

WSIB II            February 17 to 19, 2012

This course was again offered in Toronto at the Sheraton over 3 days. The facilitators were Lorna Shipley (as in the 1<sup>st</sup> course) and James Watson. They worked well together and were both very knowledgeable and approachable.

This course covered the benefits of WSIB and what could be covered, the timelines of coverage and the information and requirements necessary for entitlement.

Again, it was stressed - if in doubt – FILE, FILE, FILE!

This course also followed how to file a claim, how to stay involved and the importance of staying on top of things. At the end of the course we were asked to look over an active file and answer questions. What we found was that this can be very confusing! You really have to know what you're looking for, and this exercise was a great way explain the process.

At the end of the weekend, what I took from the course was the following:

Its very important to be honest:

The member needs to understand what is required, how the information affects the case, and also needs to know that this information is kept confidential.

It's very important to be organized:

Regardless of how you work (how you read files, how you keep yourself organized, etc) the board works in a certain way and does not allow exceptions. If you must pull things apart to look at them, copy the file first so the information stays in the sequence the board works. As well, if you inherit the case from someone else, simply request a new copy of the file rather than taking the file from the person – that way there are no surprises regarding the layout of the information

The need to be diligent:

Stay on top of things, make sure the information is received and is correct and ontime, and know who to contact if it isn't. it's better to be proactive than to miss something and have to request afterward

I'm looking forward to moving on to the next course!