



Rookies at Risk

Heads Up's 2003 safety campaign targets inexperience on the job



One of Waiward Steel's young workers was introduced at the launch. L to R: Minister Dunford, Human Resources and Employment; Ryan Danserau, a 20-year-old detail helper; Guy Kerr, President and CEO, WCB-Alberta.

THE HEADS UP SAFETY CAMPAIGN CONTINUES its edgy tradition with a 'Rookies at Risk' theme for 2003. "Last year, almost 50,000 'rookies' were injured on the job in Alberta. Rookies are not just young workers; they are anyone who is new on the job. We know from the claims we receive that the first year is the most dangerous for workers of any age," states WCB-Alberta President and CEO Guy Kerr.

Every 3.5 minutes, a worker is injured on an Alberta worksite with an injury serious enough to miss work the next day. For injured workers under the age of 25, more than 60 per cent are injured in the first six months on the job.

"The time has come to change the way we think about workplace safety," says Alberta Human Resources and Employment Minister Clint Dunford. "Through the *Heads Up* campaign and the *Work Safe Alberta* initiative the Alberta Government is working with its partners to raise

"I played 15 years in the NHL. But I wouldn't have lasted 15 seconds if I wasn't wearing the right equipment,"

says Bill Ranford.

part of this year's campaign. Safety is about knowing the rules and wearing the gear. I played 15 years in the NHL. But I wouldn't have lasted 15 seconds if I wasn't wearing the right equipment," says Bill. "We all need to remember that rookies are at risk – on the ice and in the workplace."

The audience we are trying to reach really loves hockey. This campaign makes the natural

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awareness of the need to keep workers safe, both on and off the job."

Lending his voice to the campaign is former NHL player Bill Ranford. "I'm very proud to be

In 2002:

154,474 workers were injured in Alberta, 40,100 seriously enough to miss work the next day.

101 workers were killed on the job, nine of them young workers under 25 years of age.

Industries in which young workers were most at risk of being hurt within their first six months on the job were food convenience stores, meat processing, and trucking.

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'I can't believe I lived through it'

Boilermaker turns his life around after taking a near-deadly fall



Jacobs Catalytic's Jason Kaye stands proudly in front of the multi-million dollar project that has just wrapped up. Jason is one of the company's newest planners – a job he fell into.

BY WENDY THEBERGE

WHEN PEOPLE ASK JASON KAYE HOW HE came to be involved in the planning and scheduling of multi-million dollar projects on oil refinery sites he tells them he fell into the job. Did he ever.

For years, Jason was perfectly happy dangling high up inside darkened pressure vessels and tumblers. Working as a boilermaker was exciting and highly specialized. The job had taken Jason across western Canada and into the northern United States. "I loved it," Jason says. But then one wintry December night he fell from a scaffold ladder, outside the broken tumbler he was working on in Fort McMurray, Alta.

"I was climbing the scaffold and had only gone up two rungs when I felt the ladder shake," he recalls. "I let go with one hand and leaned back to look up. Then I fell back below the man cage and that was it."

"The most severe injury I suffered was to my confidence. That was my main reason for getting back to work quickly."

—Jason Kaye, injured boilermaker for Jacobs Catalytic

Pair of coveralls...

His co-worker recalls seeing a "pair of coveralls" shoot by as he crashed onto a handrail high up on the vessel, landing on his back. Suspended, he seesawed there before continuing to fall headfirst. With a final thump, Jason landed on his stomach, draped over a 12 in. pipe, between two other pipes that had exposed valve stems. Half a metre in either direction and he'd have ended up with a 2 in. hole through his torso ... paralyzed or dead.

"I looked up and I couldn't believe I had lived through it."

As he crawled off the pipe, his co-workers raced to his side. At the hospital, Jason learned his shoulder was separated, his ankle was severely twisted and swollen, and his torso was covered with deep and painful bruises.

Fortunately for Jason, his company – Jacobs Catalytic – had a well-established and highly effective modified return-to-work program. Under the care of his doctor, Jason was back on the work site, performing light duties without missing any time from work. "The main reason for getting back to work quickly was I knew that being sedentary at home wouldn't help my recovery."

Passion...

Jason's modified work program capitalized on his brains while his body recovered. He took on more of an advisory role, helping the engineering team with inspections.

During his time in the northern Alberta job site office, the 36-year-old took advantage of an opportunity to learn specialized scheduling/planning software and soon discovered he had a passion for this new line of work.

Itching to put his new set of skills to the test, Jason's role at Jacobs quickly evolved into a brand new career. He recently wrapped up a multimillion-dollar turnaround planning project on the gigantic Shell Scotford site near Fort Saskatchewan.

