

Annual Report
of the
Workers' Compensation Review Board
2002

Brian King, Chair

Table of Contents

Message from the Chair	1
28 Year Retrospective	3
Case Studies	4
Carpal tunnel syndrome	4
Average earnings and Employment insurance	4
Workplace causation	5
Ganglion	6
Long term wage rate.....	6
Late application for compensation	7
Work related motion	7
Chiropractic treatment	8
Ombudsman complaints.....	8
Freedom of Information	8
Statistics	9
Notices of Appeal	9
Disposition of Appeals	9
Appeal Activity	10
Summary Decisions by Category	10
Allow - Deny Rates	11
Length of Time Calculations	12
Hearing Weeks by Locations	13
Represented/Not Represented	14
Cost of Operation	14
Historical Data	15
Staffing	16

Message from the Chair

In the fall of 2002, the legislature introduced Bill 63, which encompassed major changes to the British Columbia workers' compensation system. As a result of these changes, the Workers' Compensation Review Board ceased to exist on February 28, 2003 and was replaced by the Workers' Compensation Appeal Tribunal. This is therefore the Review Board's final annual report.

The Review Board was established in 1986, and replaced the "boards of review", which had operated since 1974 as the first independent workers' compensation appeal body in Canada. The boards of review had undergone significant changes since its inception. Initially, both the boards of review and the Workers' Compensation Board regarded the tribunal's decisions as recommendations only. Landmark cases such as *Stark v. Auerbach* and *Napoli v. the Workers' Compensation Board* clarified the quasi-judicial nature of the tribunal, and confirmed that the principles of fairness and natural justice applied to its decision making processes.

In 1986, the legislature proclaimed major amendments to the *Workers Compensation Act* which resulted in the establishment of the Workers' Compensation Review Board. These changes provided greater flexibility in panel composition and a more cohesive administrative structure, including the creation of a statutory registrar position. A significant change was the repeal of the prior requirement that the Board reconsider boards of review decisions before implementing them.

The cases of *Kolman v. the Workers' Compensation Board* and *Guadagni v. the Workers' Compensation Board* confirmed that Review Board findings were binding on the Board and not merely "advisory". *Guadagni* re-emphasized that the rules of natural justice applied to the Review Board.

Throughout its life, the Review Board continued to refine and improve its administrative procedures in response to both an increase in the number of appeals and the growing complexity of issues raised by the parties. The Review Board introduced a computerized case management system and implemented changes to its business processes as recommended by professional consultants. In consultation with an external advisory committee, the Review Board adopted a two part appeal form in order to allow parties to indicate their readiness to proceed with an appeal.

Heightened awareness of the need for consistent and high quality decisions led to a series of important innovations: the adoption of a standard decision format; the collection and use of significant workers' compensation decisions in the "Research Assistance Index"; the publication of a Practices and Procedures Manual; the implementation of quality assurance and performance appraisal programs, and the adoption of a Code of Conduct and published standards for both written decisions and the conduct of hearings.

Education has been an important feature of the Review Board, and we have provided ongoing training to our adjudicators through informal group discussions, structured “in house” presentations, and by outside providers such as BCCAT. Over the past few years, we have developed a module based training program for newly hired vice chairs that can be easily modified for use by the new tribunal.

Over the past several years, a dramatic and unexpected increase in the number of appeals has led to serious delays in adjudicating appeals. The Review Board tried to cope with the volume of appeals using a variety of techniques, including establishing target deadlines for issuing decisions, developing a procedure for expediting appeals, investigating alternate dispute resolution, training staff in decision writing, shifting from three person to one person panels, and, in recent years, appointing new adjudicators.

Since its creation, the Review Board has decided appeals affecting the lives of thousands of workers and employers. Our adjudicators have traveled around the province, singly and in panels of three, holding hearings in hotels, private homes, hospitals and jails. We have heard from unrepresented workers and their families, union representatives, lawyers, large corporations and one person companies. We have strived at all times to listen carefully, apply the law impartially and thoughtfully, and issue fair, well-reasoned and clear decisions.

In the last few years, adjudicative and support staff had to contend with the prospect of major changes to the system resulting from the recommendations of the 1999 Royal Commission Report on Workers’ Compensation and the 2001 - 2002 WCB Core Services Review. Despite the stress of imminent and uncertain change to the appeal system, Review Board staff continued to devote themselves to the essential task of the tribunal: timely and fair decision making. As the number of new appeals increased, the Review Board improved its productivity: in 2001, we adjudicated 12,708 appeals. That number reached an all time high in 2002, with a total of 15,039 findings issued.

