

## SCHEDULE 2 EMPLOYER'S GROUP

Meeting Information	
<b>Subject/Title:</b>	Schedule 2 Employer's Group
<b>Date/Time:</b>	Wednesday April 12, 2017 9:00 am – 12:00 pm
<b>Location:</b>	Mathews, Dinsdale & Clark, LLP RBC Centre, Suite 3600, 36 <sup>th</sup> Floor, 155 Wellington Street West, Toronto
<b>Chair:</b>	Laura Russell

### Minutes:

Item No.	Topic	Notes
1	WSIB Updates	<p>Staffing Changes:</p> <ul style="list-style-type: none"> <li>- Kim Kelly has moved into another position</li> <li>- Two new executives (Kathy Wright and John Gianisi)</li> <li>- New Vice president of Eligibility is Evie Discondo</li> </ul> <p>Employer Advances:</p> <ul style="list-style-type: none"> <li>- In retroactive situation i.e WSIAT decision, claim reconsideration, could the employer pay advances in arrears?</li> <li>- As per Daintry, the response from WSIB Policy is no. When a worker is "covered by advances" that means at the time of the injury. The purpose of the advance is to supplement earnings at the time a worker is experiencing a wage loss. Therefore, the suggestion of paying a worker advances in arrears is not supported by Policy</li> <li>- Daintry to share Policy review with Laura for distribution</li> </ul> <p>WSIB Invoicing:</p> <ul style="list-style-type: none"> <li>- Sunni advised that the project has received a commitment to move forward</li> <li>- A project manager has been assigned</li> <li>- Currently awaiting confirmation of implementation date</li> <li>- Sunni will advise once a date has been confirmed</li> </ul>
2	WSIB Appeal Services Division	<p><i>Presentation from Karen Wuori and Slavica Todorovic</i></p> <ul style="list-style-type: none"> <li>- Decreasing trend in total number of appeals in 2016 (2016 – 7, 000, 2015 – 8, 000, 2014 – 9,000)</li> <li>- Q4 2016, all Appeal Services staff trained in ACES therefore, providing access to all claim information</li> <li>- In 2016, 90% of appeals resolved within 6 months, therefore, more timely ARO decisions</li> <li>- In 2016, 17 Appeal Resolution Officers (ARO) retired. Competition held. Four new ARO's are in training. Will begin another phase of recruitment in Q3/Q4 2017</li> <li>- Appeal process still mostly manual. WSIB is giving consideration to electronic documents and forms (commitment to move in this direction)</li> <li>- Employers advised that should they receive an Access File with documents missing, to escalate to Daintry or Sunni</li> <li>- Effective January 1, 2017, the following key changes were made to the WSIB's "Appeal Services – Practices &amp; Procedures" document:</li> </ul>

