

1 (The AIM was called to order September 25,  
2 2007, at 3:05 p.m. in Whitehorse, Yukon)

3 **Chair Craig Tuton:** Good afternoon everyone.  
4 Thanks for coming out and attending our 2007  
5 Annual Information Meeting, which is  
6 required under the legislation. For those  
7 of you who don't know me, I'm Craig Tuton,  
8 Chairman of the Board of Directors. Our  
9 Board is comprised of seven people, with a  
10 neutral Chair, a neutral alternate Chair,  
11 and a President. The representatives of the  
12 workers are Michelle Kolla, and Barb Evans.  
13 The representatives of the employers are  
14 Gary Annau and Don Frizzell. Vicki Hancock  
15 is our alternate Chair, and Valerie Royle is  
16 our President and CEO.

17 The purpose of this  
18 meeting is to report to the stakeholders on  
19 the administration of our system and the  
20 policies over the last year. Today, we will  
21 also provide an opportunity for you to ask  
22 any questions you may have of us that deal  
23 with Workers' Compensation here in the  
24 Yukon.

25 The tables in the centre  
26 aisle, they have recording equipment to  
27 document what is being said. Our Act says

1 that we must provide a summary to the public  
2 of this meeting within 30 days, so we have  
3 recording devices here and down the middle.

4 We also advertised that  
5 anyone from outside of the community of  
6 Whitehorse who wished to attend could do so  
7 by phone. But we didn't have any interested  
8 parties.

9 When we get to the point  
10 in the afternoon where we will entertain  
11 questions, I would just ask that you  
12 identify yourself clearly and speak up  
13 clearly, and on that note, I'm going to  
14 quickly go to on-off. We don't have any  
15 rules at the Board yet about cell phones,  
16 but we're going to develop those along with  
17 the policies.

18 Now I would like to take  
19 an opportunity to just highlight some of the  
20 key actions that were taken by the Board in  
21 2006 and to give you an idea of where we  
22 intend to be heading in 2007. I think it's  
23 very clear to our stakeholders the need for  
24 and the importance of partnerships from our  
25 perspective - and that's the Board of  
26 Director's perspective - we take very  
27 seriously. We know that we can accomplish a

1 lot more together; and if we include our  
2 stakeholders as we move along in that  
3 decision-making process, we all have a  
4 better idea of what the issues are and how  
5 best to resolve those issues.

6 The Board of Director  
7 continues to meet regularly and are open for  
8 frank discussions with the stakeholders  
9 throughout all of the processes. We have  
10 actually three committees: the Stakeholder  
11 Advisory Committee, the Prevention and  
12 Safety Committee and the Policy Working  
13 Group that deals more specifically with  
14 policies that affect compensation. And  
15 having said all that, we appreciate the  
16 commitment of the time and the energy that  
17 these volunteers on all of those committees  
18 are prepared and continue to put in so that  
19 we can all work together collectively.

20 In 2006, we continued  
21 our partnership with the Yukon Federation of  
22 Labour, which has been for that Day of  
23 Mourning, which is held on the 28<sup>th</sup> of April  
24 every year, and they have helped us to  
25 elevate that Day of Mourning so that more  
26 and more Yukoners are able to recognize the  
27 importance of that day and remember the

1 workers who were killed or seriously injured  
2 on the job, because it helps us to focus not  
3 only just on the worker but also pay  
4 attention to the human and the economic  
5 costs of poor workplace safety in general.  
6 That partnership effort has been successful  
7 enough that all but two other jurisdictions  
8 across the country have adopted portions of  
9 what the Federation of Labour - in  
10 partnership with the Yukon Workers'  
11 Compensation Board -have developed for that  
12 Day of Mourning. So, it's quite a  
13 recognition.

14 While I'm giving out  
15 kudos, I think it's also important to  
16 mention another one of our partners in  
17 workplace safety, referred to today as the  
18 Northern Safety Network. It came into being  
19 a few years back as the Yukon Contractors  
20 Safety Association. The Northern Safety  
21 Network is engaged in offering a wide  
22 variety of safety training programs in the  
23 Territory, and it's also moving forward by  
24 attracting more companies to become COR-  
25 certified through their processes.  
26 Presently they have 12 organizations or 12  
27 companies in the Yukon with that

1 certification. What it means is that those  
2 companies have established comprehensive  
3 safety programs in their workplace, which  
4 demonstrate that they take the safety of  
5 their workers and the safe workplaces at  
6 their workplace very seriously. Eighty-five  
7 other companies have already started the  
8 process to become COR-certified.

9 Last year, 2006, we also  
10 partnered with the Yukon Medical Association  
11 to develop a number of fact sheets that  
12 address common injuries that occur in the  
13 workplace, another big step for us here -  
14 not only for us, but also for the YMA.  
15 These fact sheets that we have developed  
16 provide workers, healthcare professionals  
17 and our staff with agreed-upon methods of  
18 treating injuries, facilitating recovery of  
19 those injured workers and his or her early  
20 and safe return to work.

