

WCB

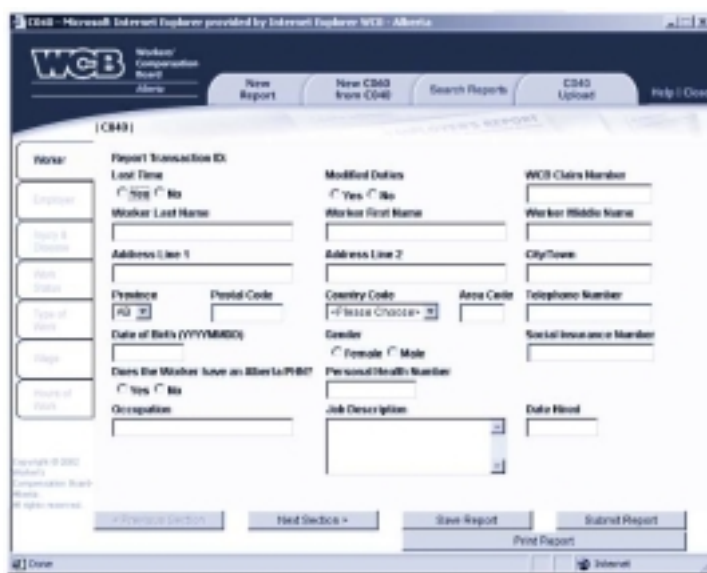
INSIGHT

SUMMER 2002

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New electronic injury reporting system coming to WCB



IN FEBRUARY 2001, ONLINE WORKPLACE INJURY REPORTING (WIR) WAS INTRODUCED, allowing employers and injured workers to complete and submit an Employer's Report of Accident (C040) and a Worker's Report of Accident (C060) to WCB-Alberta electronically.

WCB is now getting ready to pilot a new e-business reporting system later this year that will not only enable employers and workers to submit reports of accident electronically, but physicians, chiropractors, and physical therapists will also be able to use the same system to submit medical reports and invoices.

With everyone using the same system, the information needed to establish a claim will be in the hands of the decision-maker sooner, resulting in faster adjudication decisions, more timely payments to injured workers, earlier treatment and rehabilitation plans, and an earlier return to work. Employers who tend to have a large number of claims will benefit most from the streamlined reporting process.

How will electronic reporting change the way you do business with WCB-Alberta?

- A paperless reporting process with record search capabilities offered online, for current and past claim reports.
- More timely reporting.
- Extended hours of access for submitting accident reports.
- The new electronic reporting tool can integrate or link to an employer's existing disability management application, to minimize data entry and streamline processes for all parties.

For more information,

contact Grant Sommerfeld at 498-8603 or Charlene Chrystian at 498-7535, or by email at grant.sommerfeld@wcb.ab.ca or charlene.chrystian@wcb.ab.ca.

Pilot rollout to a small cross-section of employers will occur in late 2002.

Talking to the new guy An interview with Guy Kerr

Naomi Johnson, Editor of Insight, recently sat down with Guy Kerr, WCB-Alberta's new President and CEO, to talk about his perspective on the future of the workers' compensation system in Alberta, and what he values most about the organization.

NJ: First, congratulations on your appointment. Now that you are leading WCB-Alberta, what do you see as the biggest challenge for the organization?

GK: Clearly the challenge for the President and CEO — and for the whole organization — is balance. It's always been our challenge to balance the interests of workers and employers. You have to do what's right for both groups, because if you focus too much on one side, you'll cause issue for the other.

NJ: What prepares us for that challenge? What do you think are the best things about the WCB?

GK: Two things: *People* and *principles*! Our organization is about people. The people who work here care about what they do — our employees work extremely hard to keep Albertans working. I know they sincerely believe the work WCB-Alberta does is important to the people of this province — just as much as I do.

Guy Kerr continued on page 2.

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WCB Workers' Compensation Board

Alberta

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

Guy Kerr chats with Insight about his perspective on the future of the workers' compensation system in Alberta, and what he values most about the organization.