"We make every effort to help our employees in every reasonable way." —Ken Lange, project manager for Jacobs Catalytic talking about the company's commitment to modified work

"Without the program, Jason may not even be with us anymore, and it would have been our loss. Turnaround planners are hard to come by," says Jacobs Catalytic project manager Ken Lange. Over the years, he's seen many success stories like Jason's. But he stresses that success hinges on attitude – the company and the worker have to believe in the program, and in each other. "We make every effort to help our employees in every reasonable way," he says.

Ken takes pride in the company's commitment to attracting – and keeping – its people. In these boom days when there's plenty of work to go around, it's doubly important that "Jacobs be seen as professional, safe and caring," he says.

Win win...

Modified return-to-work programs are a win-win. The worker wins by staying job attached, productive, and continuing to receive a regular income. The employer wins by retaining good workers and keeping WCB costs manageable.

But there is no price on what it means to feel valued.

"I'm thankful for what Jacobs did for me and lucky to be here," Jason says, recalling how often he would look up at the tumbler after the fall and make the sign of the cross. "Jacobs Catalytic was extremely helpful – they turned a negative into a positive."

Does your company have an innovative disability management program to help your injured workers return to work sooner? If so, we'd love to hear about it! Call Wendy Theberge at 780-498-8685.

Modified return-to-work program Good business for employers

What will keep workers happy and productivity high?

Big and small companies are catching on to the simple fact that when you put safety first, everything else falls into place. Unfortunately, injuries happen in Alberta workplaces. The cost to workers, employers, and the economy is staggering both in human and financial terms. Having a well-developed and implemented return-to-work (RTW) program provides opportunities for workers and employers to manage these costs.

What's in it for workers

- Remain job attached
- No income disruption
- Reduced stress

What's in it for employers

- Keep an experienced, trained and productive worker
- Lower recruiting/training costs
- Better WCB experience rating

Safety Programs + Return-to-Work Programs = Happier Workers = Higher Productivity = Lower Operating and Insurance Costs.

These are just a few of the benefits, which result from companies having a return-to-work program.

A culture of safety shows staff you care. And a commitment to bringing people back to work following an on-the-job injury also plays a big role in an effective safety culture.

Longtime project manager for Jacobs Catalytic, Ken Lange looks at the work they do as a three-legged stool. The legs are made up of 1) safety, 2) quality, and 3) productivity.

"It just won't work if you knock out one of those legs," Ken says.

More and more Alberta companies of all sizes are implementing RTW programs that focus on helping workers who are injured on the job get back to work in a safe and early fashion. The premise is to accommodate the worker's medical limitations.

RTW means exactly what it sounds like. Finding other work for someone to do while recovering from an injury will help manage a company's most valuable resource – its employees. And in the long run, a great deal of money can be saved.

How the WCB fits in with a company's modified return-to-work program:

In cases where a worker is injured and is medically cleared to return to modified duties with no lost time from work, the employer must report the accident to the WCB. A claim will be established and adjudicated as per WCB's policies.

In a case where an injured worker is returning to modified duties after a lost-time claim, the WCB adjudicator/case manager will facilitate the return to work.

The WCB offers training sessions/workshops to employers on topics such as disability management and modified RTW on a regular basis. For additional information, employers can call WCB toll-free at 1-866-498-4694 or visit the WCB Web site at www.wcb.ab.ca

Employers realize that safer workplaces not only reduce the personal costs to workers and their families, but also reduce the other indirect costs that impact the company's productivity and reputation. Creating safe worksites does two things: reduces injuries and lowers cost.

WCB hosts this year's Annual General Meeting in Calgary

WCB-ALBERTA IS HOLDING ITS ANNUAL

General Meeting (AGM) in Calgary to present the 2002 Annual Report and Financial Statements and update stakeholders on the 2003 strategic priorities and key performance indicators. Last year the event was held in Edmonton. In keeping with WCB's provincial role, the meeting will alternate locations in the province each year.

The AGM will be held on **June 4, 2003** at 1:30 p.m. No matter where you are, you can join the meeting via your computer.

AGM will be broadcast live over the Internet

To make the AGM as accessible as possible to all Albertans the meeting will be broadcast live over the Internet, using Web-cast technology. 'Virtual

guests' will see speeches and presentations live and can ask questions online; the interactive approach makes it much like attending the event in person.

To register to join the virtual audience for the AGM, or for additional information, go to the WCB Web site at www.wcb.ab.ca.

The 2002 Annual Report will be posted on the Web site on June 1, 2003.

Calling for a clearance?

No more waiting on hold to talk to an agent.

Soon you will be directed to our automated telephone clearance system.

To obtain a clearance, call the WCB-Alberta at 780-498-3999 or toll-free at 1-866-WCB-WCB1 (1-866-922-9221).

You can also request clearances online by visiting our Web site at www.wcb.ab.ca and selecting the Online Services option.

Please note: To process your clearance using the automated telephone system, you will need a fax number and your subcontractor's account number.

