

1 **Summary of the Annual Information Meeting Held**
2 **September 25, 2007, at 3:00 p.m.**

3 **CALL TO ORDER**

4 **Chair Craig Tuton** called the
5 2007 Annual Information Meeting to order at
6 3:05 p.m., thanked everyone for attending
7 and introduced the Board of Directors, as
8 well as the President and CEO.

9 **OPENING REMARKS**

10 **Chair Tuton** explained that
11 the purpose of the meeting is to present an
12 administrative report to the stakeholders on
13 the Board system and policies over the last
14 year, plus provide an opportunity for
15 questions.

16 No one from outside of the
17 City of Whitehorse had indicated they wished
18 to attend by phone.

19 **PARTNERSHIPS**

- 20 ▪ The importance of partnerships with
21 stakeholders in the decision-making
22 process.
- 23 ▪ The three committees of the Board are:
24 the Stakeholder Advisory Committee, the
25 Prevention and Safety Committee and the
26 Policy Working Group.
- 27 ▪ In 2006, the partnership with the Yukon

1 Federation of Labour continued for the
2 Day of Mourning, held on April 28th of
3 each year to remember the workers who
4 were killed or seriously injured on the
5 job and to focus on the human and
6 economic costs of poor workplace
7 safety.

8 ■ The Northern Safety Network, another
9 partner in workplace safety that came
10 into being as the Yukon Contractors
11 Safety Association, is engaged in
12 offering a wide variety of safety
13 training programs and is also
14 attracting more companies to become
15 COR-certified. Presently there are 12
16 companies in the Yukon with that
17 certification, and 85 others have
18 started the process to become
19 certified.

20 ■ In 2006, the Board partnered with the
21 Yukon Medical Association to develop a
22 number of fact sheets that address
23 common injuries that occur in the
24 workplace, provide methods of treating
25 injuries and facilitate injured
26 workers' early and safe return to work.
27

1 **FINANCIAL STATEMENT**

- 2 ▪ The Auditor General of Canada has
3 examined and personally signed off the
4 2006 Financial Statement.
- 5 ▪ The Board does remain fully funded with
6 respect to its liabilities, and the
7 reserves meet the minimum requirements
8 according to the funding policy.
9 Investment revenue in 2006 was up 5.7
10 million, providing a 12.4 percent rate
11 of return.
- 12 ▪ Assessment revenues were up 4.8 million
13 because of increased activity in the
14 Territory.
- 15 ▪ Claims expenses for 2006 were basically
16 the same as they were in 2005.
- 17 ▪ Administrative costs are in line with
18 other Compensation Boards across the
19 country with about a 2.5% increase in
20 each of the last five years.
- 21 ▪ **Jim Stephens**, CFO, was available for
22 questioning on the Financial Statement.

23 **POLICY DEVELOPMENT**

- 24 ▪ **Chair Tuton** thanked the policy working
25 group, composed of stakeholders from
26 both labour and the employers' side,
27 the Stakeholder Advisory Committee and

1 staff for their hard work in supporting
2 the Board's initiatives in making
3 changes or creating policies relating
4 to annuities or payments that are made
5 to injured workers who have reached the
6 age of 65; optional coverage for
7 volunteers, casuals, workers in a
8 religious function, sole proprietors,
9 partners, non-incorporated employers
10 First Nation officials; minimum
11 compensation; investigations; a policy
12 to deal with hearing loss; the repair
13 or replacement of personal property;
14 and a deeming policy to estimate a
15 worker's loss of earning capacity to
16 ensure a fair, reasonable and
17 predictable approach.

- 18 ▪ Policies being considered for next year
19 are discussed later in the meeting.

