



# Worker fights back

## after his face is crushed on job site

### The three seconds that changed his life

“His face was *flat*. There was blood everywhere. Pieces of stone and rock were embedded in his forehead. I started moving away from the bed. All I could think of was ‘I can’t do this.’” – Elle Ethier

**T**HE PHONE RANG JUST AS SHE WAS GETTING READY TO LEAVE THE HOUSE. It was a big day for Elle Ethier. Her head was swimming with details as she prepared for the big craft sale in Red Deer where she planned to sell the dry soup and dip mixes she and her girlfriend had created. Business was starting to take off, and this Christmas sale was going to be a moneymaker.

“Hello?” she answered. “Hi, Elle.” It was her husband’s co-worker. “Listen, there’s, uh, been an accident and it’s bad.” Elle felt the colour drain out of her face. “Define bad,” she asked weakly. “It’s really bad,” he replied.

That day, her life took a turn she never imagined. As she stood in the trauma room, watching hospital staff swarm around the moaning man, she wrestled with the fact that this person, with a face crushed beyond recognition, was her husband.

“It was awful,” she winces. “His face was flat. There was blood everywhere. Pieces of stone and rock were embedded in his forehead. I started moving away from the bed. All I could think was ‘I can’t do this.’”

Up to that moment, Elle (pronounced Ell-y) had lived a comfortable life as a stay-at-home mom to three-year-old William.



Elle, Jean and their son William take more time to play in the neighbourhood park together since Jean was severely hurt on the job two years ago.

*Jean Ethier continued on page 5.*

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By Doug Mah, WCB Secretary  
and General Counsel



## Presumptions and rebuttals

There has been recent public discussion about the “presumptive clause” for firefighters that was inserted into the *Workers’ Compensation Act (WCA)* earlier this year. This clause presumes that certain primary site cancers contracted by full time, urban firefighters following minimum periods of exposure are work-related, thereby automatically entitling those firefighters to workers’ compensation benefits.

*If a worker is employed for a period of 12 months immediately preceding disablement from that disease or condition, then a work-relatedness is presumed.*

In fact, there is a series of presumptions contained in the *WCA* that relates to disease and has been in effect for many decades. The regulations establish a list of diseases and conditions and the industrial processes or exposures that are deemed to have caused them. If a worker is employed for a period of 12 months immediately preceding disablement from that disease or condition, then work-relatedness is presumed.

A presumption for disease means that if certain facts are present (i.e., disease or condition plus requisite exposure), further scientific proof of work-relatedness is not required. No further inquiry need be made as to what caused the disease.

There is a second type of presumption in the legislation that applies to all claims. Work-relatedness under the *WCA* is established by two factors. The first is that the time and place of the injury or illness must be consistent with work. The second is that work must cause the injury or illness.

The legislative presumption states that where one element is present, then the other is also presumed to be present. Therefore, if a worker experiences pain at work, it is presumed the pain was caused by work. The same presumption applies if a worker is found dead at work. In such a case, it is presumed the death was caused from work.

All presumptions in the *WCA* are rebuttable. If factors are present that would otherwise lead to the presumption, but there is also evidence showing the contrary, then the presumption does not apply. In the above example, if the pain was actually caused by an acquired condition unrelated to work (e.g., pregnancy), the presumption is rebutted. Similarly, if the worker found dead at work actually died from an undiagnosed heart defect, the presumption is rebutted.

In the case of occupational disease, if evidence demonstrates there is a more likely cause for the disease that is not work-related, the presumption would be rebutted. This would not happen often.

# Get into the swing for charity

12<sup>th</sup> Annual



Please join us for the 12th Annual WCB Charity Golf Tournament on Friday, Sept. 5, 2003 at the Cougar Creek Golf Resort (a 30 minute drive west of Edmonton). This year’s event is in support of the Canadian Paraplegic Association (Alberta).

Thanks to the generosity of numerous Alberta organizations in the past 11 years, over \$190,000 has been donated to Alberta charities benefiting injured workers. Together we have made a difference in the lives of many Albertans.

You can help make this year’s event another success by:

- registering for the tournament
- sponsoring one of the holes or special events
- donating a prize
- making a charitable donation

Call **780-498-7937** if you are interested in participating in the 12th Annual WCB Charity Golf Tournament. **The deadline for registration is Aug. 26, 2003 – be sure to register early!**

## Toll free in Alberta Dial 1-866-WCB-WCB1 (922-9221)



**NEED TO CALL THE  
WCB LONG DISTANCE?**

*Keep our new toll-free number handy*

WCB-Alberta is pleased to announce its new **toll-free** phone line for long distance callers. No matter where you are in Alberta, the call is free.

TOLL-FREE  
IN ALBERTA

**1-866-WCB-WCB1**

1-866-922-9221

In Edmonton dial 498-3999 • In Calgary dial 517-6000 • Out of province call toll-free 1-800-661-9608

## Is your copy of the Act up-to-date?

**Do you have the most up-to-date version of the *Workers’ Compensation Act* and the *Workers’ Compensation Regulation*?** Since January 2002, several changes to the *Act* and *Regulation* have been made. The latest version of the *Act* is called *Workers’ Compensation Act RSA 2000, Chapter W-15*. The latest version of the regulations is *Alberta Regulation 325/2002*, which came into effect Jan. 1, 2003. To obtain a copy of the *Act* and *Regulation*, call the Queen’s Printer in Edmonton 780-427-4952, Calgary 403-297-8450 or order online at [www.qp.gov.ab.ca/documents/acts/w15.cfm](http://www.qp.gov.ab.ca/documents/acts/w15.cfm). and [http://www.qp.gov.ab.ca/documents/Regs/2002\\_325.cfm](http://www.qp.gov.ab.ca/documents/Regs/2002_325.cfm).

