

organizational overview

Executive Services are the link between our operations and the Governance Council. They:

- make sure we communicate decisions, directions, and requirements of the Governance Council, President, and the Ministers responsible throughout the organization;
- support the President's office and provide advice to the Governance Council on matters of governance and due diligence in carrying out the Council's legislative functions and responsibilities;
- are responsible for corporate performance and planning; and
- make sure our key messages are consistent with the goals set by the Governance Council through coordination, evaluation, and communication of our activities.

Information Services:

- are responsible for our information technology systems (computers, networks, etc.);
- provide incident and problem management, change management, application development and maintenance, network and security availability, and data management;
- work with our employees and information technology contractors; and
- manage and maintain our Records Management Program.

Corporate Communications and Policy Services has two work units: Communications and Policy, and the Review Committee. They:

- are the final level of appeal within the WSCC for workers or employers who disagree with a WSCC Claims or Employer Services decision;

- develop our policies and operational procedures;
- manage internal and external communications;
- maintain and coordinate the external website;
- advertise and promote our programs and initiatives;
- coordinate and produce our publications, promotional and marketing materials, and forms; and
- make sure we comply with Official Languages policies, coordinating translations and interpreters for employees and stakeholders.

Client and Central Services has three work units: Medical Services; Human Resources and Facilities; and Claims Services.

• Medical Services:

- o are a medical information resource;
- o advise on worker injury work-relatedness and causation;
- o advise on medical treatment and investigation;
- o expedite treatments, consultations, and investigative procedures;
- o facilitate communication with the medical community;
- o coordinate Permanent Medical Impairment (PMI) and visiting specialist clinics; and
- o conduct medical education sessions for our Claims staff and health care providers.

• Human Resources (HR) and Facilities:

- o advise managers on recruitment, labour relations, job evaluation, and HR planning and development;
- o counsel employees on their insurances, train and provide technical support on our leave management system, coordinate

- o medical travel for our employees and eligible dependants, and arrange relocation of new employees hired outside the community they will work; and
- o oversee maintenance of our facilities and equipment.

• Claims Services:

- o determine whether an injury is work related;
- o compensate workers for time missed from work, and for prescriptions and medical aids they need (like braces and crutches) because of their workplace injury or illness;
- o make sure workers receive proper medical treatment for injuries, including referrals to appropriate specialists (physiotherapy, chiropractic, etc.), travel arrangements, and the appropriate means to attend their appointments;
- o help workers return to work, negotiating temporary or permanent modified duties with the employer, or working with the worker and a contracted Vocational Rehabilitation Counselor to find the worker alternate employment;
- o provide pensions to workers left with a permanent disability because of their incident or occupational disease;
- o provide benefits and supports to spouses and dependents of workers fatally injured at work; and
- o administer the government program for harvesters injured while harvesting.