20 **MANAGEMENT INITIATIVES**

- 21 ▪ There has been an improvement in
22 management of medium-term claims, i.e.
23 between one and five years from the
24 date of injury, to get them below the
25 2002 levels.
- 26 ▪ A new claims system, which has been in
27 place since February, 2007, is allowing

1 staff to move faster and more
2 accurately in tracking injury and
3 safety trends and improving the case
4 manager's ability to address the
5 duration of a claim and help the
6 injured worker return safely and
7 quicker to work. Although there was an
8 increase in workplace injuries in 2007
9 compared to 2006, some industry groups
10 are making real progress in getting the
11 injury numbers within their industry
12 groups down.

- 13 ■ The Board has put significant effort
14 into building awareness of the issues
15 around workplace safety by running a
16 yearlong campaign and introducing the
17 sign in front of the WCB building.
- 18 ■ Building construction is one sector
19 that really took a rise in claims due
20 to the Canada Winter Games and with the
21 number of building construction
22 projects underway. This is a sector
23 that has reduced workplace injuries
24 this year, and there are eight
25 businesses in this sector that are
26 working with the Northern Safety
27 Network to become COR-certified.

- 1 ▪ Short-haul trucking, daycares, light
2 and power operations and wilderness
3 tourism operations are also showing
4 improvements in their safety records
5 this year. Over the next few months,
6 the Board of Directors will be meeting
7 with industry groups that are showing
8 an increase in injuries and claims
9 costs to help them bring the numbers
10 down.
- 11 ▪ **Chair Tuton** noted how important it is
12 to address employers who hire young
13 workers about how vulnerable the youth
14 are to injuries in the workplace due to
15 lack of experience and their eagerness
16 to please and to move up the ladder,
17 which lead them to take risks. Young
18 worker injuries in the Yukon are on the
19 rise, and the Board has been working
20 cooperatively with the Department of
21 Education to put something in place
22 within the current health and career
23 education curriculum in Yukon schools.
- 24 ▪ The Yukon Federation of Labour, in
25 partnership with the Yukon Chamber of
26 Commerce, had a Return to Work
27 Symposium, which was very well

- 1 attended.
- 2 ▪ Working with the Government of Yukon,
3 who is a large employer, to make the
4 return to work a success in the Yukon
5 is important.
- 6 ▪ In November, 2006, the Choices Program
7 was introduced, which assists with
8 building and broadening the
9 partnerships that the Board has created
10 by rewarding employers for developing
11 safety programs and improving the
12 return-to-work outcome for injured
13 workers. The program breaks down
14 workplace safety and return to work
15 into steps that are easy to get started
16 on for any employer, and then, assists
17 them to move on to the next step.
- 18 Choices does reward employers for every
19 step that they take along the way and
20 has reduced workplace injuries, reduced
21 claims costs and created a heightened
22 awareness of the importance of safety
23 in the workplace. As employers take
24 these steps, the overall cost to the
25 system will decline and there will be
26 greater rewards in the form of lower
27 assessment rates. Throughout the

1 summer, staff have been meeting with
2 employers all around the Territory to
3 explain the details of the Choices
4 Program and how to get involved. When
5 employers receive their next employer
6 payroll return in February, they will
7 have the first opportunity to apply for
8 rewards in the Choices Program.

9 Employers were encouraged to meet with
10 staff to discuss the Choices Program.

- 11 ■ The *Workers' Compensation Act* review
12 has been ongoing for some time.
13 Consensus was achieved on 88 issues,
14 and the drafting of the new Act has
15 begun, with the Minister directing that
16 the process be completed before
17 yearend.

18 **POLICIES IN 2007**

- 19 ■ **Chair Tuton** reviewed and provided an
20 overview of the policies the Board has
21 created or updated in 2007:
22 Adjudicating psychological disorders,
23 pre-existing conditions, a policy that
24 merges six previous policies and
25 provides both updates and clarification
26 for decision makers in deciding whether
27 an injury claim meets the legal

1 definition of being work-related,
2 nearing completion of consultation on
3 gradual onset of muscular-skeletal
4 disorders (an update to clarify Policy
5 CL31), which is currently known as
6 "cumulative trauma disorders"; plus
7 ongoing work on several other policies.

