



Connecting members, advancing knowledge Relier les membres, développer les connaissances

Compensation & Benefits Committee - AWCBC Jurisdictional Update Report

Committee Member: Robert Nebo	From: WCB Alberta	Date: Sept 13/16
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Mandate	<i>Defines expectations / responsibilities. Facilitates better focus on objectives and activities by which the committee operates.</i>
The AWCBC Compensation & Benefits Committee works collaboratively to share experiences, identify and improve claim-related outcomes and identify and action opportunities around operational, research and policy development initiatives.	

Goals	<i>Based on your mandate, set realistic and specific goals. What is the long-range aim? What do you hope to achieve?</i>
1. To share jurisdictional experiences and knowledge.	
2. To put before the committee, emerging issues that are deemed high priority, for consideration of planning	
3. To identify, plan, and carry out specific projects for the benefit of the committee members and their respective jurisdictions.	
4. To be available to other AWCBC / national committees to provide input and or partner with when requested.	
5. To provide feedback to AWCBC Executive when required or requested.	

Objectives <i>Improving Return to Work Outcomes/Reducing Durations (Share work that is being done within your organization to support RTW, reduce duration etc)</i>	Activities
<p>Worker Engagement – Transitional RTW Services: New Service Streams</p>	<p>Focus: Develop a new service (RTW Transitional Support Services) for those clients who would benefit from additional supports to achieve successful re-entry into the workforce.</p> <p>Goals:</p> <p>For claim Owners</p> <ul style="list-style-type: none"> • Develop clear and simple guidelines for claim owners to be able to proactively identify these clients and refer early on. <p>For workers</p> <ul style="list-style-type: none"> • Deliver a holistic VR support stream to address individual needs through education, development of a good resume, success coaching, job search support and clear information about expected outcomes and benefits • Deliver a process that increases worker participation in developing and executing the VR plan • Help injured workers achieve positive wage quality results <p>For service providers</p> <ul style="list-style-type: none"> • Establish a service provider in Edmonton & in Calgary to deliver this specialized service • Establish service provider expectations for: <ul style="list-style-type: none"> ○ planning quality, ○ client involvement, ○ client satisfaction, and ○ client understanding of the plan <p>Outcome measure: A reduction of employable zero-based ELPs/a reduction in ELP appeals; Claimant satisfaction with 1:1 support, service modules, outcome of service.</p> <p>New Services: 5 Life Skills modules now completed.</p> <ol style="list-style-type: none"> 1. Values and perceptions 2. Moving forward and finding momentum 3. Communication 4. Emotion management and conflict resolution 5. Goal setting

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	<ul style="list-style-type: none"> • Goal is to offer all five modules biweekly so clients participating in more than one are not waiting. <p>Millard Health Clients: Seven clients have participated in the pilot so far. Transitional Skills Modules - 1st session for workers delivered July 25 (5 workers attended). Overall satisfaction high with all indicating that the workshops met their needs.</p> <p>Calgary Clients: Providers in the process of booking in clients for initial meeting (LifeMark-3, CBI-2). CM's aware.</p> <p>Initial Contact MW file note: Revisions made to enhanced VR file note (asking claimants when they think they will RTW, etc.). Current results indicate 80% of workers feel they will return to work within 8 weeks.</p>
<p>Suitability Change Management Attachments:</p> <ul style="list-style-type: none"> • Suitability Defined • Key Themes/opportunities when determining job options 	<p>Focus: Clearly define what “suitability” means and create better balance between best option and wage quality. Develop simple, more consistent language for CO’s and Providers. Review how Claim Owners (CO’s) explain the VR process with injured workers.</p> <p>Develop new communication points (verbal and written) starting from when VR entitlement is determined through to wage loss implementation. This need to work in step with Providers.</p> <p>Goal: For claim owners</p> <ul style="list-style-type: none"> • To equip claim owners with a good understanding of the elements of a good VR plan • To engage claim owners in VR planning discussions <p>Outcome measure: Satisfaction, suitability/wage loss appeals, cost and duration.</p> <ul style="list-style-type: none"> • Procedure updates on the new suitability, training materials are also being updated - by September 1. • Next VR bulletin focus is on ESL (when and how) and the updated procedure on Temporary Foreign Workers (focus on suitability). • VQA positions now in place and are providing coaching and mentoring to further support our new approach to suitability. • Tactical discussions on suitability ongoing and all Managers asked to discuss at unit and team meetings on a regular basis. Most recent scenarios and discussions July 12 centered on TPD and VR 01 payments. <p>Suitability Summary: Claimants have many skills and abilities that make them suitable for a new job, but there are also many other factors that we should always consider when researching a new target position:</p>