For me personally, I feel that in order to meet our challenges I need to focus on the critical role our staff plays in that success. When you look at any comparable figures, we're by most indications the best WCB in Canada — and you have to attribute that to good staff. Our people care about what they do, they're dedicated, they're hard working, and I'm going to do whatever I can to make sure they have the support they need to continue to be the key to our success.

I've worked for a number of companies over the years, and the people in this organization have a higher commitment to the founding principles than any other. The decisions we make and how we approach the business runs deeper than legislation. I think it's the value every one of our staff put on fairness and customer service that makes things work here.

NJ: If you had to list your top three or four priorities for the WCB, what would they be?

GK: The Board of Directors has set the priorities for the WCB by approving our strategic plan. Those four pillars of our strategic plan are our key priorities — there's no question about that. I'm not sure if any one priority is more important than the other, but for me the one that comes to mind first is Return to Work. It's what we're all about — helping injured workers to get back to work quickly, safely and appropriately. We also have to ensure the long-term financial sustainability of the system and that's one of the things we're working on. Another priority is fairness because that's inherent in the return-to-work process. If you're not fair in your return-to-work decisions, then you're going to have problems later on when they come up through the appeals system. In terms of leveraging prevention, if we reduce the number of work-related injuries, everyone wins.

NJ: Part of fairness is building trust. What will you do to build trust for fair and open dialogue with WCB stakeholders?

GK: From an external perspective, I want everything we do to be perceived as open, accountable and fair. You could ask any one of the stakeholders I've met with over the past three years and they would tell you I've been balanced and fair, and I'm always willing to listen. I would expect that is

something we would continue with as a corporation, and I invite anyone who has a question about fair and open dialogue to put it to the test. We may not always agree on the answer to any one question, but you can be sure that we have heard your position.

NJ: What does our focus on prevention mean to the employers of Alberta? What opportunities are there for employers to impact premium rates?

GK: In terms of opportunities for employers, their best bet is through PIR. It's a demonstrated, proven, effective way for employers to reduce their claims costs. In 2001, companies enrolled in PIR had 15% fewer lost-time claim injuries and 31% lower claims costs than non-PIR participants. That's a significant difference.

With our pricing, WCB can reward the companies that do a good job with safety, while at the same time provide a strong financial incentive for those who don't get the picture.

Also, our stats show us that employers who report their lost-time claims within our legislated time period, which is 72 hours, have lower claims costs. So if employers start to do a better job reporting their claims on time, it translates into lower costs for them — that's the whole point of implementing electronic reporting, which we are piloting later this year.

NJ: We have talked about fairness, focus on return to work and prevention — what does focus on financial stability mean to you?

GK: A focus on financial stability is one of the four pillars of our strategic plan. As an organization, we've got to make sure we're being more efficient. We've got a team leading us to success, but we can always be better at what we do.

Financial stability is a critical part of the balance I mentioned earlier. The key role for the Board of Directors and the CEO is to ensure the sustainability of the system. The financial pressures we're seeing now are putting our sustainability at risk — so we really have to address those pressures. We need to find the most efficient path to a safe return to work — when we do that, costs will take care of themselves.

Our case managers, adjudicators and our whole operations team are leading the charge on making sure we're doing the right things from a return-to-

work perspective. We're also looking for ways we can reduce claims costs through things like access to health care resources, appropriate modified work with employers — those kinds of things where injured workers get back to work safely, and appropriately.

NJ: Are there other ways to reduce system costs?

GK: The key fact is that when fewer people get injured, the less we have to worry about claims costs. There are two major things that are happening which I believe will have a significant impact in reducing the number of Albertans injured at work. One is the Partners in Injury Reduction (PIR), which is a great program for employers because it gives them direct involvement in reducing claims costs — and of course you do that by having a greater focus on safety.

We're also working really closely with Minister Clint Dunford and his initiative around Workplace 2.0. It's just a fabulous program to reduce the number of lost-time claims by 2004. There are lots of good ideas coming out of that initiative and they have set a stretch goal that we really want to help attain. We're actively involved. Employers, labour, and safety associations should look for opportunities to become involved as well, because it's about a lot more than just the WCB and the government. Clearly, the whole issue of workplace safety and injury prevention is a shared responsibility, so I would encourage all stakeholders to find out what their role can be within that initiative.

