

February 1, 2001

## **Injured Workers to be Polled by Yukon Workers' Compensation Health and Safety Board**

The Yukon Workers' Compensation Health and Safety Board (YWCHSB) has contracted the Bureau of Statistics to conduct a survey of injured workers in the territory. The Bureau will be contacting workers directly to ask them if they would like to participate in the poll.

The main purpose of the survey is to give the YWCHSB the information it needs to improve service. "We want to hear from our clients what good service looks like to them," said Tina Sebert, public relations liaison at the YWCHSB. "Right now, we know that some of our clients are very happy with the service we provide. Nearly every week, we receive a letter of thanks. But we also know that some of our clients are not satisfied with the service they're receiving. In order to improve, we need to know what we're doing right and what we could be doing better."

The survey is being conducted by the Bureau of Statistics so that workers can feel free to comment on all aspects of their dealings with the board.

"The board has asked us to do all of the interviewing and compiling of results so that workers can be certain that their responses will be treated with complete confidentiality," said Jim Tousignant, senior statistician at the Bureau of Statistics. "No individual worker will ever be identifiable to the board."

Sebert commented that it was important to the board that workers feel their comments are protected. "If injured workers don't feel completely free to comment on our service and procedures, we won't get the truthful responses we need to make improvements."

The Bureau will be interviewing a random selection of workers

with a range of different injuries who have accessed the YWCHSB's services in the last two years. "We've also left the door open to any worker who's had dealings with the board and would like to share his or her experience," Tousignant adds. "If you haven't been contacted by the end of February and want to participate in the survey, you can contact us at the Bureau of Statistics and arrange to be interviewed."

The YWCHSB will use the survey information to make targeted changes to its services. "The survey should give us a snap shot of where we are right now as an organization," said Sebert.

Besides improving service, the study will also provide the YWCHSB with information on the causes and contributing factors to workers' injuries. "We need to know more about how and why people get injured at work," says Sebert.

According to Sebert, all of this information will help the Yukon Workers' Compensation Health and Safety Board to plan for the future and to achieve its goals: preventing injuries from happening and helping those workers who have been injured to overcome their disability and return to work.

The YWCHSB also plans to survey it's other client group—employers—later this spring.

For more information please contact:

Tina Sebert  
Public Relations Liaison  
Yukon Workers' Compensation Health & Safety Board  
Tel: 867.667.8695  
Email: [Tina.Sebert@gov.yk.ca](mailto:Tina.Sebert@gov.yk.ca)

Jim Tousignant  
Senior Statistician  
Bureau of Statistics  
Tel: 867.667.5383

Email: [Jim.Tousignant@gov.yk.ca](mailto:Jim.Tousignant@gov.yk.ca)