WCB-Alberta IVR system: **498-3999** Toll-free: **1-866-922-9221**

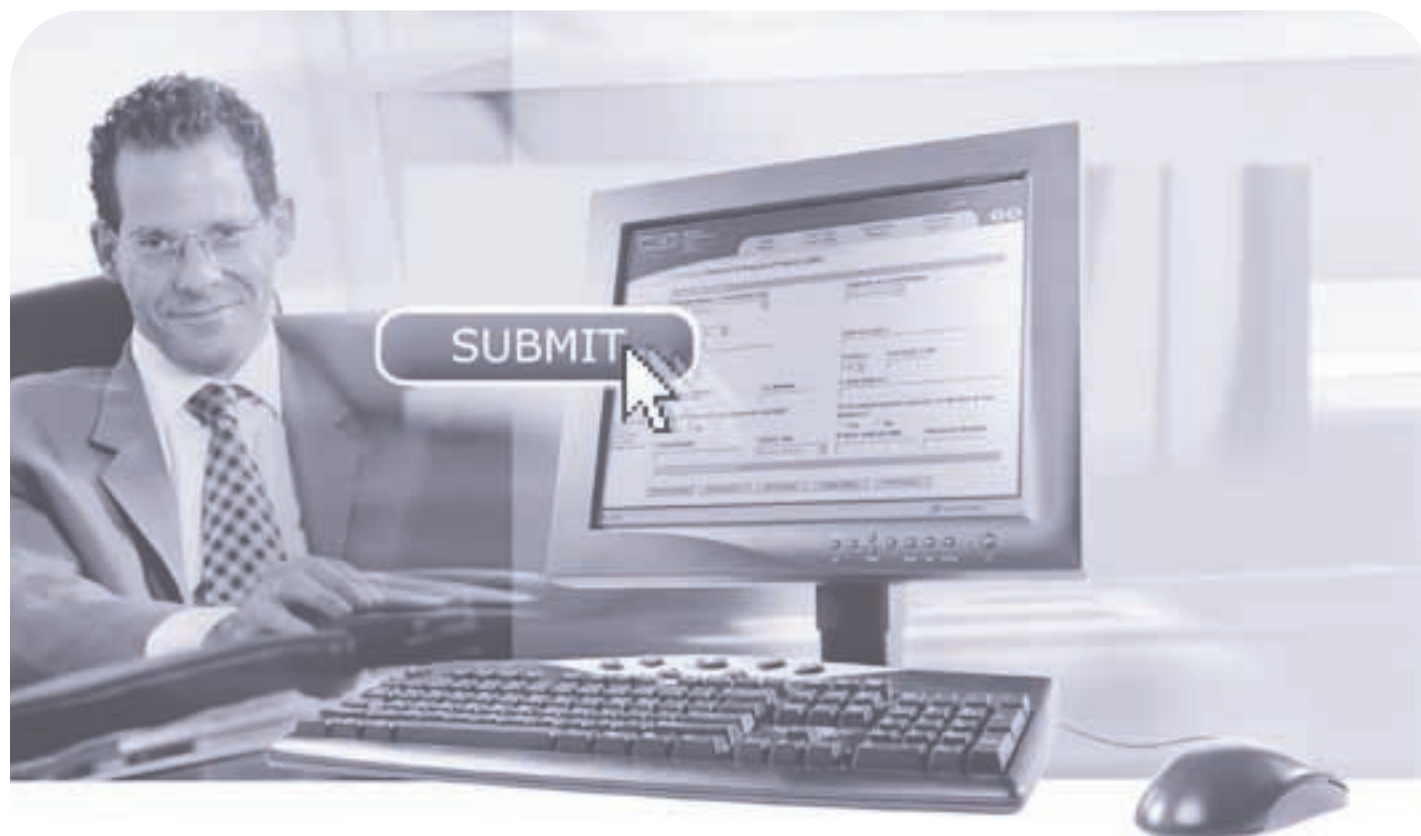
MAIN MENU

- 1 Claim Inquiry
- 2 New Employer Account
- 3 Overdue Account Inquiries
- 4 Employer Account & Clearance Inquiries
- 5 General Information
- * Replay Options

EMPLOYER ACCOUNT & CLEARANCE INQUIRIES

- 1 Clearances
- 2 Credit Card Payments
- 3 Report Insurable Earnings
- 4 Business Owner Coverage
- 5 All Other Inquiries
- * Replay Options

New electronic reporting system to improve customer service



Employers can now submit accident reports online

The WCB's new Internet-based electronic reporting system is now up and running. The new service will enable employers to submit a Report of Accident electronically. Employers will also be able to help injured staff members submit a Worker's Report of Accident to the WCB through the employer's user ID.

This new service is secure and convenient.

Feature benefits include:

- A system that allows users to keep all their WCB reports in one place for easy retrieval.
- Improved turnaround times.
- Faster responses from WCB staff.
- Extended hours of availability with date-stamped submissions for users concerned about reporting deadlines.

