

[0001 Human Rights Code OHSA WSIA Bill 168.docx](#)

Summary

I was diagnosed with Bilateral Carpal Tunnel, Cubital Tunnel, Epicondylitis, because Management intentionally neglected my complains, not paid as per CBA, from April 2019. Dr Kenneth Lam, June 2019, Dr. Godfrey Charles, October 2019 Dr. Herbert Von Schroeder. Approved by WSIB on June 12, 2019 for Epicondylitis. Initially Denial of Carpal Tunnel, though Diagnosed from Dr Kenneth Lam, Dr. Godfrey Charles, Dr. Herbert Von Schroeder, approved verbally on December 2019, after Objection send. All treatment were done privately, did not receive any support from WSIB for Carpal Tunnel. Cubital Tunnel Acknowledgment from WSIB on June 2020, though EMG results provided on June 2019, X-rays on October 2019. I was heavily exposed to chemicals, made aware of on August 2020. WSIB did not investigate as per WSIA 114 (1) Employers Liability.

On April 2020, Filed against my Employer HRTO Case 2020-41163-I. Employment, Duty to accommodate, Reprisal, OHSA 50, Discrimination on Benefits, Pay, Vacation, Poisonous Atmosphere, Abuse of Person With Disability.

WSIB did not help and protect, as per Bill 168, WSIA 22(1)(2), 29(1), 40(1)(5)(6), 41(1)(5)(6)(7) when Employer Harassed, failed Duty to Accommodate, Retaliated, cut the hours 50%, did not offer suitable re-employment, resulting in health decline, both physical and mental, lost of employment and financial hardship.

WSIB denied e-mail communications from November 2019. As per my Medical Situation, Diagnosed with Severe Anxiety, Severe Depression, Panic, Disoriented, working erratic schedule, going to physiotherapist 3 times per week, unable to understand or to really judge the situations and the consequences, having NSTEMI, diagnosed with Unstable Angina, High Blood Pressure and Severe Coronary Artery Disease, further deteriorating my Mental and Physical Health, endangering my life.

September 2020, Dr. Melitta Mezody, Confirmed Psychological symptoms are crucial for my Heart Condition and recommended Psychiatrist Dr. Brian Baker, specialized with CAD as well. Oct 2020, Dr. Judith Pilowski confirmed that the psychological situation is getting worst.

Continuously sending letters, denials, and paperwork claim files, 400-660 pages, while I requested as per my medical conditions, please electronic digital copies only.

Failing to properly notify, when Employer files Appeal. Denying evidence requested, for my Appeal of Readiness and Employer's Appeal and for Physician Assessment reports.

Discriminating, reprisal, harassment, taking advantage of my Mental and Physical abilities by:

Repetitively, withholding reimbursement up to 8 months. Vicodin, Naproxen Millan, Braces from April 2019, Reimbursement received on November 2019. Physiotherapist June 2019, reimbursement November 2019. Missing hours from January 2020 to May 2020. Travel Expenses Physiotherapist\Doctors appointment from December 2019 to April 2020, especially when I needed the most, after NSTEMI, without income, for Medicine, food and Rent, adding more anxiety and stress when I was in already grave situation.

Unfair calculations of Hours Lost. In average during my Employment, I was working 39/hours, WSIB approved 39 hours/week and when calculated hours lost, they did 34 hours/week. Send 2 ITO, no reply.

Neglecting and Ignoring MD Specialists Reports. Dr. Kenneth Lam, Dr. Herbert Von Schroeder, Dr. Charles Godffrey. Lately Dr. Melitta Mezody, Dr. Sabrina Lombardi, Dr. Amaria Khush., Dr. Judith Pilowski, Dr. Ian Smith. Knowing that i was diagnosed with Severe Anxiety, Severe Depression since October 2019, did not notify me, i

found out the report on 27 May 2020. Untreated from Oct 2019 until June 2020. December 2020 up to today November 2020 and counting. Though Approved for PTSD from Sep 2021.

Countless phone calls no call back. Called Case Managers, Managers of Case Managers, they were changed, called Managers, Managers of Case Managers, Directors, no call back.

Denied Health Benefits, which i did not apply for. I did not apply for Psychotraumatic Disability, i received a Denial Letter. Claim was maliciously made only under the Policy 15-04-02. Entrapment and bias decision from Amelia Kretzschmar on June 22, 2020. Claim should have included WSIB Policies 15-03-14 Chronic Mental Stress, Policy 15-03-02 Traumatic Mental Stress. After receiving 2 reports, from Psychologist Dr. Sabrina Lombardi and Dr. Amaria Khush, I Objected the decision and i was Denied again. On Oct 5 and Oct 8, 2020 I did 2 more Assessments Report, from Psychiatrist Dr. Brian Baker and Psychologist Dr. Judith Pilowski, which reconfirmed symptoms and causes.

Arbitrary Denied Loss of Earning Benefits I did not applied for, disregarding Functional Abilities as per Dr. Von Schroder, Dr. Lam and Psychological Assessment reports from, Dr. Lombardi, Dr. Khush. Later from Dr. Pilowski and Dr. Smith.

Denied Cardio Health Benefits. Taking advantage of my grave physical and mental situation, while i was recovering from NSTEMI, and Diagnosed with High Blood Pressure, Unstable Angina, Advanced Coronary Artery Disease (90% blockage, 3 stents) and Severe Depression, Severe Anxiety, Panic disorder. Calling me on April 16, 2020, while recovering, not properly identifying, and denying Cardio Condition Health Benefits. I learned the **bias** case was made by WSIB from Employer.

Deleting my Complains made about Case Managers and other important documents. On November 2019 and on February 2020, i send the complains, uploaded on WSIB, they were deleted. Deleting Harassment incidents at Workplace, and other incidents that I uploaded on WSIB. Requested help from Fair Practice, to stop the harassment from WSIB and Employer, no reply.

After 7 e-mails, phone calls, from May 2020, In August 2020, i was told that Ian Lau phone call April 16, 2:42PM does not exist anymore. Call that initially was said to be 10 minutes, and was more then 50 minutes.

Retaliation from Case Managers Johnathan Skelly, Sweta Petlu, because i complained about them at Fair Practice and WSIB. Adding me in Hard Return to Work Program without consulting the Details with MD, Dr. Herbert Von Schroeder, or Physiotherapist, which resulted in health decline, mentally and physically and endangering my life. Closing Return to Work Program and i was not notified or given a reason.

After 8 months complain, countless e-mails involving Directors, CEO Mr. Thomas Teahen they were changed.