- 8 ■ Once the Act review is complete, there
9 will be a number of policies that will
10 require a review and possibly renewal.

11 **ASSESSMENT RATES**

- 12 ■ There was no announcement of the
13 assessment rates for 2008, as it is a
14 complex yearlong review, with several
15 options. When a final decision is
16 made, the Board of Directors will
17 present the information. Usually the
18 assessment rates are released towards
19 the end of the year.

20 **PREVENTION FUND & FURTHER INITIATIVES**

- 21 ■ The prevention fund involves a
22 partnering with seven organizations to
23 work on safety initiatives.
- 24 ■ The Yukon Mine Training Association is
25 delivering safety training to prepare
26 rural and First Nation Yukoners to work
27 in the mining industry.

- 1 ▪ The Board is working with the Yukon
2 Human Rights Commission, on a project
3 called "Building and Maintaining Safe,
4 Healthy and Respectful Workplaces,"
5 which is focused on small business and
6 responsibilities in the areas of
7 harassment and violence prevention.
- 8 ▪ The Preventing Alcohol and Risk Related
9 Trauma in Youth Project ("PARRTY") is
10 supported by the Whitehorse General
11 Hospital, with a community-based Board,
12 and has been successfully promoting
13 risk reduction behaviours with Yukon
14 teens.
- 15 ▪ The Northern Safety Network Yukon
16 accesses the prevention fund to develop
17 and deliver safety training programs to
18 small and mid-sized businesses.
- 19 ▪ The prevention fund also supports the
20 efforts of the Yukon Federation of
21 Labour in a three-part training
22 program, aimed at understanding Workers
23 Compensation and return to work
24 policies and developing the return to
25 work programs in businesses. To date,
26 137 Yukoners have participated in that
27 program.

- 1 ▪ Yukon Health and Social Services
2 Department has partnered with the Board
3 to study causes of the most significant
4 injuries to healthcare workers and to
5 devise prevention measures to share
6 with other healthcare employers.
- 7 ▪ The Board has also partnered with the
8 Property Management Agency of the Yukon
9 Government to come up with strategies
10 and methods for the prevention of
11 injuries to custodial workers, as well
12 as developing effective return to work
13 programs for injured workers.
- 14 ▪ Businesses were encouraged to become
15 involved in the prevention fund.

16 **DEVELOPING PARTNERSHIPS TO ACCOMPLISH GOALS**

- 17 ▪ Educate youth and new workers about
18 their responsibilities for health and
19 safety in the workplace.
- 20 ▪ Educate healthcare professionals,
21 workers and employers about return to
22 work principles and employment.
- 23 ▪ Work with schools to enhance safety as
24 part of their curriculum.
- 25 ▪ Raise the awareness of the culture of
26 shared responsibility between workers
27 and employers about workplace safety.

- 1 ▪ Improve the safety in the trucking
2 industry and reduce literary barriers
3 that exist in workplace safety.

4 **RECENT WEBSITE DEVELOPMENT**

- 5 ▪ One of the actions that the Board has
6 taken is to make their website talk,
7 i.e. the user clicks on the talk icon
8 and an electronic voice reads the text
9 selected by the user.

10 **ACKNOWLEDGEMENTS**

11 **Chair Tuton** acknowledged the
12 hard work and dedication of the Board of
13 Directors and thanked those who have stepped
14 up to the plate.

15 **QUESTIONS AND ANSWERS**

16 **Chair Tuton** invited questions
17 from the floor.

18 1. Q Whether the Chair of the Board would
19 authorize releasing names of the companies
20 that have the worst injury records?

21 A **Chair Craig Tuton:** The Board is
22 not prepared to take that step at this time.
23 There are many other ways that we can more
24 effectively deal with those kinds of issues.

25 2. Q Is there a point where you would
26 consider taking that step?

