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Input from injured worker

Dear committee members,

Thank you for asking opinion,

There is certainly no humanity, responsibility and honesty in WCB.

There is an ignorance, hypocrisy and disrespectful attitude toward an injured worker, who is not able to withstand.

WCB proclaim they recognize each case as individual. In the reality they constantly compare me with others by repeating “many people do”, “majority of my clients”, “why you should be exception?” etc.

It is my understanding of situation, that people who work at WCB have a power to make decisions for someone’s life and health. That is the root of all problems in the system. This power becomes more important for them than health and safety of injured worker. In fact, my Case Manager is constantly emphasizing how generous she is by providing some assistance to me. So many “I” in her language brings me to conclusion, that she is focusing on herself rather than on her job duties.

The WCB is committed to fulfilling its responsibilities at all times by “Seeking input from the customers to discover their expectations for service and their satisfaction with service delivery”, “continuously improving quality and service”. The principles of quality framework are beautiful: “Quality improvement is achieved through changing processes to improve the total system”. In fact, in reality, they are not interested in improvement of the system. My feedback was perceived as “accusations”, my safety concerns as “reluctance to return to workforce”.

Also this is my observation that WCB employees neglect injured worker’s opinion. WCB proclaims:” We are open for public”. In fact they say: “We do not have to discuss this with you”.

There is no trust to so-called WCB specialists and clerks. WCB Rehabilitation Specialist had recommended me to inhale the fresh air through the window, she thinks, allegedly there is no necessity for me to be outdoors to get a fresh air. WCB doctor had never seen me, but decided that, what was prescribed by my doctor is not necessary for me. Different Case Managers have

opposite statements in regards to certain entitlement and both are very confident in their decisions and refer to the same guidelines.

On my opinion, constant external control is extremely necessary to monitor how they follow their principles. Also WCB staff should be more educated and qualified in regards to the safety. Cost-effective options should be discussed with injured worker and his opinion should be counted when decision is making.

My Case Manager had told me that WCB staff is receiving incentive bonuses for reducing the claim costs. Unless this will be stopped, they will continue do not care about health and safety of injured worker.

I feel that it is possible to reduce the suffering after the injury. This is responsibility of each individual who happens to work at WCB. They must take this responsibility in the reality, not just in their brochures.