Absolutely no help from Fair Practice, not only but they have made my situation worst, making me repeatedly explaining countless time the issues and denying e-mail communication while I was in critical health condition.

Neglecting and ignoring Chemical Exposure report. Forms of Exposure 3958A, from WSIB, were submitted, Case Manager said to talk to representatives. Have requested the Names of Chemicals to be available to WSIB, Cardiologist and MD. Case Manager said this is personal.

Delays of Appeal Of Readiness process by 4 months.

From April 2019-April 2020 Alone, I had to deal with calls, e-mails, objects, fights with Jonathan Skelly, Sweta Petlu, Ian Lau, Kim Murphy, Laurie McMann, Jan Pullins-McMaster, Denis Chow, Anne Deemert, Denise Caron Adam, Olivia Wlusek, Amelia Kretzschmar, Andrea Milligan, Richelle Jopling, Lori Davison, Jennifer, Kelly, Sharleen, Mary Grimaldi, Carolyn Hepburn, Violet (don't know their last names), Fair Practice Tom Barber, Aimee Lu, Irene, I had stand up for my human rights, Complain and follow up with respective Organisations, not knowing the procedures, compliance rules and regulations, while I was sick physically and mentally unstable, working erratic schedule, 6-7 days per week, going 3 times per week at physiotherapy sleeping 2-3 hours per day, and lately having life threatening Cardiac Arrest.

I felt helpless and most of the times completely ignored, from WSIB as they should have done more advising, supporting, protecting, being responsive after countless Letters/e-mails, phone calls, and meetings and completely ignoring my calls, deleting my complains, and taking advantage of my situation, physical and mental.

Continuous unscrupulous suggestions of contacting OWA, knowing that I was Unionized, and contacting representatives, Lawyers, while I was on EI, \$324/week, in need of \$250 a month for Cardio medicine only. Emails/Letters from Kim Murphy, Amelia Kretzschmar, Olivia Wlusek, Andrea Milligan and others.

Every day, from the time that I wake up, cannot move my mind away from all of this abuse, discrimination from WSIB and persons involved.

I felt Discriminated, Abused, Helpless, taken advantage of, while I was physically and mentally unstable. More than a month, I was not able to sleep. I became estranged with my wife, 10 years old son and my family.

I have requested 2 times the results, of my complains, from Ombudsman Ontario, no answer. 47 years old, I will have to live for rest of my life with Physical illness and Mental Instability.

Summary of Violations

46.3 (1) For the purposes of this Act, except subsection 2 (2), subsection 5 (2), section 7 and subsection 46.2 (1), any act or thing done or omitted to be done in the course of his or her employment by an officer, official, employee or agent of a corporation, trade union, trade or occupational association, unincorporated association or employers' organization shall be deemed to be an act or thing done or omitted to be done by the corporation, trade union, trade or occupational association, unincorporated association or employers' organization. 2006, c. 30, s. 8.

Criminal Behavior of WSIB, in violations of Charter, Human Rights, WSIA, OHSA.

I was injured because Employer intentionally neglected my reporting every week, not paid as per CBA, worked excessive erratic schedule, up to 45 hours per week, 4PM to 10:30PM and 8:30 to 5PM next day, almost 24 hours straight. Have requested Daily Time attendance not given, Olivia Wlusek Case Manager of Claim 31182713, said this is personal. WSIB as per WSIA 135 (1) has the power of authority to acquire these documents.

Employer did their best to make me voluntary quit, followed every step, disregarded functional abilities, made me work against Dr restrictions, harassed every moment, all incidents reported to WSIB, as per WSIA 22.1, OHSA 50, Bill 168, WSIB did nothing. Not only but as reprisal they put me in Hard Work Program 1 month, while WSIB Dr. suggested 3-4 months gradually.

As result my health declined to severe, physically and psychologically, lucky(or someone up there) to be alive. From April 2019-Ongoing, Alone, in my severe medical conditions, I had to deal with calls, e-mails, objects, fights with Jonathan Skelly, Sweta Petlu, Ian Lau, Kim Murphy, Laurie McMann, Jan Pullins-McMaster, Denis Chow, Anne Deemert, Denise Caron Adam, Olivia Wlusek, Amelia Kretzschmar, Andrea Milligan, Richelle Jopling, Lori Davison, Jennifer, Kelly, Sharleen, Violet (don't know their last names), Carmelina Pagliaro, Mary Grimaldi, Carolyn Hepburn, Michelle Maz, Fair Practice Tom Barber, Aimee Lu, Irene, I had stand up for my human rights, Complain and follow up with respective Organizations, not knowing the procedures, compliance rules and regulations, while I was sick physically and mentally unstable, working erratic schedule, 6-7 days per week, going 3 times per week at physiotherapy sleeping 2-3 hours per day, and lately having life threatening Cardiac Arrest.

1-Jonathan Skelly and Sweta Petlu, reported harassment from Employer, Employer cut the hours 50%, violations of OHSA 50, WSIA 22(1), Bill 168, they said to deal myself with Employer.

2-Jonathan Skelly and Sweta Petlu retaliated against me because i filed 2 complains about them for not responding to my phone calls. They added me in Hard work Program without consulting the details with MD, against MD recommendation 3-4 months, and risked my health and my life.

Under Criminal Code R.S., 1985, c. 27 (1st Supp.), s. 38, 1994, c. 44, s. 16 2019, c. 25, s. 92.

3-Jonathan Skelly gave false information to WSIB and Employer in violations of WSIA 149(1) 181(1). I reported Cardiovascular at WSIB.

4-Jonathan Skelly, Anne Deemert withheld reimbursement 8 months, Vicodin, Naproxen, Braces for Hands and Supports for Elbows, even when i needed most after Life threatening Cardiac Arrest. Deleted my files uploaded.

5-Ian Lau, i report Cardiovascular Acute on Claim 31182713, he makes defamatory claim 31503595. Without identifying himself as adjudicator, calls as he said only 10 minutes, says all is recorded, when requested the recording, 7 times, after 5 months WSIB says Call does not exist anymore. Violations of WSIA 149(1) and abuse of person with Disabilities. Call made while recovering from Life threatening disease. I learned the new case was made from Employer, when they send Modified Duties, in Violations of OHSA 50, WSIA 22.1, WSIB June 12, 2019 decision, 39 hours/week.

Inhumane unethical language was used on denial, and follow up communications.