21 Part of our reporting to  
22 you is our recap of our Financial Statement.  
23 Once again, the Auditor General of Canada  
24 examined and personally signed off on our  
25 2006 Financial Statements. So, if I can  
26 we'll look at just the big picture. We do  
27 remain fully funded with respect to our

1 liabilities. Our reserves meet the minimum  
2 requirements according to our funding  
3 policy. So, in other words, if the Board -  
4 for whatever reason -were to go out of  
5 business today, we would still have the  
6 dollars to pay all of the existing claims  
7 well into the future.

8 Specifically though,  
9 investment revenue in 2006 was up 5.7  
10 million, giving us a 12.4 percent rate of  
11 return, something I can say to you today  
12 that doesn't seem to be following through in  
13 2007. The markets don't appear to be quite  
14 as favourable to us this year, but one can  
15 only hope. Our assessment revenues were up  
16 4.8 million, and that's obviously because of  
17 increased activity in the territory. We see  
18 more and more businesses being attracted for  
19 various reasons to do business in the Yukon.

20 So, despite the  
21 increased number of claims, the higher wages  
22 and our healthcare costs, the claims  
23 expenses for 2006 were basically the same as  
24 they were in 2005. Our admin costs remained  
25 in line with other Compensation Boards  
26 across the country with about a 2.5%  
27 increase in each of the last five years.

1           You each have a copy of our Financial  
2           Report. If you want to go into any more  
3           detail, you have it in front of you. As  
4           well, when we get into the question period,  
5           our CFO, Jim Stephens is here.

6                           Another area that we  
7           dealt with in 2006 was our policy  
8           development, and I would like to thank that  
9           policy working group that was made up of  
10          stakeholders from both labour and from the  
11          employers' side, the Stakeholder Advisory  
12          Committee and our staff for their hard work  
13          in supporting the Board's initiatives in  
14          making changes or creating - where necessary  
15          - the following policies during last year:  
16          We developed a policy to cover annuities.  
17          These are payments that are made to injured  
18          workers who have reached the age of 65, and  
19          it clarifies the principles and guidelines  
20          in how we determine that annuity.

21                           The policy that deals  
22          with optional coverage: We now have three  
23          policies that outline details of optional  
24          coverage for volunteers, for casuals, for  
25          out-workers, workers in a religious  
26          function, sole proprietors, partners, non-  
27          incorporated employers, and of course, our

1 First Nation officials.

2 We established a policy  
3 on minimum compensation. We know that  
4 injured workers are entitled to 75% of their  
5 gross salary while healing. However,  
6 injured workers at the lower end of the wage  
7 scale could suffer extreme hardships with  
8 this percentage formula. To address this,  
9 the Act gives the Board the authority to  
10 establish a minimum threshold, at which or  
11 below which workers would receive 100% of  
12 their salaries.

13 A policy that deals with  
14 investigations: We have established an  
15 investigation unit to ensure everyone is in  
16 compliance with all of our acts and all of  
17 our policies, and it also ensures the  
18 validity of assessment reporting, employer  
19 registration, claims for compensation and  
20 service provider billing. We, in fact, do  
21 have an investigator presently dealing with  
22 these issues.

23 A policy to deal with  
24 hearing loss: This policy updated and  
25 replaced an older policy. It clarified  
26 entitlement and coverage for hearing aids  
27 and other devices.



1 work continued to be a challenge; and in  
2 that challenge, obviously a cost driver in  
3 2006. We now have improved our management  
4 of medium-term claims; and by "medium-term",  
5 I mean those that are between one and five  
6 years from the date of injury, and we  
7 started to show results in 2006 actually  
8 getting that level to below the 2002 levels.

9 We implemented our new  
10 claims system that has been an ongoing  
11 process for the last few years. We went  
12 live in February, I believe, of this year,  
13 but of course, most of the work was done  
14 previous to that, both in 2005 and 2006.  
15 The new system that we have in place - just  
16 for these past few months - is already  
17 allowing staff to move faster and more  
18 accurately in tracking injury and safety  
19 trends. Just as importantly, this system  
20 improves the case manager's ability to  
21 address that duration of claim; and more  
22 importantly, to help return the injured  
23 worker safely and quicker to work.

24 The Board is also  
25 building awareness. We've put significant  
26 effort into building awareness of the issues  
27 around workplace safety, and I should say,

1           though, that this was a pretty aggressive  
2           move by the Board, because really, the  
3           Workers' Compensation Board is in the  
4           business of dealing with workers once they  
5           become injured on the job; but when we  
6           recognized the issues around that, more  
7           injuries, costs rising, that we had to reach  
8           outside of the box, and with the support of  
9           our stakeholders, we did just that in  
10          helping to address that. We ran a yearlong  
11          campaign. We introduced the sign in front  
12          of our building that I know some people pay  
13          attention to, and this sign gives a day-by-  
14          day account of the number of injuries that  
15          have been recorded so far in the year. It  
16          does attract attention and discussion, and  
17          that's what it was intended to do.

