

D Russell

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I have been a wcb advocate for 15 years. I took training through our union UNIFOR .in this time i have seen wait times get so long that a lot of people can lose everything they own and work for. one case i am working on has gone to review 6 months ago and still no decision. This man was injured almost 3 years ago and sought out surgery on his own because wcb refused to help. This man was cut off at the beginning of his claim because he was to injured to return on light duty. he went to the wcb specialist but he was called away on family emergency so he went to his family doctor who was on holidays so he went to walk in clinic and they examined him and determined he could not return to light duty. WCB cut him off. wcb said he went to 3 different doctors until he got the opinion he wanted. the client went to family doctor and the wcb specialist a week later and got letters stating this wasn't the case but wcb would not accept this so he went 8 months with no pay at all. wcb then started paying him as the doctor said he had plateaued. we appealed that decision and to this day they have not received anything from the review board and its been over 6 months and they only had 120 days to respond. phone calls and inquiries go unanswered from WCB. We must get rid of the medical adviser and go back to a panel of doctors to make decisions. the medical adviser makes decisions on patients without ever seeing them. WCB will tell you on the phone that your claim wasn't accepted but you cant appeal because you need to send a copy of the decision letter and it can take months to get it from them. this is unacceptable . Alot of times your claim handler changes from week to week and if you contact the new handler you do not get a response because they say they are not up to speed you phone the next week and a new handler tells you the same thing. . WCB tries to wait you out and hope you give up instead of trying to help you get back to work on a timely basis. this is now the normal at wcb and has happened on most of the cases i have worked on in the past number of years and is only getting worse. I have dozens of claims where the people have been treated in the same manner. instead of helping WCB does everything they can NOT to help

Rick Hebert