Although a relative latecomer to the Review Board, I have been impressed by the strong sense of commitment displayed by both the adjudicative and support staff. As a workplace, the Review Board was stimulating, intense, and at times very challenging. Adjudicators came from a variety of backgrounds, and their independent spirits and deeply held convictions sometimes led to heated debates.

I believe that many of those who have worked at the Review Board share the following sentiments of one veteran vice chair:

I have been privileged to be part of the WCRB for the past 17 years. My life experience has been enriched beyond imagining by the fine people with whom I have worked. . .

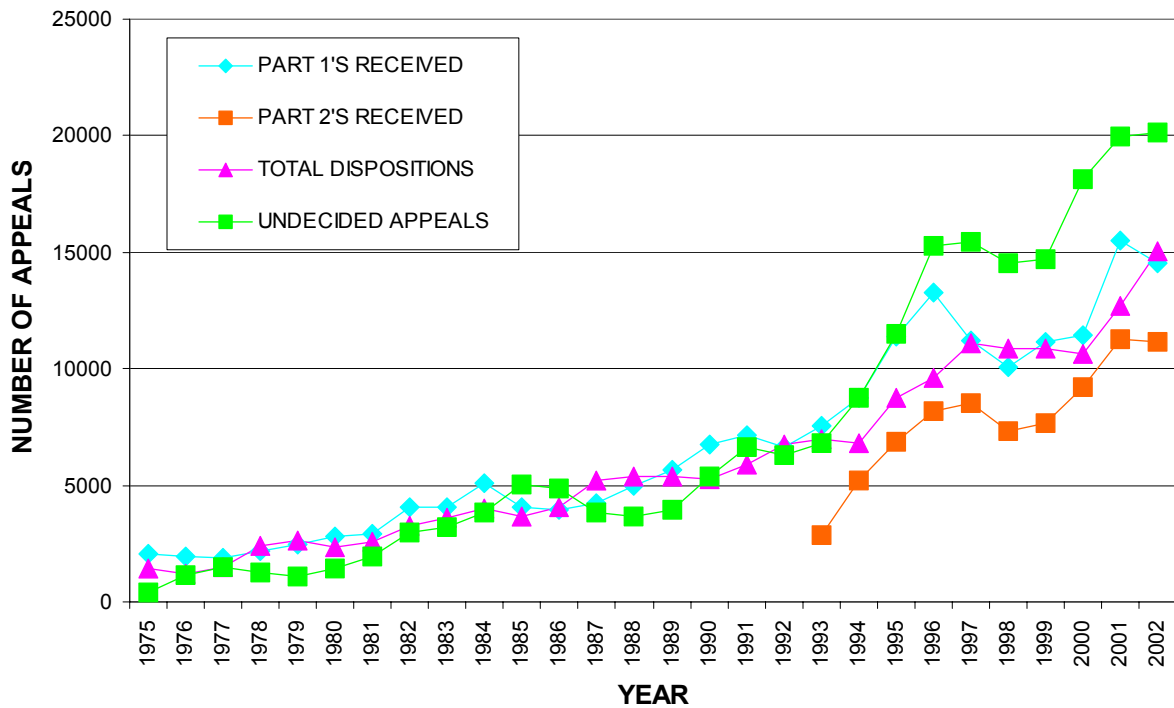
And, in the words of another, “We’ve had a pretty good run”.

During 2002, a number of longstanding staff left the Review Board, and I would like to wish them well and thank them for their years of service.

I congratulate the Review Board on its history of commitment and service to the workers' compensation community of British Columbia.

Brian King

WCRB - 28 YEAR RETROSPECTIVE 1975-2002



Case Studies

Section 99 of the *Workers Compensation Act* (the "Act") directs both the Workers' Compensation Board and the Workers' Compensation Review Board to make each decision on its own merits. While the Review Board is not bound to follow legal precedent, we strive for consistency in interpreting law and policy. The following cases, and others that are published in the Workers Compensation Reporter Series, assist us in our attempts to achieve that consistency.