18                           The new claims system,  
19          as I mentioned, came on earlier and is  
20          helping our staff to better track all of  
21          those claims; and in tracking them, to  
22          manage them a lot better. While we see an  
23          increase in reporting workplace injuries in  
24          2007 compared to 2006, it's interesting to  
25          note that some industry groups are making  
26          real progress, and they are getting the  
27          injury numbers within their industry groups

1 down. Building construction is one sector  
2 that really took a rise in the Yukon.  
3 During the Canada Winter Games and leading  
4 up to the Canada Winter Games, we had a  
5 number of building construction projects  
6 underway, but that's a sector that has  
7 reduced workplace injuries this year. So,  
8 hats off to the building construction  
9 industry.

10 There are eight  
11 businesses in this sector that are working  
12 with our partners at Northern Safety Network  
13 to become COR-certified, and their efforts  
14 in that already seem to be showing  
15 themselves. Short-haul trucking, daycares,  
16 light and power operations and wilderness  
17 tourism operations are also showing  
18 improvements in their safety records this  
19 year; and to them, we want to say  
20 "Congratulations! Keep up the good work,  
21 keep up the relationship with people like  
22 the Northern Safety Network, and the Yukon  
23 Federation of Labour and all those other  
24 partners that are providing all these  
25 worthwhile opportunities to better develop  
26 your safety workplaces and your safety  
27 programs."



1 cooperatively with the Department of  
2 Education to evaluate the current health and  
3 career education curriculum in Yukon schools  
4 to see if there is an opportunity for us to  
5 put in place in that curriculum, like other  
6 provinces across the country have, something  
7 to deal with these important issues. We've  
8 been trying for years to work with the  
9 government, but I truly think that we're  
10 getting closer to making that happen.

11 I think we all know that  
12 just like any of the sports that we have in  
13 Yukon, the future of that is in our youth.  
14 It's the same in the workplace. The future  
15 of each and every workplace is in our youth.  
16 Some of us in the room are getting older,  
17 and we're going to have to be replaced. I  
18 don't know why you're smiling, Laurie,  
19 you're not that old! But you will have to  
20 be replaced one day, just like me, and it's  
21 going to be with these young workers; and it  
22 would be really comforting to know, as an  
23 employer, that as we bring these youth in,  
24 that they have had an opportunity to be  
25 given an understanding of what it means to  
26 be safe at the workplace and how safety in  
27 the workplace must override all other

1 aspects of that workplace. We have to know  
2 that they are aware of how to do their job  
3 safely. We have to make their supervisors  
4 aware that they're going to have to keep a  
5 special eye on those young workers for a  
6 period of time until they get used to those  
7 safe work practices.

8 Now, when we talk about  
9 injuries, and injuries do happen and they  
10 will happen, and we have to deal with them  
11 quickly; and once we've dealt with them  
12 quickly, we must get that worker back to a  
13 meaningful life again, back to work. We  
14 have started really moving ahead with that.  
15 I sometimes having difficulty with whether  
16 it's been a week or two weeks, but just a  
17 short while ago - which is the best answer -  
18 the Yukon Federation of Labour, in  
19 partnership with the Yukon Chamber of  
20 Commerce, had a Return to Work Symposium,  
21 which was very well attended, and I think it  
22 went very well.

23 So, it's a priority with  
24 us, and it's becoming a priority with more  
25 and more employers to get that injured  
26 worker back to their pre-injury job and a  
27 lifestyle that they're used to from their

1 pre-injury as soon as it's safe to do so,  
2 and we stress that it has to be safe to do  
3 that.

4 In the past, many of us  
5 believed that the right thing to do was to  
6 keep the injured worker at home until they  
7 were a hundred percent able to return to  
8 work, but many experts, including the  
9 Canadian Medical Association, have pointed  
10 out that that's not necessarily the best  
11 thing or what's best for the worker or the  
12 employer or anyone else that's involved in  
13 that process. So, we were very pleased to  
14 be able to support the Return to Work  
15 Symposium North of 60; and as I was there on  
16 the Friday evening, I had an opportunity to  
17 talk around the room with some of the  
18 people. There was an individual who is on  
19 the Board in the Northwest Territories. So,  
20 it was interesting to see that, even though  
21 they may have been over here for other  
22 reasons, they made it a point to come to  
23 that Return to Work Symposium.

24 It took that successful  
25 partnership that I spoke of earlier - that  
26 the Board has been working very hard at  
27 developing over the years - to make that



1           they will start - each and every one of them  
2           will start to see reduced workplace  
3           injuries, reduced claims costs and more  
4           importantly, a heightened awareness of the  
5           importance of safety in their workplace.

