



Workplace Health, Safety and Compensation Review Division

Activity Plan 2020-23



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Message from the Chief Review Commissioner

Pursuant to the **Transparency and Accountability Act**, I am pleased to present the 2020-23 Activity Plan for the Workplace Health, Safety and Compensation Review Division (WHSCRD). As Chief Review Commissioner, I am accountable for the preparation of this Plan and achievement of its objectives.

WHSCRD is an independent, quasi-judicial body, responsible for reviewing the final decisions of WorkplaceNL. It reports to Provincial Government through the Minister responsible for the workers' compensation system and WorkplaceNL. As a Category 3 entity, the Activity Plan was developed in consideration of WHSCRD's mandate and the relevant strategic direction of Provincial Government.

In the last planning cycle, we realized significant gains in the area of information management. The success in this area provides us with a solid foundation to further our efforts into the next planning cycle as it relates to electronic record management and services. Objectives and achievements in this area will further our ongoing efforts in improving client service, while at the same time aligning with the Provincial Government's strategic direction of a more efficient public sector and its ongoing efforts in digital government.

This upcoming planning cycle may be more challenging than most, as we navigate the concerns and public health restrictions associated with all levels of the global Covid-19 pandemic. I am confident we will be able to pivot accordingly as we offer our clients continued quality service. To date, WHSCRD staff have kept our doors open throughout and demonstrated exemplary professionalism in the delivery of services to injured workers and employers.

I would like to thank our Review Commissioners for their diligence and dedication as well as the staff for their continued contribution. I look forward to our collective efforts in 2020-21, 2021-22, and 2022-23.

A handwritten signature in black ink, reading "Marlene Hickey". The signature is fluid and cursive, with the first name "Marlene" written in a larger, more prominent script than the last name "Hickey".

Marlene A. Hickey
Chief Review Commissioner

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1.0 Overview

WHSCRD was established in 1994 by legislative amendments to the **Workplace Health, Safety and Compensation Act** (the Act) and is the final level of review within the workers' compensation system in the province. WHSCRD is an independent, quasi-judicial body, consisting of a panel of Review Commissioners and featuring a Chief Review Commissioner. WHSCRD is responsible for reviewing the decisions of WorkplaceNL to ensure they are made in accordance with the Act, **Workplace Health, Safety and Compensation Regulations** (the Regulations) and policies as approved by WorkplaceNL's Board of Directors. The following are examples of issues that may be reviewed by WHSCRD:

- entitlement to wage loss benefits;
- provision of medical aid;
- assignment of an employer to a particular group or industry rating;
- worker's estimated earning capacity;
- employer's assessment rating; and
- obligations of an employer and a worker in relation to the return to work and rehabilitation provisions of the Act.

WHSCRD is independent of WorkplaceNL. Its office is located in Mount Pearl, NL where eighteen office staff (fourteen female, four male) coordinate the processing of applications and related documentation for the caseload of the Chief Review Commissioner and panel of three full-time Review Commissioners (three females, one male).

WHSCRD's annual caseload is approximately 500 cases. Review hearings are conducted by Review Commissioners in various centres throughout the province: St. John's, Gander, Grand Falls-Windsor, Corner Brook, Labrador City and Happy Valley-Goose Bay. Upon completion of the hearing process, a Review Commissioner will provide a written decision in relation to the application and WorkplaceNL's decision. WHSCRD's decisions are final and conclusive, and may only be reviewed by the courts under limited and specific grounds.

Funding for the operations of WHSCRD is provided by the Injury Fund pursuant to Section 25 of the Act. This funding covers such areas as salaries, transportation and communication, professional services, and accommodations. For the current planning cycle, WHSCRD's budgetary allocations are contained within the overall budget for the Department of Immigration, Skills and Labour for administrative purposes only. As per the Estimates of the Program Expenditure and Revenue of the Consolidated Revenue Fund 2020-21, the annual budget for WHSCRD in 2020-21 is \$1,414,700. Funding from the Injury Fund, indicated as revenue, is also \$1,414,700, resulting in a net zero impact for the Provincial Government.

2.0 Mandate

The mandate of WHSCRD is to review decisions of WorkplaceNL to ensure compliance with the Act and Regulations, as well as WorkplaceNL policies. WHSCRD is also mandated to direct appropriate remedies where necessary. Specifically, Part II – Appeals, Sections 21 to 37 of the Act provide the legislative provisions for WHSCRD and are contained in Annex A.

