



## Nearly half of Alberta industries will see a premium rate decrease in 2004

**E**MPLOYERS' AND WORKERS' COMMITMENT TO SAFETY IS MAKING a difference. At a stakeholder meeting Nov. 6 in Edmonton, WCB President and CEO Guy Kerr announced that in 2004, 43 per cent of employers will see an industry rate decrease as the average premium rate rises 4.8 per cent to \$1.98.

"The reduction of injuries in the workplace through initiatives like the government's Work Safe Alberta and our Partners in Injury Reduction (PIR) program is the best strategy for really reducing the human cost of injury and WCB premium rates," said Kerr.

"The refocus on safety in the workplace is improving the lost-time claim rate from 2.9 to 2.8 injuries per 100 workers – even with Alberta's workforce growth of 9.7 per cent."

Some factors affecting the rate increase include the rising average cost per claim from \$13,200 in 2001 to \$14,900 in 2003 – it is forecast to be up to \$15,200 by 2004, up \$2,000 per claim in four years – due to a higher paid workforce and the increasing costs of health care. In 2004, we will enter the second year of a five-year fund balance replenishment plan. Financial stability and the ability to protect the organization from the unexpected are dependent upon the fund balance. Actuarial experts and Board policy require WCB's fund balance to be at 116 per cent. At the end of 2003, we will be at 106.2 per cent and on track to replenish this critical fund by the end of 2007.

Provincially, WCB-Alberta continues to measure up. "Although Canadian WCBs have not yet officially announced their rates, we are confident we will continue to be the second lowest among the provinces in Canada," said Kerr, adding, "we're one of only four that are fully funded."

Employers' individual rate notices were mailed mid-November. For more information about the 2004 premium rates, visit our website at [www.wcb.ab.ca](http://www.wcb.ab.ca).



Rates and safety discussed at stakeholder meeting



Employers from across Alberta had the opportunity to share best practices, ask questions, and learn about the 2004 premium rates, at the Nov. 6 meeting.



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# Positive signs of a commitment to safety



## Lower lost-time claim rate.

With more workers in the province, we could anticipate greater exposure to industry hazards and subsequently increased injury rates, but that is not happening. The number of lost-time claims per hundred workers has gone down from 3.4 in 2000 to 2.9 in 2002 and continues to decline to a forecasted level of 2.8 for 2003.



## Decrease in average claim duration.

With the average length of time a worker is off the job going down, that's a sound indication of:

- timely case management,
- increased access to health care services, and
- employers' support in finding appropriate and meaningful modified work.

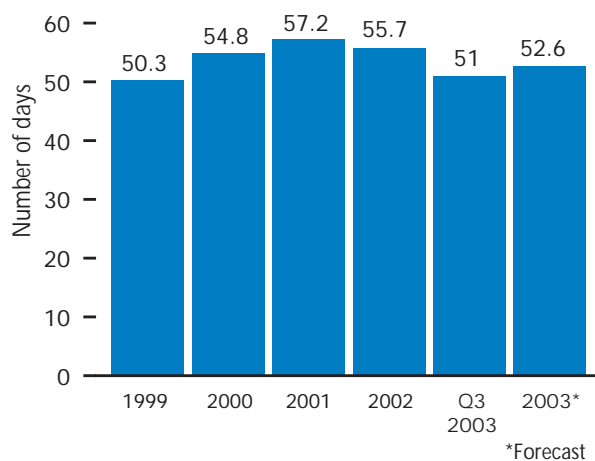
We are making real strides in managing claim duration. This is a multi-million dollar improvement in performance.



## More workers back on the job.

We are now seeing 90 per cent of injured workers return to work following the completion of an occupational rehabilitation program – and they are staying at work, long term.

### Average Temporary Total Disability Days per LTC



## Lower injuries = lower rates

CREATING SAFE WORKSITES DOES TWO THINGS:

### 1 Reduces Injuries 2 Lowers Costs

**Workplace safety** is still the best tool for businesses to achieve both of those goals.

**Employers with good safety performance** records realize that safer workplaces not only reduce the personal costs to workers and their families, but also reduce the other indirect costs that impact a company's productivity and reputation.