Employers who have already signed on love the new service. "I just sent off two more no lost-time accidents that went really well," Disability Claims Analyst Laurie Martineau wrote in a recent e-mail to the WCB. "I looked up the reports and had already received WCB numbers attached to these new claims. This is great. It will save me from keeping a file open until I receive the WCB numbers."

You need three things to get started:

- An ID and password.
- A modern PC running Microsoft Internet Explorer 5.5 or higher.
- An Internet connection, preferably high-speed.

To obtain an ID or for more detailed information about this exciting new service, visit our Web site at www.wcb.ab.ca and click on Online Services.

An e-business support team is available weekdays by phone at 780-498-7688 (in Edmonton) or 1-866-922-9221 (in Alberta) from 8 a.m. to 4:30 p.m.

Enthusiasm for this new service is building so quickly, the WCB expects electronic reporting will be the leading form of report submission by 2004.

Now available online: loss control reports (LCR)

How to register and use the system

What is LCR?

LCR is an online Web application that allows you to get WCB premium and claims data quickly and easily. It currently consists of six standard employer and industry reports. Register as an LCR user and you can log in to generate the reports you need, when you need them.

How to register

1. Visit our home page at www.wcb.ab.ca and click on Loss Control Reporting under Online Services.
2. Print and fill out a registration form. Be sure to include a valid e-mail address and signature.
3. Fax your completed form to WCB's e-business support team at 780-498-7866.

4. The e-business support team will call to provide you with a user ID and answer any questions you have.
5. WCB will e-mail you a unique LCR password.
6. You will be ready to produce your own reports.

To register, you must have...

- a WCB employer account(s)
- access to the Internet
- a valid company e-mail address

If you already have all of the above ... sign up for LCR today. It's fast! It's secure! It's efficient!

For inquiries regarding LCR call the e-business support team at 780-498-7688. To speak to an agent press '1', then '3'.

WCB hosts 12th annual charity golf tournament



COUGAR CREEK GOLF RESORT • FRIDAY, SEPT. 5, 2003

Enjoy golf?

If so, start practising your swing to get ready for the 12th annual WCB charity golf tournament.

This year, the **Canadian Paraplegic Association of Alberta** will benefit from the funds raised through this event. Proceeds from the tournament will go directly into programs that have a positive impact on Albertans in the area of rehabilitative services.

Since 1992, over \$190,000 has been raised to support Alberta charities. Past recipients include the Canadian Paraplegic Association of Alberta, Northern and Southern Alberta Brain Injury Societies, Calgary Firefighters Burn Treatment Society, STARS Air Ambulance, and the Brain Injury Rehabilitation Centre.

The 2003 golf tournament is scheduled for Sept. 5 at the Cougar Creek Golf Resort near Stony Plain. You are encouraged to register early for this fun and usually sold-out event.

For more information

about how to register, donate prizes and/or provide sponsorship, contact Tammy Dlouhy by e-mail at tammy.dlouhy@wcb.ab.ca or by phone at 780-498-7937.

By Doug Mah
WCB Secretary and General Counsel

SARS and Workers' Compensation

THE OUTBREAK OF SEVERE ACUTE Respiratory Syndrome (SARS) in Toronto and in some Asian countries has raised questions about WCB coverage for the illness.

As a general principle, SARS cases would be adjudicated like any other possible occupational disease claim. The WCB has no specific policy on SARS; each case is dealt with according to its individual merits.

The *Workers' Compensation Act* requires that the disease "arise out of and occur in the course of employment" or more simply stated, it must be caused by work. Policies 02-01 and 03-01 provide more specific information about how the WCB deals with causation and the adjudication of occupational disease.

Quarantine is a little more complex. First, the quarantine must be ordered by public health officials, thus compelling certain individuals to miss work. Non-symptomatic cases of quarantine would

not be recognized by workers' compensation – legislation requires that there be an actual injury or illness – mere exposure is not enough. The federal government has recently announced that

Employment Insurance is available in these cases.

Where there is quarantine ordered by a public health official following exposure and actual symptoms, the WCB is legally empowered to pay disability benefits and provide for medical treatment and testing on a temporary medical investigation basis. Should the investigation show the illness is caused by work, the claim is acceptable.

Employers have asked whether sending workers

to Asian countries where SARS travel alerts have been issued would void WCB coverage. The answer is 'no' because workers' compensation is no fault. The normal rules regarding out-of-province coverage

would apply. Section 28 provides that the worker must be either an Alberta resident or normally employed in Alberta and that the out-of-province work is for the same or a related employer and lasts for a period of less than 12

months. Some of these conditions may be relaxed by the WCB upon request by the employer.

However, employers should have regard to travel advisories issued by Health Canada and think twice about exposing their workers to dangers abroad and bringing back more disease to Canada.

Where there is quarantine ordered by a public health official following exposure and actual symptoms, the WCB is legally empowered to pay disability benefits and provide for medical treatment and testing on a temporary medical investigation basis.