3.0 Lines of Business

WHSCRD offers the following services to its clients:

- 1. Review of WorkplaceNL decisions.** WHSCRD processes review applications made by injured workers, their dependents, and employers in the province, as well as coordinates a review process that includes a hearing before a Review Commissioner.
- 2. Information Services.** WHSCRD provides information services to its clients by providing web-based distribution of its decisions, researching workers' compensation issues, and collecting and maintaining statistical information relative to the review process.

4.0 Values

Values are the fundamental attributes that guide behaviour and decision making in shaping the culture of an organization. The following core values will guide our behavior and decision making in our interactions with clients and stakeholders on a daily basis:

Independence	Each person will provide services to clients in a manner that is fair, equitable, and free of bias.
Respect	Each person will treat clients and each other with courtesy and understanding while recognizing other views and opinions.
Professionalism	Each person will demonstrate the highest level of conduct by serving clients in a manner that is timely, competent and objective.
Quality	Each person will endeavour to consistently provide services to clients in an ethical and proficient manner.

5.0 Primary Clients

WHSCRD provides services to people and organizations involved in the workers' compensation review process. The primary clients of WHSCRD are injured workers, their dependents and employers. Our clients also include their representatives, such as union officials, consultants, lawyers and Members of the House of Assembly.

6.0 Vision

WHSCRD's vision statement articulates its sense of purpose while defining its priorities. The following vision statement provides direction to WHSCRD towards achieving its mandate:

The Vision of WHSCRD is an environment where workers and employers participate in an independent, timely and fair review process anchored in a culture of exceptional client service.

7.0 Objective

WHSCRD processes review applications submitted by injured workers, their dependents and employers in the province, as well as coordinates a review process that includes a hearing before a Review Commissioner concluding with a final written decision. The review process is vital to the overall service provided to injured workers, their dependents, and employers in Newfoundland and Labrador. It is the final level of appeal within the workers' compensation system.

Since its inception, WHSCRD's administrative processes and filing system have been primarily paper based. As technology advanced through the 1990s and early 2000s, WHSCRD implemented a computerized Client Tracking System (CTS), and an online Decision Search System (DSS), for the publishing of its final decisions.

To date, WHSCRD has made significant progress in its information management project by digitizing its legacy files, as has been highlighted in recent annual reports. Digitizing intake and case management workflow processes is the next step in bringing efficiencies to WHSCRD's service delivery, file information access, and storage integrity. This is also aligned with the Provincial Government's strategic direction to create a more efficient public sector.

The next significant step in WHSCRD's digital advancement will be the move to further our efforts in electronic content and office workflows. The objective below represents the focus of WHSCRD which is specific to our mandate as well as its primary administrative and adjudicative functions.

The indicators for each year of this plan over the next three fiscal years: 2020-21, 2021-22, and 2022-23, will enable WHSCRD to enhance client service.

Issue 1: Enhance client service through increased electronic content and digitization of administrative workflows.

Objective 1:

By March 31, 2021 WHSCRD will have begun to digitize its active intake and case management workflows through the Hewlett Packard Enterprise Records Manager (HPRM) system, and explored client-specific forms and applications for potential electronic submission.

Indicators:

- Digitized active administrative/intake forms, applications, and case file documents into HPRM.
- Reported on number of digitized intake files in HPRM.
- Developed testing for active case management workflow in development environment.
- Conducted audits in development environment on digitization of workflow processes.

- Identified issues (if any) and implemented changes in development environment of digitization of active workflow processes, if required.
- Met with the Office of the Chief Information Officer with respect to online client specific forms and potential for online submission.

Objective 2:

By March 31, 2022 WHSCRD will have continued implementation of digitizing its active intake and case management workflows through the Hewlett Packard Enterprise Records Manager (HPRM) system, and identified client-specific forms and applications for electronic submission.

Objective 3:

By March 31, 2023 WHSCRD will have fully implemented digitizing its active intake and case management workflows through the Hewlett Packard Enterprise Records Manager (HPRM) system, and the identified client-specific forms and applications will be fully digitized for electronic submission.

8.0 Annex A: Legislation

The following is reprinted from:

RSNL1990 CHAPTER W-11
WORKPLACE HEALTH, SAFETY AND
COMPENSATION ACT

PART II
APPEALS

Definitions

20.7 In this Part

- (a) "policy" means policy established by the board of directors under subsection 5(1); and
- (b) "review commissioner" means a review commissioner appointed under section 22 and may include the chief review commissioner.