# Safety initiatives pay off

## Bee Clean enthusiastic participant in PIR

“We got involved immediately because we’d wanted to work hard to implement the program.”

— Mark Andrews

**THINGS ARE BUZZING FOR BEE CLEAN BUILDING MAINTENANCE.** Operating in 23 cities across Canada, and cleaning more than 60 million square feet daily, Bee Clean has grown to meet the needs of its commercial and industrial clients for over 30 years.

With increased building maintenance requirements and a number of large petroleum clients, it became critical to have staff trained in appropriate safety and emergency procedures. Currently, every Bee Clean staff member must have WHMIS, Transportation of Dangerous Goods (TDG), safe work practices and emergency procedure training for each site.

“We became involved with the Alberta Construction Safety Association (ACSA) in 1996 when we needed a certifying partner to support us with quality training for our staff,” says Mark Andrews, vice-president of operations at Bee Clean.

The ACSA worked with the company to implement a basic workplace health and safety management system. Once the system was audited and approved, a Certificate of Recognition (COR) was issued for three years with the



Guy Kerr, President and CEO of WCB (left), and Minister of Alberta Human Resources and Employment Clint Dunford (right) gladly present Mark Andrews, Vice President Operations of Bee Clean Building Maintenance (centre left), and Brian Gingras, President of Bee Clean (centre right), with a PIR rebate cheque totaling \$85,000.

proviso that the system was properly maintained. ACSA then arranged for external consultants to conduct audits of Bee Clean’s safety systems every three years.

“In years previous to our PIR involvement, our staff had some safety practices and some Material Safety Data Sheet training but nothing systematic. So when PIR started up, we got involved immediately because we’d wanted to work hard to implement the program,” says Andrews.

The safety initiatives have definitely paid off. Not only are employees better trained, but the company can now compete for contracts where safe work practices are paramount.

“All of Bee Clean’s staff working on sites like oil refineries must be trained. Since they are COR compliant, they can bid for contracts with industrial organizations who require it,” says Bev Preece, partnerships co-ordinator, ACSA.

In 2002, Bee Clean achieved a 20 per cent discount for the 2002 PIR program and earned a premium refund of \$85,000.

## Partners in Injury Reduction

# Reducing premiums one injury at a time

“Our results for last year are the best on record,”  
says Guy Kerr, president and CEO, WCB-Alberta.

**OVER 3,700 ALBERTA COMPANIES EARNED \$37 MILLION IN REBATES** by investing in safety and claim management systems during the 2002 Partners in Injury Reduction (PIR) program.

“Our results for last year are the best on record,” says Guy Kerr, president and CEO, WCB-Alberta. “As employers and workers continue to come together to reduce the frequency of injuries, the increase of new claims and duration of claims have leveled off.”

Not only are PIR companies receiving rebates for their safety records, but in 2002 the lost-time claim rate for PIR participants was 13 per cent lower than the overall lost-time claim rate for non-PIR companies. PIR participants also had premiums that were 22 per cent lower than non-PIR participants.

Last year, 40,100 of the 154,474 claims reported to WCB were lost-time claims – a decrease over 2001, despite a three per cent increase in the number of workers covered in 2002.

“These results are very encouraging and reflect positively on our Work Safe Alberta initiative,” says Alberta Human Resources and Employment Minister Clint Dunford. “Our goal is to reduce lost-time claims to 2.0 lost-time claims per 100 workers by 2004, which can result in a potential \$200 million reduction in WCB claim costs annually.”

PIR is a voluntary premium incentive program designed to encourage injury prevention and workplace health and safety practices. Geared to all companies in the province regardless of size

or industry, the program succeeds through the combined efforts of WCB-Alberta, Alberta Human Resources and Employment, six industry organizations and nine safety associations.

The 5,500 companies that participated in the PIR program in 2002 employ approximately 1.35 million members of Alberta’s workforce. This year, 7,021 companies are registered, an increase of 26.5 per cent.

Contact WCB to find out more about registering for the 2004 PIR program or to receive an information package complete with contact information for certifying partners. Call 780-498-3999 in Edmonton, 403-517-6000 in Calgary, or visit the WCB Web site at [www.wcb.ab.ca](http://www.wcb.ab.ca).

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# Ten ergonomic principles

## for the industrial setting

Three primary factors associated with injury in the industrial setting are force, posture and repetition. Typically, a combination of these factors contributes to injury over time (e.g., muscle sprains, tendonitis, carpal tunnel syndrome), especially if there is a disconnect between the job and the worker.

Force relates to the strength requirements of the task, posture to the position of a body part, and repetition to the number of times or length of time the task is performed. When designing or reviewing the operation of a job, consider the following 10 principles for proper fit of the worker and the job.