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	<ul style="list-style-type: none"> ● Meets with the worker's physical abilities: <ul style="list-style-type: none"> ○ Fits with the work restrictions identified in medical reports ○ Fits with the workers pre-existing non-compensable physical restrictions ○ If needed, obtain a Physical Suitability Assessment (PSA) which confirms suitability of the best job option ○ If needed physical barriers are addressed (e.g., assessments and/or tools/aids, etc.,) ● Meets the worker's vocational abilities: <ul style="list-style-type: none"> ○ Education level ○ Skill set ○ For job options outside the worker's DOA industry relevant experience is required, if not training was considered. ○ Qualifications ○ Pre-existing vocational barriers that were in place prior to the injury (e.g., no driver's license or demerits, criminal record, etc.) - this may not be relevant to your chosen job target ● Fits the worker's personality <ul style="list-style-type: none"> ○ The worker participated in the vocational planning and the identification of job options ○ The position fits with the workers' overall person (e.g., interests, aptitude, psycho-social aspects, age, what motivates them, etc.)
<p>Employment Profile Database (EPD)</p> <p>Attachments:</p> <ul style="list-style-type: none"> ● Template for LMA/EPD Research Requests 	<p>Focus: Enhance labour market information to broaden the number of options considered and the reliability and credibility of the information used to determine position suitability.</p> <ul style="list-style-type: none"> ● Goals: To enhance our employability profiles with other sources to supplement the duties, experience and education of the position. <p>For claim owners: Credible information on which to base benefit decisions</p>

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	<p>For workers: Clear alignment between worker skills, aptitudes and experience with target positions identified</p> <p>For service providers: Broad range of useful information to improve planning quality and better access to planning information</p> <p>Outcome measure: Expended options for VR planning/Reduction in ELP overturns associated with market information</p> <ul style="list-style-type: none"> • 48 profiles had ALIS information added to them. 31 were matches and 17 had one functional level difference. Explanations on which weight category to use were provided on each of these profiles. Five of these positions are in our top 22 (construction estimator, H & S officer, HEO, hospital unit clerk, oilfield safety coordinator). • Next steps are to complete write ups on 36 more profiles and to send five profiles to Malatest for their review/update. (Another 3 of our top 22 in the group of 35 and 1 in the group that is going back to Malatest.) <p>Personal Characteristics: All of the ALIS profiles contain a section on personal characteristics and this will help us all in understanding some of the other skills the worker should have too Here is an example of the personal characteristics of a construction estimator:</p>

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	<p>Personal Characteristics</p> <p>Construction estimators need the following characteristics:</p> <ul style="list-style-type: none"> ■ initiative and competitive spirit ■ good communication skills ■ numerical ability ■ analytical and problem solving skills ■ the ability to pay close attention to details ■ the ability to work well with others while under pressure. <p>They should enjoy:</p> <ul style="list-style-type: none"> ■ taking a methodical approach to tasks such as establishing and maintaining tendering processes, setting up cost monitoring and reporting systems and maintaining directories of suppliers and contractors ■ checking details and analyzing information ■ negotiating contracts and coordinating projects.
<p>Employer Contact - VR Planning</p>	<p>Contacting the DOA employer when it's confirmed your claimant has permanent work restrictions</p> <p>Worker and employer engagement is important throughout the claim process, it is important that we have a good conversation with the employer once permanent work restrictions are confirmed and they are not able to accommodate a new permanent job:</p> <ul style="list-style-type: none"> • The benefits of trying to find a new position for their employee that accommodates their permanent restrictions - even if a worker has been let go from a job • If the employer is unable to accommodate a new job, what the vocational costs may look like for the claim • Discuss the implications of costs, even if the wage loss is initially a TEL - this could in the future convert