**Implement** a comprehensive workplace safety program today and bring down your premium rates tomorrow.

### Putting safety into action – getting started:

#### 1. Help injured workers return to work

A worker who is recovering from an injury may still be able to perform lighter or modified duties, depending upon the nature of the injury. Talk to the case manager about opportunities, wherever reasonable, to support your employee's recovery and return to work.

Return to work policies help employers:

- Keep valuable know-how in the workplace
- Support employees in their rehabilitation
- Lower injury costs and insurance premiums

#### 2. Report injuries within 72 hours and save money

Statistics prove that reporting injuries on time will reduce the duration of a claim and help keep costs down.

#### 3. Learn more about prevention

You can reduce the number of on-site injuries in your workplace. Call us. We have the information you need to contact experts on prevention programs that work!

#### 4. Take advantage of our performance-based pricing programs!

It's a fact. Employers who lower the number of work injuries in their operations pay less than other companies with poor accident experience. The WCB rewards claims performance for both large and small employers through our pricing programs.

#### 5. Join the Partners in Injury Reduction (PIR) program and earn up to a 20% discount on your premiums.

- At the end of 2002, 43.5% of Alberta's workforce was employed by a PIR employer and we know that PIR employers have 22.1% lower claims costs than non-PIR employers.
- By the end of 2002, over 5,550 employers had joined PIR. More than 3,700 of them have received rebates totaling \$37 million for achieving safety objectives.
- In 2003, PIR employers have 13% fewer claims than non-PIR employers.

## Partners in Injury Reduction (PIR) program

Safety Pays



Call the WCB for details today:

- (780) 498-7936 (Edmonton)
- Toll-free in Alberta  
1-866-WCB-WCB1 (922-9221)

### HIGHEST AND LOWEST PREMIUM RATES

Rate Group	Main Industry	2002 Premium Rate	2003 Premium Rate	% Change
HIGHEST				
423500	Roofing	\$12.17	\$11.09	-9%
422902	*Framing Cntrctrs/Const. Trade Srvs NEC	\$6.91	\$10.80	56%
427200	Drywalling	\$8.79	\$8.30	-6%
LOWEST				
775200	Engineering	\$0.25	\$0.23	-8%
853100	Universities	\$0.32	\$0.34	6%
621102	Office Equipment - Sales/Service	\$0.38	\$0.42	11%

\*Classification change in 2003.

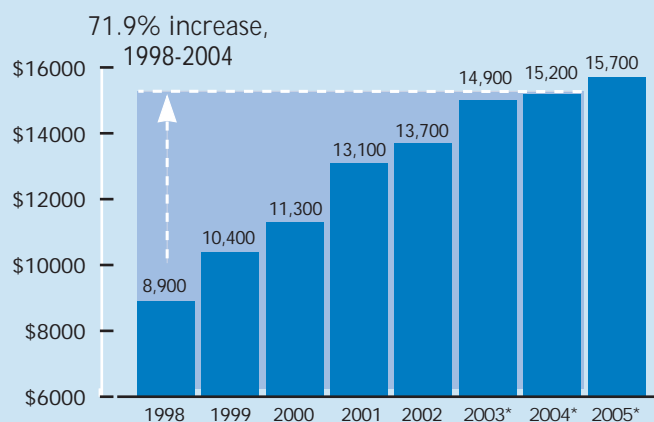
# The average premium rate for 2004 will increase by 4.8% (9 cents) from \$1.89 to a rate of \$1.98 per \$100 of insurable earnings.

