



Welcome to the Summer 2004 edition of *WCB Insight online*.

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**WCB** Workers'  
Compensation  
Board  

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Alberta

# Start 'em early

Jade Drilling  
president supports  
good and timely  
safety training



(L-R) Jade Drilling President Craig Banks, Karl Jages, safety manager Bob Harrish and Allan Oliver

“I'D REALLY LIKE TO SEE A MANDATORY hazard awareness course offered to middle school kids. In our industry, we see too many workers with an urban background who have no real experience in recognizing and addressing the hazards of their surroundings,” states **Craig Banks**, president, Jade Drilling Inc.

The need to turn their safety record around began almost a decade ago when the company received poor results on an audit conducted by the Alberta Energy and Utilities Board. Banks immediately hired a third-party group who worked with management to improve safety results.

“After reviewing our safety records, we discovered that most injuries occurred either after spring break-up or during winter startup. We responded by focusing on keeping our employees working through industry lull periods. This has boosted morale by preventing injuries as well as reducing the number of layoffs,” says Bob Harrish, safety and regulatory manager at Jade Drilling.

The company hopes to prevent workplace injuries and strives to be an industry leader in safety.

“The well-being of our employees is our number one priority. We prove this through both our informal and formal safety programs,” says Harrish.

“The well-being of our employees is our number one priority. We prove this through both our informal and formal safety programs.”

– **Bob Harrish**, safety and regulatory manager, Jade Drilling

The company now has a meticulous orientation system that ensures new employees are adequately prepared to perform their duties. The highlight of the training is a safety video featuring Jade Drilling's own employees and equipment.

Jade Drilling has been a participant in the Partners in Injury Reduction (PIR) program for over 10 years. PIR offers premium rate discounts to employers who have implemented successful health, safety and disability management programs and achieved or maintained the Certificate of Recognition (COR) standards set by Alberta Human Resources & Employment and their certifying partner, the Petroleum Industry Training Service.

Their efforts have paid off. The company recently received a rebate cheque from the WCB for excellence in PIR safety for 2003. "The positive results have reached all aspects of the company because the employees receive incentives for accident-free periods through an internal reward program. A large portion of the rebate is re-invested back into the company safety program, for items such as the orientation video and computer-based training," said Banks.

Harrish adds that the program really helps to establish a culture of team safety that is present at all Jade Drilling work sites.

"We train our workers to conduct peer observations so everyone is looking out for each other. The team that works together, stays safe together," concludes Banks. ■

"We train our workers to conduct peer observations so everyone is looking out for each other. The team that works together, stays safe together,"

– **Craig Banks**, president,  
Jade Drilling Inc.



(L-R) Karl Jages, safety manager Bob Harrish, and Allan Oliver inspect the center section of a jack-knife double.



# Just ask Alice

Innovative industrial nurse says trust is key to getting a handle on injury claims

Industrial nurse Alice Howden holds the key to saving her employer thousands of dollars.

**T**HINK PROMOTING HEALTHY living and supporting modified work for staff that suffer on-the-job injuries isn't worth the time, money and effort? Think again. Industrial nurse Alice Howden estimates she has saved her employers thousands of dollars in employee injury claims simply by "treating others the way I would like to be treated."

By taking the time to get to know staff personally, and by actively educating them about their health and the company's modified work program, Alice has changed a lot of minds over the years – and that, in turn, has had a huge impact on the bottom line.

## INTIMIDATING

Twelve years ago, Alice took a job as an industrial nurse at a large meat packing company in southern Alberta. "It was really intimidating," she recalls,

'People who previously had to stay home until they had completely recovered are taking advantage of the company's modified work program.'

thinking back to her first few months on the job. Occupational Health and Safety had mandated the company hire a nurse, which meant Alice began her position in an environment where her job was deemed a liability because it was not ‘profitable.’ “So I set out to prove I could save them money,” the feisty mother of three says brightly. Did she ever.

