

# Schedule 2 Employers' Group Meeting Minutes



<b>Date:</b>	Wednesday, April 13, 2022
<b>Time:</b>	9:00 AM – 12:00 PM
<b>Location:</b>	Online Meeting via Microsoft Teams
<b>NEXT Meeting:</b>	Wednesday June 8, 2022 9:00 AM

## AGENDA

- PSHSA Updates
- WSIB General Updates
  - Mild Traumatic Brain Injury Program of Care
  - Mental Stress Injury Program
- WSIB's Live Demo: Online Services for Businesses with Claims
- S2E Speaker Series Update
- Status of Executive Meetings with WSIB
- WSIB Updates: Mental Stress Injuries Program

## PSHSA UPDATES

The following information was presented by Henrietta Van Hulle (PSHSA):

- COVID-19 – CPO Letter exert (reopening Ontario, as employer have duty to take reasonable precautions to protect your workers)
- Conference Board of Canada Exe Councils (Council for Safe Workplace & Council of HR Execs)– more memberships join from groups that are within S2E community
- CRE MSD Working from Home Survey
- Upcoming MTLSD Cross Sector Initiatives
  - Vehicle Injuries
  - Occupational Dermatitis
  - Health Care – Safety in Transition and Transfer of Care
  - Workplace Violence in Education
  - Material Handling
- Bill 13 - Update to Definition is Professional Engineers
- Bill 13 – Clarifying that Health & Safety Representatives may share the findings of their investigation with an inspector
- Bill 88 – Requiring naloxone kits available in workplaces where there is a risk of worker opioid overdose

## WSIB GENERAL UPDATES

The following information was presented by Gavin Polkan & Debbie Jeffery (WSIB):

- All Executive Directors will now be called “Senior Directors”

### Service Expectations and Escalations

- As of April 1<sup>st</sup>, WSIB has launched a new section to its website "Our Service Commitment to You"
- [Our service commitment to you | WSIB](#)

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- Details service delivery expectations ( 8 hr response to phone calls, 14 day response to correspondence)
- Link to "Escalation Form" – 8 hour response to escalation request; managed by specialised CSRs
- All escalations will be tracked and analyzed to improve customer service

### General Issues Raised by S2E Community

- EA's and CMs continue to call employers to review the content of both Form 7s and Form 42s. Frustration expressed from employers
- Debbie and Gavin will take issue back for
- Employers asked to provide examples to Debbie or Gavin for analysis

### MILD TRAUMATIC BRAIN INJURY PROGRAM OF CARE

The following information was presented by Jessie Ferran (WSIB):

- Presentation available with meeting minutes
- Revised program in 2020
- 1500 claims have access since the launch since Nov 2020
- 917 Regulated Health Professionals are registered to deliver the program
- Outcomes/RTW - 76% of injured/ill persons improved or maintained an LOE status

### MENTAL STRESS INJURY PROGRAM

The following information was presented by Ryan Holder (WSIB)

- Presentation available with meeting minutes
- The Mental Stress Injuries Program is a specialized unit dedicated to the adjudication and management of claims involving psychological injuries
- Improvement Initiatives:
  - Goal Attainment Scaling – A recovery and navigation tool to support communication and return to work. Fully integrated in August 2021
  - MAP/Psychological Demands Analysis tool – a multi-functional tool intended to ensure a good fit between a worker's mental, emotional, and interpersonal competencies and the requirements of their job or alternative work. MAP is a more elaborate cognitive demand analysis. Under development.
  - MSIP Service Delivery Enhancements – Opportunity to look at individual case characteristics. Currently in pilot.

### General Updates

The following information was presented by Debbie Jeffery (WSIB):

- Q4 2021 costs will be credited in May 2022 (specific date to be determined)
- WSIB staff return to office is voluntarily. Managers are going in on a rotating daily schedule
- Offices are open but meetings are taking place by appointment only

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## S2E SPEAKER SERIES UPDATE

The following information was presented by Figen Dalton (S2E Group)

- April 28 on Zoom (half-day in response to feedback in survey)
- Professional Insights for today, tomorrow and the Future
- <https://www.eventbrite.ca/e/professionalinsights>

## STATUS OF EXECUTIVE MEETINGS WITH WSIB

The following information was presented by Laura Russell (S2E Group)

- WSIB Senior management & stakeholder meeting for Q1 was delayed due to Jeff's appointment
- Service delivery discussion, small group of employers getting directly involved