NJ: Finally, what do you think is the most valuable attribute you bring to this position?

GK: I think when the Board of Directors selected me as CEO, they did it with a very deliberate thought — they want someone who understands the business and who thinks the strategic plan is on the right track. I was involved in developing that plan, and I absolutely believe it's the right one going forward. The Board also wanted someone who is committed to this organization and its staff. As I said before, our people care about what they do, they're dedicated, they're hard working, and I'm going to do whatever I can to make sure they have the support they need to continue to be the key to our success.

Provincial Skills Canada Competition

WCB-Alberta awards 19 students for workplace safety skills

HAMMERS WERE BANGED, TORCHES LIT, SPICES ADDED AND WIRES CONNECTED at the tenth annual Provincial Skills Canada Competition at Northlands Park Agricom in Edmonton, May 14-15, 2002.

More than 550 secondary and post-secondary students from across the province competed in the Olympic-style event, and showcased their skills in 27 trade and technology-based categories.

WCB-Alberta presented 19 *Work Smart. Work Safe.* awards to students who demonstrated superior knowledge and practice of workplace safety skills during the competition.

Baking and Culinary Arts are two new award categories this year.

"Workplace safety skills are especially important when working in a kitchen," says Ian Campbell, a competition judge. "The students need to work safely with knives, wear non-stick shoes and learn



to be particularly aware of their safety around the stoves. A safe worker pays more attention to detail."

In 2001, nearly 60 per cent of injured workers under the age of 25 were hurt during their first six months on the job.

"WCB sponsors this annual event to highlight the importance of workplace safety," says Dieter Brunsch, Vice President of Customer Service, WCB-Alberta.

"It's encouraging to see so many young people who have acquired a solid foundation in worksite safety from their schools."

WCB has launched other initiatives to address young worker safety including *Heads Up. Work Smart. Work Safe.*, a safety awareness campaign aimed at inexperienced workers and their employers.

Reducing call wait times to serve you faster

IN THE FIRST QUARTER OF 2002 the Customer Contact Centre reduced wait times to approximately two minutes and by April the average call response was down to a record 41 seconds.

"Our goal is to maintain a call response time under 60 seconds for the rest of the year," says Marcela Matthew, Manager of WCB's Customer Contact Centre.

From December 2001 to March 2002 calls went from a five and a half minute wait down to one minute.

"We had a 650 per cent improvement in service through our average wait time and we have continued to improve since then," says Matthew.

In order to provide the best possible customer service to our callers, Matthew says they needed to evaluate how a call centre works and monitor the flow of phone calls, volume and complexity. Then, the teams had to match people and skills to those calls.

"We decided to divide the work [and] we created our Customer Contact Agent team," says Matthew.

With the self-service options soon to be available and a team designated to high-volume/low-complexity calls, the system is becoming more efficient.

WCB-Alberta's Interactive Voice Response system can be reached at 498-3999.

Congratulations to employers returning A300 forms on time

AN AMAZING 82 PER CENT OF WCB CLIENTS MET THE FEBRUARY 28, 2002, DEADLINE FOR FILING THE A300 ANNUAL RETURN FORM.

Congratulations to all those who sent in their information on time and to those employers who filed almost immediately after the deadline.

The sooner you file your return, the faster you get clearance which means the process to set your premiums for the coming year can get underway, says Otto Schnoeller, WCB's Annual Return Coordinator.

The Annual Return forms, which are sent out in December, ask employers to report on the payroll of that year and estimate payroll for the following year. Premiums are based on actual payroll plus the type industry a company belongs to.

Schnoeller says there are late filing penalties but as of May 1, 2002, only five per cent of employers were at risk.



Half of all injured workers are hurt in their first year on the job. A brutal statistic. Whatever a worker's age, if they're new on the job, they're at risk. Make workplace safety your top priority.