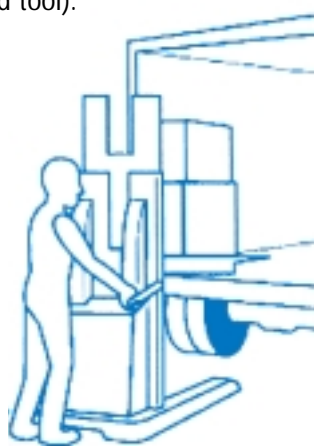
### For more information

about implementing an ergonomics program, training, or ergonomics assessment, please contact Paolo Naccarato, ergonomist with Prevention and Worksite Services at Millard Health 780-913-2333.

**1 Keep everything within easy reach.** If you're reaching for frequently used items, ensure your elbows are along the sides of your body. For occasional reaching, ensure the object is within arm's reach. Keep the object close to the body when lifting (while bending the knees and maintaining proper spinal alignment).

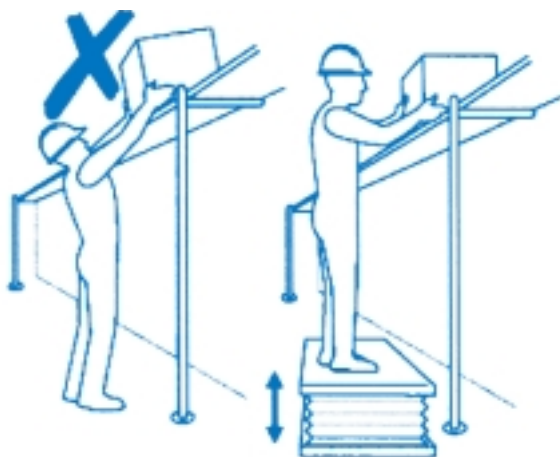


**2 Reduce excessive force, using bar extensions or larger wheels for easier rolling.** Try to automate some activities (e.g., air ratchet versus hand tool).



**3 Use anti-fatigue matting or a sit/stand chair when standing for long periods.** Stretching also helps to keep you alert and less fatigued.

**4 Maintain proper posture while working.** Standing platforms help shorter workers maintain better posture. Reorganize shelves so common items can be reached with your elbows held at 90 degrees.

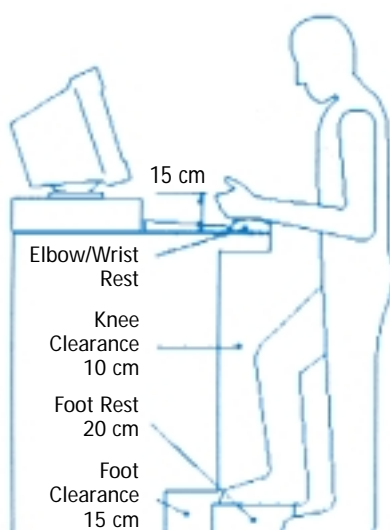


**5 Ensure aisles are clear of obstructions.** Also allow enough knee and toe space for sitting tasks.

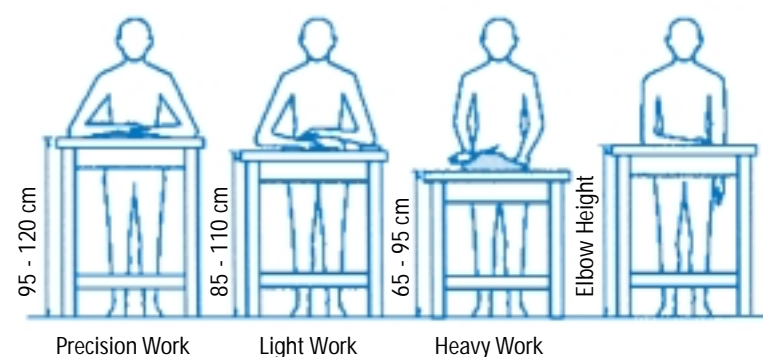
**6 Install padding on workstation edges to minimize direct pressure on the worker.** Also avoid leaning on armrests for extended periods to reduce muscle tension.

**7 Reduce excessive repetition.** Rotate workers through tasks requiring different muscles, and automate some functions.

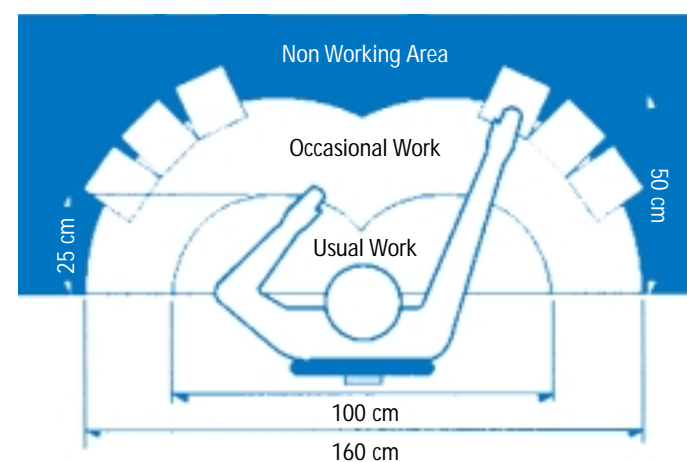
**8 Use height adjustable furniture** to accommodate workers of different heights, and to provide opportunities for stretching/changes in posture.



