

Fair Practice **NEWS**

A brief update of the Commission's activities this year

5-year review

The Commission has now been open for five years and, to mark the occasion, we are making special presentations to interested groups. The presentations provide an overview of our first five years and focus on systemic issues we have identified and addressed.

New brochure out

The Commission launched a new brochure this summer. The letter-sized, bi-lingual brochure explains, concisely and clearly, what the Commission does. The brochure can be found in offices of the WSIB and various service providers and unions across the province. If you would like copies, please contact the Commission.

Northern Ontario

The Commission has had an office in Thunder Bay since its inception. In April we held an open house to thank the community for its support and contribution. We welcomed representatives from worker and employer

Commissioner's Message

Occupational disease process issues addressed

The past six months have been busy at the Commission. We completed our one-year follow-up on occupational disease process issues, and I reported the results to the Board of Directors of the WSIB on September 11.

I am very pleased to report that the WSIB made an exceptional response to all 10 of my recommendations. Details of the WSIB's responses and the outcomes will be included in our 2008 Annual Report, which will be out in the spring.

Laura Bradbury

groups, service providers, unions, the Office of the Worker Adviser, local MPPs and the WSIB's Thunder Bay office.

The occasion gave us an opportunity to say thank you in person.

By the numbers

The Commission received 1,500 complaints from January 1 to September 30, an increase of 10 per cent over the same period in 2007. We expect to receive about 2,100 complaints by the end of the year.

Specialists inquired into 21 per cent of the complaints within our mandate.

Workers, their representatives and family members continue to bring most (93 per cent) of the complaints.

Updating the web site

The Commission has started a process to update our web site and make it more user-friendly. Please feel free to contact the Commission if you have suggestions for improvement.

Case summaries

New case summaries are on the web site: www.fairpractices.on.ca.