

LEGISLATIVE RETURN

SUBMITTED BY: Hon. Jeanie Dendys



1. On _____, Hon. Sandy Silver, Premier

asked the following question during the Oral Question Period
at page(s) _____ of *Hansard*

submitted the following written question – WQ No. _____

gave notice of the following motion for the production of papers – MPP No. _____

RE: _____

OR

2. This legislative return relates to a matter outstanding from discussion related to:

appearance of the Yukon Workers' Compensation Health and Safety Board Chair and

on October 17, 2017 at page(s) 1166, 1167, 1 of *Hansard*.

The response is as follows:

Please see attached.

October 26, 2017

Date

Signature



**Yukon Workers'
Compensation
Health and
Safety Board**

**President
Chief Executive Officer**

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October 26, 2017

Honourable Jeanie Dendys
Minister responsible for Yukon Workers' Compensation Health and Safety Board
Government of Yukon
Box 2703
Whitehorse, Yukon, Y1A 2C6

Dear Minister Dendys:

Thank you for the opportunity to address the Committee of the Whole on October 17, 2017, in the Legislative Assembly. I am pleased to provide the Committee with the following responses to the questions we committed to follow up on. You will find them on the pages that follow.

Sincerely,

Kurt Dieckmann
President/CEO



Question 1

Hansard Excerpt (page 1166)

Ms. McLeod: I was on your website and had a look at the survey that was undertaken to put this forward, I guess, to the public. The question about first responders was supported by one percent of the respondents. How many people responded? What did the other 99 percent say?

Mr. Dieckmann: I'll have to get back to you on that one because I don't have the numbers of responses in front of me. I'm not quite clear on the one percent and 99 percent. Maybe could I ask, Mr. Chair, that the question be reframed?

Ms. McLeod: When I looked at the survey, I saw there were two questions. One had to do with future application of presumptive legislation. The other question I saw — maybe I'm wrong; maybe there were more than two questions, but I saw two questions. There were three people who responded, which turned out to be one percent, to say that the three categories of first responders should be covered by presumptive legislation before looking at anybody else. I hope I got that right. If I don't have that right, then please tell me because that's what I picked up from that survey.

Mr. Dieckmann: I apologize — I didn't bring the survey with me so I will have to get back to you on that and I will respond to the minister on it.

Response

- 206 Yukon citizens and organizations responded to the survey. One hundred and ninety-four responded to the on-line survey and 12 provided written submissions.
- Three of the 206 respondents (about 1%) believe no other occupations should be considered beyond the three proposed by the government (firefighters, paramedics and police officers).
- About 16% of respondents suggested the presumption should apply to "all workers."
- 76% of respondents recommended one or more specific occupational groups for consideration in any future expanded presumption broken down as follows:
 - 51 respondents recommended nurses
 - 44 respondents recommended other social care staff which includes therapists, counselors, group home workers, nursing home workers, child welfare workers, outreach workers, youth-at-risk workers, and mental health and addictions workers
 - 43 respondents recommended social workers
 - 32 respondents recommended corrections officers
 - 31 respondents recommended all workers
 - 29 respondents recommended other medical staff which includes admitting staff, family support staff, medevac personnel, first aid volunteers, midwives, dispatchers, and emergency room staff
 - 24 respondents recommended doctors



Yukon Workers' Compensation Health and Safety Board

- 17 respondents recommended various other occupational groups which includes caretakers, military personnel, government workers, retail workers, teachers, office workers, legal professionals, and security guards
- 13 respondents recommended enforcement officers
- 10 respondents recommended coroners
- 9 respondents recommended conservation officers
- 7% of respondents did not provide a response to the first question on the survey regarding the PTSD presumption.



Question 2

Hansard Excerpt (page 1167)

Ms. McLeod: In the annual report, the cost for printing and publications has more than doubled — to \$78,000 from \$37,000 just the year previous. Can you explain why these costs have gone up significantly, and are these expected to remain at these levels going forward?

Mr. Dieckmann: I don't have the breakdown on our costs for our printing and publications, but I will provide that information to the minister.