**9 Work at the proper height.** Perform delicate work 5-10 cm above elbow height. Perform light work 10-15 cm below elbow height. Perform heavier manual work at thigh height (15-40 cm below elbow height).



**10 Improve the organization of your work.** Implement a gradual return-to-work program for injured workers. Redesign processes to improve efficiency and rotate workers through jobs.



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Life was good, although the couple didn't spend a lot of time together. When he wasn't sleeping or eating, Jean worked. In his early teens, Jean started shoveling the neighbours' walks with his brother and was instantly addicted to work – and the financial rewards that came with it. At 40, when the injury happened, he was working two jobs logging 80 hours a week. He spent his nights stocking shelves at a grocery store and his days doing demolition and rebuilding for a disaster restoration business.

Then, one bitterly cold morning in November 2001, Jean was using a chisel and hammer to loosen a three-and-a-half metre high brick wall when one of the guys yelled at him to get out of the way. The wall had suddenly broken free and Jean was directly in the path of an avalanche of bricks. He quickly jumped off the waist-high scaffolding he had been standing on, but it was too late. When they dug Jean out, he was unrecognizable. He had landed face first.

"I was scared," Jean admits. His face was so destroyed, his wife had to bring the plastic surgeon their wedding photo before reconstructive surgery could begin. Today, following nearly a dozen surgeries, Jean's face is almost completely rebuilt. He is deaf in his right ear, which has led to difficulty balancing, and he has a distinct scar on his throat where he had a tracheotomy. His fractured left shoulder and pelvis have now healed.

His WCB case manager Deb Atherton marvels at Jean's attitude. "His focus is always on the future. I think the motivation he had before the accident carried him through."

He also went through four months of intense rehabilitation in Millard Health's world class Head Trauma Program. "I would really recommend it (the program)," Jean says. "They kept me on the right track and helped me get back to work."

"The rehabilitation at Millard Health made a big difference," Elle says. "He got some muscle

Jean is far more appreciative of the little things in life these days, like his son, William.



"The doctors are amazed...there's no secret. Just keep going. Keep pushing." – Jean Ethier, injured worker

tone back and in September 2002 (less than one year after the injury) he was able to go back to work (at the grocery store) part time."

Jean is also back in school, working towards his journeyman carpentry certification. He attributes his recovery to the love and care of his wife and son, and the welcome support of WCB.

"The doctors are amazed," he smiles shyly. "There's no secret. Just keep going. Keep pushing."

He is far more appreciative of the little things in life these days, like his son.

"The sky's the limit with Jean," says Marion Page, employment specialist at Millard Health. "He doesn't blame anybody. Despite the fact he's facing even more surgeries, he refuses to put his life on hold."

Both Jean and Elle urge workers to help set the tone on the jobsite. "Take a proactive stance," Elle says. "If you feel in your gut, or see something visually wrong – say something. Don't do the job. Slow down. Look around. At the end of the day, who gets hurt?"



## Achieving new milestones

Head trauma program marks its second anniversary

**M**ILLARD HEALTH'S HEAD TRAUMA PROGRAM HAS A LOT TO CELEBRATE as it marks its second anniversary this month. "The Head Trauma program at Millard Health is a first-class treatment program," says Deb Atherton (Jean's case manager), who has sent dozens of her clients through the program. "The treatment team members complement each other and really work together to address the client's needs. They're focused on getting people back to a productive lifestyle."

### Did you know?

- In July 2001, the program began with five clients and a staff of two.
- In just 24 months, it has grown into a multi-disciplinary team of 12 supporting up to 20 clients at a time.
- Last year, 42 clients attended the program with a 90 per cent fit-for-work rate.
- In spring 2003, the program achieved its three-year accreditation by the Commission on Accreditation of Rehabilitation Facilities (CARF). "CARF accreditation assures clients and referring agencies that our program adheres to the highest standards of rehabilitation care and treatment for individuals who have suffered traumatic brain injuries/head trauma," says Dr. Marty Mrazik, program director and attending neuropsychologist.
- The team recently began a spousal support group for the families of clients, because they also need support in dealing with the challenging issues that arise from head trauma.

# WorkSafe™ best practices

## Small employers make their workplaces safer

A focus on prevention and the development of employer workplace safety programs are invaluable assets to businesses of all sizes. Not only are injuries reduced, but financial incentives reinforce what more and more Alberta employers already know: worksite safety is good business.

Since 1999, the Workers' Compensation Board (WCB)-Alberta has proudly sponsored the WorkSafe™ Award, presented annually as part of the Alberta Chambers of Commerce Business Awards of Distinction. WCB honours businesses that recognize the importance of injury prevention and disability management programs, worksite employee training programs, and integrated staff health and safety programs.

The 2003 finalists in the small employer category – for companies with fewer than 100 full time employees – were **Sensor Environmental Services Ltd.** and **Criterion Catalysts & Technologies Canada Inc.** The diverse and proactive safety initiatives exhibited by these employers demonstrate a commitment to worksite safety. Their best practices may provide you with new ideas to enhance your health and safety program and improve your business' overall productivity.

### Sensor Environmental Services Ltd. (winner)

Sensor operated the Swan Hills Treatment Centre until April 2003. With 90 employees working at Canada's only fully integrated hazard waste disposal and treatment facility, their safety success was built on the philosophy that everyone was accountable for safety, and that all accidents were preventable, not inevitable.

