

WCB

# INSIGHT

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## Spot the new guy to reduce workplace injuries

*Last year in Alberta, 36 workers per day were injured in their first six months on the job. • Of the 118 workplace fatalities last year, nine workers were under 25 years of age. • More than half (60 per cent) of all injured workers under the age of 25 get hurt in their first six months on the job. If you are a new worker, you are at risk.*



### Unveiling the new Heads Up campaign posters –

*Rick LeLachur,  
Interim President  
and CEO, Workers'  
Compensation Board;  
Minister Clint Dunford,  
Human Resources  
and Employment;  
Robin Kotyk,  
Manager, Alberta  
Construction Safety  
Association, Northern  
Alberta Region.*

“The Heads Up campaign asks you to ‘spot the new guy’ and by doing so, you can help reduce the number of workplace injuries involving inexperienced workers,” stated Rick LeLachur, Interim President and CEO, WCB-Alberta, at the campaign launch. “We all need to take action to effectively reduce these brutal injury statistics. If you are new on the job, we want you to ask your supervisor about safety and your job. If you are an employer, we want you to watch out for your workers’ safety. Typically, we use edgy campaign messages and a creative approach to grab your attention, and this year’s Heads Up campaign is no different.”

“We must aggressively reduce the number of workplace incidents in Alberta and must all work together to ensure the safety of our worksites,” stated Clint Dunford, Minister, Alberta Human Resources and Employment. “We need the commitment of industry, safety associations, labour and government working together to educate workers and employers about safe work practices and the risk young and inexperienced workers face on the job. I challenge every worker and every employer to make Alberta the safest province to work and do business in. Together, we can and will make a difference.”

Speaking on behalf of the safety association partners, Robin Kotyk, Manager, Northern Region, Alberta Construction Safety Association, gave Heads Up two thumbs up. “This campaign continues to reinforce the message to both workers and employers that young, new and inexperienced workers are at risk of being injured during their first year on the job. There is tremendous growth and opportunities in Alberta and we need to ensure that our new workers stay safe on the job, and the Heads Up campaign drives this message home.”

**For more information** [about the Heads Up campaign or to order posters, please contact Corporate Communications at \(780\) 498-8680.](#)

**H**EADS UP! HALF OF ALL INJURED WORKERS, get hurt on the job in their first year – a brutal statistic. Whatever your age, if you are new on the job you are at risk.

That is the motivation behind this year’s Heads Up campaign, launched March 20 at a news conference. This year’s campaign is directed at inexperienced workers, regardless of their age.

“We often think of new workers as young workers, but new means the length of time on the job. Whether you are 20 or 34, if you are new on the job, you are at risk,” says Rick LeLachur, Interim President and CEO, WCB-Alberta.

The Heads Up campaign is entering its fourth year, a result of a partnership between Alberta Human Resources and Employment, Alberta Construction Safety Association, Alberta Hotel Safety Association, Manufacturers’ Health and Safety Association, and WCB-Alberta.

The \$332,500 safety awareness campaign continues with its frank messaging, aimed at grabbing the attention of Albertans and asking them to ‘spot the new guy.’ WCB-Alberta wants employers, employees, and Albertans to know that inexperience, regardless of age, is a major factor in most workplace accidents. The leading industries where inexperienced workers with less than one year on the job are most at risk of being injured include construction, food, and trucking.

The awareness campaign will extend across Alberta with radio commercials, newspaper and magazine advertisements, and attention-grabbing posters that will be displayed in bars, restaurants, and worksites. Employers and workers are urged to talk about how they can improve workplace safety for everyone at their worksite. The campaign runs from March 20 until the end of June, to coincide with key hiring periods.

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**WCB**

Workers'  
Compensation  
Board

Alberta

Please circulate to Safety, Finance, Human Resources and other interested areas.

**One year after pilot survives crash,**

**the road to good health remains a constant struggle**

# What a difference a day makes

*The accident report notes that the pilot was focusing on what he was doing and didn't notice that he was flying too low when his helicopter crashed in a remote ravine in northern Alberta.*



***“Your heart sinks – you hope for the best but expect the worst.”***

*– Tony Hunley, Chief Operating Officer of Airborne Solutions, talking about the day he learned one of his choppers had fallen out of the sky*

***My case manager treated my family like kings – it was unreal. – pilot Devin Landis***

## **D**EVIN LANDIS WAS PLANNING A LATE

Christmas back home in Ontario and didn't mind working on New Year's Eve last year. Besides, while others were busy dreaming about the celebrations they would attend that night, Devin was happy just living his dream.