Response

- Since 2011, printing and publications costs have ranged from a low of \$37,000 (2015) to a high of \$114,000 (2012), with the average annual expense being \$71,000.
- Printing and publications costs were \$37,000 in 2015 and \$78,000 in 2016.
- Costs can vary in any given year based on our operational requirements and our inventory of printed reference materials such as regulations books and medical reference guides.
- In 2016 YWSHCB reprinted Occupational Health and Safety Regulations booklets, first aid regulations and WHMIS regulations, and we purchased binders for them. These costs were not incurred in 2015 because we had sufficient quantity in our inventory at that time.
- In 2016 we produced teacher resource kits. We also purchased supplies for the LEGO™ Build educational program and other materials to deliver safety education programs in Yukon schools.
- In 2016 we purchased safety glasses and gloves for the Young Women Exploring Trades Conference and we contributed to the Partners in Safety barbecue during North American Occupational and Safety Health Week.
- Costs associated with this account are anticipated to continue fluctuating on an annual basis as demand for various materials rises and falls.



Question 3

Hansard Excerpt (page 1167)

Ms. McLeod: ... I have a couple of questions regarding specific funding amounts and if the witnesses don't have the answers today, perhaps they can respond with them. One is to confirm the amount of money that is spent annually on marketing by the Workers' Compensation Health and Safety Board. What is the current annual dollar amount that is being funded to the Northern Safety Network Yukon?

Mr. Dieckmann: Our annual expenditures up to 2016 for the Northern Safety Network were approximately \$450,000 a year. That is for them to provide programming for the Certificate of Recognition program and for return-to-work programming for employers and workers in the Yukon Territory.

Ms. McLeod: There was a question there regarding marketing dollars spent yearly. I have a question about the Northern Safety Network. Is it part of their requirement to travel outside of Whitehorse to provide this training?

Mr. Dieckmann: I apologize for missing the marketing question. We will get those numbers and provide them to the minister.

Response

- Yukon Workers' Compensation Health and Safety Board has an annual marketing budget of \$40,000.



Question 4

Hansard Excerpt (page 1167)

Ms. McLeod: Does the board have any numbers or statistics regarding how many people are trained [by Northern Safety Network Yukon] in each community? I am just curious what kind of uptake there is throughout Yukon.

Mr. Dieckmann: I don't have those numbers for you, but I can get them from the Northern Safety Network and provide them to the minister.

Response

- In 2016, NSNY offered training to 211 students in six communities (Faro, Haines Junction, Dawson, Carcross, Tagish, Watson Lake) and at the Minto Mine site.
- So far in 2017, NSNY has offered training to 187 students in nine communities (Faro, Haines Junction, Dawson, Carcross, Tagish, Watson Lake, Mayo, Carmacks, Teslin). This number includes 20 students registered in courses scheduled for early November in Watson Lake and Mayo. Courses are scheduled for Faro and Dawson later this fall, but registration has not yet occurred.
- NSNY has already scheduled several courses in Dawson in January and anticipates at least 42 students to participate.
- Details of NSNY's community training events are presented on the following 2 pages.



Northern Safety Network – Yukon Community Training Record for 2016			
Dates	Course	Location	# of students
Jan. 18 – 19	Leadership for Safety Excellence	Faro	8
Jan. 20	Return to Work Basics	Faro	7
Jan. 20	Return to Work Small/Large	Faro	7
Jan. 21	Joint Health and Safety Committee	Faro	8
Mar. 10 – 11	Leadership for Safety Excellence	Minto Mine	22
Mar. 31 – Apr. 1	Leadership for Safety Excellence	Haines Junction	8
May 2	Return to Work Basics	Dawson	1
May 2	Return to Work Small/Large	Dawson	1
May 4	Fall Protection	Dawson	14
May 5 – 6	Confined Space Entrant	Dawson	18
May 6	Lockout Tagout	Dawson	13
May 9 – 10	Yukon Traffic Control Person	Carcross	12
May 27	Bear Aware	Tagish	10
June 6	Return to Work Basics	Watson	2
June 6	Return to Work Small/Large	Watson	2
June 7 – 8	Leadership for Safety Excellence	Watson	18
Sept. 19	Fall Protection	Carcross	10
Nov. 8	Worksite Investigation Basics	Minto Mine	21
Nov. 9	Joint Health and Safety Committee	Minto Mine	11
Nov. 10	Worksite Investigation Basics	Minto Mine	18
		Total	211



