

**THE WORKERS' COMPENSATION BOARD  
MEETING OF THE BOARD OF DIRECTORS  
MINUTES**

<b>DATE:</b>	February 2, 2021
<b>PLACE:</b>	Zoom Video Conference
<b>TIME:</b>	8:30 a.m. to 12:30 p.m.

**BOARD MEMBERS**

Erna Ference, Chair  
Mike Boyle, Member  
William Hnydyk, Member  
Brian McConkey, Member  
Shawna Miller, Member  
Mary Phillips-Rickey, Member  
Jane Sustrik, Member

**EXECUTIVE**

Trevor Alexander, President & Chief Executive Officer \*\*  
Tarick Ahmad, Chief Technology Officer ♦\*  
Ron Helmhold, Chief Financial Officer ♦\*  
Wendy King, Senior Vice President, Operations and Innovation ♦\*  
Marcela Matthew, Vice President, Millard Health and Special Care Services ♦\*  
William P. Ostapek, Secretary and General Counsel ♦\*  
Roxy Shulha-McKay, Vice President, Employee and Corporate Services \*

**ALSO PRESENT**

Leslie Henkel, Board of Directors' Secretariat  
Marj Langkamp, Director, Operations and Innovation (item 5.3)

♦ excused for items 9.3 and 9.4

\* excused for item 12

\*\* excused for item 12 (part 2)

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The Chair called the meeting to order at 8:30 a.m.

1.1 **Agenda**

The agenda as distributed was approved.

1.2 **Proposed Motions**

The list of proposed motions was received for information.

2.1 **Minutes of the Meeting of November 24, 2020**

**MOTION**

2021/01/01

It was moved that,

The minutes of the meeting of November 24, 2020 be approved.

**CARRIED**

2.2 **2021 Meetings and Activities Schedule**

The meetings and activities schedule was received for information.

3. **Business Arising from the Minutes of November 24, 2020**

There was no business arising from the minutes of the November 24, 2020 meeting.

4. **Report of the Chair**

The Chair reported on:

- WCB's 2020 strategy map and objectives results,
- AUPE (Alberta Union of Public Employees) lobby campaign regarding Bill 47 and the response to this campaign, and
- a joint Policy Committee/Board of Directors meeting on March 22, 2021. The following motion was made:

**MOTION**

2021/01/02

It was moved that,

The 2021 Meetings Schedule be amended to include a virtual joint Policy Committee and Board of Directors meeting on March 22, 2021 at 11:00 a.m. via Zoom video conference.

**CARRIED**

5.1 **Report of the President**

The President reported on the following:

- investment and financial results,
  - operations results and updates,
  - technology and innovation,
  - stakeholder engagement and legislative relations,
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- legislation and panel implementation, and
- risk profile and emerging issues.

**5.2 Technology Review**

The Chief Technology Officer made a presentation on technology and cybersecurity at WCB Alberta.

**5.3 Creating a Culture of Innovation @ WCB Alberta**

The Senior Vice President, Operations and Innovation, the Chief Technology Officer, and the Director, Operations and Innovation, made a presentation on creating a culture of innovation at WCB Alberta.

**COMMITTEE REPORTS****6. Policy Committee**

The committee chair provided a report on the committee's recent meeting.

**6.1 Policy 04-04, Part II, Application 5 – Pension Midpointing**

The proposed change updates an outdated and incorrect process for determining the effective date for adjustments to pre-1995 pensions resulting from deterioration in the worker's condition, as confirmed by an updated assessment.

Current policy provides that, when there has been a deterioration in the worker's condition, the change in permanent clinical impairment (PCI) and the resulting pension adjustment are effective at the midpoint between the initial assessment and the current assessment confirming the deterioration.

This works well for the first adjustment but, with the passage of time, some workers have had successive PCI assessments and adjustments to their pensions, so that midpointing between the initial and current assessments no longer makes sense.

Each assessment provides the most up to date evaluation of a worker's clinical impairment at that point in time. The current process in policy can have the unintended consequence of setting an effective date for the latest adjustment that is actually earlier than the previous assessment – which is incorrect.

In practice, WCB has been midpointing between the previous assessment and the current one, which is consistent with the intent of the policy when first developed, and produces the most reasonable and fair outcome.