At 27, the young man from the small town of Cochrane, Ontario, was ecstatic to have landed a job flying a helicopter for a seismic company in Northern Alberta. He had worked odd jobs for years, saving to get his pilot's license. "I've wanted to be a pilot since I was a kid," he says.

This day on the job was no different than any other. It was around noon and Devin was making a solo run into the bush while his partner waited back at the base. One more run and he'd take a break for lunch.

A cigarette signaled that something was wrong. Devin always made it back in the time it took for his partner to smoke two cigarettes. Shortly after he lit his third cigarette, his partner tried to radio Devin. Nothing. Alarmed, he radioed another helicopter in the area.

The Emergency Locator Transmitter (ELT) in Devin's helicopter was destroyed by the impact of the crash. On any other day, it could have taken an entire day to locate Devin's downed chopper. Fortunately, there happened to be four other aircraft in the area and it only took an hour and a half to find the crash site. They found the destroyed chopper in a steep ravine where Devin lay in what was left of the cockpit, barely alive. The terrain was so rough "they had to carry him a quarter mile to the nearest landing road," recalls Devin's boss Tony Hunley.

"It was a good day to crash," Devin says, referring to the number of aircraft that were in the area. "A miracle, really." As it was, Devin's heart stopped on the way to hospital and had to be restarted. He had broken most of the bones in his body – including several vertebrae in his back. His skull was fractured.

In the Intensive Care Unit at the University of Alberta Hospital, Devin had to be fed with a tube. He was bedridden. He couldn't smell anything. "Things were pretty dismal."

The true miracle is how Devin fought back. He spent nearly five months at the Glenrose Rehabilitation Hospital in Edmonton working through blinding pain just to move from his bed to a wheelchair.

He's back home with his parents in Ontario today. Getting better is the hardest work Devin has ever done. Ongoing physiotherapy sessions, never-ending pain. "It's still like a feat to lift a mug or move a chair," he says. Yet there have been "no dark days."

Devin is an inspiration. He believes that it's not what happens to you, but how you handle what happens to you that counts. "I try not to let things bother me because it's not going to get you any further ahead."

"He's awesome," says Deb, his Workers' Compensation Board Case Manager.

"I spend a good part of the day trying to re-focus people – trying to keep them out of depression, but not Devin."

Devin credits Deb with helping him stay focused on getting better. "My case manager treated my family like kings. It was unreal. Even when the WCB had a policy saying a certain treatment or 'extra' of some kind was optional, they would go ahead and pay for it."

The WCB believes injured people need family support to get better. In Devin's case, WCB paid to fly his parents out from Ontario. Their accommodations and meals were also covered.

As for Devin's employer, Airborne Solutions based in Whitecourt, "all of his co-workers have

been affected," says the Chief Operating Officer, Tony Hunley. "I hope nobody ever has to go through this. It's very, very traumatic."

Last Christmas, just days before the anniversary of the crash, Devin walked into the company Christmas party – Airborne Solutions had flown him back to Alberta to attend. "He was his same old chatty self, a very determined young man," says Tony. "It's great to see how well Devin is doing, knowing the extent of his injuries."

The company has implemented even more

***Devin still endures many 'bad days' but continues to inspire others with his amazing attitude. "I try not to let things bother me because it's not going to get you any further ahead."***

stringent safety policies as a result of Devin's accident. Some of those measures include adding an extra 50 feet of line to the aircraft so that the pilots can set equipment down in areas like steep ravines without getting caught in the trees and further training with seismic clients on marker placement to aid in the deployment of equipment. "Our motto around here is to learn from others' mistakes because you'll never live long enough to make your own," Tony says with a hint of regret in his voice.

Devin is now considering a career in computers, once he's recovered. In spite of it all, he says he has no regrets. "If I hadn't done it (learned how to fly), I would always wonder why I didn't do it."

He may not ever pilot a helicopter again, but his dreams continue to soar.