6-Amelia Kretzschmar, denied without applying and made a defamatory claim. When asked under which policy, she said sometimes we act like that.! Claim entrapment and bias was made under 15-04-02 while WSIA 2017, c. 8, Sched. 33, s. 1. and 2017, c. 34, Sched. 45, s. 1 specifies Chronic Mental Health. See 4 WSIB Dr. Reports.

7-Olivia Wlusek, when requested to check reimbursement as calculations of the hours paid by WSIB, were not in compliance with WSIA 46 (1)(2), 53 and WSIB Policy 11-01-04,14-02-08, 18-02-02, did not reply, not Only, but made defamatory claims prior that I notified Jonathan Skelly on March 2020. While i uploaded missing hours since January 2020 and they were deleted.

8-Olivia Wlusek did not take in consideration Dr.K.L. and Dr H.V.S Functional Abilities, as well Dr S.L, Dr, A.K, Dr J.P Assessment Reports. Position offered from Employer not in compliance with Reports. Add Dr I. S report on Dec. 2020.

9-Employer and WSIB violated WSIA 1997, c. 16, Sched. A, s. 41 (1).1997, c. 16, Sched. A, s. 41 (4). as well Human Rights Duty to Accomodate R.S.O. 1990, c. H.19, s. 2 (1); 1999, c. 6, s. 28 (2); 2001, c. 32, s. 27 (1); 2005, c. 5, s. 32 (2); 2012, c. 7, s. 2 (1).

10-Olivia Wlusek makes me appeal an Approval. Out of any policy Logic or common sense

11-On August 2020, became aware of Chemical Dangers, reported at WSIB, no investigation, and defamatory bias claim was made from Director Michelle Maz. Again inhumane unethical language was used.

12-Fraud and misconduct of WSIB Staff, were provided to WSIB, Directors, Fair Practise, Ombudsman Ontario, CEO, nothing happened.

13-WSIB Impersonating Police Officer, on January 28, 2021.

14-All systemic abuse and discrimination from WSIB while in Severe Medical Conditions, physical and psychological.

15-Metro did not come up with suitable position as per Functional Abilities, as prescribed by Dr. K L, Dr. H V S, Dr. M M, Psychologist, Dr. S L, Dr. A K, Dr. J P, Psychiatrist Dr. B B (Cleared for Sedentary work, Max standing 15-30 minutes , Max lifting 0-5 kg, No repetitive movement, No stairs, No Stress, irrelevant but for the record No Driving). All FA, Psychological Assessments were made available to all parties. Dr. I S, recommended to never initiate any contact with previous employer. Lori Davison, ignored my objections, went to the store on Monday 9AM while store empty, together with Andrea Milligan, Olivia Wlusek, ignored Dr. restrictions, did not take Cardio and Covid in consideration, as per Gov. guidance, i am in High Risk, not a single Dr. even WSIB Dr. specified sedentary work only, and did not clear me for return to work without approval from Cardiologist and Psychologist. WSIB violated not only OHS 50, WSIA 22.1, As well the code duty to accomodate by not taking in consideration Dr. Cardio and Covid situation.

16-From December 2019 requested email communication, as per my medical conditions and availability. Denied from WSIB, denied from Jonathan Skelly, Denied from Ian Lau. Denied from Fair Practice, Aimee Lu. Provided WSIB with same email communications available with Employers. Denied. Have uploaded th Online transfer, Have signed the documents for direct deposit, miscalculated checks and reimbursements still coming by mail. I had to leave the house, even during the goverment restrictions, to cash out the checks, adding unecessary more stress, especially after NSTEMI, risking my life.

Approved on July 2020 digital communications. However, continuously send thousands of pages, mail letters, while every time countlessly replied please do not send any other form of communications, digital electronic only.

17-Deleting evidence, My Complains, WSIB Case Managers Misconduct, violating 181, WSIB Policies, and Misconduct of Case Managers mentioning all the time CBA while WSIA overwrites CBA. WSIA Conflict with Collective Agreement(15).

18-Legitimate Reimbursement repeatedly denied and withheld up to 8 months. Travel, missing hours, medicine, physiotherapy. Physiotherapy 8 session have not been reimbursed, Missing hours in October 2019 have not been reimbursed. Antidepressant not reimbursed while approved CBT with Dr. Psychologist.

19-Employer's violation of WSIA 22.1,2, 149, 150, 157, Bill 168 send countless times, WSIB did nothing. Reports of Harassment and Chemical Exposure have been reported to WSIB and MLTSD. Conform Bill 168, WSIA 22.1, Chemical Exposure form 3958A, OHSA 50, OHSA 25(1), 32(1), 32.0.6; 0.7; 0.8; 37(1)(2)(3), 38(1)to(5).

20-Not investigating Fraud made by Physiotherapist, as well violations of WSIA 35, 37

21-Violation of WSIA 43, 53, WSIB 11-01-04,14-02-08, 18-02-02 Policies Payment, i was not paid fairly for the hours missing from Employer Violating OHSA 50, WSIA 22.1. Have send 2 ITO no reply. Jan 2021, Sep 2021.

23-WSIB as per WSIA 135, has the power to examine the hours, and if the employer has contravened 22.1.2. Case Manager Olivia Wlusek said this is personal. Employer did not pay as per CBA. Earning should be recalculated. Employer owes +\$15K unpaid wages.

24-WSIA 40, 42, Human Rights Code, Duty to Accommodate, From 6 WSIB Dr. Position offered from Employer not in Compliance with Functional Abilities.

25-Nida Javed without properly identifying herself approves epicondylitis, denies CP, as I found out later on Nov 2019, CP stands for Carpal Tunnel. Disregarding diagnoses and reports made by Dr. K.L, submitted at WSIB, EMG Dr. G.C, which included Cubital Tunnel as well, and X-Ray and diagnoses from WSIB Dr. H.V.S

Approved verbally on Dec. 2019, however when requested the fate of ITO, Olivia Wlusek triggers the appeal. Appeal the approval??!! Injured Worker request the appeal, not WSIB. Abuse of Process.

25-Denial without applying, defamatory claims denials, abuse of process, appeal the approval, denial accommodations, abuse of disabilities, risking my health and life, withholding legitimate reimbursements, financial hardship, all above, WSIB violations of Human Rights, WSIA, OHSA, violated Charter 7, 12, 15.

26-I did not file any ITO or reconsideration, about Chemical Exposure. All claims from respective WSIB staff are made up. All information given to Dr. is ridiculous;

a)WSIB made up saying I had HA because I worked 24 hours straight that day.

b)WSIB made up said I had HA because I worked erratic schedule that week.

c)WSIB made up said I had HA because I was exposed to chemicals that day.

d)The use of HA word aggressively from WSIB, from the beginning, Ian Lau, I stopped him say the word, and he continued, and from the all subject, is inhumane and I consider HARASSMENT.