6                                 We know that as  
7           employers take these steps, the overall cost  
8           to the system is going to decline, and then,  
9           we'll get greater more rewards or greater  
10          rewards in the form obviously of lower  
11          assessment rates. We believe at the Board  
12          level that Choices is a program where  
13          everybody is going to be a winner. The  
14          Board of Directors reaches out to employers  
15          and strongly encourages them to participate,  
16          and more than that, to encourage others in  
17          your industry to participate so that all of  
18          the employers in each industry group will be  
19          able to receive benefits and in turn,  
20          obviously lower assessment rates.

21                                Throughout the summer,  
22          our staff have been meeting with employers  
23          all around the Territory to explain details  
24          of that Choices Program, how to get  
25          involved, the rewards that we offer and the  
26          safety benefits that will accrue in the  
27          workplace. When employers receive their

1 next employer payroll return in February,  
2 they will have the first opportunity to  
3 apply for rewards in the Choices Program,  
4 but you don't have to wait until February.  
5 You can do it now. Make sure that you're  
6 ready. If you haven't taken the opportunity  
7 or haven't had the opportunity to meet with  
8 our staff regarding Choices, either pick up  
9 the phone, send an e-mail or simply take an  
10 opportunity to speak with one of us at any  
11 of these gatherings that we have from time  
12 to time.

13 Something that has been  
14 ongoing for a long, long time is obviously  
15 the *Workers' Compensation Act* review. I see  
16 Steve wrestling there and Arthur. Your  
17 sister, it's been a while, but I think we  
18 know for sure that a great number of people  
19 have invested a lot of time and a lot of  
20 energy. You know that there was a group  
21 that banded together with us, stakeholders,  
22 that reached consensus on all of those 88  
23 issues and presented it forward. We  
24 understand today that the drafting of the  
25 new Act has begun and that the Minister has  
26 directed that process to be completed before  
27 yearend. So, we obviously look forward to

1 those discussions and to that new Act being  
2 completed.

3 We've been busy with  
4 policies, and with the help of our working  
5 group, our policy working group, and our  
6 stakeholder advisory committee, we are either  
7 going to be creating or updating the  
8 following policies in 2007:

- 9 ● Adjudicating psychological disorders: This  
10 policy provides clarity to decision makers  
11 regarding compensation for physiological  
12 disorders and to healthcare providers  
13 regarding requirements for compensation  
14 related to those physiological disorders.
- 15 ● Pre-existing conditions: Provides guidance  
16 to the decision makers in determining under  
17 what circumstances, how and to what extent,  
18 a pre-existing condition plays a role in  
19 determining a worker's claim for  
20 compensation.
- 21 ● Another one that deals with arising out of  
22 and in the course of employment: This  
23 policy merges six previous policies and  
24 provides both updates and clarification for  
25 decision makers in deciding whether an  
26 injury claim meets the legal definition of  
27 being work related, which of course it must.



1 year.

2 Let me talk for a moment  
3 about our prevention fund. This talks in  
4 part about us reaching outside of the box  
5 from our mandate of Workers' Compensation.  
6 As we mentioned earlier, we partnered with  
7 seven organizations that are working in  
8 partnership with us on safety initiatives.  
9 That is getting support, funding support,  
10 from that prevention fund. The Yukon Mine  
11 Training Association is delivering safety  
12 training to prepare rural and First Nation  
13 Yukoners to work in the mining industry.

14 With the Yukon Human  
15 Rights Commission, we're working on project  
16 called "Building and Maintaining Safe,  
17 Healthy and Respectful Workplaces". It's  
18 focused on small business and  
19 responsibilities in the areas of harassment  
20 and violence prevention.

21 The Preventing Alcohol  
22 and Risk Related Trauma in Youth Project - or  
23 "PARRTY" as it is referred to - is supported  
24 by the Whitehorse General Hospital, with a  
25 community-based Board. This group has been  
26 operating successfully in promoting risk  
27 reduction behaviours with Yukon teens.

1 Another of our partners  
2 is the Northern Safety Network Yukon. This  
3 organization develops and delivers safety  
4 training programs to small and mid-sized  
5 businesses. They access the prevention fund  
6 to focus more efforts on helping small  
7 business develop safety programs. The  
8 prevention fund also supports the efforts of  
9 the Yukon Federation of Labour in a three-  
10 part training program. It's aimed at  
11 understanding Workers Compensation and return  
12 to work policies or principles, as well as  
13 developing the return to work programs in  
14 businesses; and so far the Federation has had  
15 137 Yukoners participate in that program.

16 The Health and Social  
17 Services Department of the Yukon Government  
18 has partnered with us to study causes of the  
19 most significant injuries to healthcare  
20 workers and to devise prevention measures to  
21 share with other healthcare employers.