Next Generation Claims –

helping claimants back to work, case by case

“WCB-Alberta is improving our processes to become more proactive and outcome focused,”

says Marcela Matthew, Manager, Customer Contact Centre.

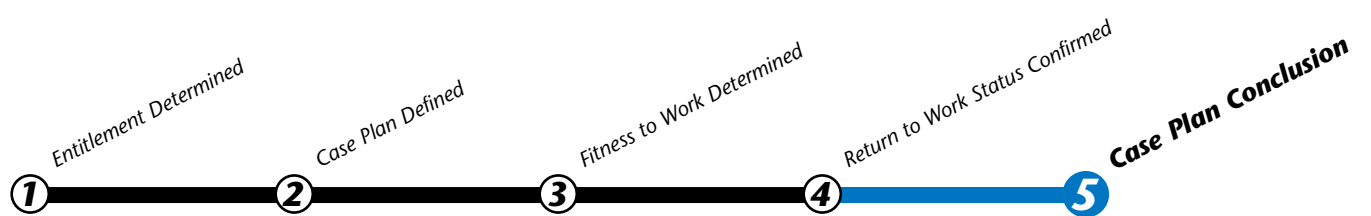
WCB-ALBERTA'S NEXT GENERATION CLAIMS INITIATIVE IS DESIGNED to engage stakeholders in case planning and to make the best possible return-to-work decisions for every injured worker.

Using a project management approach which emphasizes setting clear, measurable and realistic goals and consulting with all interested parties, the case manager, worker, and employer together decide on a reasonable outcome for the injured worker. This collaboration creates a 100 per cent customized return-to-work plan that considers the individual, the injury, and their return-to-work options.

All WCB-Alberta case managers follow the same chronological steps for each case, but customization happens within each broad phase, as long as the goal of that phase remains paramount. The five phases are:

- **Entitlement Determined:** WCB-Alberta confirms the accident and injury meet legislative and policy requirements for claim acceptance.
- **Case Plan Defined:** Parties together determine appropriate treatment and return-to-work options.
- **Fitness to Work Determined:** Parties agree on minimum health and fitness standards required before the injured worker can return to work.
- **Return to Work Status Confirmed:** Follow-up to make sure the worker has, in fact, returned to safe and appropriate work.
- **Case Plan Conclusion:** Determination of long-term WCB entitlements.

“WCB-Alberta is improving our processes to become more proactive and outcome-focused,” says Marcela Matthew, Manager, Customer Contact Centre. “This year, we look forward to implementing more customized return-to-work plans for our claimants.”



Preventing violence at work

Developing a workplace violence prevention program

Recognizing the value of prevention, WCB-Alberta's Corporate Security Unit created a presentation called Preventing Violence at Work – a guide to developing a workplace violence prevention program.

IN RECENT YEARS, CREATING A SAFE PLACE FOR EMPLOYEES TO WORK HAS NOT ONLY BECOME IMPORTANT, IT'S NOW LAW. The *Occupational Health and Safety Act* states that employers must do everything they reasonably can to protect the health and safety of their workers. The *Act* requires employers to assess their workplaces and take preventive measures to eliminate or reduce risks when their employees work alone.

Recognizing the value of prevention, WCB-Alberta's Corporate Security Unit created a presentation called *Preventing Violence at Work – a guide to developing a workplace violence prevention program*. Initially this presentation was developed for WCB staff, however Corporate Security soon received calls from other organizations wanting to learn what steps they could take to prevent workplace violence.

Since then, WCB has developed a seminar geared towards employers who are interested in developing a workplace violence prevention program. An accompanying step-by-step guide contains valuable information about how to identify, prevent, and respond to a variety of incidents.

WCB-Alberta also recently worked in partnership with Alberta Human Resources and Employment and the Edmonton Police Service to develop 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.

By assisting other employers in this way, WCB-Alberta hopes to spread its message of prevention and safety as part of a safe, healthy and strong Alberta.

To learn more about developing a workplace violence prevention program, to obtain a copy of the video and guide, or to arrange a workplace violence prevention seminar at your company, call WCB Corporate Security at (780) 498-4990.