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	<p>to an ELP - ensure they are well informed of the potential liability costs</p> <ul style="list-style-type: none"> • If the employer has gone out of business ensure this is well documented in a file note • Ensure all of the above is captured with good detail in a file note - if this is done at the time of wage loss pre or final approval another call is NOT needed to the DOA employer
<p>English as Second Language – VR Planning</p> <p>Attachments:</p> <ul style="list-style-type: none"> • Canadian Language Benchmarks • ESL Placement Test Sample 	<p>Need to ensure claimants attending ESL courses for the purpose of making them employable in a specific job option. Three key factors:</p> <ol style="list-style-type: none"> 1. An ESL course is appropriate when success in the course will directly influence their ability to get the pre-approved job option. 2. It is not appropriate as a stand-alone service as it needs to be a part of a plan to get a specific job option. ESL training maybe appropriate on some cases while on TD01 without a defined best option for skill development to enhance employability. You should discuss these with your supervisor. 3. We need to monitor progress often. These courses can run 3, 6, 12 months - we need to make sure we are seeing clear progress and the worker will have the skills to do the identified job option. <p>Summary of Strategies:</p> <ul style="list-style-type: none"> • Arrange for a Return to Work Planning Meeting early in the claim as the clinician will do an informal English language assessment for the worker. This will confirm the worker’s English level based on the LMA Language Proficiency Guidelines found on the LMA site (under All LMA Information, Definitions). • Determine if ESL has affected employment in the past. If so, how? • Consider if the worker’s first language could actually be an employment strength, such as tutoring others or working as an interpreter • If you are providing vocational services i.e. Career Counselling, and the worker requires a higher level of English for the Best Job Option, make a referral to an ESL training provider for an assessment. (Refer to Procedure, ESL Program: 30.2, 30.2A and 30.2B). If the assessment confirms that the worker needs to increase their English skills for the Best Job option, then consider providing the worker with ESL training. • To interpret the assessment results and estimate the length of the training, refer to the guideline:

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	<p>Canadian Language Benchmarks aligned with LMA/EPD descriptions”, located in Procedure 30.2A.</p> <ul style="list-style-type: none"> • WCB may sponsor a long-term (greater than 3 months) or short-term (3 months or less) academic program when other forms of re-employment assistance (e.g., Training on the Job TOJ, Return to Work Services, etc.) may not provide the worker with the services required to become employable. An academic program may be provided in conjunction with other re-employment services.

<p>Objectives <i>Service Delivery/Quality Initiatives. Share what is being done in your organization to improve Customer service delivery and to support Quality service/decisions to stakeholders</i></p>	<p>Activities</p>
<p>Claims Management Staffing Plan - Managing workload to maximize CM/ADJ quality and timely decision making.</p>	<p>WCB Alberta Claims Team Structure:</p> <ul style="list-style-type: none"> • 33 claims teams generally categorized by industry (construction, municipalities, etc.) and/or employer size (large employer EDM or Calgary) – helps CM/ADJ develop better understanding of RTW/MW opportunities by industry and develop longer term working relationships with large employers who have the majority of claims • 4 Special Needs claims teams - occupational disease (hearing loss), severe injuries (brain injurie, amputees, spinal cord, burn victims), psychological (PTSD), fatalities regardless of the DOA industry or employer – long term claims with permanent work restrictions and earnings impairments where the injured worker is rarely still job attached to DOA the employer • Claims Team Structure: 1 Supervisor, 6-8 CM’s, 3-5 ADJ’s, 1 Case Assistant (10-12 Sup-to-staff ratio) – Supervisors are also provided clerical and admin support from a shared pool of Admin Assistants. ADJ’s handle short term LTC claims (<30 days) and CM’s handle longer term LTC cases. Total 234 CM’s and 102 ADJ’s.