Within months of her arrival, the company’s return-to-work rates began to climb. Two years later, statistics showed more than 90 per cent of the company’s injured workers were coming back to work – many of them were taking advantage of the modified work program Alice worked so hard to promote! People were coming back to the job much sooner than in the past, which maintained productivity while cutting WCB claims costs.

Like many businesses in this industry, the company Alice worked for logged hundreds of costly injury claims every year. WCB statistics show that in 2003 the average claim cost \$14,700 – a cost that can be significantly reduced if an employee is able to get back to work within days, instead of weeks or months. That’s why modified work plans are so critical to both staff morale (by showing you care enough to find meaningful work for them while they recover fully) and to the bottom line. It is something Alice promotes passionately.

## THOUSANDS IN SAVINGS

Shortly after Alice arrived, her employer began realizing thousands of dollars in savings as injured staffers began returning to work sooner, rather than later. People who had previously stayed home until they completely recovered began to take advantage of the company’s modified work program. If a modified job was required, Alice did her best to ensure the work was “challenging and productive,” she says. “And I always follow up to make sure the worker continues to be satisfied with the job.”

Alice has also taken the time to get to know her WCB representative, Lorinda Foster. “Alice knows the injuries and she is very focused on returning the workers to modified duties. She keeps the injured worker’s best interest in mind while returning them to modified or alternate work,” Lorinda explains. “If she is unsure of something she will always call for verification. She keeps me informed of changes in the worker’s status and abilities.”

Alice makes a point of educating employees about the “what’s in it for me” factor, explaining how they would receive their pre-injury salary no matter what job they came back to, an incentive many staff don’t fully understand. She also stresses that statistics show the longer a person is off work, the less likely they are to work again\* ... a life change with potentially devastating consequences.

Need to help  
your employees  
return to work?

Ask Alice  
how:

When it comes to supporting return to work for injured employees industrial nurse Alice Howden has a proven track record. Alice has a simple 1-2-3 formula:

1.

**Treat others with respect  
and caring.**

2.

**Educate staff about the  
benefits of staying  
healthy.**

3.

**In the event of an injury,  
walk the talk.**

Help people come back to work as quickly as possible and if they’re at home, stay in touch. When they are ready to come back to modified work, make sure the work is meaningful.

## TRUST



### More Tips from Alice:

#### Keep track.

Monitor how employees with time-lost injuries and those with modified duties are doing. Update injury statistics and modified duty reports daily. Go out and observe light duty staff and assess their job satisfaction. Make sure the work is as challenging as possible.

#### Establish respect & trust.

People are more likely to DO if they understand WHY. But they won't listen without first respecting you and your opinion. So keep in touch, talk, interview and attend meetings.

Alice believes one magic ingredient makes all the difference: trust. "If they trust me, and (metaphorically) let me put my arms around them, then they would do anything for me – even come back to work because they understand it's good for them too – not just the company," Alice says emphatically.

Six months ago, Alice accepted a similar position at a large steel spring manufacturing company in southern Alberta. She has already started getting to know each of the five hundred employees personally and implementing innovative health promotion programs, such as organizing cholesterol and blood pressure clinics. "Teaching the benefits of healthy living is a great way to get to know people and to build meaningful relationships. I'm just doing my job," she shrugs. **I**

*\*The Journal of Workers Compensation reports that at 12 weeks post injury, an employee's chances of ever returning to work are cut in half.*

#### Educate from day one.

New staff orientations are a perfect opportunity to talk about your commitment to their safety and the company's modified return-to-work plan in the event of an injury.

#### Take a course.

The WCB offers some excellent [disability management seminars](#) that are free of charge.

#### Take advantage of free stuff.

AADAC offers free presentations on drug and alcohol abuse (or call your local health authority). You can also invite an ergonomics expert to come and talk about preventing repetitive strain and back injuries. "There's so much you can tap into," says Alice.