# SummerActive 2002 May 8 - June 21

The Alberta Sport, Recreation, Parks and Wildlife Foundation (ASRPWF), and Alberta Community Development sponsor SummerActive, in partnership with Health Canada and other organizations.

## SUMMERACTIVE IS HERE AND WE INVITE YOU TO ORGANIZE A PHYSICAL ACTIVITY INITIATIVE IN YOUR WORKPLACE!

SummerActive is a community-based campaign directed at increasing awareness about the importance of physical activity to health. This year's six week campaign runs May 8-June 21 and will have a **GET ACTIVE** theme.

Research shows that creating a physically active workplace results in reduced absenteeism, injuries, accidents, disability, compensation, and health care costs. Plus your workplace will be recognized as a healthy environment with support systems in place to improve employee wellness, morale, energy, and workplace image. These are great benefits for both the employee and the company, as improved health and activity levels will enhance productivity. The workplace is a major setting in individuals' lives. Team up with SummerActive by organizing a workplace initiative and encourage physically inactive employees to Get Active!

There are many reasons and benefits to becoming involved in SummerActive:

- Receive information, resources and practical tools targeted to help your workplace mobilize inactive employees and encourage them to include physical activity as part of a healthy lifestyle.



- You will be part of a national campaign that advocates for and celebrates physical activity.
- You will receive messages from Health Canada's tobacco reduction team about the importance of a healthy lifestyle by participating in physical activity and not smoking.
- By registering your event on the SummerActive web page there is a greater opportunity to expand your reach beyond your local community.
- Collaborating with other agencies to host an event can leverage your resources.
- Employee satisfaction, energy, and productivity will rise as a result of increased physical activity.

### What you can do:

- Promote physical activity in May and June.
- Organize an event that promotes the ideals of active living and is geared toward getting participants active.
- Promote the benefits of physical activity during productivity meetings, coffee breaks, policy development discussions, etc.
- Urge participants to be active with friends, family, and coworkers during SummerActive.
- Register your event on the SummerActive web page and encourage local participants to register their individual participation.

We encourage you to download [leader materials](#) and [register your event](#) at: [www.summeractive.canoe.ca](http://www.summeractive.canoe.ca)

If you prefer a hard copy of the kit contact Kerry Allen (780) 422-9254, [Kerry.Allen@gov.ab.ca](mailto:Kerry.Allen@gov.ab.ca), or Kim Schmidt (780) 415-0270, [Kim.Schmidt@gov.ab.ca](mailto:Kim.Schmidt@gov.ab.ca).

## Coming Soon to the WCB website – Customized Company Reports

**T**O CONTINUE TO IMPROVE CUSTOMER SERVICE and maintain our reputation as a leader in *e-business*, we are launching a new interactive service for employers on our website, [www.wcb.ab.ca](http://www.wcb.ab.ca).

**Customized Company Reports** will allow WCB-Alberta account holders to request valuable information online. These reports are intended to help people understand the costs of work-related injuries, as well as save time and money.

Using the Internet, account holders will be able to:

- Request reports on a company's claims costs.
- Compare a company's performance to their industry.
- Download electronic information about a company's performance.
- View "what-if" scenarios on claim costs and premiums.

By clicking on the **Employers** tab on our website, then on **Electronic Services** >

**Customized Company Reports**, a prompt to log in will appear. Once security confirmation has been received there will be an option to request six different reports customized for an account holder's business or industry.

Once produced, the requested reports will be stored in a secure web location. A notification will be sent via email that the reports are available. They can be retrieved for up to forty days. Employers can also subscribe to receive the reports monthly.

CCR will save employers both time and money: Employers will only have to subscribe once; the information will be available within minutes; and printing and postage costs will be eliminated.

Implementation is tentatively targeted for early summer. Watch for more information on our website, [www.wcb.ab.ca](http://www.wcb.ab.ca), or email [underwriting@wcb.ab.ca](mailto:underwriting@wcb.ab.ca).