## Here's why:

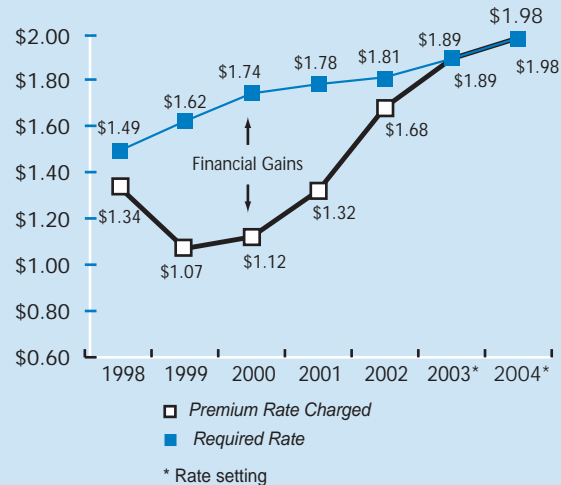
- Claims costs remain the largest component of premium rates. As such, claims are still a key driver of premium rates. Although we are seeing positive trends in lower duration of claims (the lowest we've seen since 1999), and a levelling off of the volume of claims, the average cost per claim continues to increase. The full-funded cost per claim has risen almost 72% from \$8,900 in 1998 to a forecast of \$15,200 in 2004. The increasing cost per claim is due to a higher paid workforce and increasing health care costs.
- Employers' focus on safety and disability management is working. Approximately 43% of Alberta's employers will see the payback through lower industry rates in 2004.

*Prevention remains the best strategy to reduce the cost of workplace injury.*

### Fully Funded Cost Per Claim



### Average Premium Rate

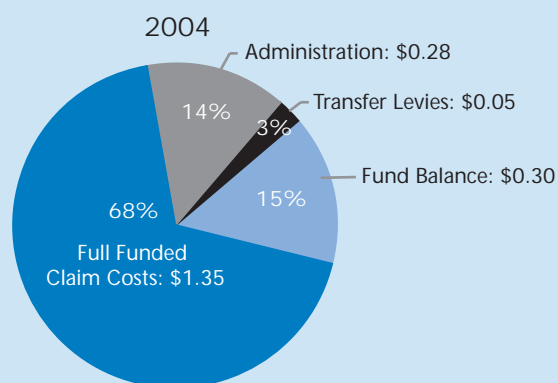


## \$1.35 of the \$1.98 covers claim costs.

Claim costs continue to be the largest factor in premium rates and account for 80% of the premium rate before the fund balance levy of 30 cents. The Premium strategy will rebuild the fund balance from 106.2% to the required 116% by the end of 2007.

WCB's 3.3% increase in Administration costs for 2004 reflects inflationary pressures and business volume changes.

### % Breakdown of Required Rate Components



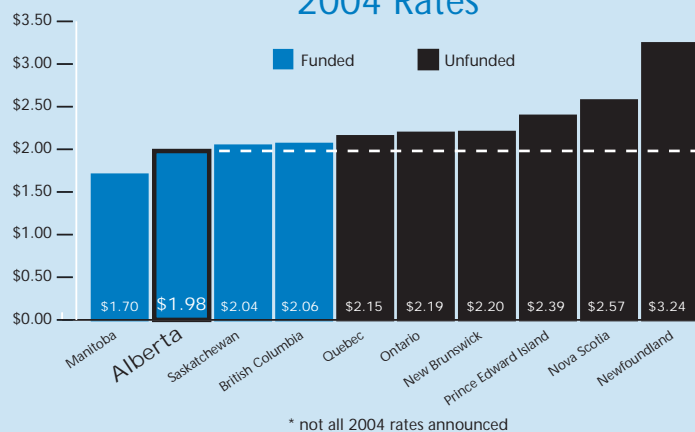
## How do we compare?

WCB-Alberta's average premium rate is still among the lowest in Canada.

The WCB understands how premium rates impact your bottom line. One of our key priorities is to run this business as efficiently as possible – so that our bottom line doesn't impact yours.

Although most WCBs have yet to officially set their rates for 2004, we anticipate we will still have one of the lowest premium rates, second among the provinces, in Canada and remain one of only four fully-funded provincial compensation boards.

