



MINUTES
June 14, 2019

12th Floor Meeting Room - Jarvis Building, 9925 - 107 Street

Attendees:

Employer representatives

- Rebecca Arling City of Calgary
Len Bourdin Miller Western Forest Products
Darren Ferleyko University of Calgary
Michael Johnstone Alberta Road Builders & Heavy Construction Association

Worker representatives

- Dewey Funk United Nurses of Alberta
Keri Grainger United Food & Commercial Workers Union Local 401
Barb McKinley AFL WCB Working Group Chair
Brad Readman Alberta Fire Fighters Association

WCB-Alberta Board of Directors representative

- Erna Ference Chair, Policy Committee, Board of Directors

WCB-Alberta representatives

- Wendy King Senior Vice President, Operations & Innovation
William Ostapek Secretary and General Counsel
Wanda Stephens Manager, Policy Development
Leslie Henkel Board of Directors' Secretariat

Regrets:

- Marcela Matthew Vice President, Millard Health & Special Care Services

Table with 1 column: Agenda item. Row 1: Review of Agenda and Minutes. Row 2: Results of the Annual Policy Plan Consultation & Q1 Update.

Agenda item
<p>Employer Services Policy Review</p> <p>The presentation provided an overview of the two phases of the project and emphasized the need for stakeholders to submit feedback during the first phase as that information will be used to draft policy changes for consideration in Phase 2.</p> <p>The presentation ended with an exercise to review the type of questions that were asked at the face-to-face sessions with stakeholders in February 2018. This feedback will be used to develop questions for the face-to-face sessions planned for Phase 2 (see the Flip Chart notes, below, for the feedback).</p>
<p>Operational updates</p> <p>Wendy provided an update on some of the things happening in Operations. The first concerns the changing nature of injury and the increase in psychological injuries. WCB is working to identify when a psychological issue/condition will impact the successful outcome for a claim. The Road to Mental Recovery training has been rolled out to appropriate staff. The goal is to ensure that staff are trained to better recognize when people are struggling. The second concerns automation and its application to front-end processing. WCB is looking at where automation can provide necessary services while freeing up staff to deal with more complex issues. For example, we're looking at its application to no time loss cases and very straight-forward, short duration, time loss claims. Finally, we are doing some work with AltaML to explore how machine learning can help us identify patterns. This work is in the very early stages of development.</p>
<p>New business</p> <p>There was no new business; the next meeting is planned for September 2019.</p>

Flip Charts: Review of questions used in the 2018 consultation session (hand-out)

- **What worked?**
- **What changes would you like to see?**

Group A:

- Using questions to alert the group to lack of clarity (rather than answering the question at the time)
- External facilitators would be helpful (including at the tables)
- More background required on parts of policy not being reviewed (that is, why?)
 - Too far along to provide input to clarify
 - Time pressures were an issue on WCB's end
- Ask for examples of situations where, had the proposed policy been in place, the situation would have gone better or worse
- The question should have been asked if the policy or criteria were/are appropriate (which is different from reasonable)
 - Focus on meaning and content

Group B:**Code of Rights and Conduct**

- Questions are open-ended, yet provide an appropriate focus for discussion

OTR

- Questions are not as open-ended; are more prescriptive, but the legislation is prescriptive
- One question (#2) opens discussion up with "why"
- Could have been an "any other issues" question

Making reasonable efforts to support a job search

- Good question – open-ended and sparked good discussion

Interim Relief

- Very open, but focused

Overall:

- Need to make it clear that legislation is not up for discussion and need to educate about the legislation
- The main thing is to make it clear what's on the table for discussion and what's not on the table (e.g., the legislation was not up for discussion)
- Explain the rationale
- Provide a parking lot for legal issues
- Circle back at the end and ask about the process
- Presentation first, each time, to cover questions and set the stage for what's really on the table
- PCAG members can describe facilitation questions
- Send a reminder 1 to 2 weeks before referencing the materials so everyone comes prepared