Northern Safety Network – Yukon Community Training Record for 2017			
Date	Course	Location	# of students
Jan. 12 – 13	Leadership for Safety Excellence	Dawson	14
Jan. 28	Low-Angle Rope Rescue	Haines Junction	12
Mar. 13 – 17	Confined Space Rescue	Watson	13
Mar. 14 – 15	Yukon Traffic Control Person	Carcross	12
Mar. 23 – 24	Leadership for Safety Excellence	Minto Mine	10
Mar. 30 – 31	Yukon Traffic Control Person	Carmacks	12
May 8	Return to Work Basics	Dawson	8
May 8	Return to Work Small/Large	Dawson	8
May 9	Joint Health and Safety Committee	Dawson	1
May 9	Leadership for Safety Excellence Refresher	Dawson	2
May 10 – 11	Yukon Traffic Control Person	Dawson	10
May 12	Fall Protection	Dawson	10
May 18 – 19	Confined Space Entrant	Dawson	10
May 23 – 24	Yukon Traffic Control Person	Teslin	10
June 14 – 15	Confined Space Entrant	Dawson	8
Aug. 9 – 10	Confined Space Entrant	Dawson	5
Aug. 9	Hazard Assessment and Control	Dawson	7
Aug. 10	Lockout Tagout	Dawson	5
Aug. 11 – 12	Leadership for Safety Excellence	Dawson	5
Aug. 13	Joint Health and Safety Committee	Dawson	5
Nov. 2 – 4	Low-Angle Rope Rescue	Watson Lake	~ 10
Nov. 8 – 12	Mine Rescue Underground	Mayo (Alexco)	~ 10
Nov. 20 – 24	Mine Rescue Surface	Faro (parsons)	TBD
Nov. 27 – 29	Confined Space Rescue	Faro (parsons)	TBD
Nov. 30 – Dec. 3	Confined Space Rescue	Dawson	TDB
		Total	Approx 187



Question 5

Hansard Excerpt (page 1174)

Ms. Hanson: ... The witness indicated that in 2014, there were three accepted cases under this classification; in 2015, there were three; and there was a large jump in the last two years. This is before there is any legislation. What is a large jump? What is it at 2016, and what are we seeing so far in 2017? I think it's important to know what the occupational areas are of those three, three, and large jump have been in the last two years.

Mr. Dieckmann: If you can bear with me for just a second, I do have those numbers but finding them could take me just a second. In 2016, we had 20 psychological injury claims; 17 of them were accepted for PTSD. In the first eight months of this year, we have had 14 psychological injury claims, and 11 of them were accepted for post-traumatic stress disorder. So, we have seen significant increase.

Ms. Hanson: Is there a breakdown of the occupational areas where we're seeing this occurring most frequently?

Mr. Dieckmann: I don't have the breakdown of all areas, and I would be reluctant to give you the numbers because in some areas it is one claim, and so a person can be identified. I can tell you that over 50 percent of them fall under the classification of first responders that was proposed in the legislation.

Response

- **Correction:** When Mr. Dieckmann stated that there were 17 claims accepted for PTSD in 2016, he had been provided with inaccurate information. In fact, there were 11 claims accepted for PTSD in 2016. The figure 17 refers to the total number of PTSD claims currently in case management. Yukon Workers' Compensation Health and Safety Board regrets the error and apologizes for any confusion it may have caused.
- The following figures stand to further clarify and correct the figures discussed in the Hansard excerpt above.
- Total accepted PTSD claims:
 - 2014: not tracked (see note below)
 - 2015: not tracked (see note below)
 - 2016: 11
 - 2017: 8 (to end of September 2017)



- Accepted PTSD claims covering workers that would fall within the occupational categories of emergency responses workers as defined in Bill 8:
 - 2014: 3 (see note below)
 - 2015: 3 (see note below)
 - 2016: 4
 - 2017: 6 (to end of September 2017)
- Note: The figures for the years 2014 and 2015 were generated through analysis of historical claims data specifically to identify PTSD claims covering emergency response workers as defined in Bill 8. Other PTSD claims data was not identified or analyzed.



Question 6

Hansard Excerpt (page 1174)

Ms. Hanson: ... Between 2014 to 2017, how many [psychological injury claims] ... are going to be covered as public sector?

Mr. Dieckmann: I will have to get those numbers, and I will provide them to the minister so that she can provide them to the House. I would be comfortable with that breakdown.