Can WSIB please show me that I filed, as Michelle Maz says, because there is none.

Can WSIB show that I filed reconsideration, as Michelle Maz says, because there is none.

This is a continuous made up claims, deny without applying, entrapment from WSIB.

27-Appeal made me file 3 times the Appeal, losing 4 months, without any reason, or explaining any policy or procedure, answer was "sometimes we act like that"?!!!

28-Non Economical Loss has not being paid as per WSIA 46.

So far WSIA, OHSA, The Code, has been only on the paper, i hope Charter is not a Holy Grail.

Charter of Rights and Freedoms

7. Everyone has the right to life, liberty and security of the person and the right not to be deprived thereof except in accordance with the principles of fundamental justice.

12. Everyone has the right not to be subjected to any cruel and unusual treatment or punishment.

15. (1) Every individual is equal before and under the law and has the right to the equal protection and equal benefit of the law without discrimination and, in particular, without discrimination based on race, national or ethnic origin, colour, religion, sex, age or mental or physical disability.

Chronology of the Events

Eugene Laho, Deli, Front-End Clerk.

March 31, 2019 Send a e-mail to HR and Union, about working erratic schedule, 2 weeks, no day off, almost 24 hours straight, carrying the other people duties, overworked, injuries that I was experiencing as result, complaining every week at store management, they came they took pictures and did nothing. Meeting with Employer and Union, Employer blamed on me. As discovered on January 2021, Employer owes unpaid wages, holidays, benefits that can rise up to \$25000. Employer asked if I wanted to report to WSIB the injuries. I said yes.

Employer did not report my injuries. Employer reported injuries on WSIB, after I told them that Family Dr. submitted at WSIB. Employer reported only Left Elbow. Violation of **WSIA 22.1 (1)(2) same as OHSA 50.**

I blame the management for my injuries, for neglecting my complains, there was no investigation from WSIB as per **WSIA. All uploaded on WSIB.**

[0001 My Main Duties prior to incident.docx](#)

[0003 Mar 31, 2019 Letter Complain \(Grievance\) Send to HR Angela Alonzi-merged.pdf](#)

[0008 Aug 18 2019 Meeting Minutes forwarded to Tony Falcone Forwarded to Keith Osborne.pdf](#)

April 8, 2019, went to see Family Doctor, Dr Kenneth Lam. Diagnosed with Carpal Tunnel, Epicondylitis, both fingers, hands, wrists, arms, elbows. No hernia. Dr. told me to be careful as I might end up with permanent damage.

Functional Abilities form, No Repetition, No more then 3 Pounds lifting/pulling and Light Duties. Form given to Store Manager, submitted to WSIB by Family Doctor. Prescribed Braces, Pain Killers and Physiotherapy. Paid on my own. I had no idea what WSIB was.

April 12 2019, received Modified Duties from Metro Health and Safety.

[0004 April 12 2019 modified duties Pam Cook.pdf](#)

[0004 April 15 2019 Dr Lam Functional Abilities.pdf](#)

[0004 April 15, 2019 Receipt Eugene Laho Reimbursement Dec 2019.pdf](#)

April 24, 2019 started modified duties 2 weeks after Functional Abilities form were submitted to Store Manager. Metro HR send the restrictions on April 12.

May 4, 2019 Email send to HR, Antonella Racanelli, clarifying the injuries, not as they submitted by Metro, only left elbow, and asking clarification why I was left to work against Dr restrictions, till April 24, when even Hr Metro send on April 12 Modified Duties to Store Manager. No Answer. All discrepancies were uploaded at WSIB.

[0004 April 12, 2019 modified duties Pam Cook.pdf \(Prior Antonella Racanelli merged\)](#)

[0005 May 6 2019 E-mail Asking HR why i was Left till 24 April.pdf](#)

May 5, 2019 ongoing investigation from WSIB. Call was made, from WSIB, Nidi, asked questions about how did I get injured. Explained what was I doing, and how it happened. She said WSIB is there to protect you. Thanked her for any future help.

June 7 2019 received Modified Duties Program from Metro Employment Specialist, Pam Cook.

June 12 2019, Case 31182713 approved from WSIB. 39 hours per week. Reimbursement of loosing hours, Physiotherapy and Medicine. Though diagnosed from Dr. Lam disapproved CP.

[0006 June 12 2019 WSIB Decision.pdf](#)

June 18 2019 Employment Specialist Pam Cook and Store Manager Tony Colletta came up with “**Modified Duties**”, at my last position. I called WSIB, spoke to Jonathan Skelly, and told him my doubts because that is completely against Doctor and Physiotherapist restrictions.

Conference Phone meeting with Pam Cook, and Store Manager Tony Colletta, No Union Present, they assured me that was for my own good, our intentions are for you to get well and recover fast, Tony said take it easy, we are here to support you, I agreed though I told them my doubts.

June 21, 2019. Pain increased, all this time for over a month I was sleeping 2-3 hours per night.

Major Incident with the Employer. Refused to continue on “**Modified Duties**”, requested the modified duties as per Dr. Restrictions.

24 June 2019, Spoke about incident, the harassment to Case Manager Johnathan Skelly, he was upset first why I called MOL, but agreed that WSIB was closed on the weekend and I had no other choice. Uploaded the incident on

WSIB. There was no Help from WSIB as per Bill 168 Harassment, WSIA 22.1 (1)(2) same as OHSA 50. Jonathan Skelly has deleted those logs. Only the main WSIB is still there.

[0006 June 25 2019 Thank you e-mail for Sarah Hugill.pdf](#)

[0006 June 26 2019 Physio Receipt reimbursment December 2019.pdf](#)

[0006 Reported June 24 Feb 5 2021 Files from MOL Under Freedom of Information](#)

[0006 June 21 Incident Refusal to work In Full Duties as it happened \(Sent to VP Union Tony Falcone\)](#)

[0006 June 24 2019 Reported Harassment to WSIB.pdf](#)

26 June 2019 MD Godffrey Charles, EMG tests, told me that right Arm Nerve has very slow responding time, 3.9 as per normal 2.1, twice more then normal. Recommended to keep braces, continue physiotherapy and ultrasound.

[0006 June 26 2019 Dr Lam Functional Abilities.pdf](#)

[0007 Jul 7 2019 Dr Goddfrey Charles EMG.pdf](#)

June 28 2019 requested information about the hours submitted by Metro to WSIB, as I was working 25-31 hours/week. Not 39 hours/week as WSIB Decision. In addition, I was given no day offs after 11 days straight again.