# There's **safety** in numbers!

Dieter Brunsch, VP of Customer Service & Risk Management, and Clint Dunford, Minister of Human Resources and Employment, at the PIR luncheon in Edmonton



\$47.3 million in rebates distributed to 4,300 PIR employers for leadership in safety and disability management

“People are starting to get it. Employers are realizing that the real measure of success is attained when their workers are safe.”

—**Guy Kerr**, president and CEO, WCB-Alberta

## **A**T THE RECENT PARTNERS IN INJURY REDUCTION (PIR)

Luncheons, Dieter Brunsch had employers on the edge of their seats in anticipation of finding out their PIR results. A total of 60 companies gathered in Edmonton and Calgary to receive their share of \$47.3 million in premium refunds – the largest in PIR history.

“People are starting to get it. Employers are realizing that the real measure of success is attained when their workers are safe,” says Guy Kerr, president and CEO, WCB-Alberta. “When, at the end of the day, kids don’t lose parents, husbands don’t lose wives and we don’t lose friends to workplace injury or illness, everybody wins.”

For the past decade, WCB-Alberta has partnered with Alberta Human Resources and Employment - Workplace Health and Safety, certifying partners, safety associations, and employers to address workplace safety through the PIR program. This partnership offers member employers up to a 20 per cent discount on WCB premiums for implementing successful health, safety and disability management systems and achieving or maintaining their Certificate of Recognition (COR). Together, they focus on preventing workplace accidents and getting injured workers back to work sooner.

Last year marks the program’s best results yet, with the average refund rising to \$11,000 from \$6,833 in 2000. The benefits of membership extend beyond the rebate cheque - on average, PIR members have 13.5 per cent fewer time-loss claims with 27 per cent lower claim costs than non-PIR members. Most importantly, workers go home safe at the end of the day! **1**

# New reporting processes —outstanding RESULTS

Reporting injuries on time results in better disability management, faster benefits and a faster return to work.

Here's how two companies have revamped their processes to ensure reporting occurs within the 72-hour legislated timeframe.

## **NASCOR INCORPORATED**

*Calgary, Alberta*

“A memo to employees marked the beginning of a change in how injuries are reported internally. We conveyed to staff the importance of reporting workplace injuries immediately and that a disciplinary policy was being put in place,” says Mike Martel, production manager. “The workers view this change as a benefit, not only to the company but to themselves because their claim is processed sooner and with greater accuracy.”

Next, Nascor worked to centralize their company records. “Before this change, several individuals could have information about one claim on their desks,” says Martel. “Now only one person deals with the information, which makes it easier to keep track of what's going on and to process reports faster.”

According to a recent audit, process changes have resulted in 100 per cent of claims being reported on time, 83 per cent reported within 24 hours and the accuracy of information submitted is now an outstanding 89 per cent.

“The new process has done well for morale and attitude. Employees feel involved in the process (accident investigations, employee/employer forms, and return to work assessments) no matter how severe their injuries are,” adds Martel. “This gives them the sense management is looking after their best interests and helps them to feel more at ease when reporting an injury.”

## **BYERS TRANSPORTATION SYSTEM INC.**

*Edmonton, Alberta*

“There's no magic formula ... diligence is the key! By communicating our expectations clearly to managers and support staff at our outside terminals (via quarterly memos and regular meetings), everyone now understands the importance of reporting injuries on time,” says Rob Kerr, safety and loss supervisor.

“The new process has done well for morale and attitude.

—**Mike Martel,**  
production manager,  
Nascor Incorporated

Staff now see that we are concerned about each and every claim and it's in their best interest to report injuries in a timely manner

—**Rob Kerr**, safety and loss supervisor, Byers Transportation System Inc.

A stumbling block for Byers has always been weekend incidents. “If an injury occurs on Friday evening sometimes terminals wait to report it to us on Monday,” says Kerr. “We now get the outside terminals to fill out the forms and send them directly to the WCB ... employees are encouraged to do the same.”

Kerr works closely with his account manager, Don MacKenzie, to keep on top of reporting issues. Quarterly reports allow him to go back and investigate any claims reported outside the 72-hour window. The end result - almost 100 per cent of Byers' claims are reported within three days.