#### Program development:

- ▶ Sensor undertook a comprehensive job task analysis to identify the risks of each job. The process succeeded by involving all levels of the organization, including workers, supervisors and the health and safety committee.
- ▶ The company developed a modified work program designed to ensure the safety and success of injured employees. When an injury occurred, the manager worked with the employee, safety superintendent and an occupational physician to develop a clearly defined, employee-focused work program.

#### Sensor's best practices:

- ▶ All staff were made aware of job hazards and provided with training and instruction to ensure they had the knowledge and tools to address hazards. The program was reinforced through pre-job meetings, monthly safety meetings, occasional task evaluations and safety audits.
- ▶ Success was measured by reviewing statistical information from past accidents and incidents. All accidents, incidents and near misses were reported, allowing Sensor to track and accommodate an injury if its status changed. Near miss reporting was encouraged to highlight the need for improved work practices, training and work procedures.
- ▶ Sensor promoted a healthy lifestyle, offering health club subsidies, sponsoring sporting events and encouraging employee participation in industrial events.

Sensor promoted a healthy lifestyle, offering health club subsidies, sponsoring sporting events and encouraging employee participation in industrial events.

#### Results:

- ▶ After a history of lost-time accidents (67 days were lost in 1998), Sensor experienced two full years of zero lost-time days in 2001 and 2002.
- ▶ They experienced a reduction in reportable incidents (including medical aid, first aid and near miss incidents) of 22 per cent from 2001 to 2002.
- ▶ With increased awareness, near miss reporting increased 88 per cent, while reports of personal injuries decreased 31 per cent.

#### Tips for other small employers:

- ▶ Make a financial commitment to safety. Invest in program development, safety equipment and training, and ongoing support and surveillance of the systems put in place. Sensor asserts that the investment required to support the program is nominal compared to the costs of a lost-time accident or disabling injury.
- ▶ Identify hazards and create awareness that no task can be assumed to be inherently safe.
- ▶ A successful injury prevention and disability management program can be attributed to three key elements: awareness, execution and support.
- ▶ To sustain programs, develop relationships within the company and with the external community (occupational physicians, physical therapists, etc.).

### Criterion Catalysts & Technologies Canada Inc. (Finalist)

WorkSafe™ finalist Criterion Catalysts & Technologies of Medicine Hat is a 22-year-old Shell subsidiary. It is the world's largest supplier of hydroprocessing catalysts, including hydrotreating and hydrocracking catalysts. With only 49 employees, Criterion has succeeded by adapting Shell's safety programs to their smaller organization.

#### Program development:

- ▶ Criterion created a site-specific incident reporting database. All incidents related to health, safety, environmental, and quality concerns are recorded and analyzed. The database is accessible to all employees from all on-site computers.
- ▶ The company ranks all incidents based on the risk to people, assets, the environment, and/or the company's reputation. All reports are prioritized based on the potential consequence and likelihood of occurrence. Hazards are identified, risks are assessed, controls are implemented, and recovery measures are planned. Each employee is personally responsible for ensuring all risks are as low as possible.

#### Criterion's best practices:

- ▶ New hires are given intense safety training before they hit the plant floor. Once they begin their jobs, new hires are given on-the-job, fully supervised, site-specific training to ensure their full understanding of the processes and safety precautions required.
- ▶ Every incident is reported, so they can be investigated, learned from, corrected, and monitored. The incident reporting database keeps all employees involved in detecting and reporting areas of concern, and ensures every employee is focused on injury prevention and incident reporting. This is the key hazard identification tool, and an easy way to ensure all site hazards are identified.
- ▶ An employee and family assistance plan provides professional counseling at no cost to employees for a variety of emotional and physical problems, including marital/family problems, stress, work-related problems, and alcohol/drug dependencies.

#### Results:

- ▶ While the number of exposure hours has increased almost 2.3 times since 1992, there has been little increase in lost-time accidents.
- ▶ As hazard awareness has increased (reflected in the increased number of reports), the number of injuries has decreased.
- ▶ In over 21 years, Criterion has had only one case where an individual had to spend more than one day in hospital.

Share best practices with other companies at industry health and safety meetings and local business meetings; learn from their experiences.

#### Tips for other small employers:

- ▶ Have daily meetings to discuss incident reports and health and safety issues. Ask employees from each department to present regular updates on statistics, goals, and performance status as measured against targets.
- ▶ Conduct regular audits to confirm the effectiveness and efficiency of implemented corrective actions. Track and review performance periodically.
- ▶ Through the use of effective reporting and employee involvement, cultivate an atmosphere in which safety is everyone's responsibility.
- ▶ Share best practices with other companies at industry health and safety meetings, local business meetings, etc. Learn from their experiences and share your own to create a safe environment for all.

Do you have best practices and programs to share? We want to hear about them. Nomination packages for the 2004 WorkSafe™ Awards will be available from WCB on Sept. 8, 2003. To receive a nomination package, call WCB Underwriting at 780-498-7936 or visit WCB's Web site at [www.wcb.ab.ca](http://www.wcb.ab.ca).

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# 2004 WCB-Alberta WorkSafe™ Business Award



## Are you a safety leader?

The Workers' Compensation Board-Alberta is pleased to sponsor the sixth annual WorkSafe™ Business Award of Distinction, part of the 2004 Alberta Business Awards of Distinction.