Heads Up 2003 *continued from page 1*

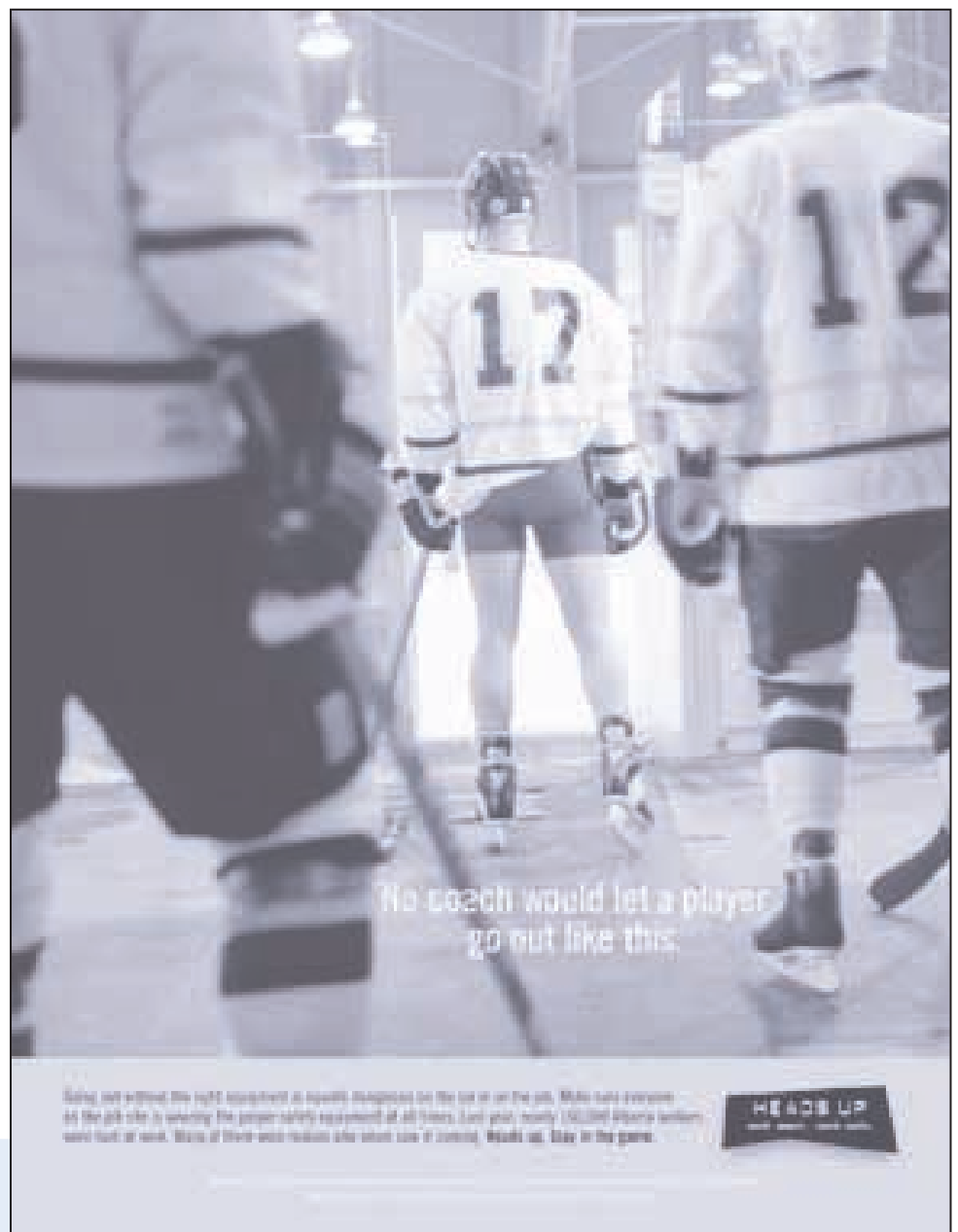
connection between hockey injuries and work-related injuries. The campaign, launched March 19, encourages workers to ask about safety in their job and gives a heads up to employers to make safety their top priority.

"Heads Up is a familiar hockey term. By hooking up with the passion for hockey out there we have a campaign that reaches our audience effectively," emphasizes Gary Wagar, manager, Northern Region, Alberta Construction Safety Association. "We need to ensure that our young, new, and inexperienced workers stay safe on the job."

The awareness campaign extends through Alberta with radio commercials; posters in bars, restaurants and worksites; newspaper and employer magazine advertising. This year's campaign will run in both spring and fall to maximize awareness. The campaign started March 19 and concludes June 15, resuming in the fall from Sept. 8 to Nov. 9.

The *Heads Up* campaign is in its fifth year and is the result of a partnership between the Alberta Construction Safety Association, Alberta Human Resources and Employment, Manufacturers' Health and Safety Association, Alberta Hotel Safety Association and the Workers' Compensation Board-Alberta.