Response

- In 2016, 11 accepted PTSD claims were covered under the Government rate group.
- To date in 2017, 8 accepted PTSD claims are covered under the Government rate group.
- Note: Figures for the years 2014 and 2015 are unavailable.



Question 7

Hansard Excerpt (page 1176)

Ms. Hanson: ... Can the witnesses tell us how many ATIPPs there were of clients who were actually seeking information on their own files in the past year?

Mr. Dieckmann: I will have to get back to you on that number. I don't have the number of ATIPP requests.

Response

- In 2016 we received one request from a client seeking information from his or her own file.
- As of October 19, we have received one ATIPP request from a client seeking information on his or her own file.
- Most requests for clients come informally through our disclosure request process, rather than through ATIPP.



Question 8

Hansard Excerpt (page 1176)

Ms. Hanson: ... How many workers has the workers' advocate assisted over the last year?

Mr. Dieckmann: I will have to get back to you on that. That would be in their annual report, but I can provide a copy of their annual report to the minister.

Response

- The Workers' Advocate Office Annual Report for 2016 is attached.
- Page 4 of that report indicates a total of 114 clients were served in 2016. 58 were new clients, and 56 were carried over from previous years.

From the Workers' Advocate

The Yukon Workers' Advocate Office was established by statute in 1997. Looking forward to our anniversary in 2017, this annual report of the Workers' Advocate Office in 2016 affords an opportunity to reflect on the past year in the context of nearly 20 years of service to injured workers and their families.

In 2006 the Department of Justice commissioned a review of the Workers' Advocate Office entitled "Prospects for the Future". Ten years after this comprehensive review, how well has Workers' Advocate Office met the expectations of the injured workers we serve? Has the Advocate Office and Yukon Workers Compensation Board Appeal and Tribunal system worked? Have we accounted for our activities to the lawmakers and most importantly to Yukoners? This 2016 Annual Report includes a look back on the reporting of the past ten years especially highlighting the results of 2016.

Looking back provides an accountability to Yukoners of the operation of the Workers' Advocate Office. It also presents an opportunity to express our thanks to those who have served over the nearly 19 years of what, at the time of its inception, was the youngest Workers' Advocate Office in Canada.

We enthusiastically look forward to our 20th anniversary in 2017. The Workers' Advocate Office will continue to make every effort to provide injured Yukon workers and their families with a high quality of independent advice, and assistance in their relationship with the Yukon Workers' Compensation Health and Safety Board (YWCHSB). Specifically, we will continue to help injured workers and their families in understanding issues and completing necessary forms, and, when appropriate, with representation at the Hearing Officer and Workers' Compensation Appeal Tribunal levels. These services are provided without charge to workers and the families of workers who are injured or killed while working in the Yukon.

Our forward looking plan with its notion of "how can we help you today?" includes the Yukon Workers' Compensation Health and Safety Board. We continue to work with Board staff to seek informal resolution where possible of claims issues. We have also included in our intentions for 2017, policy areas where we intend to provide representation to the Board and a program of outreach to Yukoners who may not be aware of our services.

It is our privilege to be of service to Yukon workers and their families, thank you for the opportunity to do so.

Milestones

1998 A review of the Workers' Advocate Program asked detailed questions about the worker, their injury and the precise question, "Why did you seek the assistance of the Workers' Advocate Office and did the Workers' Advocate Office employ conflict resolution?"

The review, reporting on the Workers' Advocate efforts from 1997 to that point, stated 148 clients were served and a total of 46 appeals. The appeal information included in the report noted 11 appeals were scheduled to be heard, 19 appeals were successful in overturning a decision and 16 were unsuccessful. The report indicated the office was receiving 40 calls a day however only 20% of the cases were referred by YWCHSB.

A recommendation for change and improvement was, "...yearly the WAO should provide to the Minister of Justice, and the WCB President and Chair a list of issues which would provide insight into general problems. The list was to be accompanied by documentation."

2006 Government directed a review of the *Workers' Compensation Act* and an operational review of the Workers' Advocate Office to determine if current mandate was correct.

The Workers' Advocate Office, *Prospects for the Future* was prepared for the Department of Justice by Blake H. Williams Consultant.

