



**YUKON WORKERS' COMPENSATION HEALTH AND SAFETY BOARD**  
**COMMISSION DE LA SANTÉ ET DE LA SÉCURITÉ AU TRAVAIL DU YUKON**

# News Release

For Immediate Release  
August 8, 2002

## **Yukon Workers' Compensation Health and Safety Board Defers Next Stage of Customer Service Project Until Auditor General's Report**

The Yukon Workers' Compensation Health and Safety Board (YWCHSB) will not proceed with contracts for the next stage of its Achieving Better Customer Service project until it receives the report of the special examination by the Auditor General of Canada.

The Board of Directors met with the Minister responsible for the Board, Sue Edelman, on Friday, August 2<sup>nd</sup>.

"We had a fruitful and open discussion with the Minister," said Dale Schmekel, Chair of the Board of Directors. "We have listened directly to her concerns and have agreed that we will not proceed to the next stage of the project until we are confident that there are no conflicts with recommendations contained in the Auditor General's report. The YWCHSB will then be in the position to respond to any recommendations, from the report, that have an impact on the project."

The special examination into the effectiveness and efficiency of the workers' compensation system—including the YWCHSB, Workers' Compensation Appeal Tribunal and Office of the Workers' Advocate – is required under the Yukon Workers' Compensation Act. The Auditor General's report of that special examination is expected in September.

YWCHSB launched the Achieving Better Customer Service project in June 2002. The purpose of the comprehensive, two-year project is to improve YWCHSB's services to workers, employers, injured workers and their families. It will provide staff of the YWCHSB with improved procedures and tools, allowing them to better determine people's needs, and serve them more effectively and quickly.

The project will also provide the YWCHSB with the tools to provide better occupational health and safety information, and to more effectively help prevent workplace illness and injury.

The two-year project is in two phases. The first phase in turn is divided into two stages. The first stage is heavily focused on planning and is scheduled to be complete in mid December.

PricewaterhouseCoopers (PwC) has a \$640,000 contract for this stage of the project and is working with local subcontractors.

The YWCHSB also agreed to improve communication about the purpose of the Achieving Better Customer Service project, and to improve communication between the Board and the Minister.

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The Board of Directors met with the Minister responsible for the Board, Sue Edelman, on Friday.

Dale Schmekel is the Chair of the Board of Directors. He says the Board had a fruitful and open discussion with the Minister. He says the Board has agreed not to move to the next stage of the project until it is confident that there are no conflicts with recommendations in the Auditor General's report. That report is expected in September.

The Board launched its Achieving Better Customer Service project in June.

The purpose of the project is to improve the Board's services to workers, employers, injured workers and their families. The project will also help the Board make better use of its occupational health and safety information, so that it can more effectively help prevent workplace injuries and illness.

The first stage of the project is scheduled to be complete in mid-December.

PricewaterhouseCoopers (PwC) has the \$640,000 contract for this stage of the project and is working with local subcontractors.

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