## Properly adjusted chairs can improve comfort

**A**lthough our bodies were made to move about, there are work applications that require us to sit for prolonged periods of time, such as in office and control room settings. A proper chair can be an excellent tool for reducing discomfort – continuous sitting beyond three to four hours will increase back and leg fatigue no matter what type of seat you use, whether in the office or in your car. Alternate sitting positions about every 10 minutes and rise from sitting for five minutes every hour. You do not have to stop your work, just alternate tasks such as checking messages or photocopying. That being said, the following are 10 tips that you can use to select an appropriate chair:

1. Ensure your employees provide input in the selection of the final chair. Many suppliers allow for a trial period of the chair.
2. Use a checklist for chairs to determine proper use and fit, including such questions as, "Is it easy to use?" Refer to [www.wcb.ab.ca](http://www.wcb.ab.ca) and [www.millardhealth.com](http://www.millardhealth.com) and follow the links.
3. The backrest should support to the level of the mid-back region, or higher if prolonged sitting is required.
4. The backrest of the chair should be height and angle adjustable to allow for changes in body movement. The seat of the chair should allow for about 1" of compression for proper padding.
5. Ensure the lumbar support of the chair comfortably fits the small of the back.
6. If the chair is to be used by a large number of individuals, investigate the feasibility of providing more than one chair as an option so that most are properly fitted. A seat slider option is another possibility to accommodate for short-legged and long-legged persons.
7. The chair should have five castors for easy movement and increased stability.
8. The chair should swivel to avoid twisting.
9. A rounded front edge to help prevent pressure on the backs of the legs.
10. Armrests that do not allow one to get close to the work surface.

For more information

on implementing an ergonomics program, training, or assessment, please contact Paolo Naccarato, Ergonomics Consultant at (780) 913-2333 or Myles Fenske, Service Line Manager at (780) 498-3394 with Prevention & Worksite Services at Millard Health. For toll-free service, call 310-0000 and then dial one of the telephone numbers above.



# The New Millard Health Facility

Opened April 2



Take a virtual tour of the new facility at [www.millardhealth.com](http://www.millardhealth.com)

**A**pril marks a brand new beginning for Millard Health as the new Centre opens for business in north-central Edmonton.

The new building brings rehabilitation services into the 21st century, by better meeting the needs of clients with its more efficient design, improved access, and greater flexibility.

## The new Centre's design incorporates a flexible and efficient use of space

Considerable thought went into the design of the various treatment and rehabilitation areas to ensure client comfort and safety. From the outset, the new Millard Health facility was designed to be smaller than the existing building, but through a more efficient use of space, it will feel much larger. Its layout accommodates self-contained program areas, with a common area where staff and clients can interact.

Some other features include improved access for people with disabilities, two elevators, widened hallways, large and bright signage, and better access for those in wheelchairs.

The new building has noticeably more parking and is conveniently located adjacent to a major hotel and shopping centre. It also has better access to major transportation and transit routes.

The costs associated with the relocation of the Centre have been factored into Millard Health's operating budget, and will not impact employer premiums. No taxpayer dollars have been used in the construction of the new facility.

Please note Millard's phone and fax numbers will remain unchanged, but the new address as of April 1, 2002, is:  
Millard Health  
131 Airport Road  
Edmonton, AB T5G 0W6

## Making it right takes a little time...

**I**N 2001, WE MADE SOME IMPORTANT CHANGES to the Customer Contact Centre as we found ways to improve our service. But like all new things, we faced some curve balls including training programs that took us away from you, and system implementations that made our whole environment a little less stable. This caused our callers to experience delays. But we've learned a lot over the last several months by collecting valuable feedback from our stakeholders and staff, and are now making changes to improve our systems and service.

The Contact Centre's goal is to achieve an average response time of 60 seconds. Due to volume fluctuations and other factors, it has been a challenge to meet this target. In 2001, we received approximately

845,000 calls – that's an average of 70,000 calls per month!

In an effort to get call response times back on track, WCB's Integrated Voice Response (IVR) system has undergone further enhancements (see new diagram).

With Clearance Certificates now available online, there has been a reduction in the number of calls to the Contact Centre and a reduction in the time callers are left on hold. In 2001, approximately 450,000 clearance decisions were made through the Internet.

Ways we're trying to better serve you in 2002:

- A self-service payment option for account holders.
- Screen pops (employers or workers enter their

account or claim # while on hold – as the call is answered the account information appears on the agent's screen).

- Clearances via phone system. Callers can process up to 10 accounts in one phone call by entering account and fax information through a touch-tone phone.