The *Workers Compensation Act* and the *Freedom of Information and Protection of Privacy Act* protect the privacy of individuals. For that reason, the following summaries have been edited to ensure that privacy is protected. These summaries represent a small sampling of the types of appeals heard by the Review Board.

Carpal Tunnel Syndrome

The worker suffered from carpal tunnel syndrome. Her fingers gradually became numb, first at night and later at work. The symptoms were not associated with a specific work incident or unaccustomed work activity, and the worker noticed her symptoms most after prolonged work on the computer or handwriting. Two years after the onset of the condition, and following two full days of data entry, the worker's right hand became stiff and the symptoms did not subside. The worker had similar but less intense symptoms in her left hand. The Board denied the claim on the basis that the carpal tunnel syndrome was not caused or significantly aggravated by her employment. The worker appealed.

The worker's clerical job was varied. While the work-required motions were at times forceful and repetitive, they were not frequently repetitive and forceful. The onset of the worker's symptoms was gradual, spanning more than one year. Symptoms occurred at night when the worker was not at work. There was no evidence of change in the work activity, or that the worker was unaccustomed to any element of her job. Finally, the bilateral nature of the worker's symptoms, coupled with the gradual progression independent of work activity, suggested an intrinsic cause rather than an external aggravation through work. As the risk factors commonly associated with carpal tunnel syndrome were not significantly present in the workplace, and in view of all the circumstances, the panel found that the worker's condition was not due to the nature of the employment. The appeal was therefore denied.

Average earnings and Employment Insurance

The worker suffered a workplace injury and was awarded a permanent partial disability pension paid on a 100% loss of earnings basis. Prior to his injury, when he was not working as a casual dockworker, he worked as a painter. For part of the one year period before his injury, he collected Employment Insurance (EI) benefits. The worker's average earnings for pension purposes were calculated based on his employment

earnings only. The issue on appeal was whether his average earnings should have included his EI benefits.

The worker's evidence was that he collected EI when he was unable to work at either of his jobs due to pain caused by a previous compensable injury. The panel noted that, in order to include benefits in calculating his wage rate, his circumstances had to be sufficiently unusual or extraordinary to justify a departure from policy #71.30 of the Rehabilitation Services and Claims Manual, which specifically excludes EI payments from the computation of workers' earnings. The panel noted that if the worker could show that he received EI benefits for medical reasons, the panel would either include those benefits as earnings, or would exclude the period of medical disability from the period used to compute average earnings. However, as the worker was unable to establish that his benefits were paid for medical reasons, the panel found that the circumstances did not warrant a departure from Board policy, and that aspect of the appeal was denied.

Workplace causation

The worker suffered symptoms affecting his right arm, which he attributed to using a computer mouse at work. For two years before the onset of symptoms, about 65% of his work involved using a mouse. The Board denied his claim, in part on the basis that his problem resulted from non work related degeneration in his upper back. The worker appealed.

The panel found that the evidence in support of workplace causation included: symptoms decreased when the worker was away from work; the attending physician's opinion that the workplace activities caused the injury; the significant and intense amount of mouse work the worker did at work; and the lack of non work activities that could lead to his symptoms. The evidence in support of non-workplace causation included: the absence of a specific traumatic incident to account for the symptoms; a pre-existing degenerative condition; the use of ergonomically adjustable keyboards and chairs at his workstation; the varied nature of the work; the gradual onset of symptoms two years after he began using a mouse; and the absence of evidence of co-workers or others doing similar work being similarly affected.

After weighing all of the evidence, the panel concluded that the worker's employment activities temporarily aggravated his non-compensable degenerative condition at the C5-6 level of his spine and allowed his appeal on that basis.

Ganglion

The Board accepted the worker's claim for bilateral tendonitis but not for a left wrist ganglion. The worker appealed. The issue was whether the ganglion arose out of and in the course of her employment.

The panel noted that the worker's situation did not fit within Board policy regarding acceptance of claims for ganglia as there was no deep penetrating wound or contusion involving deep tissue damage affecting the worker's left wrist. As well, at the time the ganglion appeared, the worker had been doing her job for several years and, although the work involved repetitive movements of the wrists, she was well accustomed to it.

There was no reasoned medical opinion and nothing in the ergonomic assessment to support a cause and effect relationship between the worker's employment and the appearance of the ganglion. An opinion of a Board medical advisor attributing the ganglion to the work activity was hearsay, as it was not documented by the medical advisor. A second medical opinion refuting a causal relationship between the ganglion and the work activity was however documented by the physician, and included reasons. As there was no documented medical opinion attributing the appearance of the ganglion to the worker's employment, the panel denied the appeal.

