

**Injury Solutions Canada
presentation for Committee of
Review**



Issues We Have Found

- Documents that are faxed to WCB disappear on a daily basis. Despite working with the WCB they cannot explain it or correct it.
- Despite having a standard of returning phone calls within 24 hours, the majority of the time this does not happen
- Case managers have a standard to respond to letters within 10 business days, this never happens and a letter can sit for months at the case manager level.
- There needs to be a better process for complaints against case managers. The case managers that are incompetent are never dealt with due to the unionized environment which is not fair to workers or employers.



- Access to file information is non-existent for employers. When a disputable issue is identified to gain a copy of the file there are games played to not allow the employer to have access to the file. The legislation states that the employer has the right to the file if a disputable issue is identified.
- Employers have the right to a file. This needs to be made easier. Several assumptions are made i.e. employer knows date of decision made and that they even received correspondence.
- Case managers need better training to understand how file costs impact employers as most of them do not know!



- Despite Return to work legislation being implemented in the 2013 Act we still have to fight with case managers to get an employee back to work even if the job is within the worker's restrictions. There needs to be a way in the system to keep records if employers have RTW programs. When health care providers are not identifying restrictions the WCB needs to be more pro-active to attain them.
- Employers should have the option to pay for hours worked and not have those costs go through the WCB



- The WCB Board should never be running over a year behind in their decisions/hearings. This is unjust to both workers and employers. There needs to be a policy in place so that this does not happen again and steps taken to prevent it. There also needs to be a clear timeline with accountabilities to clean this up!
- The Workers' Compensation Board is set up fairly one sided in favour of the worker. They forget that employers pay the bills and that claims can significantly impact their premiums and bidding potential. The WCB should be equal to both employers and the workers.



Thank You!