[0007 Jul 22, 2019 Medicine Reimbursement uploaded again.pdf](#)

[0007 June 28, 2019 E-Mail request to Pam Cook, About the hours at Metro.pdf](#)

[0007 June 28, 2019 Requested again the hours at Metro](#)

July 30, 2019 Approved by WSIB, Johnathan Skelly, reimbursement of missing hours, received less money then I calculated, did not pursue this issue, I let it go. There was no explanation how he calculated.

July 31 2019, Spoke to Jonathan Skelly, WSIB, thanked him for helping fixing the schedule, and the reimbursement of missing hours. He requested EMG Report, was send to him.

[0007 Jul 16, 2019 Dr Charles EKG Report.pdf](#)

August 15 2019, Meeting with WSIB and Metro. WSIB suggested that I was due to see a specialist. Present, Tony Falcone, Union. Pam Cook, Metro Employment Specialist, sarcastically said that she had doubts about my injuries, and she did not understand how can someone get hurt by cooking and washing 3 extra dishes. Asked Pam Cook how did she came up with "Modified Duties" in June, without knowing what was I doing. She said it was a misunderstanding; Angela Alonzi HR, interrupted and said that we are all here for Eugene to get better, and Tony Colletta Store Manager, will send him to a different position after he recovers. Any position he wants. Since Management knew that WSIB was coming for inspection, they had 2 people working in my previous position, Angelica and Pamela.

Sweta Petlu WSIB Employment Specialist pointed out that no reprisal and no losing hours should ever appear during and after recovery from my injuries.

Send an e-mail to Pam Cook, all the details, how much was I cooking, my previous duties and how I got injured, and telling her that after all this "misunderstandings" I don't trusts anyone anymore. Uploaded on WSIB.

Spoke to Tony Falcone, Union, told him my situation, I said I'm in the corner can't quit as with my conditions right now I can't work nowhere. In the meeting because of Union and WSIB, all of them they were like Angels.

New Program was designed, by Metro, Modified Duties, Daily Tasks, to be completed. Easy, usually I did 2 days in one. I tried to keep occupied, keep working get my mind out of other things.

August 19, 2019 Letter send to Pam Cook, Angela Alonzi/HR, CC Tony Falcone/Union, in Detail asking, why I was made to work against Dr. Restrictions, based on WSIB decision 39 hours/Week, why I was given 29-31, why I was not given a day off, and made to work 11 days straight knowing my conditions. Why I had to go to the office every week to fix the schedule. Pam Cook said they will address them in the next meeting with WSIB. Uploaded on WSIB all harassment incidents that were forwarded to Union and HR.

[0008 Aug 16 2019 E-mail Clarification Send to Pam Cook About how did i get hurt](#)

[0008 Aug 21 2019 Response Email Send to Pam Cook Angela Alonzi Tony Falcone.pdf](#)

August 21 2019 Employer did not approve 1 week vacation, because they said WSIB. Called WSIB 4 times, Case Managers, no call back. Called the Nurse, as I needed Medicine, she was on vacation, left message to another nurse, no call back. WSIB cut the Benefits.

September 2019 Asked Family Doctor and latter Sharon Gallardo my Physiotherapist, how long will it take to recover, They said is hard to tell.

Oct 05 2019 Notified Union, WSIB, Ministry of Labour for another incident at work. No call back.

Oct 6 2019 Called WSIB Case Managers to report all the incidents, No Call back. E-Mail send to Union, Tony Falcone, and Sarah Hugill MOL uploaded on WSIB.

[0010 October 7 2019 Email send to Sarah Hugill.pdf](#)

[0010 October 10 2019 Email reply from MOL Sarah Hugill and Union Tony Falcone.pdf](#)

[0010 Work Schedule Missing Hours](#)

Oct 11 2019 Dr Herbert Von Schroeder Visit. Set by WSIB. 4 hours X-ray and Tests. Confirmed Carpal Tunnel and Epicondylitis, recommended modified duties, Physio and gradually moving to hardening program. Continued Physio as prescribed by the Doctor, paying on my own. Results were send to My Family Doctor, Physio and WSIB. Sarah Hobbs Occupational Therapist after the assessment recommended and said that she will follow up and help finding the solutions for my mental problems. I called her 4 times couldn't reach her.

[0010 Oct 10, 2019 Altum Health Assessment Report .pdf](#)

[0010 Paid from my wife insurance and my pocket, no reimbursment from WSIB](#)

October 2019 I was moved from Employer as Cashier, as it was more in compliance with modified duties and functional abilities, lost some hours. No reply from WSIB.

November 10-11-12-14 2019, Again notified WSIB ongoing harassments, no call back. Requested from them to intervene for at least 1 week vacation, no call back.

[0011 Nov 15 2019 Occupational Diagnosis WSIB Nurse Reimbursment Stress.pdf](#)

November 16 2019 Found the info in a small part of the store, under Punch In machine, small add between some of 10 other adds, Internal Audit and Time to speak up. Send an e-mail with all the details at Internal Audit Metro, and online a bit more in details at Time to speak up, about all the ongoing harassment incidents for the past 2 weeks, uploaded on WSIB.

MOL suggested calling WSIB and ask for help. Again Called Left Message to WSIB Case Managers, No Call back. No help from WSIB as per WSIA 22, Bill 168.

[0011 Nov 14 2019 Time to speak up Internal Audit.pdf](#)

[0011 Nov 14 2019 Time to Speak Up.pdf](#)

[0011 November 16 2019 Internal Audit Tony Falcone.pdf](#)

[0010 Oct 2019 January 2020 Calls WSIB No call back.pdf](#)

November 19 2019, Send the first complain at WSIB, about reimbursement, no call back from case managers. Called the Main line WSIB asked them if the phone calls are recorded, and the documents are being received. They said yes. Send the first complain about case managers. Uploaded on WSIB(deleted). WSIB denied e-mail communications.