Long term wage rate

The worker suffered debilitating headaches and facial pain after hitting his head on a beam, and was off work for an extended period of time. The Board based his long term wage rate on his one year earnings. The worker appealed, requesting that his wage rate be established based on three months earnings.

In accordance with his collective agreement, the worker received a pay increase two months before his injury. The increased rate would have been in effect for approximately four months, at which time he would have received another incremental raise. Also, although his regular shift was graveyard, at the time of injury he was temporarily assigned to a lower paying shift for four months.

Section 33(1) of the *Act* requires an adjudicator to exercise judgement in calculating average earnings that would "appear to the Board best to represent the actual loss of earnings suffered by the worker by reason of the injury". The panel found that the worker had a fixed change in earnings that would have continued throughout his employment and that Board policy therefore allowed the use of three months earnings to establish a long term wage rate.

The panel concluded that use of three months earnings would appropriately account for the change in shifts as it included two months at the higher rate of pay. The panel noted that the outcome was consistent with Board policy to establish wage rates that reflected the impact on the worker's future earnings, rather than the maximum amount a worker could have earned.

Late application for compensation

In March 2001, a worker applied for compensation for a 1993 incident which resulted in permanent injury to his right ear. He was immediately aware of his injury and knew of its work-relatedness. However, he chose not to file a claim based on his impression that his employer would notify the Board. He also thought he would recover over time.

The Review Board applied a “reasonable person” test to deciding whether the worker had established special circumstances which precluded the filing of a claim within a one year period, as required by the *Act*. The panel concluded that the worker did not take the steps that a reasonable person would be expected to take in the same situation. In particular, the panel noted that the worker had not investigated his rights or obligations under the *Act*, but rather made a personal choice not to claim compensation. The worker’s reasons for failing to submit his application within one year did not constitute special circumstances and the panel denied the appeal.

Work required motion

The worker suffered pain in her right hip and low back after turning with her arms extended upwards after placing a ten pound box on top of a pile. The Board denied her claim, and the worker appealed.

Personal injuries are compensable only if they arise out of and in the course of employment. The worker consistently reported that her pain occurred immediately following the turning motion at work, and the employer did not dispute the fact that the incident had occurred as described. The panel found that the worker experienced a spontaneous onset of pain that occurred “in the course of” her employment.

In discussing whether the injury arose “out of” the employment, the panel referred to Board policy which distinguishes between injuries resulting from employment and those resulting from purely natural causes. The policy explains that where an injury results from some motion of the human body that was not required as part of the job, this would be an indication that the injury was not compensable. However, if the worker were forced into an awkward position in order to properly perform the job and either while in that position or when arising from it suffered a sudden and severe onset of pain, and the evidence showed no previous problem, the only reasonable conclusion might well be that the apparently minor incident was causative. The panel found that the motion in this case fell squarely within this part of the policy, and that the incident involved a work required motion that resulted in a personal injury. The appeal was allowed.

Chiropractic treatment

The worker was injured when he was struck by a 250-pound bucket of gravel that was being hoisted above him. The Board accepted his claim for head, neck and back injuries, but denied responsibility for chiropractic treatment. The worker appealed.

Board policy states that, generally, a worker should be treated by only one physician or other qualified practitioner at a time, but that there could be cases where “concurrent treatment” may be acceptable. The policy further provides that where reports indicate a worker is receiving concurrent treatment, chiropractic accounts will be paid until a Board medical advisor has considered whether to approve the treatments.

The panel found that the Board did not follow its own policy with respect to concurrent treatment as there had been no review by a Board medical advisor to consider whether the chiropractic treatment was reasonable. As well, the chiropractor submitted her reports before the Board refused concurrent treatment. In accordance with policy, the account should have been paid. The panel further found that, until the Board followed its policy and referred the file for review by a medical advisor, it was responsible for ongoing chiropractic treatment.

Ombudsman complaints

During 2002, the Ombudsman received 66 complaints and inquiries concerning the Review Board. Many of the complaints concerned delay in deciding an appeal while others related to a dispute with the Review Board finding. None of the complaints resulted in a formal recommendation under the *Ombudsman Act*.