The author included in his report the following statements: "*The WAO provides independent advice, assistance and representation to injured workers and their families throughout the Yukon Territory and to former residents regarding their claims with the Workers Compensation Health and Safety Board (YWCHSB). WAO staff are involved in a range of activities including initial claims advice, assistance in understanding issues, help completing necessary forms, help with reconsideration requests and representation at the Hearing Officer, Workers Compensation Appeal Tribunal (WCAT) and in some instances at Court.*

The overall consensus among those who contributed to the review is that the WAO is an important part of the workers compensation system in the territory and should be retained."

2008 The *Workers' Compensation Act* was changed. The 2008 Act maintained the Meredith Principles, the foundation of workers compensation in Canada. The changes included; adding a focus on recovery from injury for the worker, for both workers and employers the duty to co-operate in early and safe return to work, and for the employer the obligation to re-employ. Notably for the Workers' Advocate Office, the revised Act provided for improvements to the appeal process specifically regarding new information becoming available during the appeal and, a timelier appeal process. The timelier appeal process changes included appeals of decisions must be initiated within 24 months of the decision and provided for timelines on decisions to be established by the Workers' Compensation Board of Directors.

Meeting the expectations of the injured workers we serve, how well have we done?

How many clients?

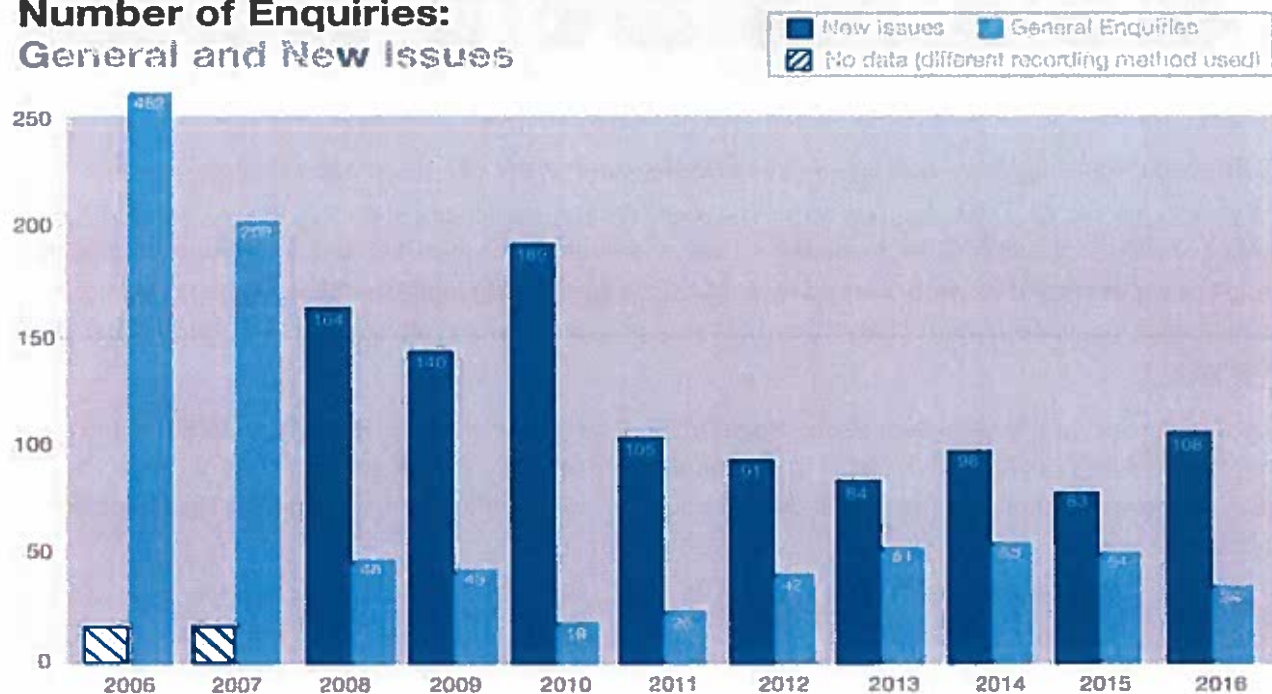
The 2006 review of the Workers' Advocate Office recommended changes to the WASI (Workers' Advocate Statistical Information) tracking system in order to more accurately reflect the activities of the office. WASI is used to tabulate enquiries, new issues and the number of clients served. Changes made to WASI and the enquiry and issue tracking are reflected beginning in 2008.