27 A **Chair Craig Tuton:** I don't think

1 so.

2 3. Q Can you answer why are you not prepared
3 to take that step?

4 A **Chair Craig Tuton:** I think that
5 there are a lot better ways, i.e. the
6 willingness of the Board to work in
7 partnership with industry groups and groups
8 to help them develop safer workplaces is
9 obviously the best way to go about it.

10 4. Q In terms of working with the schools,
11 are you looking at developing partnerships in
12 terms of curriculum development? Is that
13 something the Department of Education has
14 indicated they are willing to do with the
15 Workers' Compensation Board?

16 A **Chair Craig Tuton:** That is an
17 interesting topic that I started developing
18 dialogue on back in 1992 or 1993; and Arthur,
19 who sat on the Board, will remember those
20 discussions. Trying to effect change in
21 curriculums at any education level is
22 challenging. I think we deal with the B.C.
23 curriculum. So, there are challenges related
24 to that, but yes, it is our intention to work
25 with the Department of Education in the Yukon
26 to convince them of the need to have that
27 issue of workplace safety and health issues

1 as part of the curriculum; and once we've
2 been able to do that, obviously to help them
3 develop a curriculum that's best going to
4 reflect that direction.

5 5. Q Has the medical community in the Yukon
6 indicated their willingness to work with you
7 on your return to work initiative?

8 A **Chair Craig Tuton:** Yes, I think
9 Alex can answer that. We had a great number
10 of them at the symposium two weeks ago. The
11 medical community are very busy people.
12 There are very few of them to look after a
13 whole crew, and they do a very admirable job;
14 but yes, they have shown a willingness to
15 become more involved in the system, to better
16 understand. And they, too, can provide
17 welcomed input from a medical, professional
18 point of view on how we can best approach
19 that return to work. So, yes, they are
20 stepping up to the plate, and we're accepting
21 them with open arms.

22 6. Q Craig, does this represent the complete
23 and final annual report, or is there more
24 coming?

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

26 7. Q That's it?

27 A **Chair Craig Tuton:** Yes. Is there

1 anything specific you were looking for?

2 8. Q Well, there's stuff in the '05 that
3 seems to be missing, and I was just wondering
4 why it was not included.

5 9. Q The investigation unit was established
6 this past year?

7 A **Chair Craig Tuton:** Yes, it was
8 put into place this year.

9 10. Q How successful has that been, and has
10 this investigator found anything?

11 A **Chair Craig Tuton:** The
12 investigator just started very recently. So,
13 obviously it takes a while to get up to speed
14 on what Workers' Compensation is all about
15 and to study the policies, to review the Act
16 and the legislation. So, it's premature to
17 say, but I guess it would be safe to say that
18 simply by the fact that we do have an
19 investigator in place, people will take
20 notice. We have to remember what I said,
21 that the investigator is there to make sure
22 that people are paying the premiums that they
23 should be paying or the assessments, to make
24 sure that the people that are on compensation
25 are there legitimately and all those other
26 reasons; to make sure that our healthcare
27 providers are providing the right service at

1 the right cost. It's all part of it. So,
2 time will tell. But other jurisdictions have
3 shown by their statistics that it is well
4 worthwhile.

5 11. Q How much does it cost to hire an
6 investigator to set up that unit?

7 A **Chair Craig Tuton:** I would prefer
8 to say, "How much is it going to save?" And
9 our estimation is that it's going to save a
10 lot of money.

11 12. Q How much is it going to cost?

12 A **Chair Craig Tuton:** It's going to
13 cost us a lot less than if we didn't have
14 one. How's that? It's all relative. Let me
15 just put it to you this way: It's a very
16 worthwhile business investment and it's going
17 to pay off in dividends over the years.

18 13. Q You talked about accepting claims there
19 in the industry for 2005-2006 (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 A **Chair Craig Tuton:** Oh, no. Well,
25 if you look at the sign from 2006 to what it
26 is today, they're higher.