### Cross-Canada Provincial Comparison 2004 Rates\*



\* not all 2004 rates announced

# Influence your own rate and safety record

Performance is everything. Employers have the opportunity to influence their own rate, because it is a reflection of their commitment to safety. Talk to your safety association and employers with good safety records, and ask about PIR. High risk can be managed. For example, you would expect the rate to be high for oil sand operations with high-risk areas of manufacturing and large equipment – in 2003 their premium rate is 48 cents, even though the provincial average is \$1.89!

## Not sure about the need to invest in a strong safety program?

Here is something to think about. At the beginning of October 2003, WCB had recorded 100 fatalities. That is only one fewer than recorded for all of 2002. One hundred people – someone's child, friend, parent, colleague, neighbour – died as the result of a workplace injury or disease in Alberta.

In the end, the equation remains the same – to affect premium rates, we need to affect the cost of claims and our collective safety performance. We all have a responsibility to the system to make it work well for everyone – from timely reporting and efficient management of care, to a commitment to working together on safety programs and modified work programs.

# Factors pushing up the average cost per claim:

- A healthy economy translates into better wages for workers and results in higher wage loss benefits for us to manage.
- The rate at which health care costs are expected to rise in the future – new medications are expensive and new technology is always costly when first introduced.
- New treatment costs are soaring, adding to our overall liability.

## A great new way to 'talk' to the WCB

# Employers endorse E-reporting



Dodie Lineham is on the Occupational Health team at the David Thompson Health region. With 8,000 employees and multiple worksites, E-reporting is "fantastic."

**T**HE NURSE WAS MOVING FROM ROOM TO ROOM, administering medications to patients when she slipped in a small pool of water in the hallway and sprained her ankle. She tells her supervisor and the clock starts ticking.

Employers have 72 hours to report a worksite injury to the WCB – as of Jan. 1, 2004, they could be fined if they don't report on time.

For large employers, like the David Thomson Health Region, reporting on time can be challenging. With 8,000 employees, and multiple sites, a lot of interoffice mail and faxes have to go around so that all the players (supervisor, payroll, human resources, occupational health and safety) can fill in the various sections of the report.

**"This (E-reporting) allows us all to come together as one – it's a wonderful opportunity for employers."**

– Dodie Lineham, David Thompson Health Region

"Our WCB reports often get lost or left on someone's desk. It's not always easy to meet the 72 hour deadline," says Dodie Lineham, occupational health and safety representative for the David Thompson Health Region in central Alberta.

Dodie recently started using the WCB's new E-reporting system to fill in and file injury reports. "This (E-reporting) allows us all to come together as one – it's a wonderful opportunity for employers," she says.

**The bottom line is quicker claim submissions, which translates into cost savings for both the WCB and employers.**



Anesthesiologist Dr. John Soong switched to the E-reporting and invoicing service six months ago. The turn around time is a lot faster and "not a single report has gone missing."

Employers aren't the only ones taking advantage of this convenient new system.

Physicians who examine injured workers are also using the Net to submit their reports to the WCB. "It's as easy as filling out paper," says Edmonton-based anesthesiologist, Dr. John Soong. Six months ago, he started using the online service exclusively and now wouldn't dream of going back to paper. "There are a few glitches," he admits, "but they're minor. The main thing is, I'm getting paid within two weeks now and not a single report has gone missing."

As for the team at David Thompson, they're working on getting all of the players up to speed using this new system. "WCB's online services help desk has been really great at responding to our questions," Dodie says. "The benefits (of E-reporting) far outweigh the time and energy it takes to get this new thing going."

E-reporting is a great new way to talk to the WCB. The bottom line is quicker claim submissions, which translates into cost savings for both the WCB and employers.

You can now log all of your reports and claim information into an online database. With the click of a mouse, you can pull up a report to update information anytime, anywhere there's Internet.

Though it takes a few more minutes to fill out all of the fields in the online reports, in the long run having more complete information saves time and money.



The E-business Support Team is here to help. They'll get you up and running in no time!