A general enquiry is considered a telephone call or contact from a worker regarding a workers' compensation matter. A general enquiry can be answered immediately and resolved quickly. A new issue would require the Advocate opening a new file for the worker, or re-opening a former client's file.

The difficulty in predicting the amount of traffic or work load experienced by the advocate office has long been recognized and was especially noted in the 2006 review. At that time, the role of the YWCHSB Strategic Plan and the goals of the Workers' Compensation Appeal Tribunal to hear appeals within a specific time frame were thought to be the source of increased enquiries and workers bringing forward their concerns to the Workers' Advocate Office.

The concept of the Workers' Advocate Office as a demand driven organization with this demand being driven by changes in the *Workers' Compensation Act* and by policy and direction of the Board is supported by the WASI reporting. A spike in enquiries and new issues occurred between 2008 and 2010 as Board and Advocate staff became more familiar with the recovery and return to work strategies.

Number of Enquiries: General and New Issues



Meeting the expectations of the injured workers we serve, how well have we done?

How many clients?

Number of Clients: New vs. Carried Forward



Over time the reporting system improved and WASI became WAISE (Workers' Advocate Information System Enhancement). The enhanced system provided greater tracking of enquiries, and a record of the number of clients carried forward from year to year. Previous clients in WAISE with new issues or appeals would appear as carried forward. Carried forward clients also include injured worker whose claims are awaiting additional information or awaiting a decision or when hearings are scheduled closer to the end of the year.

There is a consistent trend of client issues, enquiries and number of clients. The slight increase in new client files and files carried forward may be attributed to changes in staffing at the Board and Advocate offices. Ongoing monitoring and an analysis of the activity in 2017 will determine whether the increase continues.

Meeting the expectations of the injured workers we serve, how well have we done?

How well did we serve these clients?

In November 2008, the Workers' Advocate Office with the assistance of the Yukon Bureau of Statistics began a client satisfaction survey. The random survey of 50 Workers' Advocate clients sought input on the following key indicators:

- Clear explanations of all decisions related to their file
- Satisfaction with the quality (timely, courteous, professional) of customer service
- The value of the Workers' Advocate Office
- Understanding of the role of the WAO in the compensation system

The survey, conducted with the assistance of the Yukon Bureau of Statistics had two major changes in 2016. The total sample size of 50 clients remained the same however, rather than conduct the survey once a year, often long after a worker had concluded their relationship with the office, a random sample of 25 clients were surveyed in August 2016. A second random sample of 25 clients for whom we provided service in 2016, was conducted in January 2017. The objective of the survey was to know more about how satisfied past clients have been with the service they received from the WAO regardless of whether their decision was appealed by the advocate office or the appeal outcome. Questions asked of clients, however, were modified from previous surveys. Rather than use a scale of one to six and arrive at a percentage of clients that were satisfied with the services, clients were asked if they agreed, were neutral or disagreed with specific statements.

2016 Survey Results



Customer Service

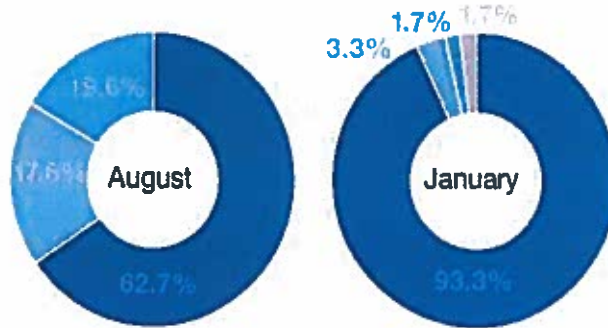
- Staff was helpful
- Staff was courteous and respectful
- Staff was professional
- Staff was knowledgeable



Meeting the expectations of the injured workers we serve, how well have we done?

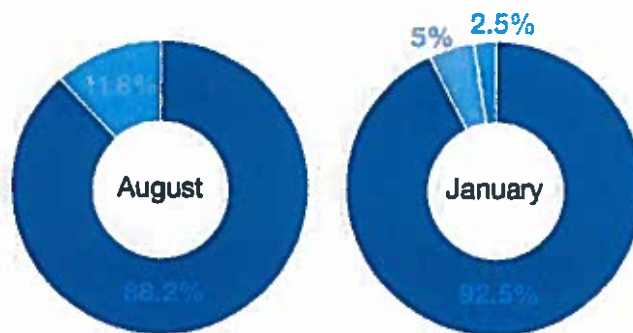
How well did we serve these clients?