Freedom of Information

In the year 2002, the Review Board received 10 requests for information under the *Freedom of Information and Protection of Privacy Act*. Many of the requests were referred from the Workers’ Compensation Board for disclosure of appeal-related documents. Several applications were refused on the basis that the documents requested contained confidential third party information or related to hearing notes or other records that do not fall within the scope of the legislation.

STATISTICS

NOTICES OF APPEAL

	2001	2002	% Change
Part 1	15485	14534	-6.1
Part 2	11262	11153	-1.0

DISPOSITION OF APPEALS

	2001	2002	% Change
Summary decisions	5527	5739	3.8
Panel findings	7181	9300	29.5
TOTAL	12708	15039	18.3

APPEAL ACTIVITY

MONTH	Part 1		Part 2		Panel Findings		Summary Decisions		Total Decisions	
	2001	2002	2001	2002	2001	2002	2001	2002	2001	2002
January	1293	1441	983	1098	548	905	322	612	870	1517
February	1252	1260	893	942	550	733	501	400	1051	1133
March	1469	1117	1061	920	423	636	457	431	880	1067
April	1199	1308	912	987	561	781	578	604	1139	1385
May	1422	1361	898	976	691	962	508	481	1199	1443
June	1441	1219	915	856	628	775	536	430	1164	1205
July	1276	1236	956	1104	621	875	366	532	987	1407
August	1416	1106	1028	890	700	675	454	431	1154	1106
September	1037	1100	798	829	484	709	493	404	977	1113
October	1364	1317	1014	947	710	845	463	586	1173	1431
November	1272	1158	1048	872	693	695	515	423	1208	1118
December	1044	911	756	732	572	709	334	405	906	1114
TOTAL	15485	14534	11262	11153	7181	9300	5527	5739	12708	15039

SUMMARY DECISIONS BY CATEGORY

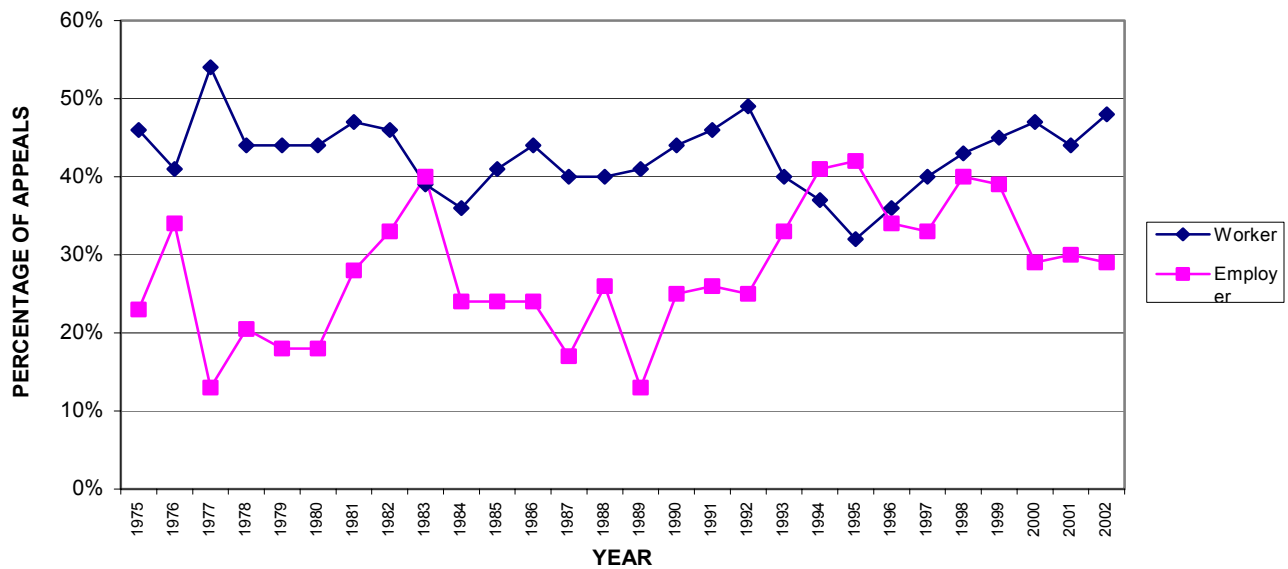
MONTH	Suspended		Not Appealable		Abandoned/ Withdrawn		EOT Denied		Abandoned/ No Part 2	
	2001	2002	2001	2002	2001	2002	2001	2002	2001	2002
January	83	89	19	51	168	200	14	37	38	235
February	121	118	24	38	209	158	4	11	143	75
March	118	81	35	54	174	156	23	22	107	118
April	118	150	41	28	148	244	29	25	242	157
May	114	109	24	32	196	195	45	18	129	127
June	121	88	47	42	172	202	33	25	163	73
July	89	118	43	43	159	191	11	10	64	170
August	134	79	36	42	143	170	13	16	128	124
September	91	75	27	36	150	141	12	16	213	136
October	128	120	19	52	179	226	24	31	113	157
November	87	104	27	57	232	157	27	14	142	91
December	97	74	27	24	135	150	13	10	62	147
TOTAL	1301	1205	369	499	2065	2190	248	235	1544	1610