22 We have also partnered  
23 with the Property Management Agency of the  
24 Yukon Government to come up with strategies  
25 and methods for the prevention of injuries to  
26 custodial workers. It's also developing  
27 effective return to work programs for injured



- 1 employers about that workplace safety.
- 2 ● We obviously want to continue to develop
  - 3 strong and effective relationships and
  - 4 partnerships.
  - 5 ● We want to improve the safety in the
  - 6 trucking industry and reduce literacy
  - 7 barriers that exist in workplace safety.

8 One of the actions that

9 the Board has taken is to make our website

10 talk. Interesting. But we do know that

11 many people with literacy challenges are

12 quite comfortable using a computer and using

13 the Internet; and now with our website, the

14 user simply clicks on the talk icon that's

15 on the page, and an electronic voice will

16 read the text that was selected by the user.

17 So, it makes it more and more user friendly.

18 I think we can agree

19 that we've had a very aggressive year. It's

20 due in part to the partnerships that we've

21 had and the stakeholders, but I can tell you

22 that the Board of Directors that you have

23 are very hard working. They're very

24 dedicated and they're very passionate about

25 the issues that surround Workers'

26 Compensation. They don't hesitate to roll

27 up their sleeves and to get involved and try

1 to go that extra mile; and like we did, open  
2 the box, make the box bigger so that we can  
3 make a change. They, for the most part,  
4 have an understanding of what it takes. We  
5 know we can't do it on our own. We knew  
6 that a while ago. I think you knew that a  
7 while ago, and you were as prepared as we  
8 were to step up to the plate, and we thank  
9 you for that.

10 Now I think it's a good  
11 opportunity to see if there are any  
12 questions; and if there are any questions,  
13 please direct them at me. If I can't provide  
14 the answers, then I will see if I can find  
15 somebody who will.

16 **Matthew Grant:** At what point, as Chair  
17 of the Board, are you going to authorize  
18 releasing names of the worst-offending  
19 companies that have work injuries?

20 **Chair Craig Tuton:** I'm sorry I can't hear  
21 you, Matt.

22 **Matthew Grant:** At what point are you  
23 going to release the names of the companies  
24 that have the worst injury records?

25 **Chair Craig Tuton:** That's not a step that  
26 the Board is prepared to take at this time.  
27 There are many other ways that we can more

1 effectively deal with those kinds of issues.  
2 That's not one of the ways that we're looking  
3 at doing it.

4 **Matthew Grant:** You said, "at this  
5 point". Is there a point where you would  
6 consider taking that step?

7 **Chair Craig Tuton:** I don't think so.

8 **Matthew Grant:** Can you answer why are  
9 you not prepared to take that step?

10 **Chair Craig Tuton:** I think I did, Matthew.  
11 I think that there are a lot better ways. I  
12 mean, one of the things that I have been very  
13 clear about over this last half hour is the  
14 willingness of this Board to work in  
15 partnership with industry groups and groups  
16 to help them develop safer workplaces.  
17 That's obviously the best way to go about it.  
18 The Yukon is too small of a jurisdiction.  
19 Surely we can get same-thinking minds  
20 together to help to move ahead, and that's  
21 where we're heading now.

22 No other questions?

23 **Matthew Grant:** In terms of working with  
24 the schools, are you looking at developing  
25 partnerships in terms of curriculum  
26 development? Is that something the  
27 Department of Education has indicated they

1           are willing to do with the Workers'  
2           Compensation Board?

3           **Chair Craig Tuton:**           An interesting question,  
4           an interesting topic, and it's one that I  
5           started developing dialogue back in 1992 or  
6           '93 or whenever I was back here before; and  
7           Arthur, who sat on the Board, will remember  
8           those discussions, as well. Trying to effect  
9           change in curriculums at any education level  
10          is challenging. And I think we deal with the  
11          B.C. curriculum. So, there are challenges  
12          related to that, but yes, it is our intention  
13          to work with the Department of Education in  
14          the Yukon to number one, convince them of the  
15          need to have that issue of workplace safety  
16          and health issues as part of the curriculum;  
17          and once we've been able to do that,  
18          obviously to help them - with our people -  
19          develop a curriculum that's best going to  
20          reflect that direction.

21          **Matthew Grant:**           And finally, sir, has  
22          the medical community in the Yukon indicated  
23          their willingness to work with you on your  
24          return to work initiative?

25          **Chair Craig Tuton:**           Yes, I think Alex can  
26          answer that, but we had a great number of  
27          them at the symposium two weeks ago. Yes, we

1 had a great number of them. Obviously, the  
2 medical community are very busy people.  
3 There are very few of them to look after a  
4 whole crew, and they do a very admirable job;  
5 but yes, they have shown a willingness to  
6 become more involved in the system, to better  
7 understand. And they, too, can provide  
8 input, welcomed input, from a medical,  
9 professional point of view on how we can best  
10 approach that return to work. So, yes, they  
11 are stepping up to the plate, and we're  
12 accepting them with open arms.

