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This provided article depicts the 'base-line' scope of the Manitoba Workers Compensation Board Customer Experience. This 'base-line' experience, through a survey question to average Canadian citizens of 'What do you think of the WCB?' Please note that 'rolled eyes' was not taken into account at the time of the survey. Our (Canadians) membership endeavor is to reform the WCB Act(s), period. Government entities have created a vault-like 'machine' (Act), designed specifically for political, and financial gain, while protecting its' interests behind this machine (Act), and amending appropriately when 'loop holes' arise. This will not be the last you hear from our membership. We will continue to put a light upon the WCB shadow workings.

Although a majority of the membership assumes that this input will be swiftly discarded to keep the 'looking good' responses, it is this writers hope that the Review Committee will seriously adhere to this general consensus of this base-line article.

The Balancing ACT - with your life

On a balance of probability, is your determination of compensability, within the Workers Compensation Board (WCB), balanced, fair, and ethical?

The test for compensability is derived according to the "Civil Law" tool of "Balance of Probability", which means that the conclusion needs to be "more likely than not". This basic test under the workers compensation model, is met, if an accident arose out of and in the course of one's employment. The accident must have happened at work, or while working for the employer, or doing one's employment duties. The determination that a claim is compensable, is, in theory, made on the balance of probabilities. But what is "on the balance of probability", and what does it mean? This means that the conclusion needs to be 'more likely than not', for there to be compensation. But what is 'more likely than not'?

The vast majority of people are not lawyers, hence, put their full trust in the 'system' and leave that, up to the law-makers. That, being, "if I am ever injured at work, I'll be taken care of".

The truth is, unfortunately, these law-makers, have specific interests, and dad at home, whom has been injured from work, is certainly not one of them. More often, he gets a letter in the mail with bright colorful, flashy letterhead, maybe an expensive made pamphlet is included, and a letter that reads, "Unfortunately, we find no medical evidence that your injury(s) are a result of your workplace accident". "Your claim is denied".

Then the spew goes on with a cut-and-paste statement saying something about compensability, and that injuries must be within the course of one's employment, blah, blah, blah. The page that follows, is instructions for an appeal process.

By this time, dad's in shock, then comes confusion, then that sick feeling of panic sets in. For those of whom this has never happened too, they show compassion, but deep down,

everyone, and I do mean everyone, knows about 'The WCB'. Oh, they may say, "I know, I'm sorry", or, "those bastards, they can't get away with that!". Like consoling at a funeral. But no one says a thing. There is a national silence.

All the while, the WCB employee, in their nice, plush, expensive chair, coffee in hand, while chatting with their co-worker on where to go for lunch, strategize their next plan. Cutting and pasting specific snippets of words and paragraphs, within scores of medical documents. Putting together that next special statement. Putting together that next 'work of art', to justify their denial of claim. For that next special customer.

In front of others, dad puts on his proud face, and forces a smile, just to keep the rest of the family from worry.

But alone, he cries.



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The public is waking from their sleep, and our eyes are now opening.

Seek not, your numbers, but your compassion. Use your time and resources towards your own personal ethics and morals. Do not be intimidated by the CEO at the head of the table.