The change, supported by stakeholders, ensures our practice and policy align.

**MOTION**

2021/01/03

It was moved that,

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The Board of Directors approve the proposed revision to Policy 04-04, Part II, Application 5. The proposed revision (Question 7) corrects the process for determining the effective date of a change in a worker's pension when there is an increase from a previous assessment in the worker's permanent clinical impairment rating.

**Effective Date:** March 1, 2021, applying to all decisions made on or after that date.

CARRIED

6.2 **2020 Policy Project Plan – Final Update**

The Board of Directors received the final update on the 2020 Policy Project Plan for information.

7. **Audit Committee**

The committee had nothing to report.

8. **Finance Committee**

The committee chair provided a report on the committee's recent meeting.

8.1 **Monthly Financial Reports**

The Board of Directors received the Monthly Financial Reports for information.

9. **Human Resource and Governance Committee**

The committee chair provided a report on the committee's recent meeting.

9.1 **2020 Strategic Map and Objectives – Results**

2020 was a challenging year for many reasons. Despite the challenges encountered, the organization was able to successfully pivot, reprioritize and move forward. With uncertainty ahead, the work done in 2020 lays the foundation for continued success in the years ahead. The 2020 Strategy Map anticipated the challenges a recovering economy would pose – but not the impact of a pandemic.

In order to move forward, priorities were reconsidered, with a strong business continuity plan and teams' resilience being the critical success factors. Staff learned new ways to communicate and manage their work, while the organization streamlined and digitized key processes that allowed it to not only survive but thrive in this new environment. As new technology was introduced, new services were also introduced to customers. Virtual treatment was implemented quickly and effectively. Digital access to every facet of the business was enhanced or implemented.

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While the economy was in a downward trend going into 2020, the impact of the pandemic only made a difficult return-to-work environment worse. Staff continued to focus on collaborative care planning, but employers struggled to find modified work for injured workers. Incoming claim volume was down, yet more workers asked for their claim to be reopened. This, plus an increase in workers who needed re-employment services, put immense pressure on claim duration and costs.

**MOTION**

2021/01/04

It was moved that,

The Board of Directors approve the 2020 Strategy Map and Objective results as confirmation of the organization's achievement of annual corporate objectives.

**CARRIED****9.2 2021 Strategic Map and Objectives – Targets**

WCB's focus on fairness, transparency, efficiency and engagement, even in the face of significant challenges, provides a clear direction on how it can deliver what customers need. 2021 will be a year of big changes, but there is a well-thought out and researched plan in place.

In order to create a shared view of the future and its potential impact, the organization went through a comprehensive assessment of the landscape and gathered feedback on opportunities and threats at every level of the organization up to the Board of Directors. From the global pandemic – which has impacted staff, stakeholders and the organization more significantly than anything in recent history – to the state of the economy, changing regulations, and technology advancements across industry and function, the landscape is in a constant state of change and uncertainty. The Strategic Plan and underlying themes give guidance on what is fundamentally important to success, while assessment of the environment helps to constantly evolve the list of actions needed to take to move forward.

The enduring resilience and proven strength of the organization, combined with the incredible dedication staff show every day to customers, gives confidence that the biggest successes lie ahead.

**MOTION**

2021/01/05

It was moved that,

The Board of Directors approve the targets in the 2021 Strategy Map and Objectives.

**CARRIED****9.3 2020 Annual Board Evaluation Results**

As part of the Board of Directors' ongoing commitment to effective governance, the annual evaluation of board performance has been completed. The results show that the Board of Directors is operating effectively within its governance mandate.

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**9.4 2020 President & CEO Evaluation**

Through the Human Resource and Governance (HR&G) Committee, the President and CEO annually receives feedback from board members on his performance.

**10. New Business**

There was no new business.

**11. Meeting Evaluation**

The members were asked to complete the meeting effectiveness self-assessment form.

**12. In Camera**

The Board of Directors held an *in camera* session in two parts. During the first part, all of senior management except the President were not present. During the second part, the President was also not present. The Board Secretariat remained for the entire *in camera* session.

There being no further business, the meeting ended at 12:30 p.m.