This award recognizes Alberta businesses that have implemented the most effective injury prevention and disability management programs.

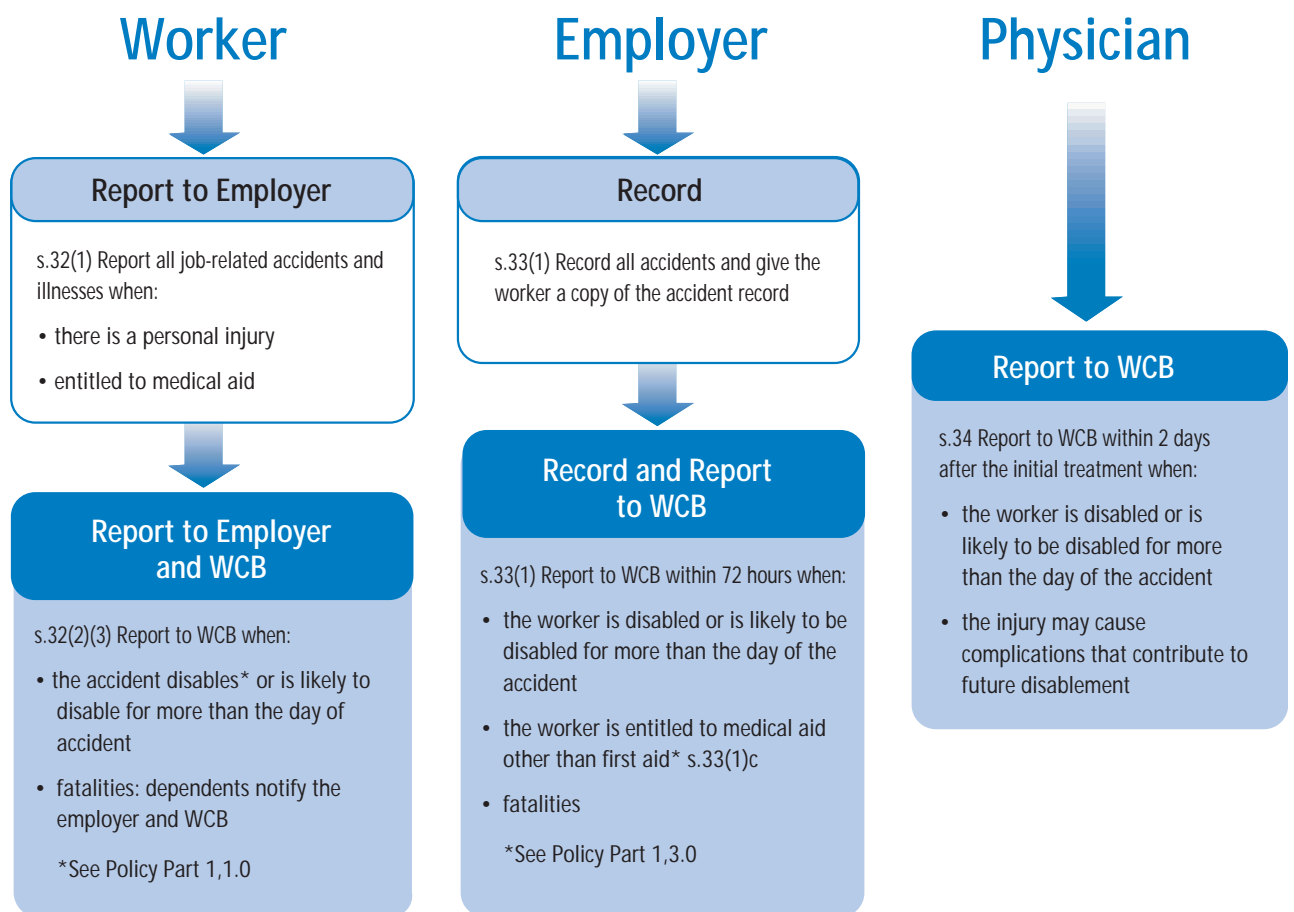
WorkSafe™ Awards will be presented in two categories – one for large employers (100 or more full-time employees) and one for small employers (fewer than 100 full-time employees).

**Nomination Packages will be available Sept. 8, 2003. To receive your nomination package call WCB Underwriting at 780-498-7936 or visit the WCB Web site, [www.wcb.ab.ca](http://www.wcb.ab.ca).**

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# Update on recording and reporting accidents

As part of Bill 26, employers are now required to provide a copy of the accident record to injured workers. Updated **How to report an injury (1-2-3)** posters are available by calling **780-498-3999** or toll free in Alberta **1-866-922-9221**.



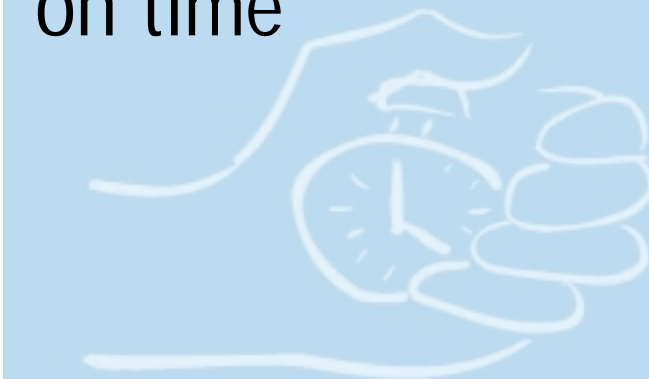
## Online policy consultation here to stay



**A**FTER A YEAR OF PILOTING THE ELECTRONIC POLICY CONSULTATION PROCESS ON WCB'S Web site, WCB's board of directors and stakeholders who use the site agree it is an effective and efficient means of soliciting stakeholder feedback. The new process is more open and accessible to all Albertans. To share your views of the WCB's policy development process go to [www.wcb.ab.ca](http://www.wcb.ab.ca) and click on the policy and legislation tab, then click on the e-mail link for [policy.development@wcb.ab.ca](mailto:policy.development@wcb.ab.ca).