To order copies of the 2003 *Heads Up* poster series, please contact Corporate Communications at 780-498-4956.

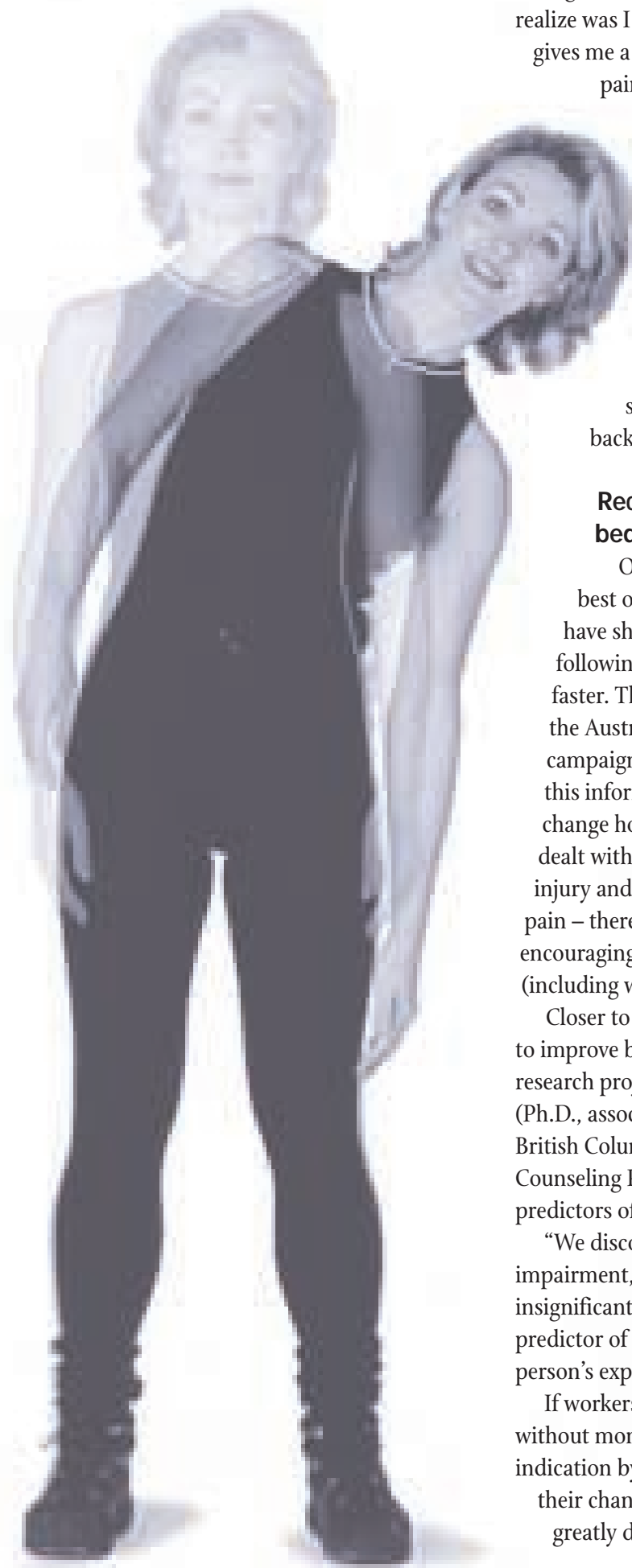


2003 Heads Up campaign Posters



Back pain: don't take it lying down!

New research shows activity improves recovery



ALONE ATHLETE STANDS WITH HIS BACK TO A stadium full of fans. He clasps his hands above his head and stretches to the right. Thousands of bodies behind him mimic his movements. He stretches left. A wave of arms flows to the left. He circles his arms in windmill fashion and the crowd is a blur of motion.

“People used to think I was fooling around out there with those exercises,” says the athlete with a strong Australian accent. “But what they didn’t realize was I have a back problem – a disc bulge that gives me a lot of pain. It would give me a lot more pain if I didn’t give it a lot of exercise. So, if you’ve got back pain, give exercise a go through sport ... or any other way, for that matter.”

The commercial described above was used in an Australian public awareness campaign declaring “Back pain: Don’t take it lying down!” It was part of a successful, research-based series that set out to change how people looked at back pain.

Recovery not always found with bed rest

Once we thought bed rest was one of the best options for recovery, but recent studies have shown that people who remain active following a back injury are likely to improve faster. The goal of the Australian campaign was to use this information to change how people dealt with a back injury and with back pain – thereby encouraging a swifter return to full activity (including work) after an injury.

Closer to home, the WCB-Alberta, also looking to improve back injury outcomes, co-sponsored a research project. Through it, Dr. Izabela Schultz (Ph.D., associate professor from the University of British Columbia, Department of Educational and Counseling Psychology) identified the most likely predictors of back injury disability.