## E-reporting makes sense

- Prevents the submission of incomplete reports (you can read them too!).
- Reduces calls from the WCB requesting reports previously submitted.
- Improves the timeliness of claims decisions.
- Drastically reduces the turn-around time for payments.

By the of 2004, E-reporting will be the number one way employers submit reports to the WCB.

## E-reporting: The basics

### How many employers are switching over to E-reporting?

By the end of 2004, we expect E-reporting to be the number one way employers submit injury reports to the WCB.

### Can workers use E-reporting to submit their claims?

Workers can also submit online, but only under their employer's ID (so it has to be a joint effort). However, many workers have been submitting reports through this means.

### How do I sign up?

Simply log-on to WCB's homepage at [www.wcb.ab.ca](http://www.wcb.ab.ca) and click on **Online Services** in the top right hand corner. You'll find everything you need to know about how to log-in and get started.

### I don't know very much about computer systems. Is E-reporting hard to use?

It's not hard to use, but there is a learning curve. It does take most people a few tries to get used to it. The reports are identical to the paper forms, but typing in the information from a keyboard does take some getting used to. The WCB's eBusiness Support Team is on standby to help during regular business hours. Just give them a call at 780-498-7688 (Edmonton), 403-517-6200 (Calgary) or 1-866-922-9221 (toll free in Alberta).\*

\*If you dial the toll-free number, simply enter 780-498-7688 when the voice mail asks if you know the number you wish to reach.

# Stamping out system abuse

It's about  
**fairness**

## New online initiative talks about signs, prevention, and costs



**F**ISCAL RESPONSIBILITY AND A COMMITMENT TO fairness are two of the driving forces behind a newly launched section of the WCB website with a focus on educating stakeholders about abuse of the workers' compensation system. As you know, workers' compensation is based on self-reporting and relies on people to be honest – and they are! However, there is a small percentage who are not, which can add up to big costs.

Each year, WCB-Alberta's Special Investigations Unit protects approximately \$10 million in the Accident Fund as a result of their investigations. That includes money recovered from those ordered by the court to pay it back and money that would have continued to be paid out had the deceit remained undetected.

Any abuse of the system costs us all – the ripple effect includes lost jobs and profits, lower wages and benefits, and higher costs for goods and services – in part because employers are forced to pay higher premium rates to cover increased claims costs.

The new webpage includes information about:

- what abuse of the system looks like
- system abuse prevention
- the WCB's Special Investigations Unit
- frequently asked questions
- reporting suspected abuse to WCB
- legislated fines & penalties for non-compliance

Check it out today at [www.wcb.ab.ca](http://www.wcb.ab.ca), under the **Policy & Legislation** tab.

If you have any questions, or are an employer, safety association or other stakeholder group who is interested in a presentation about the impact and cost of system abuse, e-mail the Special Investigations Unit at [investigations@wcb.ab.ca](mailto:investigations@wcb.ab.ca).

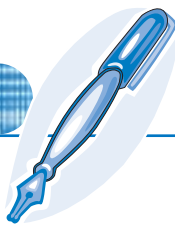
## Are you using the most current version of WCB Injury Reports?

Using the most current version of the *Employer's Report of Injury or Occupational Disease* (C040) and the *Worker's Report of Injury or Occupational Disease* (C060) ensures you are providing all of the information necessary to efficiently process a claim for compensation.

The current version of the Employer's Report (C040) form is dated January 2003 and the Worker's Report (C060) form is dated February 2003 (check the lower left hand corner of the form). Up-to-date forms can be downloaded anytime from WCB's website at [www.wcb.ab.ca](http://www.wcb.ab.ca) under the **Publications & Forms** tab. You may also request forms by contacting WCB at 780-498-3999 (Edmonton), 403-517-6200 (Calgary) or toll free (in Alberta) at 1-866-WCB-WCB1 (922-9221).

### Did you know?

- You must report disabling or potentially disabling accidents to the WCB within 72 hours.
- An injured worker is entitled to a copy of the Employer's Report submitted to the WCB.
- Workers should also receive a copy of any documentation regarding injuries that occur on the worksite.