“The first step was to get everyone on the same page. Staff now see that we are concerned about each and every claim and it's in their best interest to report injuries in a timely manner so we can safely return them to regular or modified work,” concludes Kerr. ■

## Have you spotted this poster at YOUR workplace?

The **1-2-3 poster** gives workers the basic steps of who to contact to report a workplace injury. **Employers are required to hang this poster in a place employees can see it** (under the *Workers' Compensation Act*, Section 145).

To order printed copies of the 1-2-3 poster, please [contact us](#), or you can [print your own](#).

**If you are injured at work...**

- 1**  
**Tell Your Employer**  
*details of your injury*  
After receiving notice, your employer must report your accident to the WCB within 72 hours if:
  - you need medical treatment, or
  - you cannot do your job beyond the day of accident.
- 2**  
**Tell Your Doctor**  
*you were injured at work*  
Your doctor must report your accident to the WCB within 48 hours.
- 3**  
**Tell the WCB**  
*Send your Report of Injury form to the WCB right away!*  
You can get forms from your employer, or any WCB office.

**Avoid delays. Report early!**

**Send forms:**  
By mail: P.O. Box 2415, Edmonton, AB T5J 2S5  
By fax: Edmonton 427-5863 or Toll-free 1-800-661-1993

**For more information call:**  
Edmonton 498-3999 or Toll-Free 1-866-922-9221  
Website: [www.wcb.ab.ca](http://www.wcb.ab.ca)

**WCB** Workers' Compensation Board Alberta

Note: Employers are required under the Workers' Compensation Act, Section 145, to hang this poster in a place where employees can see it.

# Workplace Psychosocial Risk Factors for RSIs



Psychologist Dr. Andre Masson works with patients who suffer from depression, anger and a whole range of emotion-based issues related to repetitive strain injuries.

**F**OR MOST OF US, GETTING HURT AT WORK brings to mind the ‘big uglies’ – falling off a roof, electrocution, asbestos poisoning, or being crushed in a machine capable of swallowing a grown man in a single gulp.

“You get known as the ‘injured worker...and although you might not lose your job, your chances of being promoted can be affected.”

– computer operator who suffers with an RSI

But the truth is, the fastest growing and most serious workplace injuries are not that graphic. Instead they are insidious, painful and often invisible. Repetitive strain injuries (RSIs), now account for one-third of all disabling work-related injuries in North America. Left unchecked, RSI-related pain slowly consumes a person, eventually choking their ability to do their work.

RSIs plague those whose work is repetitious, involves awkward postures or requires heavy lifting. Nurses, assembly line operators, meat cutters, cashiers and computer operators are especially vulnerable to this type of injury.

“It started out slowly, with a dull throbbing in my neck and my upper back and arms,” Linda recalls of the pain that began stalking her in the fall of 2003. She’d been working on a computer for more than a decade without incident and it caught her off guard. In the beginning, the pain would stop on the weekends and she was able to force herself to ignore what was fast becoming a daily battle. “I didn’t have time to be hurt,” explains the busy mother of two about why she put off getting help when the symptoms first appeared.

## Stigma

“You get known as the ‘injured worker,’” she winces. “And although you might not lose your job, your chances of being promoted can be affected.”

'Emotions like anger, frustration and prolonged periods of stress may lead to an RSI.'

In repetitive tasks, the difference between those who take the time to develop ergonomic ways to do the task, and those who simply push through the task using force, may be the development of an RSI.

Dr. Andre Masson specializes in treating RSIs at Millard Health, WCB's rehabilitation centre in Edmonton. Many of his patients complain of being labeled as 'lazy' or 'trying to get off work' by seeking treatment for an RSI. Yet, an RSI is an actual medical condition, with physical symptoms that are plainly evident through medical testing and endorsed by the medical community.