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	<ul style="list-style-type: none"> • Claims Unit Structure: 1 Manager with 6-7 Claims Teams. Customer Service has five units, as follows: <ul style="list-style-type: none"> ○ Calgary – teams in Calgary are primarily assigned to large employer accounts in Calgary and Southern Alberta. Each team will be assigned to specific industries. ○ Edmonton – Large employer accounts – this unit has teams that are primarily assigned to large employer accounts in Edmonton and Northern Alberta. Each team will be assigned to specific industries. ○ Edmonton - Special Needs and Trucking – this unit has teams that work exclusively with workers who are severely injured); and two teams that handle all trucking accounts (both large and small accounts). ○ Edmonton – Construction Accounts - these teams are assigned primarily to small and mid-sized construction accounts. Each team will be assigned to specific industries. ○ Edmonton Accounts – these teams are assigned to all other types of small and mid-sized accounts. Each team will be assigned to specific industries. • Process Desk: manage all NTL and medical only claims - no wage loss or compensation payable (any claims that require compensation payments go to ADJ's. 1 Supervisor, 12 Claims Processing Agents <p>Workload Management Strategies:</p> <ul style="list-style-type: none"> • New claims are automatically assigned at registration – all NTL claims (83%) go to the Process Desk and LTC's (17%) go to ADJ's. About 30% of NTL reported claims are transferred off the Process Desk as they require ADJ involvement (complex medical, failing modified work, wage loss payable). • Set guidelines for work load maximums: CM caseloads <40 active cases, <10 active duration claims 0.25 LTC and <11 active VR cases. The following are new VR goals for 2016: <ul style="list-style-type: none"> ○ Ensure no more than 4 teams across the department have 32 or more VR cases at the end of each month in 6 of 9 months. ○ Ensure no more than 6 teams across the department have between 27 - 31 VR cases at the end of each month in 6 of 9 months. ○ Ensure no more than 6 teams across the department have 3 or more caseloads with 11 or more VR cases at the end of each month in 6 of 9 months.

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	<ul style="list-style-type: none"> • Balance industry and employer assignments to ensure generally equal distribution of incoming claims across claims teams (based on trending, insurable earnings, forecast volumes) • Balance staffing and experience levels across teams while maintaining 10-12 Supervisor-to-staff ratio • Work Share process to help manage CM/ADJ desks where caseloads, duration or VR exceed maximums by distributing new incoming claims to staff with capacity, while maintaining connections between the claims team and employers – look for capacity first on the CM/ADJ’s own claims team, then other teams in their Unit, then teams on other Units. • Mobile Work Force – providing “just-in-time” claims help when caseloads, duration, VR exceed guideline maximums. Tactics – provide phone coverage to free-up CM time, provide help on existing claims that remain on CM desk to resolution or assign new incoming claims to other CM’s to handle the claims to resolution. Claims Stabilization Team (6 CM’s); Claims Resolution Team (9 CM/3ADJ’s); former CM’s promoted to Quality Assurance, Business Training, Account Management, Government Relations (etc.) – about 40 staff that can be called upon to pitch in when needed. Total 234 CM’s and 102 ADJ’s – with about 50-60 staff (15%) to draw from for contingency help. • Weekly Operations Tactical oversight (Directors/Managers) - dashboards monitoring caseload, duration (0.15 and 0.25), VR (by type), throughput (case resolution). Helps identify common adjudication decision issues/opportunities, individual performance issues (coaching required) and high performers. Great forum for Managers to share their team RTW strategies (MW blitzes, ACM referrals, day off the phones, etc.) • Also provides opportunity to develop leadership skills in high performers (temp Supervisors) that in turn supports Supervisor/Manager succession planning.