## Supreme Court strikes down chronic pain law

On Oct. 1, 2003, the Supreme Court of Canada ruled that the Nova Scotia WCB's chronic pain program violated the equality provisions of the Canadian Charter of Rights and Freedoms. In a unanimous decision, the Court found that the limits on benefits and services were arbitrary and discriminated against those with chronic pain.

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Nova Scotia's chronic pain law was based on the scientific work of Dr. T. J. Murray and the notion that chronic pain is not caused strictly by work, rather its origin is multifactorial in nature. The functional restoration program, the law's central feature, sought to compensate only for the portion of the condition that is work-related, a view approved by the Nova Scotia Court of Appeal at the initial appeal.

The Supreme Court disagreed. While not commenting on the scientific foundation for the functional restoration program, the Supreme Court found that the limitation on benefits and services was artificial and did not take into account individual needs. Therefore, it was discriminatory when compared to how other injured workers are treated.

Interestingly, the Court expressly approved of the approach taken by WCB-Alberta in dealing with chronic pain cases, noting that benefits and services are customized to individuals.

In a second issue, the Supreme Court ruled that an appeals tribunal, like the Appeals Commission in Alberta, has the jurisdiction to consider questions of law involving the application of the Charter. However, any ruling on the Charter is not binding in other cases and the tribunal decision can be reviewed in the courts on a correctness standard.

WCB-Alberta intervened in the Supreme Court case on behalf of itself and seven other jurisdictions. The purpose of the intervention was to ask the Court to rule on the issue of whether multifactorial causation could be a basis for defining benefits. Unfortunately the Court did not deliver a ruling on this issue. The intervention also sought clarity on the issue of whether a tribunal has Charter jurisdiction.



## 12th annual WCB Charity Golf Tournament

Pictured above are Guy Kerr, President and CEO, Workers' Compensation Board and Neil Pierce, CEO of the Canadian Paraplegic Association (Alberta)

## Funds raised support Canadian Paraplegic Association services

**T**HERE WERE SMILES ALL AROUND AT THE COUGAR CREEK golf resort, where WCB hosted its annual Charity Golf Tournament on Sept. 5, 2003. But the biggest smile came when WCB President and CEO Guy Kerr presented a \$26,000 cheque to Neil Pierce from the Canadian Paraplegic Association of Alberta (CPA).

With 162 golfers competing in the tournament, the event had numerous hole and prize sponsors. Although no one won the coveted hole-in-one competition, everyone got the chance to dream about it! Congratulations to this year's champion team – Jerry Devlin, Bob Nebo, Dirk Smith, and James Wilson.

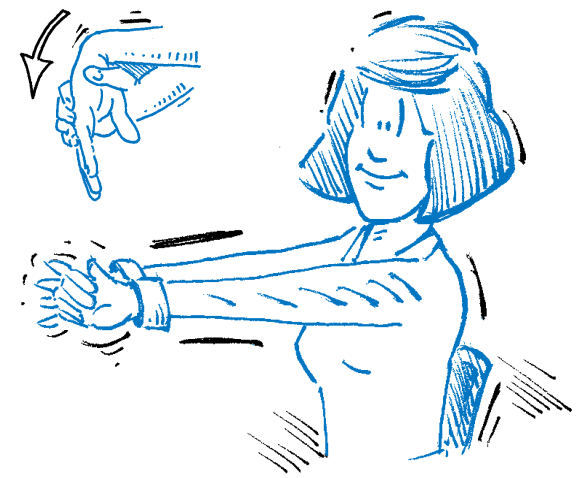
Tremendous support from so many people has had a positive impact on Albertans. Proceeds raised through this year's event will enable the CPA to expand the reach of its new spinal cord injuries support services. Thanks to all the supporters, golfers, and sponsors of this event. Watch for information about the 2004 tournament (in Calgary) in the spring issue of Insight online.