		<table border="1"> <thead> <tr> <th data-bbox="576 142 803 172">Issue</th> <th data-bbox="820 142 1421 172">Description</th> <th data-bbox="1437 142 1502 172">Page(s)</th> </tr> </thead> <tbody> <tr> <td data-bbox="576 184 803 310"><b>Overall document formatting</b></td> <td data-bbox="820 184 1421 310">The Practice and Procedures document is now formatted for increased accessibility purposes. As a result of these format changes, many page references are changed, the document is longer and includes APPENDICES that reflect key past changes.</td> <td data-bbox="1437 184 1502 310"><b>All</b></td> </tr> <tr> <td data-bbox="576 323 803 449"><b>Time Limit to Appeal</b></td> <td data-bbox="820 323 1421 449">The criteria related to the extension of the time limit to object that were in place at the time of the operating area decision on the time limit, should be applied. Appendix A includes the criteria and relevant time frames associated with those criteria.</td> <td data-bbox="1437 323 1502 449"><b>7, APPENDIX A, page 61</b></td> </tr> </tbody> </table> <p data-bbox="539 483 1502 562">- The WSIB's "Appeal Services – Practices &amp; Procedures" document is silent on timelines to submit the Appeal Respondent Form. WSIB will likely consider implementing a time limit</p> <p data-bbox="539 592 787 621"><b><u>Question and Answer</u></b></p> <p data-bbox="539 646 1101 676"><b>1) What is a timeline for receiving an Access file?</b></p> <ul data-bbox="539 676 1502 760" style="list-style-type: none"> <li>- For a worker appeal? Approximately 3 weeks</li> <li>- For a worker appeal if the employer is participating? Worker has to sign release; following receipt of the release, approximately 2 to 3 weeks</li> </ul> <p data-bbox="539 785 1323 814"><b>2) Does an Appeal Resolution Officer (ARO) consider downside risk?</b></p> <ul data-bbox="539 814 1445 869" style="list-style-type: none"> <li>- Yes, if issues are related such that, the ARO cannot proceed without addressing the downside risk that is either obvious or, that has been identified by the employer</li> </ul> <p data-bbox="539 894 1274 924"><b>3) Is an Employer Resource able to take notes during a hearing?</b></p> <ul data-bbox="539 924 1453 978" style="list-style-type: none"> <li>- Yes, an Employer Resource should be able to take notes unless it is disruptive to the process. Observers, such as family members, are not generally allowed to take notes.</li> </ul> <p data-bbox="539 1003 1461 1058"><b>4) Are there time limits on both the worker and the employer with respect to their participation?</b></p> <ul data-bbox="539 1058 1518 1113" style="list-style-type: none"> <li>- not at this time, but ASD is considering it. Slavica will review and will provide a response to Laura for distribution</li> </ul>	Issue	Description	Page(s)	<b>Overall document formatting</b>	The Practice and Procedures document is now formatted for increased accessibility purposes. As a result of these format changes, many page references are changed, the document is longer and includes APPENDICES that reflect key past changes.	<b>All</b>	<b>Time Limit to Appeal</b>	The criteria related to the extension of the time limit to object that were in place at the time of the operating area decision on the time limit, should be applied. Appendix A includes the criteria and relevant time frames associated with those criteria.	<b>7, APPENDIX A, page 61</b>
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3	<b>PTSD/TMS Recovery &amp; RTW</b>	<p data-bbox="539 1129 1149 1159"><i>Presentation from Georgina Matthew and Erminia Baldari</i></p> <ul data-bbox="539 1184 1502 1323" style="list-style-type: none"> <li>- Traumatic Mental Stress Program segmented into two sections: 1) Traumatic Mental Stress (Non First Responders) and 2) First Responders</li> <li>- Each section consists of both short term and long term Case Management; work transition services (based on provincial capacity), Nurse Consultants, and Occupational Therapists</li> </ul> <p data-bbox="539 1348 945 1377"><u>Service Delivery for First Responders:</u></p> <ul data-bbox="539 1402 1526 1982" style="list-style-type: none"> <li>- Focus on relationship building therefore, increased autonomy for Case Managers to make decisions</li> <li>- Staff trained on "service excellence" standards for both workers and employers</li> <li>- Key features: <ul data-bbox="576 1516 1518 1982" style="list-style-type: none"> <li>- Psychological assessment in pending claims to allow for quicker entitlement decisions</li> <li>- PTSD diagnosis not needed for First Responders; claims can still be adjudicated under the TMS Policy</li> <li>- WSIB Case Manager will make contact with both the worker and the employer within 2 days in order to identify roles and to gather as much information as possible (i.e. treatment, function at work and at home) with a goal to facilitate a return to work as soon as possible</li> <li>- Work Transition Specialist assignment on pending claims. WT will engage with workplace parties immediately to begin communication and build relationship; not necessarily for RTW planning</li> <li>- Nurse Consultant will monitor worker's progress every 6 weeks. At 10 weeks, Nurse Consultant will conduct a comprehensive assessment with all WSIB parties (WSIB CM, WTS, Manager, etc) to determine worker's status and appropriate next steps</li> <li>- 3 months following claim approval, claim will be assigned a WTS (if not previously assigned at claim onset)</li> <li>- WTS will engage with treating Psychiatrist or Psychologist to obtain "buy in" and to help facilitate best outcome for the worker, and to provide more detailed information on</li> </ul> </li> </ul>									