We look forward to your continued feedback as we refine our systems and work to reduce call response times. In the first quarter of 2002 we have reduced our wait times to approximately two minutes. We continue to search for ways to serve you better and look forward to providing you with the service you deserve.

WCB-Alberta IVR system: 498-3999

### MAIN MENU

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

### CLAIM INQUIRY

- 1 Cheque Inquiry
- 2 Permanent Disability or Rehabilitation
- 3 Medical Practitioner
- 4 All Other Inquiries
- \* 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

# National Day of Mourning – April 28

## A time for renewed commitment to workplace safety

**I**T IS A SAD REALITY THAT LAST YEAR IN ALBERTA THERE were 41,400\* work-related injuries that were serious enough for the worker to miss work beyond the day of the accident. In 2001, the WCB-Alberta accepted 118 claims for fatalities as a result of a work-related injury or illness. These numbers represent a spouse, parent, sibling, friend and coworker who did not go home at the end of the day.

National Day of Mourning is a day we can all come together to remember and honour these workers and their families, and commit to working together for a safer tomorrow.

WCB-Alberta encourages you to proclaim Day of Mourning in your community and in your workplace. You can recognize National Day of Mourning and publicly renew your commitment to improving worksite safety by:

- Displaying the enclosed Day of Mourning poster in your worksite
- Choosing to remember workers with a moment of silence
- Flying company flags at half-mast
- Encouraging your community to declare April 28 as National Day of Mourning
- Renewing your commitment to improving worksite safety

**For more information** about National Day of Mourning, please contact Arlene Lofstrand, Community Investment Advisor, at (780) 498-4955, or via email at [arlene.lofstrand@wcb.ab.ca](mailto:arlene.lofstrand@wcb.ab.ca).

\*Preliminary statistic.



## LEGAL VIEW

By Doug Mah  
WCB Secretary and General Counsel

## Looking back on simpler times in workers' compensation

**S**IR WILLIAM MEREDITH, THE ARCHITECT OF workers' compensation in Canada, considered lawyers as part of the problem, not part of the solution. He designed the system so that it could operate without either lawyers or the courts intervening.

Over the ensuing decades, the legal profession has taken a more active role in workers' compensation matters. These days, it is not uncommon in Alberta to see lawyers representing employers or workers before the Appeals Commission. Consumers today have choice. They may choose to be represented in workers' compensation by lawyers or they may select paid lay advocates, who often refer to themselves as "consultants." Both lawyers and lay advocates will work on a contingency basis, but a governing body regulates only lawyers. Workers can also rely on union representatives or family members or the Office of the Appeals Advisor for help free of charge. By far the majority of workers still represent themselves, as Meredith intended.

Sometimes a party may wish to take the Appeals Commission to court in a proceeding known as a judicial review. This remedy is available in the courts to question decisions of administrative tribunals but may only be advanced by lawyers.

In cases where a worker's injury is caused by someone who is not covered by workers' compensation, there may be a third-party action against that other person. Typically a lawyer will be appointed to act for the WCB in recovering its claims costs and extra money for the worker while a second lawyer will be named by the third party's insurance company to defend the third party. The most common scenario for these types of legal actions is a motor vehicle accident.

Then there are cases where an employer becomes insolvent or bankrupt and various creditors come forward claiming to be entitled to the assets in the estate. Often these cases of competing priorities are resolved through court proceedings. Lawyers will act for each of the creditors, including the WCB.

Lawyers have become involved in workers' compensation primarily for two reasons. First, the Legal Profession Act dictates that only lawyers can represent clients in court. Second, workers' compensation increasingly intersects with other branches of law, such as administrative law, tort and insolvency.

Life has become more complex since the days of Meredith. As a result, more lawyers are entering the workers' compensation fray. Let us hope they continue to add value to the system.

## WorkSafe™ top honours go to Cargill Foods and Nusco Manufacturing and Supply Ltd. Congratulations!

**N**USCO MANUFACTURING AND SUPPLY LTD., in the small-employer category, and Cargill Foods, in the large-employer category, took home this year's WorkSafe™ award for their proactive approach to workplace health and safety.

The annual WorkSafe award – presented by the WCB as part of the Alberta Chambers of Commerce Business Awards of Distinction – recognizes excellence in injury prevention, disability management, worksite employee training, employee wellness, and health and safety initiatives of businesses throughout Alberta.