[0011 Nov 19, 2019 Sarah Hugill to ask WSIB for Help WSIA Harassment.pdf](#)

[0011 Nov 19, 2019 WSIB First Complaint Case Managers.pdf](#)

[0011 Nov 19, 2019 WSIB denial email First Complaint Case Managers.pdf](#)

November 20 2019, After 6 calls at WSIB, 6 weeks after Specialist visit, I found that the Nurse, which handled my case, Anne Deemert, did not know about the results from specialists. She blamed on Case Manager Jonathan Skelly. She asked what I want. Told her that the only thing I want was to recover fast. Explained to her that I paid 8 sessions Physiotherapy from my pocket, using My Wife's Insurance, which costs us over \$650/Month. She asked who recommended this, I told her My Family Doctor wrote the prescription, uploaded on WSIB, and WSIB MD Von Schroeder report send to WSIB. She covered the difference of the money. She send the reimbursement money from April, Vicodin, Naproxen, and June 2020, \$100 Physiotherapy Session. I did upload on WSIB all payment from my wife's insurance. All payment are not in Claim files, deleted.

[0011 Nov 2019 WSIB Nurse LifeMark conversation Work Hard and Hard Physiotherapy as cannot with previous Physiotherapist.pdf](#)

[0010 Oct 2019 Paid From My Wife Insurance No refund from WSIB Uploaded Deleted.pdf](#)

[0011 Nov 15 2019 Occupational Diagnosis WSIB Nurse.pdf](#)

[0011 Nov 20 Dec 27 Reimbursement from WSIB After 8 months.pdf](#)

Letter of Intent to WSIB, Went through all the peppers, though I was diagnosed with Carpal Tunnel, from 3 MD and 2 Physiotherapists, I wasn't approved physiotherapy and treatment from WSIB. To this day I have not received any treatment from WSIB, all have been done privately. Not knowing Cubital Tunnel. Until May 2020

[0011 Nov 2019 WSIB LOI Eugene Laho 31182713, 2397a.pdf](#)

November 27 2019, Started Hardening Physiotherapy at LifeMark Clinic.

[0011 Nov 27, 2019 E. Laho - LifeMark intake + consent.pdf](#)

[0011 Nov 28, 2019 WSIB E. Laho - IAR.pdf](#)

November 2019 Hermatospermia Health Problems maybe related to stressful environment and chemical exposure. Testing and Ultrasound found high risk issues.

[0011 Nov 27 2019 First Ultrasound Emergency.pdf](#)

[0012 Dec 19 2019 Second Ultrasound Emergency.pdf](#)

Started looking for Legal Help, reading Steps to Justice, Asking different Lawyers for help. Some of them were asking High Legal Fees like \$5000 upfront and most of them they would not take my case as I was unionized.

IAVGO very contradicting answers. One time yes, then No, only with WSIB, then no even with WSIB. Told me they had budget cuts from Ontario Gov. Intake for January.

December 3 2019, Meeting with WSIB and Metro, based on Dr Von Schroeder Recommendation for Hardening Program, Hardening Physio and return gradually to normal duties as prior to injuries. RTW Sweta Petlu verbally notified me that Johnathan Skelly had approved me for Carpal Tunnel. Told her, I leave messages to be called back at 6478331724, as well at WSIB, why are you calling me at home phone number, knowing that I'm at work?

In the meeting, I said that I was already doing hardening program, and, since A/Manager Claudia asked was I forced to do that, I clarified, As I spoke to the Dr. Schroeder, and he agreed to do as much as I could without hurting myself, a strategy of building up muscle resistance but no repetitive actions.

WSIB Return to Work Specialist Sweta Petlu said that before we will go through with the Program, she will confirm the Program with Doctor and Physiotherapist and will follow up with me and Metro. Program consisted in reaching the goal from December 4 till January 12, starting from 2 hours and 22 Lbs increasing to 8 Hours and 40 Lbs. She did not ask Health Care Specialist and did not follow up with no one.

E-mailed send to Altum Health, asked to be forwarded to Dr Von Schroeder, with the details of my previous duties, the Program and asked if he would approve this. No answer. Called his assistant 3 times, no answer.

Gave the Program to my new Physiotherapist, and asked him to call WSIB. He called he said they did not called him back.

[0012 Dec 3, 2019 WTS MEETING MEMO PLAN Send Email was Rejected and Denied Email Communications.pdf](#)

[0012 Dec 3 2019 My Objections not taken in consideration, against MD Von Schroeder, Denied email Conversation.pdf](#)

[0012 Dec 3 Johnathan Skelly Acknowledgment Approval Cubital Tunnel.pdf](#)

[0012 Dec 3 2019 Email send Work Hardening asking Physiotherapist for Help.pdf](#)

December 2019 Called 4 times Sweta Petlu, to follow up with my Physiotherapist, No answer. No call back. Schedule of Physiotherapy was given to Store Management. Send the Presto Card History for travel to Dr. and Physiotherapist Reimbursement, I was denied. Requested e-mail communication, as I received by e-mail by Sweta Petlu, with the program, I was told that WSIB does not provide e-mail communication.

December 5, 2019 Meeting as usual, no notifications, called in the office present, Tony Colletta, A/Managers Marco and Claudia, this time since Marco Deras Steward was not there, they decided to call Shelly the bookkeeper, as steward. We will start the program, sure no problem.

December 19, 2019 as the hours increased, injuries were getting worst and I was having trouble sleeping. Called Sweta Petlu she was off for End of the year. Called the Managers of Case Managers, requested help with mental problems as well, absolutely no help at all. I was given number after number after number, Kelly Jennifer, Melissa, Magda....Left Message to Kelly, Sweta Petlu's Manager. I told her my issues, why I'm on Program without consulting the Health Specialist. Please Call Physiotherapist. Please help with Mental Issues. Received a Message, she will make a note with my issues. Managed to speak to Jennifer; she said she will help, with Mental Problems as well. Raised to her my concerns, Why the program was not consulted with Health Care Specialists, my injuries were getting worst, why was I not called back, as I found out, WSIB suppose to call back within 8 hours or next day. Requested E-mail Communication. I was told WSIB does not do that. Told her I leave always in Voice Messages

please call back at my Cell Phone 6478331724, as I'm at work, why am I called all the time at my home phone number, when WSIB knows that I'm at work? Kelly the Manager of Sweta Petlu, did call back, left messages and was not sure for what I was complaining. Told her my main concern is my health as we speak. Told her why I was denied TTC reimbursement, why it took 2-3 months for medicine to get reimbursement. She said she will help.

Because of my availability, injuries, pain, insomnia, tremendous amount of stress, requested e-mail communications from WSIB, I was told WSIB does not communicate via e-mail.

December 19, 2019 Asked physiotherapist, Alizera Saeedi, why is taking so long to recover, he said that I had to much build up inflammation and it will take longer to rehabilitate. Asked him for help as my injuries were getting worst and I had one black out as result of hardening physio, He said that he lost almost 4 hours trying to reach out the right person at WSIB. Asked my Physiotherapist for functional Abilities, he said the assessments in more details were given to WSIB.