“The measure of a man is a person who has convictions, whether one agrees with them or not; But when a man lies about his convictions, he is no longer a man but merely a liar.”

– George Chatschaturian

In memory of George Chatschaturian, labour representative for the WCB-Alberta Board of Directors from 1997 to 2002, who passed away on April 18, 2002. His extensive knowledge of labour relations and profound insight into the needs of Alberta's workers helped to guide our decisions over the years. He is sadly missed.





Ergo Corner

If you're an employer interested in implementing, updating or refreshing your company's ergonomic techniques, plan to attend the

33rd annual Association of Canadian Ergonomists Conference in Banff, October 21-23, 2002.

For more workshop details and registration information, visit: www.ace-ae2002.aceconf.ca or call 1-866-206-2220 or (403) 206-0002.

For 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.

The conference is an opportunity for representatives from across North America to share and learn how to control ergonomics hazards in a variety of industries and settings.

Session topics reflect the key ergonomic issues in industry today, including ergonomics in health care, traffic safety, office ergonomics, and more. Special sessions on the effectiveness of ergonomics legislation, work stress, and fatigue counter-measures for shift work will also be presented.

WCB will have a **new toll free number for long distance callers** in Alberta, effective October 1, 2002.

Just dial
1-866-WCB-WCB1
(922-9221)

The toll free number will eventually replace the use of the "RITE" line system by WCB callers. Until the end of 2002, RITE line operators will continue to give Alberta's long distance callers the new toll free number to use, so that everyone has time to get used to the change.

LEGAL VIEW

By Doug Mah, WCB Secretary and General Counsel

Bill 26 clarifies directors' status

Newly passed Bill 26 means all directors of companies, even when doing physical labour, must buy personal coverage to enjoy its benefits and immunity from third party legal action.

Prior to 1979, directors of corporations in mandatory industries were granted automatic worker's compensation coverage by law. However, employers lobbied the government to change the law, which resulted in amendments to the *Workers' Compensation Act* to exempt all directors from coverage, unless the individual director chose to purchase personal coverage.

Under that law, a director could still be deemed 'a worker' if that director was performing work in a personal capacity, rather than that of a director.

Then the '80s and '90s saw the growth of "one-man" companies, tradesmen and contractors who, for tax and liability reasons, chose to incorporate themselves. As such, these tradesmen and contractors became directors of their own corporations, while still doing the physical work. The WCB, applying the 1979 amendment, established that these directors had no workers' compensation coverage, while performing work for their corporations, unless they had purchased personal coverage.

Coverage provides both benefits during injury and immunity from lawsuit. Predictably, insurance companies tried to take advantage of the immunity provisions. In cases where a director of a corporation without personal coverage caused injury to a worker, such as in a motor vehicle accident, the director's insurer argued the director was also a worker, despite the fact no personal coverage had been provided. The basis of the argument was that the director was doing the physical work. If the argument succeeded, then the WCB could not bring a third party action against the director for the worker's injury.

Only one judicial review case in the courts addressed this question squarely. The Court of Queen's Bench in the 1988 Baker case dealt with a motor vehicle accident in circumstances identical

to those described above. The court upheld the WCB's decision that a director, though driving as part of his company's business, was not a worker in the absence of personal coverage.

The law became more complicated with *Permaclad* in 1995. In this case, an employer compelled its workers to sign up as directors of a second company in order to avoid WCB premiums. The WCB pierced the corporate veil and found these individuals were workers of the first company, even though they had director status. The Appeals Commission and the Court of Queen's Bench upheld the decision.

Permaclad led the Appeals Commission to decide a number of cases in which directors of corporations without personal coverage were seeking immunity from third party lawsuits where their actions had injured a worker. The Appeals Commission decided directors only need personal coverage when doing things directors are required to do under the *Business Corporations Act* (e.g. attending a meeting of the board of directors). When a director did physical labour, there was automatic coverage because the director was not acting in the capacity of a director at the time.

These rulings created much confusion. Directors without personal coverage could invoke benefits when injured and immunity when their negligence injured a worker, even though they had paid no premium. The law eventually negated the legislature's intent of the 1979 amendment.

