

OTHER BUSINESS

PRESENTATION: DEVELOPING A STRONGER SERVICE CULTURE

The Vice President, Prevention, Assessments and Customer Service joined the meeting to discuss the development of a stronger service culture at the WCB.

The Vice President reviewed the strategic service goals of continuously improving service to injured workers and employers and other stakeholders, delivering high quality services and developing a stronger service culture. The WCB service culture model has the customer at the centre.

The structure of the Service Culture Committee was noted. Information was provided on the various planned processes and activities since the creation of the Committee in 2003. There was discussion regarding the various measures that have been created including the Service Culture Index. The Vice President reviewed findings of the 2009 employee survey that indicated some of the areas identified by staff for improvement. Focus groups were used to gain a better understanding of those needs.

There was discussion regarding the 2011 survey results relating to service and some of the activities that have been undertaken.

The Vice President, Prevention, Assessments and Customer Service left the meeting.

REPORTS

ADMINISTRATION REPORT

The Board received the information provided with the agenda.

MEETING WITH THE FAIR PRACTICES ADVOCATE

The Fair Practices Advocate (FPA) joined the meeting and introduced discussion on her report. She shared a number of observations with the Board.

The Board received the report for information.

The FPA left the meeting.

REPORT ON THE ADMINISTRATION OF SECTION 60.9 AND JUDICIAL REVIEWS

The Board received the information provided with the agenda.

BOARD OF DIRECTORS WORK PLAN

The Board received the information provided with the agenda.

IN CAMERA DISCUSSION

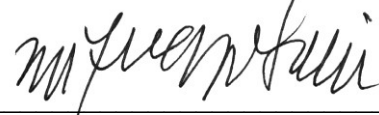
The Board of Directors adjourned to an *in camera* session.

CONCLUSION

As all matters coming before the Board had been dealt with, the Chairperson declared the meeting to be concluded at 2:24 p.m.



Chairperson



Corporate Secretary