## Beat the clock

Seven per cent more employers file annual returns on time



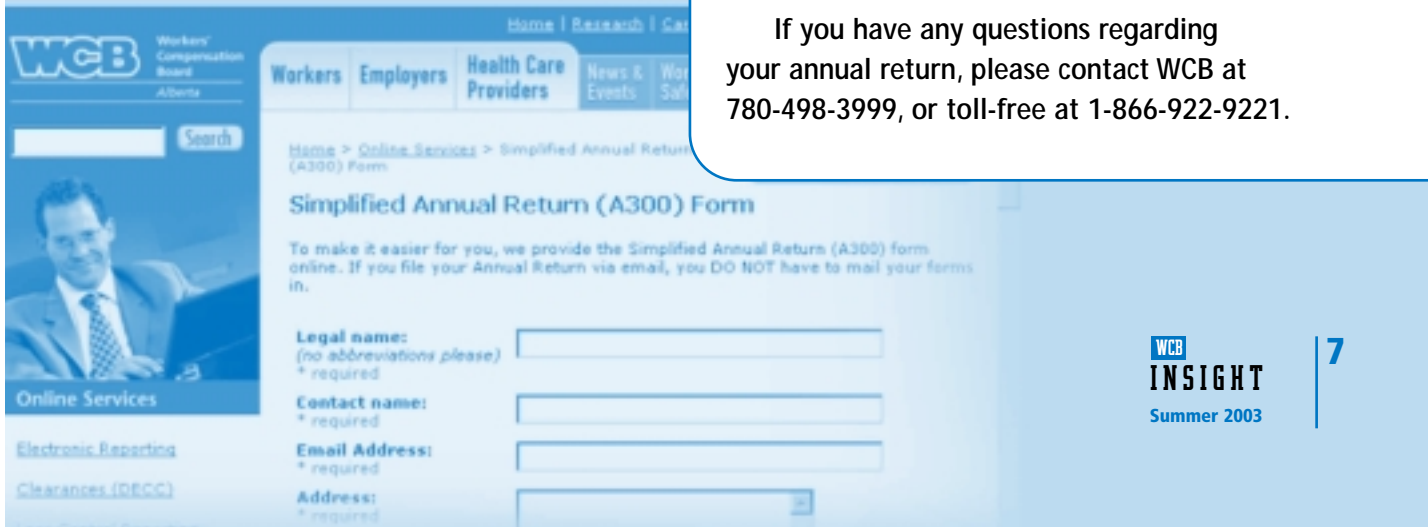
**A**N AMAZING 89 PER CENT OF WCB REGISTERED EMPLOYERS MET THE FEB. 28, 2003 DEADLINE FOR FILING THEIR A300 ANNUAL RETURN FORM, UP FROM 82 PER CENT IN 2002.

The annual return forms, sent out every December, ask employers to report their payrolls for that year and estimate their payrolls for the upcoming year.

This information then helps WCB to calculate employers' premiums (the industry to which a company belongs is also a factor in premium rate calculation). Accurate payroll information ensures all employees are appropriately covered, eliminating any delays in issuing benefits should they become injured at work.

There are late filing penalties, but as of May 1, 2003, only six per cent of employers hadn't filed their A300 forms.

If you have any questions regarding your annual return, please contact WCB at 780-498-3999, or toll-free at 1-866-922-9221.



## WORKSHOPS/SEMINARS FOR EMPLOYERS

### Employer information workshops

A general overview of information related to maintaining a WCB account will be provided in these sessions. Topics include: fundamentals of workers' compensation, subcontractor liabilities, insurable earnings, coverage for business owners, managing your workers' compensation account, and the impact of claim costs on premiums.

Edmonton	Calgary	Grande Prairie
9925 - 107 Street 8:30 a.m. - noon August 12 September 15 October 7 November 4 December 2	300 - 6 Avenue SE 8:30 a.m. - noon August 13 September 17 October 8 November 12 December 10	8:30 a.m. - noon September 25

### Understanding the review/appeals process seminars

This one-day seminar is designed especially for employers to help them understand and participate effectively in the review/appeals process. It covers claims review/appeals, premium-related review/appeals, and gives employers an overview of the review/appeals process.

Edmonton	Calgary	Lethbridge
9925 - 107 Street 8:30 a.m. - 4:30 p.m. September 25 November 20	300 - 6 Avenue SE 8:30 a.m. - 4:30 p.m. September 25 November 20	8:30 a.m. - 4:30 p.m. October 8
		Red Deer
		8:30 a.m. - 4:30 p.m. November 6

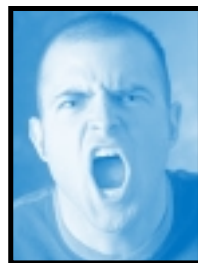
### Disability management seminars

This seminar is designed to help employers understand the relationship between claim costs and WCB premiums, and how both can be controlled through an effective disability management program. The seminar discusses the six key elements of a disability management program.