		<p>RTW opportunities</p> <ul style="list-style-type: none"> <li>- When claim transitioned from Short Term to Long Term Case Manager, the worker and the employer will be contacted within 2 days</li> <li>- Workers and employers should receive regular contact from WSIB Case Managers on approved claims. If not, advised to escalate to Manager</li> <li>- WSIB Psychiatry Lead – for complex claims, will conduct peer to peer review</li> </ul> <p><u>PTSD Roster</u></p> <ul style="list-style-type: none"> <li>- Designed to provide First Responders with access to assessment</li> <li>- WSIB referrals only (i.e. employers cannot access this referral service)</li> <li>- 11 Different sites in Ontario (i.e. CAMH, UHN, St. Joseph's Health Network, etc)</li> <li>- Assessments can be conducted in person or via telemedicine if worker is receptive</li> <li>- Following assessment, the provider is to contact the worker's GP to discuss assessment results and recommendations</li> <li>- If worker is already with a psychologist/psychiatrist, will not be referred for an assessment via the Roster</li> <li>- Process: Nurse refers worker to a provider      provider contacts the worker to schedule an assessment date      if issue with a date, it is managed by the provider</li> </ul> <p><u>Treatment</u></p> <ul style="list-style-type: none"> <li>- Treatment can occur in person or via telemedicine</li> <li>- Worker has the option to select treatment provider</li> <li>- To pay loss of earnings benefits and to support level of disability, WSIB needs to oversee treatment and must therefore, agree to the treatment provider (must have appropriate credentials)</li> </ul> <p><u>Work Transition Services</u></p> <ul style="list-style-type: none"> <li>- Different approach for First Responders (PTSD) versus TMS</li> <li>- Small group of specialized WTS (8 in Toronto; each other area office has approx.. 2 WTS with the exception of Thunder Bay)</li> <li>- Focus is early contact with workers to support early RTW</li> <li>- "pending" claims can be referred to WTS</li> <li>- WTS will determine what type of contact with the worker is appropriate, dependent upon a review of the WSIB parties</li> <li>- Purpose of initial meeting is to develop relationship with worker, to provide information on role of WTS, to discuss support systems at work, to explain approach is collaborative with WSIB Case manager, Nurse Consultant, Psychologist and Occupational Therapist, to discuss treatment, coping strategies</li> <li>- Initial contact with employer can be with or without the worker depending on the circumstances</li> <li>- Contact with employer is to obtain good understanding of pre injury position (cognitive and emotional demands of work) and to identify other opportunities that may exist. Important as the WTS will relay this information with the Psychologist/Psychiatrist</li> <li>- Regular communication between employers and the WSIB continues to be an issue</li> <li>- Employers reminded to escalate concerns so that they can be addressed</li> </ul>
4	<b>2016/2017 Schedule 2 Admin Rates</b>	<ul style="list-style-type: none"> <li>- Employers will likely see a refund (credit adjustment) for 2016</li> <li>- 2017 tracking differently due to an increase in costs</li> <li>- As a result of the Value for Money audit, the WSIB may look at a formula revision in the future. For now, the process remains unchanged</li> </ul>
5	<b>S2EG Conference Update</b>	<ul style="list-style-type: none"> <li>- Conference scheduled for October 18 &amp; 19, 2017 at the Sheraton Richmond Hill</li> <li>- Chris James will continue to coordinate event along with Event Builders and Conference Committee</li> <li>- Volunteers encouraged and welcomed to participate in Conference Committee</li> </ul>
6	<b>Hamilton Regional Meeting</b>	<ul style="list-style-type: none"> <li>- Next meeting scheduled for May 3, 2017</li> </ul>
7	<b>Presenter's at Next S2E Group Meeting</b>	<ul style="list-style-type: none"> <li>- Sal Cavaricci – Update on Presumptive PTSD</li> <li>- WSIAT Update</li> <li>- Aces Update</li> </ul>

**Next Meeting:** Wednesday June 14, 2017  
9:00 am to 12:00 pm