“We discovered the relationship between pain, impairment, and disability was actually quite insignificant,” says Dr. Schultz. “The greatest predictor of recovery after a back injury was the person’s expectations of recovery.”

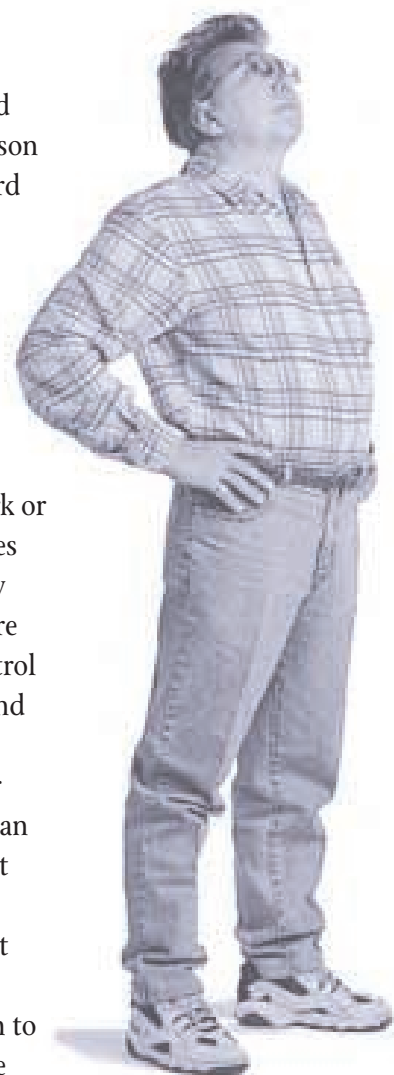
If workers feel they are not going to recover without months of rehabilitation, or are given that indication by their physician, family, or friends, their chances of ever getting back to work are greatly diminished.

Fear involved with back pain

People also worry about the future if they develop back pain, especially if their job involves heavy work. They’re afraid of how it will affect them financially, so they’re frightened about doing any kind of activity that might aggravate their back. That fear often leads to a prolonged period of

inactivity. The back becomes weaker and weaker, and the person falls into a downward spiral that’s hard to get out of.

The reality is, people with back pain can often perform light tasks and can even go back to work or modified work duties soon after the injury occurs. If workers are allowed to take control of their back pain and become active participants in their own recovery they can often start with light work within a few days. However, most people need a lot of reassurance early on to help them overcome their fears.



Workplace interventions are key

Research studies of low-back pain have shown that clinical interventions have some impact on the progress of an injured worker’s recovery, but to be most effective they should be appropriate to the worker’s stage of recovery. Workplace interventions, however, are key in expediting a safe and timely return to work.

Employers can increase the effectiveness of their return-to-work programs by ensuring that their workplaces:

- provide a supportive organizational climate;
- offer modified work to injured workers;
- establish communication and co-operation between all relevant parties; and
- monitor the effectiveness of the program on an ongoing basis.

This will improve employee productivity after an injury and decrease absenteeism.

Research opens doors to return to work

Low-back pain is the single most common cause of lost time from work in Canada. But with new research being done abroad and in Alberta, employers will soon have more information to help injured workers work through their back concerns and return to work.

If you want more information on modified work or disability management programs, call the WCB at 780-498-3999 in Edmonton, 403-517-6000 in Calgary, or toll-free in Alberta at 1-866-922-9221. Or, send an e-mail to contactcentre@wcb.ab.ca. You can also refer to your safety or industry associations for guidance.

Improving personal work habits

DURING THE LAST DECADE THERE HAS BEEN A noticeable increase in work-related computer use, and many individuals complain about the associated aches and pains. People discount these aches and pains as “normal” for office work, but there is a growing trend of poor work habits that can lead to injuries.

These habits typically go unnoticed until someone in the office reports an injury. At that point, co-workers either reflect upon their own work habits and change them, or take the attitude that “it’s not going to happen to me.”

Many employers are becoming more proactive about ergonomics. They undergo training and

involve their staff in office ergonomics assessments. In some cases, however, poor work habits go unnoticed during workplace inspections and peer office reviews, as the individual being assessed wants to appear to be “doing the right thing.”

Although most of these work habits pertain to office-related tasks, they are not exclusive to such environments. Improper work habits associated with injury, and some simple solutions to avoid them include:

1. Sitting on the edge of a chair while keyboarding or viewing the screen.

Perching forward on a chair leaves the back unsupported and encourages one to slouch and roll the shoulders forward.