## How will PIPA affect how I deal with the WCB?

**T**HE PERSONAL INFORMATION PROTECTION ACT (PIPA), expected to pass into law by January 2004, will affect most Alberta private sector businesses. Although it impacts how customers' and employees' personal information is collected, used and disclosed, it will not affect how businesses deal with WCB. There will be no changes in the information required to manage injury claims and employer accounts.

Questions? Contact Susan Morgenstern, Chief Privacy Officer at WCB-Alberta, by calling 780-498-4948. Information on preparing for PIPA can be found at [www.psp.gov.ab.ca](http://www.psp.gov.ab.ca).

# Stretching to reduce injuries



**P**HYSICAL ACTIVITY AND INTERACTIONS BETWEEN workers and their environments are becoming increasingly complex and often require prolonged periods of keyboarding, repetitive back and/or upper extremity movements. Stretching programs are therefore intended to reduce the severity and/or frequency of injury by increasing muscle flexibility to maintain optimum muscle length. These programs range from part of a larger organizational health and safety or wellness program, to single-person computer software, to self-managed or “buddy” programs. From an organizational standpoint, worker-managed rest breaks (particularly in a computer environment) benefits include:

- lower task disruption
- improved worker acceptance
- promotion of participative management<sup>1</sup>

However, there may be a tendency to terminate the break before recovery is complete or work beyond the ‘ideal’ break/stretch period.

These stretching programs can be an effective means to reduce injuries. There have been several documented articles identifying this positive result. In the manufacturing setting, Subaru-Isuzu Automotive plant, implemented a stretching program twice per day for five minutes to keep muscle strains and repetitive motion injuries to a minimum. There was an estimated 30 to 40 per cent cost avoidance in rehabilitation costs and reports of positive morale at the workplace.<sup>2</sup> Also, productivity and comfort levels improved when short breaks included stretching exercises.<sup>3,4</sup>

Others have reported improved posture, joint flexibility, improving blood flow, and fewer sprains/strains (although no statistical data was provided).<sup>5,6</sup>

The following criteria for stretching programs are based upon a review of literature and recommendations by the American College of Sports Medicine<sup>7</sup>:

- Warm up for five minutes prior to stretching.
- Exercise should be tailored to commonly performed job duties.
- Stretch regularly: 2-3 days/week, minimum:
  - Use static or PNF stretches.\*
  - Hold stretch 15-30 seconds.
  - Three to four repetitions per muscle group.
- Intensity should be to a position of mild discomfort.
- Trained instructors should lead or monitor classes.
- Compliance should be monitored.
- Stretch at appropriate work times throughout the day.
- Company commitment to work time and program overhead costs.

\*Proprioceptive neuromuscular facilitation (PNF) is where a muscle is contracted for 20 seconds, relaxed, then stretched.

1. Self Management of Rest Breaks by VDT Users, Henning R.A. et al. Proceedings of the Human Factors and Ergonomics Society 38th Annual Meeting – 1994.
2. A Workplace Stretching Program. Physiologic and Perception Measurements Before and After Participation. Moore, T.C. AAOHN Journal, Vol. 46, No. 12, December 1998.
3. Frequent short rest breaks from computer work: effects on productivity and well-being at two field sites. Henning, R.A. et al. Ergonomics, Vol. 40, No. 1, 78-91, 1997.
4. The Design of Rest Breaks for Video Display Terminal Work: A Review of the Relevant Literature. Swanson, Naomi G. and Sauter, Steven L. Advances in Industrial Ergonomics and Safety 1, Taylor and Francis, 1989.
5. Work-Place Stretching Programs Reduce Costly Accidents, Injuries. Occupational Health & Safety, March 1990.
6. Cumulative trauma disorder controls: The ergonomics program at Ethicon, Inc. Lutz, G. and Hansford, Terri H. The Journal of Hand Surgery, Vol. 12A, No. 5, Part 2, September 1987.
7. Stretching at Work for Injury prevention: Issues, Evidence, and Recommendations. Applied Occupational and Environmental Hygiene, Volume 18(5): 331-338, 2003.