### **Tendonitis vs. tendonosis**

RSIs come in a variety of forms, many of which (tendonitis, tendonosis, Carpal Tunnel Syndrome) involve tendon injuries. Tendon injuries will be used here to illustrate the role of psychosocial factors in RSIs. Tendon injuries are easily understood mechanically; they are fibrous cords that attach bones to muscles and allow the muscles to move the bones when the muscles contract. Tendons can become inflamed, as happens in tendonitis and Carpal Tunnel Syndrome, or they can become frayed, as happens in tendonosis.

Given the very mechanical nature of tendons, one would not think that psychosocial factors would play a large role in the development of RSIs, they affect tendons in three distinct ways:

### **Psychosocial factors**

Psychosocial factors affect behaviour. For example, frustrated or angry people are much more likely to use great mechanical force when performing a task, rather than patiently working out a mechanically easier way to perform the task. Depressed people are less likely to put in the intellectual effort to find mechanically easier ways to perform tasks. Even in the absence of frustration, anger, or depression, people who simply lack information about the causes of RSIs are more likely to work in a mechanically unsound manner.

In repetitive tasks, the difference between those who take the time to develop ergonomic ways to do the task, and those who simply push through the task using force, may be the development of an RSI.

### **Muscle tension**

Psychosocial factors also affect the tension of the muscles, which in turn affects the tension placed on the tendon. An anxious person may have measurably tighter muscles throughout the day, or (if the tension is work-related) throughout the working day. A tendon that is under long-term chronic tension, especially while it is performing a repetitive task, is at greater risk for developing an RSI.

"People who are frustrated or angry are more likely to bull their way through a task, putting them at higher risk of an RSI," says Dr. Masson. "Muscles tense and put a strain on the tendons – it's a real slippery slope."

## Lifestyle

Tendons, especially for those who do repetitive tasks, occasionally get mildly inflamed. Who has not had writer's cramp at some point in his or her life? A person who leads a healthy lifestyle by eating regular nutritious meals, getting proper sleep, using modest amounts of alcohol, tobacco, caffeine and who is not under significant physical or emotional stress, will find that their tendons heal more quickly. That, in turn, will prevent the mild inflammation from becoming a significant tendon injury.

And so psychosocial factors do affect the development and resolution of RSIs.

"The more knowledge you and your employer have about RSIs the more you can do to prevent it from getting worse."

## Pain

Pain also plays a major role in the psychology profile of an RSI. "We can't measure pain," says Dr. Masson. "A person's attitude towards the pain often marks the difference between someone who continues leading a productive life and someone who deals themselves out of the game." Dr. Masson says he's seen so many RSI cases where knowledge leads to a decrease in perceived pain. "Knowing you can do something about the pain in your elbow, and that it isn't cancer or something worse, will cause you a lot less suffering," he smiles.

Still, employers often find dealing with a staff member who has an RSI can be difficult.

"Pain is subjective," says Susan, a human resources manager at a large Alberta-based casino. Lifting buckets full of heavy change and turning keys in the machines leads to a large number of WCB injury claims in this industry. "In terms of workers' comp, these are not easy claims to deal with," she says, adding that in many of the cases she has seen, there are often other, non-work-related health issues at play. "They can certainly be long term and costly. Many times a doctor will say the person (injured worker) is not in pain and so we have to balance that with what the worker is telling us."

"Don't sit back and wait because it will only get worse – it's good to go see someone as soon as possible...it makes a huge difference."

## Early intervention

The trick, Dr. Masson says, is early intervention. When it comes to RSIs, knowledge is power. "The more knowledge you and your employer have about RSIs the more you can do to prevent it from getting worse."

Linda couldn't agree more. After enrolling in WCB-Alberta's specialized program for people with RSIs, undergoing some intensive physiotherapy and learning key exercises to keep the symptoms at bay, she's now back at work. "I can still do my job very well, just differently," she says referring to the intermittent stretches and exercises she does throughout her work day. Her advice to others is to get help as soon as they suspect something's wrong. "Don't sit back and wait because it will only get worse – it's good to go see someone as soon as possible...it makes a huge difference." ■

*Detailed RSI information supplied by Dr. Andre Masson*

# Risk factors

## The psychology of an RSI



### **Lack of education/ information**

Employees who do not know the preventive measures to take (ergonomics, pacing skills, the effect of temperature, etc.) are at risk.