13 **Don Inverarity:** Craig, does this  
14 represent the complete and final annual  
15 report, or is there more coming?

16 **Chair Craig Tuton:** No, that's it.

17 **Don Inverarity:** That's it?

18 **Chair Craig Tuton:** Yes. Is there anything  
19 specific you were looking for?

20 **Don Inverarity:** Well, there's stuff in  
21 the '05 that seems to be missing, and I was  
22 just wondering why it was not included.

23 **Jeremy Warren:** The investigation unit  
24 that was established, that was established  
25 this past year?

26 **Chair Craig Tuton:** Yes, it was put into  
27 place this year.

1           **Jeremy Warren:**                   How successful has that  
2                                    been, and has this investigator found  
3                                    anything?

4           **Chair Craig Tuton:**           The investigator just  
5                                    started very recently. So, obviously it  
6                                    takes a while to get up to speed on what  
7                                    Workers' Compensation is all about and to  
8                                    study the policies, to review the Act and the  
9                                    legislation. So, it's premature to say, but  
10                                  I guess it would be safe to say that simply  
11                                  by the fact that we do have an investigator  
12                                  in place, people will take notice. We have  
13                                  to remember what I said, that the  
14                                  investigator is there to make sure that  
15                                  people are paying the premiums that they  
16                                  should be paying or the assessments, to make  
17                                  sure that the people that are on compensation  
18                                  are there legitimately and all those other  
19                                  reasons; to make sure that our medical  
20                                  providers - or our healthcare providers,  
21                                  sorry, are providing the right service at the  
22                                  right cost. It's all part of it. So, time  
23                                  will tell. But other jurisdictions have  
24                                  shown by their statistics that it is a well  
25                                  worthwhile endeavour.

26           **Jeremy Warren:**                   How much does it cost to  
27                                    hire an investigator to set up that unit?

1           **Chair Craig Tuton:**           I would prefer to say,  
2                                    "How much is it going to save?" And our  
3                                    estimation is that it's going to save a lot  
4                                    of money.

5           **Jeremy Warren:**           How much is it going to  
6                                    cost?

7           **Chair Craig Tuton:**           It's going to cost us a  
8                                    lot less than if we didn't have one. How's  
9                                    that?

10          **Jeremy Warren:**           We're still not there  
11                                    actually.

12          **Chair Craig Tuton:**           Well, sure we are. It's  
13                                    all relative. Let me just put it to you this  
14                                    way: It's a very worthwhile investment,  
15                                    business investment, and it's going to pay  
16                                    off in dividends over the years.

17          **Kevin Wood:**            You talked about  
18                                    accepting claims there in the industry for  
19                                    2005-2006. I think it's on page 4. It  
20                                    shows there that 2005 is 67, and 2006 is 105.  
21                                    Now, you say it has been reduced for this  
22                                    year. What are the claims at now, or do you  
23                                    know that?

24          **Chair Craig Tuton:**            Maybe if you can you  
25                                    just stand up, I can't quite hear you. Are  
26                                    you asking about the numbers of claims for  
27                                    2005-2006?

1       **Kevin Wood:**                   No, 2007 now, because  
2                   you said they had been reduced. So, do you  
3                   know what that was?

4       **Chair Craig Tuton:**           You mean in 2007?

5       **Kevin Wood:**                   Yes.

6       **Chair Craig Tuton:**           Oh, no. Well, if you  
7                   look at the sign from 2006 to what it is  
8                   today, they're higher.

9       **Kevin Wood:**                   I'm talking about just  
10                  in the building construction industry.

11       **Melanie Pettefer:**           You indicated in the  
12                  building construction industry, the claims  
13                  have come down.

14       **Chair Craig Tuton:**           And what's your  
15                  question, is it how many?

16       **Kevin Wood:**                   Yes, just a rough  
17                  figure.

18       **Chair Craig Tuton:**           Well, it would obviously  
19                  have to be enough to notice, but I don't have  
20                  the numbers with me. I mean, if you're  
21                  interested, if you could see the lady up here  
22                  in the green sweater in the corner.

23       **Kevin Wood:**                   Okay.

24       **Chair Craig Tuton:**           If you just give her  
25                  your question, I'll be happy to get the  
26                  answer back to you.

27       **Kevin Wood:**                   Thanks.

1           **Chair Craig Tuton:**           And I won't be able to  
2   get, obviously company-specific, but  
3   industry-specific, I would be more than happy  
4   to.

5           **Jeremy Warren:**           Well, that's been a very  
6   interesting area, because a lot of the  
7   injuries - as we all know - happened because  
8   of the Games; and now if that's decreasing,  
9   that's a good thing. Because we seem to be  
10    getting very focused with the way things are  
11    going and getting people back to work, and  
12    the option of getting them back to work at a  
13    safe level, back to work at either their  
14    normal jobs or possibly something around it.