"These employers demonstrate how a proactive approach to workplace health and safety can significantly reduce injuries," says Rick LeLacheur, Interim WCB President and CEO. "Through their efforts, they have improved the health and morale of their employees, reduced injury-related costs and saved money through WCB premium reductions and rebates."

Nusco Manufacturing and Supply Ltd. is a welding and manufacturing shop located in Nisku. In addition to hiring a safety coordinator and forming a safety committee, Nusco developed a claims management system to take control of worksite injuries; a comprehensive review of all WCB claims and subsequent evaluation led to an overhaul of the health and safety program. A dramatic drop in workplace injuries attests to the success of their safety program. Between 1993 and 2001, Nusco was able to cut their workplace injury associated costs by over \$48,000 and their lost time days from 784 to 13. In addition, their average level of injury

frequency – 1.9 – is substantially lower than the industry standard average of 8.7.

Cargill Foods, located in High River, is Canada's largest fully integrated beef processing facility. The development of an annual health and safety plan and ongoing safety initiatives and requirements has contributed to Cargill's superior safety record. Their on-site health department provides a variety of services in health promotion, health surveillance, and treatment intervention. As a result of these initiatives, Cargill has performed no less than 38 per cent better than the industry average for the past nine years, as measured by WCB premiums. As a result, Cargill has been the recipient of more than \$1 million in incentive rebates.

Other finalists for 2002's WorkSafe award include Alpine Environmental Ltd., Halliburton KBR, and PCL Industrial Constructors.

As a way to help other businesses looking to increase workplace safety, the WCB-Alberta will again produce our annual *Best Practices* booklet. This publication will take an in-depth look at the practices implemented by this year's finalists and winners.

All Alberta businesses that have a great safety program are encouraged to enter next year's competition. Watch for entry criteria in a future issue of *Insight*.

Best Practices booklets are available online at [www.wcb.ab.ca](http://www.wcb.ab.ca).

WorkSafe™ is a registered trademark used under license from WCB-B.C.

# Pullin' down the rates

There is a **SAFE** and **EASY** way to save money on your WCB premium rates

*"It's so worthwhile because we don't want anyone getting hurt. Safety is an essential part of doing this job."*

– Ron Holtz, Owner and Operator of R-Alta talking about safety programs offered through the WCB

*R-Alta owner Ron Holtz and his team believe in a safe work environment.*

*R-Alta rents tanks, pumps and caterpillar loaders out to the drilling industry.*

*The company's shop in Nisku, Alberta, offers a repair service for submersible pumps.*



## **R**ON HOLTZ WORKS HARD FOR HIS MONEY.

It's not unusual for this father of three to fumble for his ringing cell phone at midnight: another out of town job. "Gotta go," he whispers to his wife as he slips out of bed. Being available around the clock is just part of the job.

Another part of his job as the owner of a small oilfield service and rental company is to pay WCB insurance premiums, so that both he and his workers are covered in the event of workplace illness or injury. However, WCB coverage costs money.

"I was upset when I saw that my premiums were going up again this year, because when you operate a small company, a few extra hundred dollars a year makes a difference," Ron says.

The average WCB premium rate has increased over the past two years because of rising claims costs, in particular medical costs to treat injured workers. Hundreds of workers in Alberta's booming oil and gas industry get injured on the job every year, which impacts WCB premiums for all businesses in that sector, large or small – including Ron's.

It's frustrating for employers like Ron, who have very few or no WCB claims to watch their rates increase, despite good safety records. Although a

small employer like Ron has no direct control over his industry's overall safety record, he is taking action to reduce his company's WCB premiums.

Ron is one of 5,510 employers who have joined Partners in Injury Reduction (PIR) over the past two years. PIR is a WCB program that was created in partnership with Alberta Human Resources and Employment and 17 safety associations who act as Certifying Partners to promote workplace safety. Thanks to Ron's efforts, his rates will be slashed by 20 per cent this year. The financial savings is not the only bonus of joining PIR. Learning about injury prevention has raised workplace safety awareness in Ron's shop. "It's so worthwhile because we don't want anyone getting hurt," he says. "Safety is an essential part of doing our job."