2016 Survey Results (continued)



Communication

- Staff clearly explained all decisions related to my file
- Staff communicated to me in a timely manner
- I was kept up-to-date and informed on the status of my file



Respect

- I was treated with dignity
- I was listened to and felt heard



Meeting the expectations of the injured workers we serve, how well have we done?

How well did we serve these clients?

2016 Survey Results

The survey also asked respondents their overall satisfaction rate with the services provided by the Workers' Advocate Office.



Overall, I was satisfied with the service provided.



The survey conducted by the Bureau of Statistics confirmed the anonymity of the client to the results and asked what would be one change the Workers' Advocate Office could make to improve the client service experience. Clients were also offered the opportunity to make other comments.

Suggestions included during the August 2016 survey recommended that the Workers' Advocate Office offer services in French and spoke of timeliness of responses. Receiving these suggestions mid-year allowed the office to incorporate the suggestions into the daily operations.

The availability of translation and, when requested, discussions of claim files in French was reviewed and the availability of these services was obtained. Going forward Workers' Advocates will ensure, should a client's preference be communicating in French, we will do this.

Other suggestions related to timeliness of communication, a function not previously tracked in the WAISE system. Modifications to the WAISE system in the fall 2016 added this feature. More vigorous reporting on client communications is now a feature of staff meetings.

Responding to the recommendations the Office received mid-year, and the varied outcomes of different workers claims may account for the increase in overall satisfaction rate of the workers we serve.

Has the Advocate Office and the Yukon Workers' Compensation Health and Safety Board Appeal and Workers' Compensation Appeal Tribunal system worked?

A worker whose claim for benefits has not been accepted may appeal the decision. A worker who disagrees with the benefits awarded or who requires an explanation of the benefits awarded may also appeal the decision.

If a worker seeks the assistance of the Workers' Advocate Office every effort will be made to resolve the claim informally. In previous years for example in 2013, the Workers' Advocate Office has been able to report as many as 24 issues with YWCHSB, resolved informally. We were unable to resolve a significant number of claims informally in 2016, however there are a number of instances when the Workers' Advocate Office has been able to facilitate the communication between workers and their Case Manager or Adjudicator.

Our success rate at the appeal levels is not a reflection of quality of the effort as individuals results vary dependent upon the circumstances of each individual claim. It is nonetheless important to report upon the number of representations and the decisions we have succeeded in having overturned.

Hearings and Appeals

	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Hearing Officer Appeals	36	32	39	39	30	18	16	27	6	16	24
Representation by WAO at WCAT	15	9	5	8	16	9	5	5	3	3	2
Decisions at Hearing Officer or WCAT Overturned	-	-	40% overturned	33% overturned	30% overturned	62% overturned	48% overturned	75% overturned	44% overturned	63% overturned or variation of decision	23% overturned

