



**EMPLOYERS'  
ADVOCACY COUNCIL**

**EAC Working Committee,  
WSIB New Service Delivery  
Model (NSDM)**

- The EAC Working Committee met with the Operations Division of the WSIB and presented the following issues on behalf of the membership.
- We continue to actively work with the WSIB to ensure workers' and employers' are better served by this new delivery model.

# Committee Members

- Stephen Roberts, Gowlings,
- Jim Coleman, Hydro One,
- Bing Sison, Direct Energy,
- Paul Sartori, Hydro One,
- Mike Doherty
- Anna Aceto–Guerin Clear Path Employer Services
- Mike Moher, ESIS

# Issues Identified

- Lack of Dedicated Service
- Inquiry and Documentation
- Communication Delays
- Decisions – emphasis on speed
- RTW Specialist – lack of file knowledge
- Level of expertise of adjudicators

# Issues Identified

## 1. No Dedicated Service

- Easily more than one adjudicator on each file, primary, case manager etc.
- Reassignment of one adjudicator to another occurring several times during transition with no notice
- Unable to develop a relationship with a dedicated adjudicator
- Communications are fragmented as new adjudicator has to review file each time, Employers repeating info over and over to new adjudicator, information not shared from one adjudicator to another
- Knowledge base about the industry and the company is lost

# Issues Identified

## 2. Documentation and Inquiry

- Lack of essential forms on file, prior to decision being made
- If inconsistency between form 6 and 7, worker is contacted but not employer
- Emphasis is on speed not accuracy of decision
- Not allowing employer to participate in the process

# Issues Identified

## 3. Communication

- Lack of communication when the model was introduced and ongoing changes
- Return calls are problem, if adjudicator changed on the file, no return call to employer to advise
- New positions/roles with the WSIB not communicated, i.e. RTW Specialist
- RTW specialist not reviewing files prior to meetings, delaying or hindering the RTW process
- RTW specialist does not have access to all files

# Issues Identified

4. Adjudicator experience and training
  - Least experienced staff at most critical part of decision making process
  - Not sure that adjudicators getting same level of training as previously
  - WSIB share adjudicator guidelines

# Recommendations

## 1. Communication

- Employers and WSIB must agree on a level of service with regard to return calls and hold WSIB staff accountable to it
- Define new RTW Specialist role and communicate to Employers
- Employers must ensure they are reporting as much info as possible on form 7, make good use of page 4

## 2. Adjudication:

- Employers need to take time to educate each adjudicator about their specific industry they are working with
- WSIB establish a roster of adjudicator in each office and assign them to an employer
- Possibility of return to the dedicated case manager assigned to each employer

# Recommendations

## 3. Decision Making

- Adjudicative standards require use of the 5 point system
- At minimum must have the form 7, 6 and 8 on file prior to decision
- Obtain a medical opinion if requested
- If contacting the worker for clarification, must make a call to the employer prior to decision
- Fast track more complex claims to experienced case manager sooner

## 4. Education for Adjudicators

- Provide access to training materials of adjudicators or advise of standards for training
- WSIB should provide opportunity to meet with Employer to learn about the industry specifics

## 5. Update of IT systems to allow for email or potentially Employer and Worker access to claims status via password protected site