<p>Objectives <i>Human Resources/Training</i></p> <p><i>Share information on staff related issues including training, recruitment, management oversight etc..</i></p>	<p>Activities</p>					
<p>2016 Meredith Lecture (Annual Event) – What happens after trauma and injury? A critical appraisal of the sequelae of Adult life events.</p>	<p>Speaker: Dr. Charl Els: Dr. Charl Els is a psychiatrist, addiction specialist, and medical review officer. He’s in private practice in Edmonton, and serves on the American College of Occupational and Environmental Medicine Guideline Committee. He regularly conducts assessments on employees in safety sensitive positions. Dr. Els sits on the University of Alberta’s Health Research Ethics Board as well as on the advisory board for Physicians Against Forced Organ Harvesting</p> <p>As part of his lecture, Dr. Els will highlight the sequelae of adult stressful life events, the concept of post traumatic growth, and the factors likely resulting in psychological injury.</p>					
<p>Flexible Work Arrangements Attachment : Flexible Work FAQ’s</p>	<p>To support our employees in balancing their work and home lives, the WCB offers several types of flexible work schedules. Participation is dependent upon meeting business needs and so not all jobs are eligible.</p> <p>The WCB has adopted the following principles when determining if individuals or jobs are eligible:</p> <ul style="list-style-type: none"> • Quality customer service must be sustained • Productivity must be maintained or increased • Additional costs will not be generated, and • Participation in flexible work is a privilege not a right <p>Job Sharing: A voluntary arrangement in which two people share one job, each working part-time on a regular ongoing basis.</p> <p>Compressed Work Week I and II: Two variations of the compressed work week have been endorsed by the WCB:</p> <ul style="list-style-type: none"> • compress ten work days into nine (Compressed Work Week I); • compress five work days into four (Compressed Work Week II). <p>Compressed Work Week I: Compressing ten working days into nine means that you work eight hours and four minutes each day for four days of one week and five days of the next.</p> <p>For example:</p> <table border="0" style="width: 100%; text-align: center;"> <tr> <td>Monday</td> <td>Tuesday</td> <td>Wednesday</td> <td>Thursday</td> <td>Friday</td> </tr> </table>	Monday	Tuesday	Wednesday	Thursday	Friday
Monday	Tuesday	Wednesday	Thursday	Friday		

Objectives *Service Delivery/Quality Initiatives. Share what is being done in your organization to improve Customer service delivery and to support Quality service/decisions to stakeholders*

Activities

Week 1	8hrs 4mins	8hrs 4mins	8hrs 4mins	8hrs 4mins	8hrs 4mins
Week 2	8hrs 4mins	8hrs 4mins	8hrs 4mins	8hrs 4mins	OFF
Week 3	8hrs 4mins	8hrs 4mins	8hrs 4mins	8hrs 4mins	8hrs 4mins
Week 4	8hrs 4mins	8hrs 4mins	8hrs 4mins	8hrs 4mins	OFF

Compressed Work Week II: Compressing five days into four means that you work nine hours and four minutes four days of each week.

For example:

	Monday	Tuesday	Wednesday	Thursday	Friday
Week 1	9hrs 4mins	9hrs 4mins	9hrs 4mins	9hrs 4mins	OFF
Week 2	9hrs 4mins	9hrs 4mins	9hrs 4mins	9hrs 4mins	OFF
Week 3	9hrs 4mins	9hrs 4mins	9hrs 4mins	9hrs 4mins	OFF
Week 4	9hrs 4mins	9hrs 4mins	9hrs 4mins	9hrs 4mins	OFF

Flexible Time: Flexible time permits flexible start and quit times within limits set by management. The flexible times are usually at the beginning or end of the day, with a core time in the middle during which all employees are present.

Telework: Telework is performed from a satellite office or at home for all or some of your regularly scheduled hours. Due to the characteristics of this option, it requires considerable research prior to implementation and is subject to some unique requirements. For example, child care arrangements that allow fulfillment of a regular work schedule must be maintained.

Earned Time Off (ETO): While on the ETO schedule, you work 7 hours and 35 minutes a day (20 minutes more than the standard work day) to earn one day off in the following month. A detailed proposal and letter of agreement are not required to participate in this option, but does require Supervisor approval.