15          **Chair Craig Tuton:**           Yes, that's absolutely  
16   right. I can relate back to a conversation  
17   we had when we structured the prevention and  
18   safety subcommittee of the Board, it was a  
19   member of Labour, and it was a discussion  
20   that we both agreed on that really what we  
21   have to do over time is effect culture  
22   change. People have to think differently,  
23   and effecting that culture change takes a  
24   little time. We used to just be more  
25   concerned about the injury and about getting  
26   the person to a doctor and less concerned  
27   about how soon can we get that individual

1 back to work; whether it's back to his pre-  
2 injury job or not, get him back to work. We  
3 all know somebody who is a friend of ours or  
4 a neighbour or a cousin that has been injured  
5 on the job, hasn't been able to keep the same  
6 kind of lifestyle that he was accustomed to,  
7 and he can't do the same things with his  
8 family because of that injury, and it really  
9 humbles people. So, we have to be very  
10 diligent in everything that we can do to make  
11 sure that we do collectively, employers,  
12 workers, and the system to get that person to  
13 work as soon and as safe as possible. So,  
14 thanks for the question.

15 Anything else?

16 **Arthur Mitchell:** Craig, you mentioned  
17 that in 2006, the investment portfolio  
18 performed quite well but not as well as in  
19 2007. Is that across the board, or is it,  
20 for instance, things like just the change in  
21 the dollar exchange, impacting on the U.S.  
22 investments, or just continued ...

23 **Chair Craig Tuton:** I think it is  
24 investments in general. I mean, I think even  
25 your portfolio - I know mine is not doing as  
26 good as it was in 2006, but maybe I'm picking  
27 the wrong ones, I don't know, but ...

1       **Arthur Mitchell:**                Mine is smaller than the  
2    Workers' Compensation Board's, but ...

3       **Chair Craig Tuton:**            Yes, we are hoping,  
4    though, that the same trend will occur in the  
5    increase in payroll because of more activity,  
6    and things may change. Who knows what the  
7    actual effect of the Canadian dollar, soon to  
8    be worth more than the American dollar, is  
9    going to have as an effect on the market.  
10    The Canadian market is probably different  
11    than the American market.

12       **Arthur Mitchell:**            Can you speak at all in  
13    terms of the impact on the investment fund  
14    versus the liability, the relationship, or is  
15    it significant?

16       **Chair Craig Tuton:**            No, I don't think it's  
17    significant. If it was, Jim, our CFO, would  
18    be bringing it up to speed. One of the  
19    things that we did do last year, and I'm not  
20    sure – I made a few people aware of it, but  
21    it is worthwhile to review your investments  
22    and your investment policy. We did review  
23    our investment policy and made some changes  
24    to it. As well, we changed one of our money  
25    managers. We felt at the time that it was a  
26    good opportunity to do that, and to get a  
27    better mix, so we still have Jarislowsky

1 Fraser, who has been with us for quite some  
2 time, but we did change our other investment  
3 managers. It helped, but this year ... Time  
4 will tell. But we do only have - as you  
5 know, our dollars are only generated from our  
6 investments and from our assessment rates.

7 **Don Inverarity:** Do you expect the  
8 legislation for the legislative appeal to be  
9 before the House this fall?

10 **Chair Craig Tuton:** I thought you were going  
11 to let us know!

12 **Don Inverarity:** Is that your goal?

13 **Chair Craig Tuton:** Well, we have done what  
14 we can do in preparing that legislation. We  
15 have, as a Board, briefed Government  
16 obviously to the extent that they need to be  
17 briefed, and it's our hope, Don.

18 **Don Inverarity:** The reason I'm asking is  
19 that there are individuals that are waiting  
20 for that legislation to come into place,  
21 because it affects their rates and premiums.  
22 I think I have given you some correspondence  
23 on it. And I'm just wondering if it isn't  
24 before that, if you have a contingency plan  
25 in place to address those individuals.

26 **Chair Craig Tuton:** At this point we're -  
27 along with you and Steve, and everyone else -

1 hoping that we'll get it in front of the  
2 legislature this fall, but if not, I would  
3 certainly hope at the very latest in the  
4 spring. And if there is a need to address  
5 some of those concerns, then the Board will  
6 certainly look at it on an as-needed basis.  
7 It's not the intention, but we don't control  
8 the legislation, as you're aware; and  
9 whatever the Government comes up with in  
10 legislation, we're going to have to live  
11 with.

12 **Kevin Wood:** You spoke of Human  
13 Rights, also. That's another issue, of  
14 course, that's flying around. How tough are  
15 they going to get with that situation,  
16 because sometimes managers don't get the  
17 point. Are you going to get a little tougher  
18 with that, or is that still going to stay  
19 with Human Rights?