### **Employer attitude towards RSIs**

Employers who implement preventive measures (like ergonomically correct office equipment) and who believe in early treatment of an RSI, greatly reduce the risk of employees becoming injured and off work for extended periods of time.

### **Workload**

Even employees who know about pacing skills will not be able to practice those skills if they are expected (by management, co-workers or by job demands) to consistently work through breaks or lunch. Occasionally working through breaks or lunch will not cause much harm, but consistently doing so will increase risk.

### **Overtime**

Repeatedly working overtime will increase risk, although occasional overtime will not.

### **Working conditions**

Prolonged rushed working conditions will also promote less well-considered work habits, and increased emotional and muscle tension.

### **Uncertainty**

Long periods of uncertainty concerning items of importance to employees (job security, promotions, transfers, performance appraisals, etc.) increases tension. As with conflict, short-term uncertainty is inevitable and of limited harm, but long-term uncertainty can increase risk.

### **Conflict**

Any form of conflict in the workplace (employer-employee, employee-employee, client-employee) will increase emotional tension as well as muscle tension. Long-term conflict may lead to a tense, frustrating workplace and chronically tight muscles – both of which increase the risk of RSIs.

### **Emotional stress**

Some employees have sources of significant emotional stress outside of the workplace (relationship or financial issues, substance abuse or gambling difficulties, depression, anxiety, etc.). A company Employee and Family Assistance Program can help prevent external problems from causing difficulties, including RSIs, at work.



# Auto Insurance Reform

New protocols will not apply in workers' compensation cases

**M**OST ALBERTANS HAVE HEARD ABOUT the province's recent reform of automobile insurance. The Diagnostic and Treatment Protocols Regulation and the Minor Injury Regulation were both issued on Jun. 21, 2004 and will take effect on Oct. 1, 2004. They apply to persons sustaining a sprain, strain or whiplash-associated disorder (a WAD injury), as a result of a motor vehicle accident in Alberta.

The Diagnostic and Treatment process has been developed to get immediate medical help to auto accident victims. Based on a model of early intervention, the application of the protocols is expected to return 90 per cent of injured persons to full capacity within 12 weeks. The cost of the protocols is covered under Section B of the injured person's own insurance policy. The limit has been raised from \$10,000 to \$50,000.

There will still be access to the courts for damages other than Section B benefits. However, those who sustain only minor injuries (as defined in the regulation) are subject to a \$4,000 cap for pain and suffering (also known as general damages or non-pecuniary damages).

### **How will these changes affect the rights of workers injured in motor vehicle accidents after Oct. 1, 2004?**

Section B contains an exclusion whereby persons entitled to workers' compensation are not entitled to Section B benefits for the same accident. Therefore injured workers will continue to receive WCB coverage for work-related motor vehicle accidents and the new protocols will not apply to workers' compensation cases.

If injured in a work-related automobile accident, a worker must report the accident to the WCB as before, not to the Section B insurer. It will also be important for these workers to advise their family physician or primary healthcare practitioner that the injury is work-related. The physician or practitioner has different obligations and forms to fill out under WCB coverage than under the protocols.

The WCB will continue to advance legal actions where a party who is not covered by workers' compensation injures the worker. Legal action is brought so that the WCB can recover its costs of the claim and to provide the injured worker with a measure of recovery over and above WCB benefits. The *Workers' Compensation Act* guarantees that the worker will receive 25 per cent of the proceeds of the action.

Over 90 per cent of the third party actions initiated by the WCB involve motor vehicle accidents. Under the new auto insurance scheme, when a worker is injured in a motor vehicle accident caused by a third party, the \$4,000 cap will apply to the general damages portion of the lawsuit where the worker's injury falls within the definition of a minor injury in the regulation.