ALLOW – DENY RATES

WORKER APPEALS	2001		2002		%Change
	# of Findings	%	# of Findings	%	%
Oral Hearing Allowed	1866	51	3197	52	1
Oral Hearing Denied	1791	49	2933	48	-1
R&R Allowed	1112	37	1085	39	2
R&R Denied	1934	63	1709	61	-2
Total Worker Appeals Allowed	2978	44	4282	48	4
Total Worker Appeals Denied	3725	56	4642	52	-4
Total Worker Appeals	6703		8924		N/A

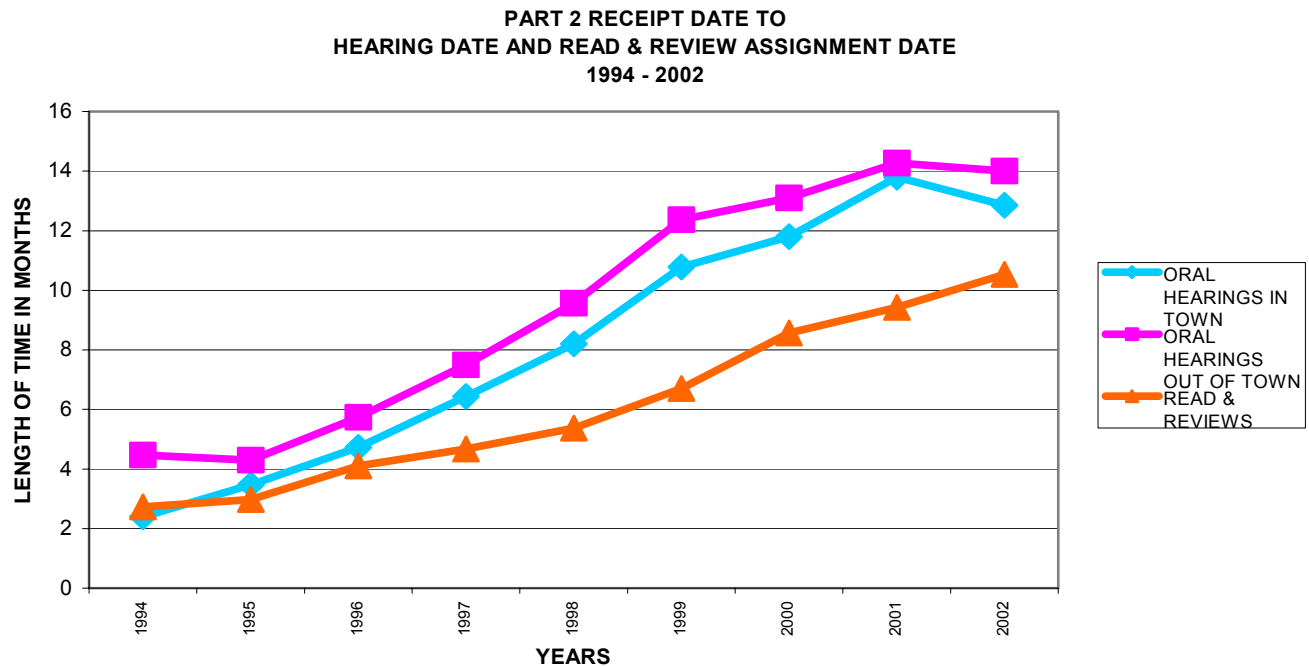
EMPLOYER APPEALS	2001		2002		%Change
	# of Findings	%	# of Findings	%	%
Oral Hearing Allowed	43	41	54	38	-3
Oral Hearing Denied	62	59	89	62	3
R&R Allowed	102	27	54	23	-4
R&R Denied	272	73	179	77	4
Total Employer Appeals Allowed	145	30	108	29	-1
Total Employer Appeals Denied	334	70	268	71	1
Total Employer Appeals	479		376		N/A