2001 c10 s7

Review division

21. There shall be established a review division responsible for the review of decisions of the commission in accordance with this Part.

1994 c12 s4

Workers' compensation review commissioner

22. (1) The Lieutenant-Governor in Council shall on the recommendation of the minister appoint to the review division a panel of persons to act as review commissioners.

(2) A panel appointed under subsection (1) shall not exceed 7 persons, 1 of whom shall be appointed by the Lieutenant-Governor in Council as chief review commissioner.

(3) The terms of office, remuneration, benefits and expenses of the review commissioners shall be determined by the Lieutenant-Governor in Council.

(4) A review commissioner shall hold office during good behaviour for a term that the Lieutenant-Governor in Council may establish.

1994 c12 s4

Chief review commissioner

23. The chief review commissioner of the panel appointed under section 22 shall review a matter brought before him or her under subsection 28(1) or shall refer that matter to another review commissioner of the panel.

1994 c12 s4

Officers and employees

24. (1) There may be employed, in the manner provided by law, those officers, employees and advisors of the review division that are necessary to enable the review division to carry out its functions and the Lieutenant-Governor in Council may fix their terms of service.

(2) Notwithstanding subsection (1), those officers and employees employed with the appeal tribunal existing under Part II on June 30, 1994 who are considered by the minister to be necessary for the operations of the review division existing under Part II on July 1, 1994 shall be considered to have been employed in accordance with subsection (1).

(3) The Lieutenant-Governor in Council may determine the remuneration for services and allowances for travelling and other expenses that shall be paid to the officers, employees and advisors employed under subsection (1).

1994 c12 s4

Action barred

24.1 An action or other proceeding does not lie against the chief review commissioner, the other review commissioners and the officers, employees and advisors of the review division for anything done or omitted to be done in good faith in the course of exercising a power or carrying out a duty under this Act.

2006 c19 s2

Expenses

25. Expenses incurred in the administration of the review division, including those under section 24, shall be paid out of the Consolidated Revenue Fund and that fund shall be reimbursed by money from the injury fund.

1994 c12 s4

Review by review commissioner

26. (1) Upon receiving an application under subsection 28(1) a review commissioner may review a decision of the commission to determine if the commission, in making that decision, acted in accordance with this Act, the regulations and policy established by the commission under subsection 5(1) as they apply to

(a) compensation benefits;

- (a.1) rehabilitation and return to work services and benefits;
- (b) an employer's assessment;
- (c) the assignment of an employer to a particular class or group;
- (d) an employer's merit or demerit rating; and
- (e) the obligations of an employer and a worker under Part VI.

(2) An order or decision of a review commissioner is final and conclusive and is not open to question or review in a court of law and proceedings by or before a review commissioner shall not be restrained by injunction, prohibition or other process or proceedings in a court of law or be removable by *certiorari* or otherwise in a court of law.

1994 c12 s4; 2001 c10 s8

Review commissioner bound by policy

26.1 A review commissioner shall be bound by this Act, the regulations and policy.

2001 c10 s9

Rules

27. (1) The review division may, subject to the approval of the Lieutenant-Governor in Council, in relation to the review of decisions as referred to in section 26, prescribe rules of procedure and evidence and may order the type and nature of information to be provided by a person to a review commissioner before or during a review and that person shall provide the information to the review commissioner.

(2) For the purpose of the review of a decision as referred to in section 26, a review commissioner has the powers that are conferred on a commissioner under the Public Inquiries Act, and a review commissioner is considered to be an "investigating body" for the purpose of the Public Investigations Evidence Act, and there shall be full right to examine and cross-examine witnesses called to bring forward evidence in response and reply, and section 3 of the Public Inquiries Act shall apply to those witnesses.

1994 c12 s4

Application to review commissioner

28. (1) A worker, dependent or an employer, either personally or through an agent acting on their behalf with written consent, may apply to the chief review commissioner for the review of a decision as referred to in subsection 26(1), within 30 days of receiving the written decision of the commission.

(1.1) The chief review commissioner may accept an application after the time set in subsection (1) upon review of a written application for an extension of time by the person requesting the review, but no application for review of a decision shall be accepted beyond one

year from the date the commission's decision was communicated to the person making the application.