Bill 26, *The Workers' Compensation Amendment Act, 2002*, passed on May 21, 2002, has clarified matters once and for all. Now all directors of corporations, even when engaged in physical labour, must purchase personal coverage to enjoy benefits and immunity.

Early Resolution Initiative

Working together to make claims reviews easier

IN EARLY APRIL, WCB-ALBERTA IMPLEMENTED A NEW PILOT PROGRAM CALLED EARLY RESOLUTION INITIATIVE (ERI) that aims to help employers and workers to better understand claim decisions.

The pilot program is the result of feedback from last fall's symposium, *Charting a New Course for Workers' Compensation*, where a need for a less formal, team approach to decision-making and dispute resolution was identified.

ERI involves a careful, hands-on file review earlier in the process, which in turn can then provide a worker / employer with a good, solid explanation for a decision, which can result in a faster decision-making process. Working together also helps to take the stress out of reviewing disputed decisions for all parties involved.

WCB-Alberta has already begun to receive positive feedback about ERI from workers, employers, and WCB staff.

During a recent claim review, a resolution specialist contacted a worker and his employer. She learned the worker had just been cleared to return to work and was eager to do so. She relayed this information to the employer who indicated he would contact the worker to arrange a return. Without the ERI pilot program, it is unlikely the member of the Claims Service Review Committee (CSRC) reviewing the case would have contacted the worker, so the employer would not have received this message as quickly.

If the pilot is successful it will replace the existing CSRC and Assessment Review Committee (ARC). A complete review of the pilot program will take place this fall.

PIR-fect Luncheons

The Workers' Compensation Board refunds \$24.7 million to over 3000 employers.

Tony Abbott (left) and Rick LeLacheur presented cheques to Alberta employers in Edmonton (May 21) for the 2001 PIR program.



"Our goal in Alberta is to reduce workplace injuries by 40 per cent by 2004. PIR is vital to achieving this goal because it helps foster a workplace safety culture where everyone accepts responsibility for safety and practices it on a daily basis."

Alberta Human Resources and Employment Minister Clint Dunford.

EMPLOYERS FROM ACROSS THE PROVINCE ACCEPTED THEIR PARTNERS IN INJURY REDUCTION (PIR) REBATE CHEQUES at luncheons held in Calgary and Edmonton May 21 and 22.

Over 3000 employers shared \$24.7 million in rebates with one company earning a PIR refund of almost \$500,000.

"The amount of the refund is not the measure of success for these employers – although it's a great bonus!" says James Wilson, Manager of Audit and Underwriting, WCB-Alberta. "The real success is that every company in PIR has benefited by investing time and money in workplace safety. They recognize that the benefits of protecting their workers far outweighs the premium refunds."

Keith Bryant, president of Hospitality Inns, agrees that safety equals success. "This program

is about more than the rebates. If you can prevent worksite accidents you have been successful," Keith says. "Our employees are the ones who run the program and, as an employer, we give them the support they need."

Alberta Human Resources and Employment Minister Clint Dunford says that the PIR program helps to create a 'safety culture.' "Our goal in Alberta is to reduce workplace injuries by 40 per cent by 2004," says Minister Dunford. "PIR is vital to achieving this goal because it helps foster a workplace safety culture where everyone accepts responsibility for safety and practices it on a daily basis."

Tony Abbott, MLA for Drayton Valley-Calmar, spoke on behalf of the Minister at the Edmonton luncheon. He echoed Minister Dunford's challenge to employers who have benefited from PIR –

to encourage and recruit other employers to get involved in the program.

"Programs like PIR are so important because they confirm that everyone has a role to play in health and safety," he says.

The program is operated through the combined efforts of WCB-Alberta, Alberta Human Resources and Employment, and 15 certifying partners. Approximately 5,800 companies registered for the 2002 PIR program.

Contact WCB to find out more

about registering for the 2003 PIR program or to receive an information package complete with contact information for certifying partners. Call (780) 498-3999 (Edmonton) or (403) 517-6200 (Calgary), or go online to www.wcb.ab.ca.