20 **Chair Craig Tuton:** Well, I'm not sure if I  
21 understand what you mean by "sometimes they  
22 don't get the point"? What I said with the  
23 relationship or the partnership with the  
24 Human Rights group is that they're looking at  
25 harassment and those kinds of workplace  
26 issues. I think, though, that all of these  
27 things are commonly related in providing safe

1 and healthy workplaces, and I know that the  
2 efforts of the Board, the efforts of the  
3 Federation, the efforts of the Northern  
4 Safety Network have reached a long ways to  
5 sort of change that cultural thinking so  
6 that, number one, yes, it's important to get  
7 the job done, done on time and on schedule  
8 and on budget; but it's also becoming more  
9 and more important to the employers to have  
10 that job done safely, because don't forget, I  
11 think they're starting to realize, even more  
12 in today's economic environment, if somebody  
13 becomes injured and you don't have that body,  
14 it's very difficult to find a replacement to  
15 get a job filled. So, it's becoming more of  
16 an issue for more employers to make that  
17 workplace safer for the employees that you  
18 have today and want to continue to have as  
19 you move forward.

20 **Arthur Mitchell:** Craig, the report  
21 mentions on page 3 the Choices Program and  
22 indicates that the employers would be  
23 eligible to apply for the choice of rewards  
24 or refunds beginning February of 2008. Can  
25 you provide us any information on the  
26 percentage of the participation of employers  
27 in this program and the uptake of

1 participation?

2 **Chair Craig Tuton:** Actually, I would like  
3 to ask Val if she can respond to that.

4 **Valerie Royle:** Thanks for the question.  
5 Choices, employers can't apply for Choices  
6 until February pf 2008. So, they haven't  
7 actually applied yet, but the response has  
8 been favourable from those that we have  
9 discussed it with. We have been out meeting  
10 with individual employers and groups in the  
11 communities and here in Whitehorse. And  
12 also, the Northern Safety Network has been  
13 working with small employers, as well. So,  
14 we're looking for a really good uptake on  
15 Choices. It's been very favourable. So,  
16 February, 2008, we'll be able to answer your  
17 question as to how many we have.

18 **Chair Craig Tuton:** When I appear in front  
19 of the legislature, at my regular schedule,  
20 hopefully I'll be able to give you an update.  
21 Any other questions?

22 I want to make sure that  
23 everybody has an opportunity before I bring  
24 down - what do they call that - the gavel?

25 Well, if there are no  
26 other questions, then in closing, I would  
27 like to simply say that the Board I know is

1 committed to move forward in 2008 in the same  
2 direction. We want to continue to expend our  
3 efforts on making more workplaces safer, to  
4 make more workers comfortable in knowing that  
5 their workplace is safer; and more  
6 importantly, if there is an incident or an  
7 injury on the job, that we, at the Workers'  
8 Compensation Board, are here to look after  
9 their every need. We continue and will  
10 continue to help to increase our activities  
11 with our partners in the healthcare  
12 professional field, as well as all of our  
13 other partners. Our stakeholder advisory  
14 groups I think are up to - I don't know,  
15 there's probably 15 members on that committee  
16 from various walks of life. All of those  
17 meetings are open. We ask for and get very  
18 frank discussion, and we will continue to  
19 move in that direction. So, thanks again.  
20 Please recognize those workplaces that have  
21 become COR-certified, recognize those  
22 workplaces that have actively enrolled in  
23 either the COR-certification or now the small  
24 business COR-certification, which again is  
25 going to open up that COR-certification to a  
26 much broader group of employers, those who  
27 are smaller employers; and if anybody needs

1 more information on that, the Northern Safety  
2 Network is here, and would be happy to ...  
3 And I see we have one more question, so  
4 before I bring the gavel down.

5 **Kevin Wood:** When you were talking  
6 about the new COR certification, obviously we  
7 have a number of managers that want to go  
8 with that and get COR certified in the area  
9 of construction, but is it going to be, like,  
10 a benefit? For instance, USB Building  
11 Council had a plaque that they put out in  
12 front of their office or whatever, which  
13 shows: "This is certified building, green,  
14 or whatever." Isn't that something that we  
15 could focus on to get COR-certified in that  
16 way, rather than just having, like, a piece  
17 of paper or something that these people are  
18 recognized as being COR-certified right there  
19 on top or something like that?

20 **Chair Craig Tuton:** Sure, have a discussion  
21 with Melanie. But I guess one of the biggest  
22 ways to get recognized is, for example, for  
23 the City of Whitehorse, they have a  
24 requirement that if you want to do a contract  
25 for the City of Whitehorse, you have to be  
26 COR certified. That's a good way to do it.  
27 We're obviously in negotiations with the

1 Government of Yukon to have the Government of  
2 Yukon make - as a requirement to contractors  
3 - that COR certification, as we are with many  
4 other groups around the Territory. So,  
5 obviously that's one, but I do understand  
6 what you're saying. And I can tell you,  
7 though, that the Board recognizes those COR-  
8 certified employers at every opportunity that  
9 we get, because they are our leaders in  
10 safety, and they must be continued to be  
11 recognized as such.

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