1. Employee’s Role: Research has shown that the most successful flex workers are able to set their own priorities and deadlines, assess their own performance and are good communicators. Generally, flex workers have good performance records, time management skills and are highly motivated. If you are

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	<p>interested in participating in a flexible work arrangement you are responsible for initiating the process by developing a flexible work proposal alone or with co-workers. You should consider the following points when developing the proposal:</p> <ul style="list-style-type: none"> • How will the flexible work schedule impact yourself, the WCB, the work unit and its clients, or other employees? • How will customer satisfaction be maintained? • What is the proposed work schedule? • How will productivity be maintained or improved? • How will communication with supervisory staff and other employees be managed? • How will attendance at meetings and other important activities be impacted? • What skills do you have/do you need to ensure success of the flexible work arrangement? <p>It is your responsibility to notify Human Resources when you have a work schedule change.</p> <p>Co-workers: Flexible work arrangements will impact your immediate co-workers, whether or not they are part of your proposal. Co-workers must review, comment on and agree to a flexible work arrangement affecting them.</p> <p>2. Supervisor’s Role: To be successful, both the supervisor and flex worker must be equally supportive of the flexible work arrangement. The supervisor’s role in the arrangement includes the following responsibilities:</p> <ul style="list-style-type: none"> • negotiating with staff to reach an acceptable flexible work arrangement; • defining the criteria with staff for measuring success of the arrangement in terms of productivity, service coverage, etc. • initial approval of the flexible work arrangement; and • completing evaluations with the flex worker, clients and co-workers to ensure the arrangement is functioning successfully. <p>Supervisors must consider many factors when reviewing a request for implementation of a flexible work arrangement. Both skill and judgment are required to balance the needs of employees with the needs of</p>

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	<p>customers and the individual business unit.</p> <p>Prior to entering into a flexible work arrangement, statistical data must be compiled which will allow management to evaluate any significant effects resulting from implementation of the flexible work arrangement. The information could include data such as: productivity statistics, absenteeism, turnover, overtime, etc.</p> <p>By considering and evaluating the following factors, management can determine whether, and to what extent, a particular flexible work option may be appropriate:</p> <ul style="list-style-type: none"> • What is the proposed work schedule of the employee? When will they arrive and depart? What are allowable start and quit times? • Will adequate coverage be provided to ensure the unit provides quality customer service? • Is there a business advantage to approving the request? • Is the nature of the work conducive to a flexible work arrangement? • Can the employee work effectively under the flexible work arrangement? What work habits has the employee demonstrated in the past? • Is the employee flexible enough to adapt to changing business environments? • How will the employee maintain communication with management and other employees? • How will contingencies be addressed? Can the employee be asked to come in on scheduled days off if required? • Have the health and well-being of the employee been considered, e.g., appropriate rest breaks, adequate lunch breaks, a safe worksite? <p>Department Head: The department head retains ultimate authority to approve the flexible work arrangement.</p> <p>Human Resources: Approved proposals and/or work schedule change forms are submitted to the Benefits Unit in Human Resources for processing.</p>

