malingering”, by Dr. Ronald Young

(124) “Mental Stress and the Charter of Rights and Freedoms: The Wake of WSIAT Decision 2157/09”, by Rob Boswell

(127) “Protecting Yourself Conducting Legally Defensible Workplace Investigations”, by Krista Siediak

(132) “Ergonomic and Wellness Initiatives to Prevent Workplace Injuries”, by Marnie Downey

(136) “Documenting OHS Due Diligence – the Right Way versus the Wrong Way”, by Cheryl Edwards and Jeremy Warning

Mid - Afternoon Breakout Sessions:

(111) “Untangling the Occupational/Non-Occupational Benefits Web”, by Liz Scott

(112) “Reading Body Language: How it Can Help Identify and Control Workplace Violence and Harassment”, by Sandra Excellent

(116) “Navigating the National Standard: Psychological Health and Safety in the Workplace”, by Kathleen Gratton

(119) “I spy with My Ergonomic Eye”, by Kevin Schoupe

(135) “Human Rights and the Duty to Accommodate Disability at Work”, by Jeff Poirier

(140) “Section 63 Agreements a Schedule 2 Settlement Option”, by Daintry Davis and Elizabeth Brown

(143) “The Evidence-Based IME: Structure and Function”, by Avi Orner

4:30 PM to 7:30 PM – 25th Anniversary Celebration: Cocktails, Dinner & Entertainment

October 8, 2014

Keynote presentation – “Reaching for the Stars: Motivate Yourself to Peak Performance” by Dr. Dave Williams

Morning Breakout Sessions:

(109) “The End of Employment – When, How and Whether to Terminate” by William LeMay

(115) “Introduction to WSIB Claims”, by Steven Latanville, Sandra Moretto-Sousa and Maxine MacGuire

(120) “Workplace Noise Surveys: A Hands-On Measurement Workshop”, by Kevin Schoupe

(123) “What has the Tribunal Been Up to? Important Recent WSIAT Decisions”, by Stephen Roberts

(131) “Advanced Disability Management Workshop: Tips for Complicated Claims and Litigation”, by Samantha Seabrook

(134) “Ergonomic Accommodation for Office Workers”, by Jason Cook

(141) “Mental Health and the Workplace”, by Dr. Niki Fitzgerald

Afternoon Breakout Sessions:

(104) “Making Wellness Work – Tips and Tricks for Driving Participation, Results and ROI”, by Libby Norris

(106) “3 Surefire Ways to Waste Money and Stall Your Return to Work Process”, by Jennifer McGillis, MSc, R. Kin, CPE

(108) “Mental Stress Entitlement – The Changing Landscape”, by Michael Zacks

(117) “Effectively Managing Complex Workplace Injuries”, by Rick Mahoney

(125) “How Bad Decisions Lead to Workplace Injuries”, by Phillippe Baril, CHRP

(130) “The New Paradigm in the Management & Return to Work of Employee with Mental Health Impairment” by Jane Sleeth

(137) “Managing Mental Health Claims in the Real World: Practical Use of Cognitive Services”, by Kathleen Stokes, Nathan Laako and Keith Hanson

For those of you interested in learning more about the CSA Mental Health Standards be sure to register for the breakout session given by SBCI’s Kathleen Gratton in the afternoon of October 7th. For more information and to register for the conference please go to www.s2egroup.com.

If you have questions about the conference please feel free to contact chris@sbc.org or Darlene@sbc.org.

SBCI BOARD OF DIRECTORS

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

DATES OF BOARD MEETINGS

November 7, 2014
December 12, 2014
February 6, 2015
March 6, 2015
AGM – April 10, 2015
May 8, 2015

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
Lucy Lu, Actuarial Student
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
John Bryden, Director, Health & Safety
Services
France Germain, Health & Safety
Consultant
Jennyfer Payeur, Health & Safety
Specialist
Steven Sone, Health & Safety Specialist
Louise Bellamy, Financial/IT Coordinator
Karen Bertrand, Accounting Clerk
Erin McLennan, Executive Assistant
Lily Li, Executive Assistant
Melissa Hewit, Supervisor, Data
Management
Sylvie David, Acting Data Management
Supervisor
Audrey O'Connor, Data Entry Clerk
Mariama Kaba, Bilingual Data Entry
Clerk
Julia Barrasso, Lead, Case Management
Byron Franson, Attendance Support
Consultant
Kathleen Gratton, Attendance Support
Consultant
Shoba Thomas, Attendance Support
Consultant
Rana Khalaf, Manager, IT Applications
Patrick Gani, Senior Analyst Programmer
Gavin King, Programmer/Analyst
Anwar Khalil, Programmer/Analyst