December 24-31 2019, Went to physiotherapist, and asked him to skip the session, as I was feeling extremely tired, as result of all this combined. The schedule of the Appointments was given to Management, and I had to run to make it to Physiotherapy. I finished at 6, came there at 6:30. And asked him again to help reach out WSIB. Denied Dr and Physiotherapist Travel Reimbursement.

WSIB was informed for Harassment, Injuries, Health declining, Program without approval from Health Specialist, No Reply.

[0101 Eugene Laho Doctor and Physiotherapist Appointments Apr 2019-2020.pdf](#)

[0012 Dec 27, 2019 Call with Violet no call back from CM, RTW.pdf](#)

January 8,9,10, 2019 Called WSIB, Managers, Managers of Managers, no call back.

[0101 Jan 10, 2020 Case Manager Violations of WSIA 22\(2\) OHSA50.pdf](#)

[0101 Jan 10 2020 CM Jonathan Skelly saying Full recovery as per Physiotherapist Report.pdf](#)

January 11, 2019 Objection send to WSIB, to stop the Program, as there was no Approval from Health Specialist. My injuries were getting worst. No Answer Back.

[0101 Jan 11, 2020 ITO Stop Hard Work Program Eugene Laho 2397a.pdf](#)

[0101 Jan 12, 2020 E-mail send to Union for Verification of Program with Altum Health.pdf](#)

Called Fair Practice Office, complained about WSIB and my Case Managers. Complained why is put in a Program without Approval from Dr or Physiotherapist. Told her I cannot hold the phone more then 5 minutes, that's how bad my injuries are, said to her, WSIB please send me to any Dr you want. From Irene, Fair Practice I was given some very contradicting answers. This Case is Closed she said. She said that WSIB does not notify anymore. She told me WSIB has no Functional Abilities Form, only from Sharon Gallardo, the old Physiotherapist. Altum Health did not reply my Program verification.

[0101 Jan 11, 2020 Email send to Sarah Hobbs Return to Work Program Verification.pdf](#)

[0101 Jan 13 CM and RTWS Logs Employer said ready for work not Jan 6, Jan 11 Sat.pdf](#)

[0101 Jan 13 2020 CM physiotherapist xt.pdf](#)

Not expecting any fault or dishonesty went to family Dr. who wrote the Functional Abilities.

[0101 Jan 13 2020 Dr Lam Functional Abilities.pdf](#)

January 15, 2020 Send an e-mail to Ministry of Labour, Sarah Hugill based on Occupational Health and Safety Act, September 8 2016, as she forwarded, pointing out all that none of the policies were followed by Metro. No Answer.

Went to Family Dr. first thing in the Morning, after examination, gave me the functional Abilities. I gave that to my Physiotherapist, he said that they would do it in more details.

[0101 January 15 2020 Correspondence MOL with All OHSA Non-Compliance Sarah Hugill.pdf](#)

January 2020 I was moved to Usan from Employer, more in compliance with Functional Abilities as per Dr and Physiotherapist restrictions, but lost 20 hours per week, Called 10 times WSIB, Managers of Managers, No call back. Violations of WSIA 22 same as OHSA 50.

Schedule with missing hours was uploaded every week at WSIB. Deleted from Case Manager.

[0101 1Eugene Laho Hours Uploaded January 17,2020.pdf](#); [0101 2Eugene Laho Hours.pdf](#); [0101 3Eugene Laho Hours.pdf](#); [0101 4Eugene Laho Hours.pdf](#); [0101 5Eugene Laho Week Hours.pdf](#); [0101 6Eugene Laho Week Hours.pdf](#);

Called Irene at Fair Practice, I asked her about losing hours, she said to call Case Manager and ask him if he will reimburse the hours. Called Jonathan Skelly on Jan 13, left the message, asked if he was going to reimburse the hours. No Call Back.

I had filed complains about WSIB case managers, from November 2019. On January 10, 2020 Store Manager tells me, for them I was ready for work full duty, recovered, Case Manager sends a letter, for WSIB I was recovered. Physiotherapist by "mistake" had send wrong Functional Abilities on January 10, all this "Coincidence" discovered when I received all Medical Files from WSIB. Not expecting any dishonesty, called Fair Practice, they told me WSIB does not have Functional Abilities from November 2019. Went to Family Doctor, he again recommended to be careful as I might end up with permanent injuries. As per today March 2021, from Dr. Von Schroeder I'm not cleared to work, only sedentary, he managed 6 shots on my arms 3 on November 2020 and 3 on February 2021.

[0101 Jan 10, 2020 E. Laho - Lifemark WSIB outcomes report faxed.pdf](#)

[0101 Jan 13, 2020, RTWS Physiotherapist Conversation.pdf](#)

[0101 Jan 13, 2020, CM Physiotherapist Conversation.pdf](#)

[0101 Jan 13 Violation of OHSA 50 WSIA 22 Violations of June 12 Decision.pdf](#)

WSIB Case Managers retaliated against me in with Employer and Physiotherapist, Physiotherapist told me he wasted 5 hours to find who is in charge at WSIB. As per Logs he knew exactly whom to call. Case Managers what is the worst added me in Work Hard Program without consulting MD, and further aggravating my health physically and psychologically. From October 2019 I was diagnosed with Severe Depression and Severe anxiety as well. December January February I was like a walking Zombie.

Employer cut the hours 50% I uploaded every week the schedule at WSIB.

Against Physiotherapist Filed for Malpractice, Misconduct and Charter 7 Violations.

[211-CRV-0218, 21-CRV-0198 NOTICE OF CONSTITUTIONAL QUESTION](#)

[1107 July 30 2021 APAR Application Record Appeal 211-CRV-0218, 21-CRV-0198](#)

February 2020 Called Sweta Petlu WSIB, complained about the hours at work, she said that I had to take this with my Employer. Violations of WSIA 22. I pointed out to her, WSIB Decision on June 12. She said she will notify my Case Manager and call me back. She did not call.

Called WSIB, found out I had different Case Manager, Dennis Chow, called him left message about losing hours. no call back. Called his Manager, Magda, no call back. Called again Fair Practice, Irene said that she would find out.

After numerous calls, Found out that Jonathan Skelly was my Case Manager again. Finally managed to speak to him. He was very angry why I escalated to Fair Practice. When asked if he saw the supporting documents that I had uploaded on WSIB, the hours 18-20, he said people could upload any documents there. I said I have no choice but to go for Legal Actions, I will move forward with HRTO. He said go ahead. I hope these phone calls are recorded as WSIB says. He said he had no reports from LifeMark. Told him let's change the Physiotherapist. He said that I was right he would look into. Send second Complain at WSIB.