WORKER / EMPLOYER ALLOW RATES
1975 - 2002



LENGTH OF TIME CALCULATION

RANGE	2001		2002	
	Months		Months	
	Average	Median	Average	Median
Part 1 Receipt to Part 2 Receipt	4.85	5.07	4.93	5.20
Part 2 Receipt to Hearing Date – In Town	13.33	13.80	13.34	12.85
Part 2 Receipt to Hearing Date – Out of Town	14.16	14.27	13.95	14.00
Oral Hearing to Findings Date – In Town	3.90	2.20	2.53	1.43
Oral Hearing to Findings Date – Out of Town	2.48	1.57	2.30	1.33
R & R – Part 2 Receipt to Distribution Date	8.68	9.43	11.07	10.53
R & R – Distribution Date to Findings Rendered	2.68	1.67	2.77	2.27



HEARING WEEKS BY LOCATION

LOCATION:	2001	2002
Campbell River	5	8
Courtenay	6	5
Cranbrook	5	9
Dawson Creek	0	0
Fort St. John	4	5
Kamloops	13	25
Kelowna	14	32
Nanaimo	17	16
Penticton	2	2
Powell River	1	1
Prince George	15	21
Prince Rupert	1	3
Rosland/Castlegar/Nelson	4	12
Terrace	2	6
Victoria	19	15
Williams Lake	5	4
TOTAL	113	164
Richmond	132	197

REPRESENTED/NOT REPRESENTED

Description	2001	2002
Worker Appeal – Worker Represented	3481	5251
Worker Appeal – Worker Not Represented	800	1262
Employer Appeal – Employer Represented	123	150
Employer Appeal – Employer Not Represented	9	8
Dependant Appeal – Dependant Represented	9	3
Dependant Appeal – Dependant Not Represented	6	3

COST OF OPERATION

CATEGORY	Cost
Salaries	\$4,467,964.39
Supplementary Salary Costs	\$35,076.43
Employee Benefits	\$1,015,311.43
Per Diem	\$387,872.37
Travel	\$120,507.94
Professional Services	\$195,415.98
Building Occupancy	\$5,368.79
Information Systems	\$498,844.76
Operating Costs	\$1,616,551.00
Other	\$821,503.00
TOTAL EXPENDITURES	\$9,164,416.08

Section 93 of the *Workers Compensation Act* requires that all money for administration and operation of the Review Board must be paid by the government and reimbursed by the Workers' Compensation Board out of the accident fund.

HISTORICAL DATA

YEAR	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002
Appeals Received	7564	8780	11384	13247	11212	10067	11174	14467	15485	14534
Findings Issued	4693	3714	5129	5015	5879	6399	6286	5815	7182	9300
Summary Decisions	2276	3106	3611	4572	5242	4493	4610	4816	5526	5739
TOTAL	6969	6820	8741	9587	11121	10892	10896	10631	12708	15039
Allow Rate Worker	40%	37%	32%	36%	40%	43%	45%	47%	44%	48%
Allow Rate Employer	33%	41%	42%	34%	33%	40%	39%	29%	30%	29%
Undecided Inventory	6789	8730	11520	15292	15433	14525	14687	18195	19969	20117

*

Staffing as of December 31, 2002

Executive Team

Chair	Brian King
Senior Vice Chair	Michelle Gelfand
Registrar	Dale Reid
Director, Operations	Bev Greenlaw
Professional Development Coordinator	Lorne Newton
Quality Assurance Coordinator	Iain Macdonald

Adjudicative Staff

Vice Chairs – Full Time:

