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Input:

The WCB has changed a lot over the past 10 years.

They have become an "insurance" based company 'first' with a focus on the fine tuning of the machine to manage claims at the least effort and most efficient cost ratio/claim (not person, not injured worker). This has now reached a level that the organizational mentality is just a highly efficient conveyor belt (check staff training costs and real outcomes)

Please check the file process and see if there is not a lot of non-real humane engagement by staff with the "claimants". The highly efficient and enormous cost for the IT role and staff input alone tells you this.

Even if you do have professional staff managing the claims they are not encouraged or supported to be focused on the injured workers ("claimant") situation so much as employer costs and "entitlements" rather than their needs arising from the injury.

The employers are happy and are closely engaged with the WCB on many levels, RTW, safety, prevention etc etc. (I challenge you to find any significant representation by unions that is even closely resembling that of the employers, who also have significant funds invested in their own staff and private companies monitoring and appealing claim management and decisions). Who does this for the injured workers?

Representation that is significantly unequal will have any chance of defending its rights nevermind improving them. (there has not been anything resembling improvement of workers rights for many years, maybe when [REDACTED] stopped by, briefly)

This employer/WCB relationship appears all very good and in fact is very commendable in many ways for safety, RTW and prevention. Yet if you examine the benefits and services provided to the injured workers in the past and in the present (limited vocational rehab, family members entitlements supports or even acknowledgement of existence (impact, suffering, losses, total life disruption etc etc) has been wiped from the policies in working guidelines to mundane policy wording in the name of cost effectiveness and non-entitlement. (check out the staff dedicated to injured workers "needs" in relation to the overall system focus and costs)

Even the most severely injured workers have lost entitlements specifically put in place because of their (their family/etc) significant losses that are life long and permanent.

An examination of the policies, like activities of daily living will show how the WCB has become so refined and streamlined as to mirror "private insurance" company tactics that there is no care or thought put into the person that is injured or consideration just the management vision with certainly extreme measures taken to refine policies to take specifically designed entitlements for the most severely injured away. (using legal opinions as the rationale, when scrutinized shows

clearly the intent and outcome are for cost effectiveness and there is no consideration of the worker or their family/caregivers etc.etc

The process allows this to happen as the intent of the WCB is no longer seen as an equal "labor" and Management represented sides.

Please note there are very few if any unions involved in representing the rights of the workers (board members-unaware or don't care) while the employer reps meet regularly with management on a broad range of policy implementation, cost effectiveness and even daily claim management issues.

I will bet the submissions you receive are overwhelmingly well prepared and sophisticated by employers and their reps compared to individual injured workers or reps.

Easy to see that this unequal influence has been driving the changes in focus and mentality in managing claims.

I would recommend that there be some clarity provided and the organization be renamed The Employers Insurance Plan, then sell it to Great West Life for a profit.