(1.2) An application under subsection (1) shall be in writing and shall identify how the decision is contrary to this Act, regulations and policy.

(1.3) Where an application does not comply with subsection (1.2) a review commissioner shall refuse to review a matter until the applicant complies with subsection (1.2).

(1.4) Where an applicant does not comply with subsection (1.2) within 30 days of receiving notification from the review division of the non-compliance, the decision of the commission shall not be reviewed under this Part.

(2) A review commissioner shall not review a decision under subsection (1) except in accordance with subsection 26(1).

(3) The commission shall have standing and may be heard and make representations itself or through an agent acting on its behalf on a matter being reviewed by a review commissioner and at further proceedings arising out of that matter.

(4) A review commissioner to which a matter has been referred for review shall

- (a) notify the person seeking the review and the commission of the time and place set for the review; and
- (b) review the decision of the commission and determine whether it was in accordance with this Act, the regulations and policy.

(4.1) Where a review commissioner determines that the decision of the commission was in accordance with this Act, the regulations and policy, he or she shall confirm the decision of the commission.

(4.2) Where a review commissioner determines that the decision of the commission was not in accordance with this Act, the regulations and policy, he or she shall identify how the decision of the commission was contrary to this Act, regulations and policy, specify the contravened provision, set aside the decision of the commission and

- (a) make a decision which is in accordance with this Act, regulations and policy; or
- (b) where it is appropriate to have a new decision from the commission, refer the matter to the commission for a new decision with or without direction on an appropriate remedy.

(4.3) Where a matter is referred to the commission under subsection (4.2), the review commissioner shall not review a new decision except where a new application is made under subsection (1).

(5) A person who applies for a review under subsection (1) may appear before the review commissioner on his or her own behalf or be represented by counsel or an agent and may accompany and appear with the counsel or agent before the review commissioner.

(6) Where a person other than a person applying for a review under subsection (1), has an interest in a matter before the review commissioner, that person has the right to appear before the review commissioner either personally or to be represented by counsel or an agent and shall, after indicating in writing to the review commissioner an intention to appear, be notified of the time and place of the review of the matter.

(7) Where the person applying to the chief review commissioner under subsection (1), or a person referred to in subsection (6), fails to attend, in person or by counsel or agent, unless that failure to attend is due to circumstances beyond the person's control and that person has, by written notice, advised the review commissioner that the person wishes to attend and sets out, in the notice, the circumstances that prevent the attendance, the review commissioner may proceed to examine witnesses and to review and adjudicate on the matter being reviewed.

(8) A review commissioner shall communicate his or her decision, with reasons, to the person seeking the review, the commission and a person who appeared or made a submission on the review, within 60 days of the date of the application for review.

1994 c12 s4; 1998 c19 s8; 2001 c10 s10

Application for reconsideration

28.1 (1) A worker, dependent, employer or the commission may apply, in writing to the chief review commissioner for a reconsideration of a decision of a review commissioner.

(2) An application under subsection (1) shall be made within 30 days of receipt of the decision that is the subject of the reconsideration being given.

(3) The chief review commissioner shall review the application and, where he or she determines that reconsideration is appropriate, shall reconsider the decision, or order that the decision be reconsidered by another review commissioner who did not make the decision.

(3.1) Where the decision to be reconsidered was made by the chief review commissioner, he or she shall refer the application to a different review commissioner who may in his or her discretion order that the decision be reconsidered, and conduct the reconsideration where one is ordered.

(4) A review commissioner shall communicate his or her decision, with reasons, on the application for reconsideration to the person seeking the reconsideration, the commission and a person who appeared or made a submission on the reconsideration

(a) within 45 days of the date of the application for reconsideration, where an oral hearing is not held; and

(b) within 60 days of the date of the application for reconsideration, where an oral hearing is held.

(4.1) Subsections 28(4.1) to (4.3) shall apply to the reconsideration process, with the necessary changes.

(5) The chief review commissioner shall notify all the parties to which the request for a reconsideration relates of the request within 10 days of receiving it.

1998 c19 s9; 2001 c10 s11

Conflict of interest

29. A review commissioner may not review a matter under this Part if he or she has a direct personal interest in that matter or if the chief review commissioner determines there is a conflict of interest.

1994 c12 s4

Report under Transparency and Accountability Act

30. An annual report, as required by and in accordance with the requirements of the Transparency and Accountability Act , shall be submitted by the review division in accordance with that Act.