27 14. Q In the building construction industry

1 how much have the claims come down?

2 A **Chair Craig Tuton:** It would
3 obviously have to be enough to notice, but I
4 don't have the numbers with me, but I'll be
5 happy to get the answer back to you. I won't
6 be able to get, obviously company-specific,
7 but industry-specific, I would be more than
8 happy to.

9 15. Q A lot of the injuries happened because
10 of the Games; and now if that's decreasing,
11 that's a good thing. We seem to be getting
12 very focused with the way things are going
13 and getting people back to work at their
14 normal jobs at a safe level.

15 A **Chair Craig Tuton:** Yes, that's
16 absolutely right. I can relate back to a
17 conversation we had when we structured the
18 prevention and safety subcommittee of the
19 Board. I had a discussion with a member of
20 Labour, and we both agreed that really what
21 we 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
11 collectively get that person to work as soon
12 and as safe as possible.

13 16. Q Craig, you mentioned that in 2006, the
14 investment portfolio performed quite well but
15 not as well as in 2007. Is that across the
16 board, or is it, for instance, things like
17 just the change in the dollar exchange,
18 impacting on the U.S. investments?

19 A **Chair Craig Tuton:** I think it is
20 investments in general. I know even my
21 portfolio is not doing as good as it was in
22 2006, but maybe I'm picking the wrong ones, I
23 don't know.

24 17. Q Mine is smaller than the Workers'
25 Compensation Board's.

26 A **Chair Craig Tuton:** Yes, we are
27 hoping that the same trend will occur in the

1 increase in payroll because of more activity,
2 and things may change. Who knows what the
3 actual effect of the Canadian dollar, soon to
4 be worth more than the American dollar, is
5 going to have on the market. The Canadian
6 market is probably different than the
7 American market.

8 18. Q Can you speak at all in terms of the
9 impact on the investment fund versus the
10 liability, the relationship, or is it
11 significant?

12 A **Chair Craig Tuton:** No, I don't
13 think it is significant. If it was, Jim, our
14 CFO, would be bringing it up to speed. One
15 of the things that we did do last year is
16 reviewed our investments and our investment
17 policy and made some changes to it. As well,
18 we changed one of our money managers. We
19 felt at the time that it was a good
20 opportunity to do that, and to get a better
21 mix. Time will tell. Our dollars are only
22 generated from our investments and from our
23 assessment rates.

24 19. Q Do you expect the legislation for the
25 legislative appeal to be before the House
26 this fall?

27 A **Chair Craig Tuton:** I thought you

1 were going to let us know!

2 20. Q Is that your goal?

3 A **Chair Craig Tuton:** Well, we have
4 done what we can do in preparing that
5 legislation. We have, as a Board, briefed
6 Government obviously to the extent that they
7 need to be briefed, and it's our hope, Don.

8 21. Q The reason I'm asking is that there are
9 individuals that are waiting for that
10 legislation to come into place, because it
11 affects their rates and premiums. I think I
12 have given you some correspondence on it.
13 And I'm just wondering if it isn't before
14 that, if you have a contingency plan in place
15 to address those individuals.

16 A **Chair Craig Tuton:** At this point
17 we're hoping that we'll get it in front of
18 the legislature this fall, but if not, I
19 would certainly hope at the very latest in
20 the spring. And if there is a need to
21 address some of those concerns, then the
22 Board will certainly look at it on an as-
23 needed basis. It's not the intention, but we
24 don't control the legislation, as you're
25 aware; and whatever the Government comes up
26 with in legislation, we're going to have to
27 live with.

1 22. Q You spoke of Human Rights. That's
2 another issue that's flying around. How
3 tough are they going to get with that
4 situation, because sometimes managers don't
5 get the point? Are you going to get a little
6 tougher with that, or is that still going to
7 stay with Human Rights?