Objectives <i>Emerging Issues/Changes in policy or Legislation</i>	Activities
<p>Policy Change – Provincial States of Emergency and Temporary Modified Work (Attachment)</p>	<p>DRAFT - POLICY: 04-05 PART II – Benefits – RTW Services</p> <p>What happens when there are business disruptions during a state of emergency declared by the province?</p> <p>When there is a catastrophic event for which the province declares a state of emergency under the Emergency Management Act, and the state of emergency results in extended business disruption and unavailability of temporary modified work, WCB will treat the unavailability in a manner similar to strikes and lockouts (as noted below)</p> <p>What happens during a strike or lockout?</p> <p>WCB considers temporary modified work unavailable through no fault of the worker during legal strikes and/or lockouts of the worker’s bargaining unit. Any ongoing entitlement will depend upon the remaining disability and level of work restrictions. Rehabilitation and medical services continue with any modifications necessary to achieve employability.</p> <p>(Note: In cases of no time loss injuries, if a worker’s temporary modified work program is interrupted by a labour dispute, WCB may consider the claim as no time lost for reporting purposes.)</p> <p>DRAFT - POLICY: 07-02 PART II – Pricing – Experience Records</p> <p>Is there any consideration for employers when business disruptions during a state of emergency declared by the province result in the unavailability of temporary modified work?</p> <p>Yes, in order to alleviate the financial consequences caused by the unavailability of temporary modified work during a state of emergency, WCB may, at its discretion, reallocate costs so as to reduce the impact of those costs on the experience rating for affected employers.</p> <p>For example, specific claims and/or costs may be removed from the employers’ experience record and reallocated to the industry, rate group, sector, or Accident Fund.</p> <p>WCB will consider reallocating costs when all of the following conditions apply:</p> <ul style="list-style-type: none"> • a catastrophic event or series of events affecting multiple employers results in evacuation and/or business disruption

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	<ul style="list-style-type: none"> • in response to the catastrophic event(s), the province has declared a state of emergency under the Emergency Management Act • the catastrophic event(s) and provincial state of emergency disrupt business for an extended period of time (generally, a minimum of two weeks). <p>Cost reallocation is applicable only during the state of emergency. When the provincial state of emergency ends, WCB will recommence charging any applicable costs to the employers' experience accounts.</p>
Objectives: <i>reporting KPI outcomes</i>	Activities
<p>Q2- 2016 KPI's Highlights - WCB Alberta</p>	<p>RTW & Benefits/ Services & Quality:</p> <ul style="list-style-type: none"> • RTW – 91.5% (% FFW and employable) • First payment in 14 days – 85% (time from claim registration to first payment) • Wage Quality – 70% (% permanent wage loss with >75% post/pre accident earnings) • Modified Work – 55% (% disabling injury claims with MW) • Claim Duration – 36.4 days • Call Centre average wait time – 15 seconds • Appeals Commission reversals – 19% <p>Customer & Staff:</p> <ul style="list-style-type: none"> • Overall customer satisfaction - 84% injured worker / 82% employer • Decision fairness satisfaction - 86% injured worker / 71% employer • Treated with courtesy and respect - 96% injured worker / 94% employer • Employee satisfaction – 95% (<i>WCB is good place to work</i>) • CM/ADJ retention rate – 95% <p>Claim Volume:</p> <ul style="list-style-type: none"> • New Claims: -13% reduction / 69,321 (-10,295) • Lost Time Claims: -10% reduction / 14,220 (-1,531) • Active Claims: +1% increase / 8,267 (+123)

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	<ul style="list-style-type: none"> • LTC Rate – 1.28/100 workers covered • Disabling Injury rate – 2.30/100 workers covered
Topic to be discussed. (Topics identified at last meeting)	Activities
B.C.'s Mental Health Recovery guides	Presentation/discussion by B.C. on their mental health recovery guides
N.S. coaching model	Presentation by NS on their coaching model
Manitoba	Dan to arrange presentations
Psychological injuries	Any new issues to be updated here
Medical Marijuana	Any new issues to be updated here
Flexible work arrangements	Each jurisdiction to document: telecommuting, compressed working arrangements and flexible work time as well as the jurisdictions experience with flexible work arrangements.
Case management systems	Each jurisdiction to document the following from their case management models: <ul style="list-style-type: none"> • Lessons learned • Work flow • What drives outcomes • Dashboards • System activities and outcomes of the activities
Customer/Client Service training	To be updated under service deliveries/quality initiatives
Internal Training	To be updated under human Resources/training

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Labour Market Re-Entry	<p>Carry over from the spring meeting. Documentation from spring meeting to be discussed including:</p> <ul style="list-style-type: none"> • What types of programs are available that will target injured workers with low levels of education and limited variability in work experience • Challenges with LMR • Types of OJT programs that are offered • How is wage information identified? <p>(can be documented here or on a separate document)</p>