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### Compensation & Benefits Committee - AWCBC Work Plan

<b>Executive Sponsor: TBD</b>	<b>Committee Chair(s):</b> Marj Langkamp and Susanne Wirth	<b>Date Updated:</b> May 2023
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<b>Mandate</b>	<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.	

<b>Goals</b>	<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.	

Spring 2023 Summary: Over the past three years, the agendas for this Committee was focused on sharing information and problem-solving on issues related to the pandemic, including adjudication and benefits for Covid claims; working from home and then Hybrid work environments for WCB staff across Canada; and other staff-related concerns including turnover, particularly for case managers; training; and the mental health of our staff. With the pandemic now mostly behind us, our Spring 2023 meeting was focused on other topics including psychological injuries; call escalation; staffing/training/support; and sharing new legislation, policy, processes, etc. These will all continue to remain a topic of discussion as most jurisdictions are managing through similar issues.

<b>Objectives</b> <i>Set objectives that define the results/outcomes expected. Objectives must be: focused on a result, not an activity; specific; related to time; consistent; measurable; attainable</i>	<b>Activities</b>	<b>Target Date(s) / Status</b>
Internal Training	<ul style="list-style-type: none"> <li>• Internal Training – Jurisdictions to review and provide the committee with updates to their training programs that may benefit other jurisdictions.</li> <li>• Spring 2023: discussion was on training for psychological injuries – both how to adjudicate and manage (legislation for chronic stress is new in some jurisdictions) and resources for disability management and RTW for workers with a psychological injury. In addition, we discussed training being provided to staff across the organization on resiliency and their own mental health.</li> </ul>	Ongoing Fall/Spring
Staffing / Caseloads	<ul style="list-style-type: none"> <li>• Most jurisdictions are struggling with hiring/ training/ keeping claims staff.</li> <li>• Telework programs are now available in all jurisdictions. The flexibility in work arrangements depends on the specific needs of departments, job requirements of positions and personal suitability. The lack of a strong sense of belonging has been identified as one of the contributing factors to poor retention rates across multiple jurisdictions.</li> <li>• The increased turnover of staff at all levels has emerged as a significant concern, as it becomes challenging to provide appropriate guidance due to the lack of corporate knowledge and leadership experience at the supervisor and management level.</li> <li>• Ongoing monitoring of remote work is crucial for assessing both the results achieved and satisfaction levels of staff.</li> </ul>	Ongoing Fall/Spring

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Psychological injuries	<ul style="list-style-type: none"> <li>• Developing effective strategies and guidelines for managing psychological injuries is a top priority nationwide due to their significant impact on claims duration and cost. Compared to physical injuries, claims involving psychological injuries can take up to three times longer to resolve.</li> <li>• Legislation surrounding these claims varies across jurisdictions, with some recognizing chronic stress and excessive workloads as grounds for compensation.</li> <li>• Managing psychological injuries that arise as secondary diagnoses or aggravations of pre-existing conditions poses the greatest challenge in RTW outcomes.</li> <li>• Effective collaboration with service providers who prioritize RTW as the primary treatment goal requires ongoing education, consistent dialogue and skilled case management.</li> <li>• Access to appropriate treatment is crucial can be a challenge for individuals in rural areas or northern regions.</li> <li>• Alberta has developed a machine learning model that predicts if a worker with PTSD is likely to have an extended recovery time. This will be presented at the upcoming fall meeting.</li> </ul>	Ongoing Fall/Spring
Jurisdictional Reviews	<ul style="list-style-type: none"> <li>• Jurisdictional review – Each jurisdiction provided detailed information on emerging issues, items of interest and discussion topics for their respective jurisdictions.</li> <li>• See attachments.</li> </ul>	Ongoing Fall/Spring
KPI Reporting	<ul style="list-style-type: none"> <li>• KPI Reporting was not requested for the Spring meeting, however there was discussion and we'll add this to the agenda for the Fall meeting.</li> </ul>	Ongoing Fall/Spring

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Committee Structure	<p>Review the committee mandate and orientation guide for new members.</p> <ul style="list-style-type: none"> <li>• Format</li> <li>• Structure</li> <li>• Chair/Co Chair succession plans</li> <li>• Terms of reference</li> <li>• Orientation guide</li> </ul> <p>There were no discussions regarding this issue in our spring meeting but will be covered in our Fall 2023 meeting. We will also confirm changes to the Chair/Co-Chair as the 2-year time for each position will be up at the end of 2023.</p>	September 2023

<b>Objectives</b> <i>Are there any cross over issues that would benefit from discussions with other committees. Is there any value in bringing in a guest speaker and/or arranging a teleconference in the coming months or setting up an inter disciplinary subcommittee to address common issues and holistic solutions?</i>	<b>Activities</b>	<b>Target Date(s) / Status</b>
Cross Committee collaboration	<p>While no cross-committee discussions occurred at the spring 2023 meetings, this will be kept in view for future meetings.</p>	Deferred

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Medical Marijuana	<ul style="list-style-type: none"> <li>• Prior to the pandemic, there were ongoing discussions regarding medical marijuana including the impact of medical marijuana on reducing opioid use. There were no discussions regarding this issue in our spring meetings; item deferred.</li> </ul>	Deferred
Vocational Rehabilitation	<ul style="list-style-type: none"> <li>• There were no discussions regarding this issue in our spring meetings; item deferred.</li> </ul>	Deferred
Health Sector Strategies	<ul style="list-style-type: none"> <li>• There were no discussions regarding this issue in our spring meetings; item deferred</li> </ul>	Deferred
GECA	<ul style="list-style-type: none"> <li>• There were no discussions regarding this issue in our spring meetings; item deferred</li> </ul>	Deferred
Communication of decisions	There were no discussions regarding this issue in our spring meetings; item deferred	Deferred

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Fall meeting 2023	The Compensation and Benefits Committee plans to hold an in-person meeting September 12-13 in Whitehorse.	Fall 2023 All committee members