Cathy Agnew	Janice Leroy
Luningning Alcutis-Imperial	Duncan H. MacArthur
Michelle Alman	Ernest MacAuley
Beatrice K. Anderson	Iain M. MacDonald
Wallace Auerbach	Ralph D. McMillan
Julie Brassington	Cecil S. Memory
Dana Brinley	Chiara Montessori
Dan C. Cahill	Lorne D. Newton
Larry Campbell	Abraham Okazaki
Baljinder Chahal	Isabel A. Otter
Lesley A. Christensen	Susan L. Polsky Shamash
David A. Cox	Ian J. Puchlik
Norman J. Denney (Deputy Registrar)	Dale Reid
William J. Duncan	Shelina Shivji
Andrew Elliot	Timothy Skagen
Margaret C. Hamer (Deputy Registrar)	Anthony F. Stevens
Marlene S. Hill	G. Douglas Strongitharm, Senior Vice Chair
Inderjeet Hundal	Michael Swetlikoff
Nora Jackson	Kathryn P. Wellington
Kevin G. Johnson (Deputy Registrar)	Lynn M. Wilfert
Leeann King	Sherryl Yeager

Vice Chairs – Part Time:

Ronald H. Bohlin
Guy W. Downie
Clinton W. Foote
Earl A. Simm

Lois J. Williams
Suzanne K. Wiltshire
Erik W. Wood

**Employer Interest Members
Full Time:**

Gayle K. Henderson
Dan Jarvis
Cynthia J. Katramadakis

Martin K. Lovick
Eric Sykes

**Employer Interest Members
Part Time:**

Allan W. McDowall

**Worker Interest Members
Full Time:**

Francis Bickerstaff

Jake G. Kimberley

**Worker Interest Members
Part Time:**

JoAnn Murtagh

Support Staff

Administrative Department

Diane Douglas	Executive Administrative Assistant
Corinna Laemmerzahl	Supervisor, Administrative Services
Nicole Bullen	Administrative Technician

Finance/Facilities

Kimberley D. Halkett	Coordinator, Operations
Kim F. Oberg	Financial/Facilities Clerk
Gwyn Watson	Financial/Facilities Clerk
Jill Harju	Tribunal/Inquiry Clerk
Patricia Bastante	Tribunal/Inquiry Clerk

Library/Legal Research

Lisa Taylor	Library Technician
Lisa M. Wong	Legal Researcher

Registrar's Department

Theresa Hannigan-Bordeleau	Supervisor, Registrar's Department
Debbie Broadbent	Assistant Deputy Registrar (TAP)
Rory K. Shak	Assistant Deputy Registrar
Dawn M. Wescott	Assistant Deputy Registrar
Daphne Lee	Read & Review Secretary
Mary McGowan	Read & Review Secretary
Sarah De Steur	Registration Clerk
Dana Jones	Registration Clerk
Lou Katigbak	Registration Clerk
Melanie Knight	Registration Clerk
Eugenia Leung	Registration Clerk
Donna E. Lowe	Registration Clerk
Janice Whitty	Registration Clerk
Donna Hicks	Registration Support Clerk
Lisa Smith	Registration Support Clerk
Helen Lyall	Secretary to the Registrar

Scheduling Department

Sonia Sangha
Ruth Bastante
Willa Stygall

Scheduling Coordinator (TAP)
Scheduling Clerk
Scheduling Clerk

Filing / Inquiry Department

Nancy Flores
Cathy Brady
Eva Kylheku
Renee Branston
Jennifer D. Konst
Agnes Singh
Surinder P. Toor

Supervisor, Inquiry/Filing
Central Inquiry/Reception Clerk
Central Inquiry/Reception Clerk
Claims Delivery Clerk/Floater
Claims Delivery Clerk/Floater
Claims Delivery Clerk/Floater
Claims Delivery Clerk/Floater

Unit 3

Olga Palacol
Lily Chau
Kathleen Dale
Sheila M. Dempsey
Joyce Kwong
Mariola Mika
Sarah Sleigh

Team Leader
Assistant to WCRB Tribunal Members
Assistant to WCRB Tribunal Members
Assistant to WCRB Tribunal Members
Assistant to WCRB Tribunal Members
Assistant to WCRB Tribunal Members
Assistant to WCRB Tribunal Members

Unit 5

Gail Doyle
Tarey Codinera
Heather Filby
Monica Liau
Janette McLennan
Gail E. McMillian
Charlene May
Noni Yamake

Team Leader
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Assistant to WCRB Tribunal Members
Assistant to WCRB Tribunal Members

Information Systems

Vacant
George S. Pearse
Linda Scott

Senior Business Analyst
Senior Technical Analyst
Systems Support Clerk