The regulation also stipulates that where the injury is shown to result in a serious impairment, as defined in the regulation, the \$4,000 cap will not apply. [1](#)

# AGM attendance doubles

**O**VER 200 PEOPLE PARTICIPATED IN THE WCB'S AGM this year, doubling the attendance from last year. A balance of stakeholders were there, including employers (27 of whom were PIR recipients), workers, and representatives from government and labour.

David Carpenter, WCB Board Chair, delivered the Report from the Board and presided over the meeting. President Guy Kerr presented the Corporate Report, which included remarks from Audit Committee Chair John Hokanson and the corporate Financial Report from Randy Garvey, CFO. The formal part of the meeting was followed by a Q-and-A session that gave attendees and webcast viewers the chance to ask questions.

## The AGM provided an opportunity to deliver important information to our stakeholders, including:

- We've had **strong results in 2003** and we expect the trends to continue, but there is still more work to be done on reducing the impact of workplace injuries.
- We've said for years that **rates are driven primarily by the cost of workplace injuries**, and that rates will go down when employers and workers do a better job on injury prevention and work in partnership to reduce claims costs. That is starting to happen and we are projecting a rate reduction to \$1.83 per \$100 of insurable earnings for 2005. [Early numbers](#) are posted on WCB's website.
- There is always some level of economic and financial uncertainty that we face and we need financial prudence and a **strong fund balance** to protect the future of Alberta's disability insurance system for workers and employers. That is why WCB's plan to restore the fund balance to required levels by 2007 is important for all our stakeholders.

The feedback from attendees has been very positive, with 83 per cent in agreement that the AGM is informative of the business of the WCB and that an AGM makes WCB more open, transparent and accountable to stakeholders. **I**



This year's annual report report theme – **Balance** – illustrates our commitment to give employers and workers the support and services they need to make Alberta safe, healthy and strong.

Download a PDF of the [2003 WCB Annual Report](#) from our website.

In case you missed it, you can still view the [archived webcast](#) on WCB's website.

## WORKSHOPS/SEMINARS

### FOR EMPLOYERS

#### UNDERSTANDING THE REVIEW AND APPEALS PROCESSES

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

##### Edmonton

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

**Sept 30**  
**Novr 25**

##### Calgary

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

**Sept 23**  
**Oct 7**  
**Nov 23**

#### 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

**Sept 7**  
**Oct 5**  
**Nov 2**  
**Dec 7**

##### Calgary

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

**Sept 2**  
**Oct 5**  
**Nov 2**  
**Dec 1**

##### Grande Prairie

**Oct 27**

#### 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.

**Aug 19**  
**Sept 9 or 23**  
**Oct 7 or 21**  
**Nov 4 or 18**  
**Dec 16**

##### Calgary

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

**Aug 17**  
**Sept 9 or 30**  
**Oct 14 or 21**  
**Nov 9 or 16**  
**Dec 8**

#### ELECTRONIC INJURY REPORTING WORKSHOPS

This three-hour, hands-on workshop will walk you through the steps required to electronically report injuries through the WCB's Electronic Injury Reporting web application. To attend this seminar you need a [User ID and password](#) to access the system. For more information, or to register, contact the eBusiness Support Team at 780-498-7688.

##### Edmonton

8:30 a.m. - noon

**Sept 16**  
9912 - 107 Street  
**Oct 5**  
**Nov 2**  
**Dec 2**  
9925 - 107 Street

##### Calgary

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

**Oct 12**  
**Nov 4**  
**Dec 8**

#### WORKSHOPS / SEMINARS FOR LABOUR ORGANIZATIONS & INJURED WORKER GROUPS

WCB offers a number of workshops and seminars to unions and not-for-profit injured worker groups, instructed by the Labour Liaison and the Office of the Appeals Advisor. If you would like more information, please contact **Shelley Jodoin, Labour Liaison**, at **780-498-7822**.

Call **Pat Degenstein** toll-free at **1-866-498-4694** to register for 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.