For more information about implementing an ergonomics program, training, or ergonomics assessment, please contact Paolo Naccarato, Ergonomics Consultant with Prevention and Worksite Services, Millard Health, 780-913-2333 or [paolo.naccarato@millardhealth.com](mailto:paolo.naccarato@millardhealth.com)

## Faster, more accessible

Online  
WCB Policy  
preferred over  
paper in 2004

**S**EARCHING FOR POLICY INFORMATION WILL GET EASIER IN 2004, when the WCB Policy Manual goes entirely online. There you will find new updates and changes as well as older policies archived for reference. “This supports our goal of being more timely and responsive in providing information to our stakeholders,” states Lynn Fogwill, manager, Policy Development.

Stakeholders who prefer to keep a hard copy will receive one last paper update in 2003. Future updates can easily be printed from the website. How will you know when something has changed? Simply sign up for Stakeholder Notification, to be informed by e-mail. Go to our website, click on **Policy & Legislation**, select **What’s New in Policy** and sign up – it’s that easy!

To ensure access to every Albertan, a small number of paper copies will be maintained at WCB counters and other locations, as printed references. For more details, check out our website, [www.wcb.ab.ca](http://www.wcb.ab.ca).

# Insight online

## – launching spring 2004



**F**INDING ARTICLES OF INTEREST TO YOU IS GETTING EASIER with the launch of Insight online in April 2004. The new online format will feature a convenient at-a-glance menu with article summaries, for you to select what's important to you and your staff. Articles will also be archived for handy future reference. A print edition of the fall issue will be mailed out to all stakeholders in late November 2004.

If you would like to receive notification by e-mail when new articles appear online, send your e-mail address to Dina DaSilva at [dina.dasilva@wcb.ab.ca](mailto:dina.dasilva@wcb.ab.ca) or call 780-498-8616.

Watch for the launch of Insight online in April 2004 on [www.wcb.ab.ca](http://www.wcb.ab.ca), under the News & Events tab.

### 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.

### 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

9925 - 107 Street  
8:30 a.m. - noon

January 6  
February 3  
March 2  
April 6  
May 4

##### Calgary

300 - 6 Avenue SE  
8:30 a.m. - noon

January 6  
February 3  
March 2  
April 1  
May 5

#### Understanding the review and appeals processes

This one-day seminar is designed specifically for employers. It will show them how to participate effectively in the processes used to review and appeal a WCB decision, whether it is claim or premium-related. It also gives employers an overview of the review and appeal processes.

##### Edmonton

9925 - 107 Street  
8:30 a.m. - 4:30 p.m.

February 26  
April 29  
June 24  
September 30  
November 25

##### Calgary

300 - 6 Avenue SE  
8:30 a.m. - 4:30 p.m.

February 24  
April 22  
June 24  
September 23  
November 23

#### 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

9925 - 107 Street  
8:30 a.m. - 4:30 p.m.

January 8 or 22  
February 5 or 19  
March 11 or 25  
April 8 or 22  
May 6 or 20  
June 3 or 17

##### Calgary

300 - 6 Avenue SE  
8:30 a.m. - 4:30 p.m.

January 8 or 20  
February 5 or 18  
March 9 or 23  
April 6 or 20  
May 6 or 27  
June 8 or 22

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.

### 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) 498-3999  
Fax: (780) 427-5863

If you are calling long distance within Alberta, WCB has a toll free number. Just dial 1-866-WCB-WCB1 (922-9221).

If you are calling long distance outside Alberta, call 1-800-661-9608.

##### Calgary

Phone: (403) 517-6000

#### 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) 517-6200  
Fax: (403) 517-6201

#### Investigations Line

##### Edmonton

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

#### Office of the Appeals Advisor

##### Edmonton

Phone: (780) 498-8640  
Fax: (780) 498-7870

##### Calgary

Phone: (403) 517-6220  
Fax: (403) 517-6221



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