PIR is part of a move by WCB-Alberta to reward safe employers with rate discounts. The WCB is moving away from blanket subsidies for all employers, so employers with excellent safety records pay lower rates than those with poor safety performance. In fact, employers who participate in PIR have 15 per cent fewer workplace injuries, and 31 per cent lower claims costs than other employers.

"Join, get involved," advises James Wilson, the

WCB manager responsible for PIR. "You'll save money and you'll sleep better at night, knowing your employees are that much more aware of safety on the job."

To join PIR, Ron had to make an initial safety investment. Two years ago he received his Certificate of Recognition (COR). He estimates he put in about \$400 dollars and 60 hours developing a safety policy and attending a two-day course. But that time and money are paying off. Having his COR has actually brought in more business. Bigger clients like Exxon-Mobil insist on contractors like Ron being certified before they go on site.

"It's good to know you can send a guy out there and there won't be any questions about safety," Ron says. "Being part of PIR has really made a difference to my bottom line, and most of all, to my guys' safety."

In May 2002 about 3000 companies will share approximately \$24.7 million in refunds for their participation in the 2001 PIR program. For businesses not already involved in PIR, the registration deadline for 2003 is December 31, 2002.

For more information

on PIR or to register, call (780) 498-7936 or check out the WCB's website [www.wcb.ab.ca](http://www.wcb.ab.ca).

**PIR (Partners in Injury Prevention) doesn't cost a thing to join, and if you follow a few simple steps you can be rewarded with a rebate cheque of up to 20 per cent of your premium rate.**

**In May 2002 about 3000 companies will share approximately \$24.7 million in refunds for their participation in the 2001 PIR program. For businesses not already involved in PIR, the registration deadline for 2003 is December 31, 2002.**

## Partners in Injury Prevention

### Did you know?

- 5,700 employers have joined PIR since 2000
- It's free to join – although you must earn a Certificate of Recognition to qualify for a refund
- Employers who belong to PIR report 15 per cent fewer injuries and 31 per cent lower claim costs than other employers

## COR

- Administered by Alberta Human Resources and Employment and 17 certifying partners
- 4,100 employers in Alberta have earned their COR
- Having a COR guarantees a 5 per cent rebate from the WCB

## WCB Rates – how they work

- Rates are set to ensure sufficient monies are collected to pay that year's claims
- Rates set based on the employer's industry
- Rates are adjusted, according to an employer's experience record – their claims and costs
- Rates range from \$0.26 per \$100 of insurable earnings in Engineering and Architecture to \$12.26 in Roofing and Siding

## Some facts about PIR

# Think safe, be safe ...

*Prevention is the cure. Celebrate the importance of safety in your workplace.*

**T**HE FOCUS OF THIS YEAR'S NORTH AMERICAN OCCUPATIONAL SAFETY AND HEALTH (NAOSH) WEEK is **PREVENTION is the CURE**. Through participation in a variety of regional and local activities, NAOSH week aims to increase everyone's awareness of daily preventive safety practices. Be sure to come out and join in the fun!



**What is NAOSH?** NAOSH is jointly promoted by Canada, United States, and Mexico to focus the attention of employers, employees, and the general public on the importance of preventing injury and illness in the workplace. The Canadian Society of Safety Engineering (CSSE) has promoted Canadian NAOSH activities since 1987.

**Who is NAOSH?** Volunteers from industry associations and workplaces recognize the need to raise awareness of the benefits of investing in occupational health and safety. Their focus is to reduce workplace injuries and illness by encouraging new, sustainable health and safety activities.

**What can you do?** Whether you're an employer or employee, you can:

- support your local NAOSH committee
- host a Family Safety Fair
- launch a recognition program for safe work suggestions

- offer health and safety presentations to staff and their families
- heed and promote safe work practices
- report unsafe situations that could result in injury or illness
- work with your local Health and Safety Committee and NAOSH committee to reduce injury and illness in the workplace.

**How can you contact your local NAOSH committee?** There are currently eleven local committees and one provincial committee in Alberta listed on NAOSH's Canadian website at [www.naosh.ca](http://www.naosh.ca)

WCB-Alberta and Alberta Human Resources and Employment both participate in NAOSH week at the provincial level.