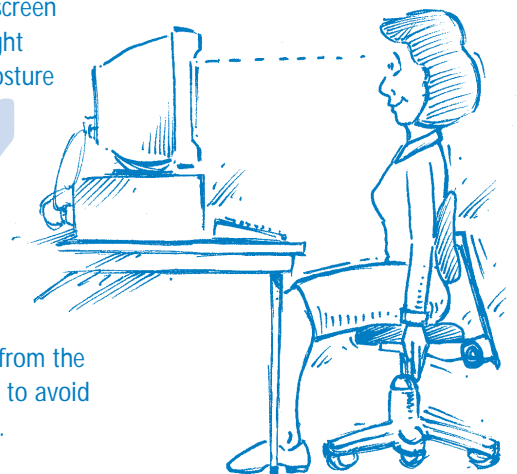


2. Leaning heavily on the armrests or for extended periods of time.

This places compression pressure on the elbow and encourages the shoulder on that side to support all of the upper-body weight. This can also lead to overreaching for the mouse if the mouse is on the opposite side.



For relief, armrests may need to be adjusted/removed, the screen size enlarged, monitor height adjusted or the person’s posture corrected.



Try removing the armrests from the chair or alternate positions to avoid extended periods of sitting.

3. Reaching across the body or overreaching for items.

Repetitive twisting of the body (for example, a right-handed person twisting to write on the left side) or overreaching for items across a desk (stretching across the right side to reach for the phone with the left hand), contributes to back and shoulder-related discomfort.



4. Not organizing thoughts prior to typing.

Some people type quickly, but make many mistakes. They spend a good portion of time using the backspace key to correct the mistakes. This reduces productivity and requires more keyboarding than is necessary.

5. Not taking breaks.

It is not uncommon for 80 per cent of a company’s employees to work through breaks and lunches. This increases the frequency of sitting and repetitive keying tasks.



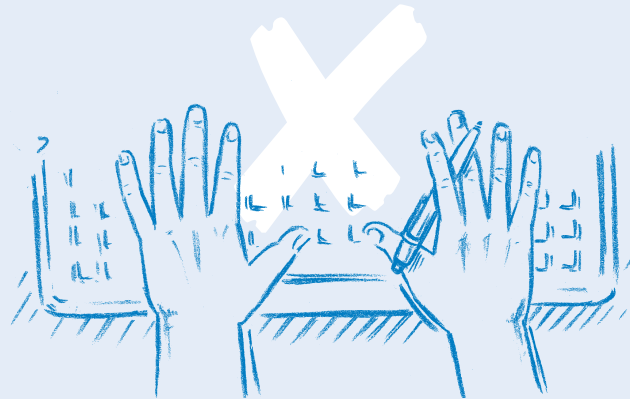
Ensure all frequently used items are positioned within easy reach and accessed by the arm on the same side.

Gather all information required and make notes in order to reduce time and frequency of keyboarding.

Take adequate rest breaks or arrange work tasks to allow for variety.

6. Placing the hand on the mouse or keyboard when not accessing information.

Constant gripping of the mouse as a guide for reading or doodling contributes to increased muscle tension in the arm. Maintaining the “ready-to-go” hand posture requires constant muscle tension and decreases blood flow to the arm.



7. Holding onto a pen while doing non-writing tasks such as utilizing the mouse or keyboarding.

This posture leads to inefficient work methods; not all fingers are used for keyboarding, and muscles must work harder to hold on to the pen.

8. Holding the hand over the phone number pad for extended periods.

Some people require intensive phone use, and may hold a hand over the number pad to be ready for the next call. If the phone is not kept close to the body, this static hand posture contributes to decreased blood flow of the forearm and shoulder.

Arms should be at rest while one reads information on the screen, with hands relaxed and away from the keyboard to maximize rest opportunities.



Choose to write or keyboard – you can’t do both at the same time!

Take your hand away from the telephone number pad in between calls to rest it.



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
June 3
July 8
Aug 12
Sept 9
Oct 7
Nov 4
Dec 2

Calgary

300 - 6 Avenue SE
8:30 a.m. - noon
June 10 or 11
July 16
Aug 13
Sept 17
Oct 8
Nov 12
Dec 10
Grande Prairie
Sept 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 appeals process. It covers claims appeals, premium-related appeals, and gives employers an overview of the appeals process.

Edmonton

9925 - 107 Street
8:30 a.m. - 4:30 p.m.
June 26
Sept 25
Nov 20

Calgary

300 - 6 Avenue SE
8:30 a.m. - 4:30 p.m.
June 19
Sept 25
Nov 20

Grande Prairie

June 12

Lethbridge

Oct 8

Red Deer

Nov 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

9925 - 107 Street
8:30 a.m. - 4:30 p.m.
May 8 or 22
June 5 or 19
July 10
Aug 7
Sept 4 or 18
Oct 2, 16 or 30
Nov 13 or 27
Dec 11

Calgary

300 - 6 Avenue SE
8:30 a.m. - 4:30 p.m.
May 13 or 27
June 24
July 15
Aug 19
Sept 9 or 23
Oct 21
Nov 18
Dec 2

Red Deer

Oct 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.

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

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.

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 1-866-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

WCB 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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