Accounting for our activities

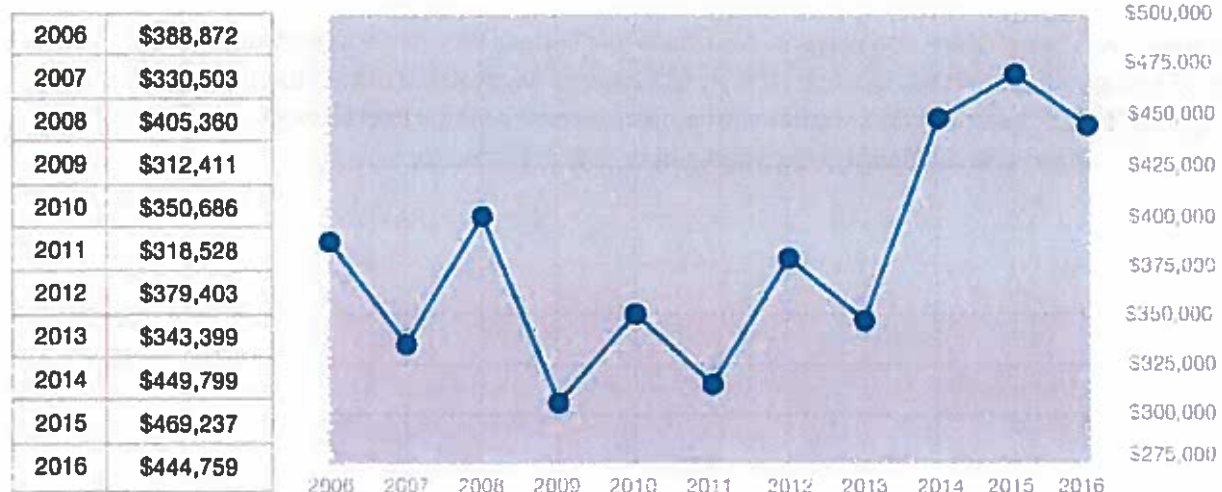
Funding for the operation of the Workers' Advocate Office is provided by the YWCHSB to the Government of Yukon, Department of Justice in a cost recovery manner. Support provided by central agencies of Government including services such as Queen's Printer, the Public Service Commission and others is recognized with an administration fee also paid by the Board to the Government. The administration fee is exclusive of the budget monies noted below.

In the 2006 review, concern was raised regarding establishing the annual budget between the YWCHSB and the Minister of Justice. The budget for the office was compared with other offices of a similar size and found to be comparable.

In October 2016, consistent with the practice established some years earlier, the Manager of the Workers' Advocate Office met with the President and Board of Directors. Included in the presentation was the budget for the operation of the Workers' Advocate Office. The budget was subsequently approved without amendment by the Board.

The yearly expenditures noted below, show a modest growth over the years. Changes to the budget can be attributed to changes in staffing and inflationary increases.

Budget Annual Expenditures



Looking forward

In 2006 the review identified "The office is currently a small team of dedicated individuals with different skill sets. Looking to the future, examining trends in similar services in other parts of Canada, and possible changes to the Act, I've recommended to the office that they consider a slightly different model of service that includes direct intake and fewer file hand-offs. After some experimentation with this, a decision to look at two Deputy Advocate positions to rotate intake duties and increase early intervention, review and appeal activities might be a viable alternative."

This identified viable alternative is the model in use today. The results reported upon earlier in this document provide tangible results that the model works.

A review of the Yukon Workers' Advocate Office that encompasses the previous almost twenty years of operation would be remiss without offering our appreciation to those who have gone before us. Thank you to the Advocates, and Deputy Advocates for your public service. To the injured workers we have represented thank you for your faith in our efforts. To those members of the Tribunal and Appeal panel and YWCHSB staff we also extend our thanks and look forward to continuing our strong working relationship.

Looking forward to 2017, the Workers' Advocate Office will follow-up on recommendations from the 2006 review and past client surveys, continuing our efforts to enhance Yukoners knowledge of our office. This will include re-issuing and updating the plain language brochure outlining the advocacy services offered. Distribution of the brochure throughout the Yukon in 2017 will include visits to Yukon communities.

The Workers' Advocate Office also plays an important role in the policy development and review process. Throughout 2016 it has become evident to Workers' Advocates that the Board Policy on Hearing Loss (EN06) does not address some of the needs experienced by injured workers. We will present these concerns to the Board in the course of review of this policy.



Question 9

Hansard Excerpt (page 1176)

Ms. Hanson: ... We have asked whether or not there are any economies to be achieved for the Workers' Compensation Health and Safety Board and the Yukon Hospital Corporation in having the WCB contracting with the Yukon Hospital Corporation to expand the availability of MRIs required by WCB by using the local service here — by getting into some form of cost sharing or contractual arrangement that would allow the Hospital Corporation to expand the number of technicians and other related professionals to make sure of a machine that basically has a time limitation as a piece of technology. Has that been explored and, if so, when and to what end?

Mr. Dieckmann: We do use the MRI machine in the territory and we have had discussions with the Hospital Corporation on a few occasions. The last time we did talk to them, I'm not sure and I will get that information for you, but the reality of it is that we don't have enough volume ourselves to facilitate another shift coming on.

Response

- Yukon Workers' Compensation Health and Safety Board last held discussions regarding the purchase and potential for preferred access to an MRI machine with the Yukon Hospital Corporation in 2011.