2009 c7 s3

Rep. by 1994 c12 s4

31. [Rep. by 1994 c12 s4]

1994 c12 s4

Rep. by 1994 c12 s4

32. [Rep. by 1994 c12 s4]

1994 c12 s4

Rep. by 1994 c12 s4

33. [Rep. by 1994 c12 s4]

1994 c12 s4

Rep. by 1994 c12 s4

34. [Rep. by 1994 c12 s4]

1994 c12 s4

Stated case

35. The commission may, of its own motion, or upon the application of a party and upon security being given as the commission directs, state a case in writing for the opinion of the Trial Division upon a question which in the opinion of the commission is a question as to the commission's jurisdiction or a question of law, and a similar reference may also be made at the request of the Lieutenant-Governor in Council, and the Trial Division shall hear and determine the questions arising in a case so stated and remit the matter to the commission with the opinion of the court on the matter.

1983 c48 s23

Rules for appeal

36. (1) The Judicature Act and the Rules of the Supreme Court, where they can be applied and are consistent with this Act, shall apply to a proceeding with respect to an appeal or stated case under section 35.

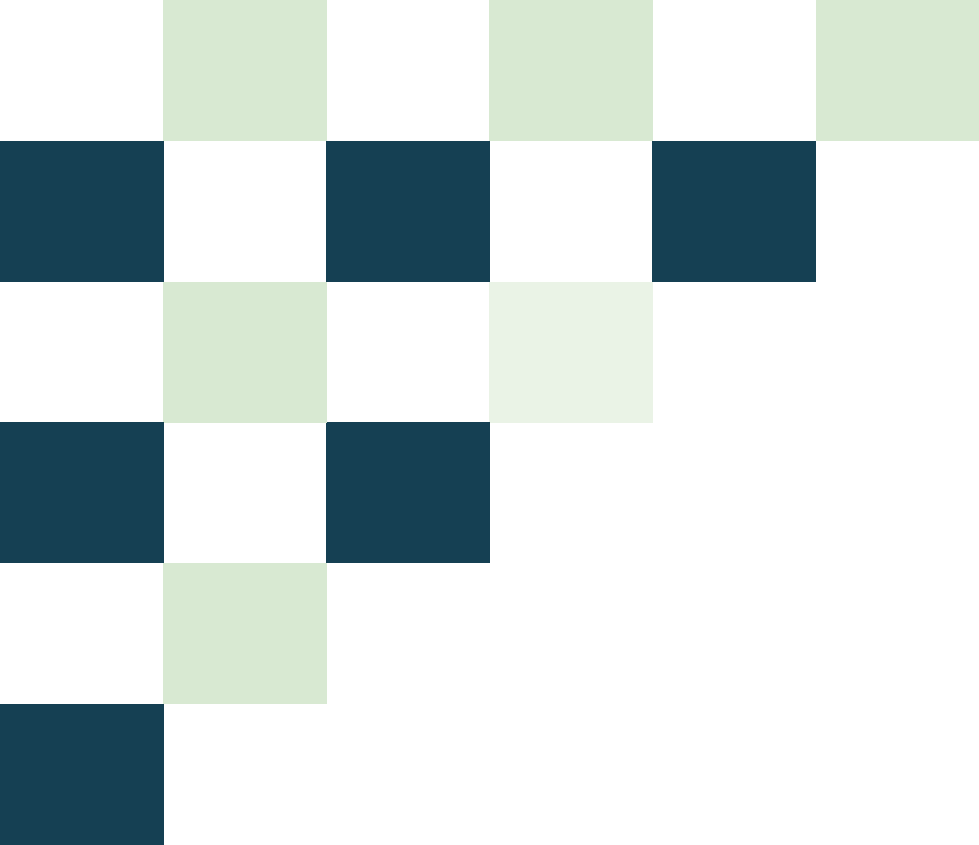
(2) A notice or other document required to be served on the commission may be served on the chairperson or, in his or her absence, the chief executive officer of the commission.

1987 c41 s24; 1994 c12 s4

Notification of appeals, etc.

37. The Trial Division has power, with respect to stated cases referred to in section 35, to direct that a person interested, or, where there is a class of persons interested, 1 or more persons as representatives of that class, shall be notified of the hearing and those persons are entitled to be heard.

1983 c48 s25; 1994 c12 s6



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