Now open –

Occupational Injury Service clinic

Is direct access to occupational injury experts, early return-to-work planning, and maintenance of your business productivity important to you?

This question was asked of employers invited to two Occupational Injury Service (OIS) information sessions held at Millard Health in early May.

The OIS program is a medical clinic that provides timely and appropriate medical care and disability management services. The service is specifically designed for occupational injuries and emphasizes immediate communication with the employer to facilitate safe returns to work, and helps employers to manage their claims more effectively.

The WCB has contracted with clinics in Calgary for OIS since 1997. A thorough evaluation of the program demonstrated that the OIS had very positive results. A greater proportion of claims that went through the clinic resulted in no time lost when measured against the comparison group. And there was a significant decrease in compensation costs per claim.

Recent interviews with OIS participant companies in Calgary confirmed employer satisfaction with the OIS program. When employers were asked to describe how participating in the OIS program had benefited their company, responses included:

- **Worker accommodation** is easier to achieve because the clinic's work restriction information is faxed directly to the employer immediately following an assessment at the clinic. The information is credible, speedy, clear, and concise.
- **Communication** with the clinic is great. Employers can call the clinic and speak with the nurse or doctor to get clarification on return-to-work issues.
- **Access** is excellent, with shorter wait times.
- **Clinical staff** have expertise in occupational injuries and are willing to learn about a worksite by doing a worksite visit.

Starting on June 3, 2002, Millard Health began offering this service to employers who signed up for the program following the OIS information session. "My staff is excited about offering this opportunity to Edmonton employers," says Sandra Hanington, Medical Services, Millard Health "We believe our OIS program will give injured workers excellent medical care at the time of their injury, and give employers timely, credible work-readiness information, which will then have a positive impact on their disability management program."

If you would like more information on

Millard Health's OIS clinic, contact Cathleen Donato in Edmonton, at (780) 498-3801.

Millard  Health

Register now for the 11th annual



WCB-ALBERTA INVITES YOU TO JOIN BUSINESSES FROM ACROSS ALBERTA AT THE 11TH ANNUAL WCB CHARITY GOLF TOURNAMENT ON FRIDAY, SEPTEMBER 13, 2002, at the Lynx Ridge Golf Club in Calgary. Money raised at this year's event will help the Canadian Paraplegic Association (Alberta), to assist persons with spinal cord injuries and other personal disabilities to achieve independence, self-reliance, and full community participation.

You can help make this year's event a success by:

- Registering for the tournament,
- Sponsoring one of the holes; and/or
- Donating a prize or making a charitable donation.

Thanks to the generosity of numerous Alberta organizations, more than \$160,000 has been donated to Alberta charities since 1992. Together we have made a difference in the lives of so many Albertans.

For more information

contact Kim Mattock, WCB-Alberta, at (403) 517-6058.

Millard Health: Extended Hours pilot project

For your convenience, effective May 1, 2002, we extended our service hours:

Extended Schedule*

Area	Day	Time
Early Rehabilitation	Monday to Thursday	7 am to 7 pm
	Friday	7 am to 5 pm
Medical Services	Monday & Friday	8 am to 4 pm
	Tuesday to Thursday	8 am to 7 pm
Assessment Services	Monday & Friday	7 am to 5 pm
	Tuesday to Thursday	7 am to 8 pm

Booking & Admission hours will remain Monday to Friday, 8 am to 4 pm.

*Last appointment time will vary based on service area.

131 Airport Road, Edmonton, AB T5G 0W6

Tel (780) 498-3200

Toll free (1-888) 498-9902

Fax (780) 498-3907

www.millardhealth.com



DECC: A great tool for the toolbox

The response to and usage of DECC – the web-based clearance system implemented last summer – has been excellent. DECC provides a fast and easy way to obtain clearances and maintain subcontractor lists.

THE DIRECT EMPLOYER CLEARANCE CERTIFICATE (DECC) is a tool employers can use to confirm WCB coverage of a contractor – a process that was automated through the phone system in early July.