8 A **Chair Craig Tuton:** I'm not sure
9 if I understand what you mean by "sometimes
10 they don't get the point". What I said with
11 the relationship or the partnership with the
12 Human Rights group is that they're looking at
13 harassment and those kinds of workplace
14 issues. I think that all of these things are
15 commonly related in providing safe and
16 healthy workplaces, and I know that the
17 efforts of the Board, the efforts of the
18 Federation, the efforts of the Northern
19 Safety Network have reached a long ways to
20 sort of change that cultural thinking so
21 that, number one, yes, it's important to get
22 the job done, done on time and on schedule
23 and on budget; but it's also becoming more
24 and more important to the employers to have
25 that job done safely, because don't forget, I
26 think they're starting to realize, even more
27 in today's economic environment, if somebody

1 becomes injured and you don't have that body,
2 it's very difficult to find a replacement to
3 get a job filled. So, it's becoming more of
4 an issue for more employers to make that
5 workplace safer for the employees that you
6 have today and want to continue to have as
7 you move forward.

8 23. Q The report mentions on page 3 the
9 Choices Program and indicates that the
10 employers would be eligible to apply for the
11 choice of rewards or refunds beginning
12 February of 2008. Can you provide us any
13 information on the percentage of the
14 participation of employers in this program
15 and the uptake of participation?

16 A **Valerie Royle:** Choices,
17 employers can't apply for Choices until
18 February of 2008. They haven't actually
19 applied yet, but the response has been
20 favourable from those that we have discussed
21 it with. We have been out meeting with
22 individual employers and groups in the
23 communities and here in Whitehorse. Also,
24 the Northern Safety Network has been working
25 with small employers. We're looking for a
26 really good uptake on Choices. It's been
27 very favourable. So, February, 2008, we'll

1 be able to answer your question as to how
2 many we have.

3 A **Chair Craig Tuton:** When I appear
4 in front of the legislature, at my regular
5 schedule, hopefully I'll be able to give you
6 an update.

7 **CLOSING REMARKS**

8 **Chair Tuton** stated that the
9 Board is committed to move forward in 2008 in
10 the same direction to continue to expend its
11 efforts on making more workplaces safer, to
12 make more workers comfortable in knowing that
13 their workplace is safer, and if there is an
14 incident or an injury on the job, that the
15 Workers' Compensation Board is here to look
16 after their every need. There are
17 approximately 15 members from various walks
18 of life on the stakeholder advisory groups.
19 All of those meetings are open. **Chair Tuton**
20 asked that those workplaces that have become
21 COR-certified be recognized and advised that
22 the Northern Safety Network would be happy to
23 assist businesses with this.

24 24. Q Is getting COR certified in the area of
25 construction a benefit? For instance, USB
26 Building Council had a plaque that they put
27 out in front of their office or whatever,

1 which shows: "This is certified building,
2 green, or whatever." Isn't that something
3 that we could focus on to get COR-certified
4 in that way, rather than just having a piece
5 of paper or something that these people are
6 recognized as being COR-certified right there
7 on top or something like that?

8 A **Chair Craig Tuton:** Have a
9 discussion with Melanie. One of the biggest
10 ways to get recognized is, for example, the
11 City of Whitehorse has a requirement that if
12 you want to do a contract for the City of
13 Whitehorse, you have to be COR certified.
14 That's a good way to do it. We're obviously
15 in negotiations with the Government of Yukon
16 to have them require contractors have COR
17 certification. The Board recognizes those
18 COR-certified employers at every opportunity
19 we get, because they are our leaders in
20 safety, and they must be continued to be
21 recognized as such.

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1 **CLOSING REMARKS & ADJOURNMENT**

2 **Chair Tuton** thanked everyone
3 for coming out and advised Pauli, Board
4 Manager, can supply further information or
5 provide answers to questions that he wasn't
6 able to answer.

7 (The meeting adjourned at 4:01 p.m.)

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