*Submitted by Reinhard Dunse, Provincial NAOSH chair.*



**W**ITH SPRING JUST AROUND THE CORNER, it's not too early to start thinking about golf! Plan to join WCB and other Alberta businesses at the 11th Annual WCB Charity Golf Tournament at the Lynx Ridge Golf Course, Calgary, on Friday, September 13, 2002. This year's event supports the Canadian Paraplegic Association.

Last year more than 156 golfers and 100 Alberta businesses helped to raise \$30,000 for the Northern Alberta Brain Injury Society and the Southern Alberta Brain Injury Society. Over the past ten years, WCB-Alberta has raised more than \$160,000 to support numerous Alberta charities.

**For more information** about how you can get involved, contact Kim Mattock, Chair of the Tournament Organizing Committee, at (403) 517-6058.

# Changes to the mailing of invoices

**B**ASED ON EMPLOYER FEEDBACK, WE HAVE MADE TWO CHANGES TO THE MAILING OF INVOICES:



**1.** If the only transaction within the invoice period is a payment and the invoice balance is now zero, we will not produce the invoice. The payment transaction will appear on the next invoice that shows a processed transaction. Many employers felt an invoice showing only a payment was unnecessary.

**2.** When the invoice balance is a credit, we will not include a return envelope because employers felt it was unnecessary, since no payment is required. **If you have any questions about these changes, please call our Customer Contact Centre at (780) 498-3999.**

## 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
9925 - 107 Street 8:30 a.m. - noon	300 - 6 Avenue SE 8:30 a.m. - noon
April 16 May 14 June 11 July 9	April 18 or 24 May 15 June 12 July 18

### Understanding the Appeals System Seminars

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

Edmonton	Calgary
9925 - 107 Street 8:30 a.m. - 4:30 p.m.	300 - 6 Avenue SE 8:30 a.m. - 4:30 p.m.
April 25 May 23 June 20	April 25 May 9 or 29 June 26 July 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	Calgary	Grande Prairie
9925 - 107 Street 8:30 a.m. - 4:30 p.m.	300 - 6 Avenue SE 8:30 a.m. - 4:30 p.m.	April 11
April 4 or 18 May 2, 16 or 30 June 13 or 27 July 11	April 9 or 23 May 7 or 22 June 4 or 18 July 9	Red Deer June 6

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.

### WorkSafe™ Best Practices: Prevention and Disability Management Programs

Outlines the strategies Alberta organizations have used to reduce lost-time injuries and develop comprehensive return-to-work programs.

### 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 website: [www.wcb.ab.ca](http://www.wcb.ab.ca).

For more information or to order copies, please contact Corporate Communications at (780) 498-8680.

## WORKSHOPS/SEMINARS FOR LABOUR ORGANIZATIONS AND INJURED WORKERS

The WCB offers a number of workshops and seminars to unions and injured worker groups. Introduction (Level 1), Advanced (Level 2), and Case Studies & More about Appeals (Level 3) are available to labour representatives. In addition, workshops and presentations may be customized to your particular union or injured worker group.

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

### Labour organizations

#### Introduction to Workers' Compensation (Level 1)

is a two-day seminar providing an excellent learning opportunity for shop stewards and other labour representatives interested in helping coworkers with their claims.

#### Advanced Workers' Compensation (Level 2)

is a two-day seminar focusing on the appeals system, and topics of interest to labour representatives with a basic knowledge of workers' compensation.

Prerequisite: Level 1, or equivalent experience.

### Workers' Compensation Case Studies and More about Appeals (Level 3)

is a two-day seminar focusing on complicated appeals issues and is aimed at labour representatives with an advanced knowledge of workers' compensation.

Prerequisite: Levels 1 & 2, or equivalent experience.

### Injured Worker Groups

#### Overview of Workers' Compensation

is a 1-day seminar for injured worker groups and covers the basics of workers' compensation.

## NUMBERS TO REMEMBER

### Injury Reporting Lines

**Edmonton**  
Phone: (780) 498-4697  
Fax: (780) 427-5863  
If you are calling long distance within Alberta, you can use the Government RITE System by calling 310-0000. 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

### WCB Millard Health

Phone: (780) 498-3200  
Fax: (780) 437-4289

### Assessment Review Committee

Phone: (780) 498-4170  
Fax: (780) 498-7855

### Claims Services Review Committee

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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