Edmonton	Calgary	Red Deer
9925 - 107 Street 8:30 a.m. - 4:30 p.m. August 7 September 4 or 18 October 2, 16 or 30 November 13 or 27 December 11	300 - 6 Avenue SE 8:30 a.m. - 4:30 p.m. August 19 September 16 or 23 October 21 November 18 December 2	8:30 a.m. - noon October 23

Call Pat Degenstein toll-free at 1-866-498-4694 to register for any of the above seminars or workshops. • Workshops and seminars are free of charge to WCB account holders. Note: Workshop dates are subject to change or cancellation.

## Preventing Violence at Work



Workplace violence is an unfortunate reality that all organizations face in today's world. Employers have a responsibility to themselves, their co-workers and their families to manage and minimize potential workplace violence as part of a total health and safety program. Need to develop a workplace violence prevention program? We can help.

#### Book the seminar

WCB has developed a seminar geared towards employers who are interested in developing a workplace violence prevention program.

#### Order the video

In partnership with Alberta Human Resources and Employment and the Edmonton Police Service, WCB developed an 18-minute video on workplace violence. The video serves as a companion piece to the guide and seminar, and illustrates several workplace violence scenarios faced by employers in different settings.

For more information about developing a workplace violence prevention program, or to arrange a workplace violence prevention seminar at your company, call WCB Corporate Security at 780-498-4990.

## WORKSHOPS/SEMINARS

### FOR LABOUR ORGANIZATIONS AND INJURED WORKER GROUPS

The WCB offers a number of workshops and seminars, including introductory and advanced workshops, to unions and not-for-profit injured worker groups. The workshops are instructed by the Labour Liaison and the Office of the Appeals Advisor, and may be customized for your union or not-for-profit injured worker group.

If you would like more information about workshops, seminars or presentations, please contact Shelley Jodoin, Labour Liaison, at 780-498-7822.

## WORKSITE INJURY AND ILLNESS PREVENTION RESOURCES AVAILABLE FROM WCB [www.wcb.ab.ca](http://www.wcb.ab.ca)

### BOOKLETS

#### Back to Basics

Provides important information on back injury prevention and sound recovery practices.

#### Office Ergonomics – Remembering the Basics

Identifies symptoms and causes of discomfort, guides individuals through an ergonomic self-evaluation and outlines exercises designed to reduce the risk of injury.

#### Working Safely Behind the Wheel

Encourages safer driving behaviour and highlights what you can do to make the roads safer for all Albertans.

### BROCHURES

#### Heads Up – Work smart. Work safe.

Highlights worksite survival information for young workers.

#### It's Not Safe Being Green

Provides important safety information for employers who hire young workers.

### POSTERS

#### Heads Up – Work smart. Work safe.

A series of posters that dramatically highlight worksite safety and survival practices for young workers.

WCB worksite injury and illness prevention resources are available to any business. As many as 25 copies of the materials can be ordered free of charge for employers with a WCB account (with the exception of Working Safely Behind the Wheel).

Booklets and brochures are also available free of charge on the WCB Web site: [www.wcb.ab.ca](http://www.wcb.ab.ca).

For more information or to order copies, please contact Corporate Communications at 780-498-4956.

## NUMBERS TO REMEMBER

### Injury Reporting Lines

**Edmonton**  
Phone: (780) 498-4697  
Fax: (780) 427-5863  
*If you are calling long distance within Alberta, WCB has a new toll free number. Just dial 1-800-WCB-WCB1 (922-9221).*  
*If you are calling long distance outside Alberta, call 1-800-661-9608.*

### Partners in Injury Reduction (PIR)

**Edmonton**  
Phone: (780) 498-7936  
Fax: (780) 498-7874

### Claim Information

**Edmonton**  
Phone: (780) 498-3999  
Fax: (780) 498-7999  
**Calgary**  
Phone: (403) 517-6000  
Fax: (403) 517-6201

### Employer Account Information

**Edmonton**  
Phone: (780) 498-3999  
Fax: (780) 498-7999  
**Calgary**  
Phone: (403) 517-6000  
Fax: (403) 517-6201

### Investigations Line

**Edmonton**  
Phone: (780) 498-8632  
Phone: (780) 498-8668  
Fax: (780) 498-7887

### Clearances

**Edmonton**  
Phone: (780) 498-3999  
Fax: (780) 498-7999  
**Calgary**  
Phone: (403) 517-6000  
Fax: (403) 517-6201

### Appeals Commission

**Edmonton**  
Phone: (780) 412-8700  
Fax: (780) 412-8701  
**Calgary**  
Phone: (403) 508-8800  
Fax: (403) 508-8822

### Millard Health

Phone: (780) 498-3200  
Fax: (780) 498-3907

### Decision Review Body

Phone: (780) 498-4480  
Fax: (780) 498-7855

### Collections

Phone: (780) 498-3930  
Fax: (780) 498-7871

### Deaf, Hearing and Speech Impaired TDD

Phone: (780) 498-7895



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