Marcela Matthew, Manager of WCB's Customer Contact Centre, says it's important for employers to investigate the type of coverage a contractor has before hiring them because if the contractor is without insurance, the employer is liable.

"DECC confirms that people, corporations, or contractors required to have WCB coverage have it," says Matthew.

Without proper coverage, Matthew adds, the company who did the hiring is responsible for the workers' compensation insurance.

In addition to confirming a company's coverage, the system will allow electronic requests for clearance certificates for contractors and subcontractors.

External promotion of DECC is done primarily through the Internet, since clearance certificates are available online. However, with the new telephone system in place, people without access to the Internet will be able to get the same information by phone.

Check out the WCB website at www.wcb.ab.ca under 'Employers' or call (780) 498-3999 for more information on how to register for and use the system. The "Pending" status or decision on your clearance request does not mean declined – it simply means you should contact the Call Centre at the above number for further clarification.

WCB Workers' Compensation Board Alberta

Direct Employer Clearance Certificates

Congratulations and many thanks for providing this excellent service. I had my first opportunity to use DECC this morning and was very impressed by the search capabilities (as a multi-account holder) and the speed tasks are accomplished. Well done! Thanks again.

– Sandra Anholt, Bethany Care Society, Calgary

If you have not used our online clearance system, check it out at decc.wcb.ab.ca.

2003 WCB - Alberta WorkSafe™ Business Award

Are you a safety leader?

The Workers' Compensation Board-Alberta is pleased to sponsor the fifth annual WorkSafe™ Business Award of Distinction, part of the 2003 Alberta Business Awards of Distinction.

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

AWARDS CRITERIA

Entries will be judged on:

- Injury prevention and disability management,
- Claims management process,
- Workplace health and safety,
- Injured worker assistance, and
- Human resources practices.

All candidates must show evidence of excellence in:

- Management commitment and leadership,
- Employee participation, and
- Measurable results.

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

Nomination Packages will be available September 9, 2002.

To receive your nomination package call WCB Underwriting at (780) 498-7936 or visit the WCB website, www.wcb.ab.ca.

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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
August 27	August 15
September 17	September 12
October 8	October 17
November 5	November 14
December 3	December 5

Understanding the Appeals System 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	Calgary
9925 - 107 Street 8:30 a.m. - 4:30 p.m.	300 - 6 Avenue SE 8:30 a.m. - 4:30 p.m.
August 29	August 21
September 25	Sept. 26
October 31	Oct. 24
November 14	Nov. 26
	Dec. 11

Disability Management Seminars

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

Edmonton	Calgary	Red Deer
9925 - 107 Street 8:30 a.m. - 4:30 p.m.	300 - 6 Avenue SE 8:30 a.m. - 4:30 p.m.	8:30 - 4:30 October 3
August 22	August 7	
September 12 or 26	Sept. 4 or 17	
October 10 or 24	Oct. 10 or 22	
November 7 or 21	Nov. 5 or 19	
December 5	Dec. 3	

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



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.

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

First annual Alberta Health and Safety Conference and Trade Fair

November 19 - 21, 2002

Ramada (Edmonton Inn) Hotel and Conference Centre, Edmonton, Alberta

Plan to attend the first annual Alberta Health and Safety Conference and Trade Fair, dedicated to providing solutions for a safer workplace. Workshops will cover a wide range of topics from upcoming legislative changes to "Health and Safety Issues at Ground Zero." You won't want to miss one of Canada's most renowned laughter advocates, Chris Johnson (Dr. Laugh), talking about the restoration of humour and humanity to the workplace.

For more information about registering for the conference, or to participate in the trade show, contact Dianne Paulson at (780) 453-3311 or 1-800-661-2272 or by email to dpaulson@acsa-safety.org.

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.

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.

WCB will have a new toll free number for long distance callers in Alberta, effective October 1, 2002. Just dial 1-866-WCB-WCB1(922-9221).

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) 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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To provide a change of address or obtain extra copies of this publication, contact: Dina DaSilva at (780) 498-8616, or by email at: dina.dasilva@wcb.ab.ca

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