[0102 WSIB Second complain February 21 2020.pdf](#)

[0102 Feb March 2020 Conversation Logs with RTWS and CM.pdf](#)

February 26 Functional Abilities done at LifeMark, though it was unnecessary as I discovered later on, Because he was submitting behind my back, functional abilities at WSIB.

February 27-March 2020 Started feeling chest pain and numb arms, especially, when I was feeling angry, anxious.

February 27, 2020 I had a conversation with my Physiotherapist, about having Chest Pain, he said to go to Dr. Complained to him about my back, after checking he said there is a bruise.

[0102 Feb 26 2020 Functional Abilities.pdf](#)

Spoke on the phone with Union representative Tony Falcone; He thought the WSIB claim was closed. It was given wrong information, from HR Metro Pam Cook, telling him that I complained for having too many hours and my WSIB Case was closed. I told him first time I heard that Case is closed, I told him I complained when I was given 11 days straight, no day off, 4-10:30, and next morning 8:30-5:00 almost 24 hours straight. He said he will speak to Pam Cook. Send him the e-mails with all my Functional Abilities.

[0103 March 4, 2020 FAF send to Tony Falcone, False info given by Metro, No answer](#)

March 4 2020. Dr recommended urgently Cardiac Stress Echo test, Called Metro, spoke to A/M Claudia.

[0103 Mar 04 2020 Urgent Echo Test.pdf](#)

March 5, 2020 went to do the Echo stress test at KMH Labs, could not finish as I blacked out. Asked them what was going on, they said they will forward the tests to my Family Dr.

March 6 Collapsed, blacked out at Subway, while going to Dr. Appointment, NSTEMI, 6 days in Emergency/Hospital. Every 3-5 hours tests. March 10, 4 hours Angiogram, 90 % LAD, 40 % D1, 50% mid RCA and 90% distal RCA. Angioplasty 3 drug-eluting stents to LAD, D1 and the distal RCA. Severe Coronary Artery Disease, Unstable Angina, High Blood Pressure. Cardiologists and Family Dr. signed work absence until April 28. On daily Aspirin 81 mg daily, Ticagrelor 90 mg, Perindopril 4 mg, Metoprolol 12.5 mg, Lipitor 80 mg, Remeron 50 mg.

March 6, 7,8,11 Because of similar previous situation, one Employee had diabetic coma, and Management did not believe him, all Emergency, Hospital, Doctors Notes were forwarded to Store Manager promptly and WSIB. From March 6 to March 20, all progress was notified via Phone and E-Mail to Management from my wife and me.

[0103-Calls WSIB Metro.pdf](#)

[0103 Mar 8 e-mail send to Store Manager from emergency.pdf](#)

[0103 March 8 2020 Letter to Union Management Paranoia.pdf](#)

March 12 2020 Called Jonathan Skelly to let him know my health situation, and missing hours, angry again, but lowered his voice, when I told him I called from Hospital, he said was going to ask again HR Pam Cook.

[0103 Mar 12, 2020 Medicine Release.pdf](#)

[0104 Mar 18, 2020 Nurse Anne Deemert Allowed CP CT Epicondylitis.pdf](#)

March 22-27 requested help from Payroll; she said has to be approved by HR.

Called again WSIB, Jonathan Skelly, to find out about the progress, with my missing hours, he said he will ask again Pam Cook, Employer.

Uploaded the updates with late medical condition on WSIB, on Case 31182713.

[0104 Apr 2, 2020 Cardiac reported WSIB.pdf](#)

April 4, 2020 ITO send to WSIB, based on decision not to approve TTC expenses to Dr. and Physiotherapy appointments. Explaining again the history of Presto Card all the station verifiable. After 2 Denials from December 2019 Reimbursement approved.

April 8, 2020 Send a Formal Complain at Ombudsman, Ontario for WSIB as Fair Practice was not responding.

[0104 Apr 8, 2020 Ombudsman First Complain.pdf](#)

[0104 Apr 2020 Eugene Laho Ombudsman WSIB.docx](#)

April 13, 2020 Complained again At Fair Practice about my Case Managers. Requested change of Case Managers, Stop the Harassment, pointing Delays, Communications, Decision Making Process, Behavior.

April 16, 2020, 2:45PM had a phone call with Ian Lau, WSIB, told me 10 minutes but ended 50 minutes. I thought this phone call was about my complains. At some point he said that this is recorded, he did not identify himself as adjudicator. I had to stop him saying heart attack, 3-4 times. He was asking questions about Heart Attack, how did it happened. As I was recovering, in my mind at the time, I did not have a heart attack. Told him to stop saying Heart Attack, and told him I wish this never happened. Given and the Covid 19, situation, I did not move from the apartment since March 12, when I got released from hospital. He did not identify himself as Adjudicator.

[Ian Lau April 14, 2020 at 100206 AM.WAV](#)

April 20, 2020 From Employer received the Modified Duties, 22 Hours/Week, as per WSIB case 31503595. Again disregard WSIB decision of June 19, 2019. Violation of WSIA 22(1), OHSA 50. I realized what was all about the call from Ian Lau. Ian Lau again called, he had denied Health Benefits, asked him to send written letter, asked him if he read the chronology, he said he did read my complains about his co-workers, asked him if the calls are recorded, he assured me that all the calls are recorded. I reported Severe Coronary Artery Disease, Ian Lau made claim Heart Attack!!!

I was denied without applying, claim was made without my knowledge, started reading, said to myself based on his behavior, follow the procedure, Intent to Object, he will deny, since he did not mention anything of my story uploaded on WSIB, the only thing he said, he read the story that I complained about his colleagues Sweta Petlu and Johnathan Skelly, then go to Appeal of Readiness. As well violations of WSIA 149, 181, false information from Jonathan Skelly.

[0104 Apr 20 2020 Claim 31503595 made by WSIB Hours offered by Metro.pdf](#)

[0104 Apr 20, 2020 Jonathan Skelly saying Heart Attack was not Work Related.pdf](#)

[0104 Apr 20, 2020 WSIB Denial.pdf](#)

Filed against employer Metro Ontario Inc. HRTO Case 2020-41163-I.

April 22, 2020 Replied back to my employer as they were sending e-mails and phone calls, told them I was on seek leave till April 28, not as they said on April 20, and I was going to see the Dr. again, and will forward all the notes, as they came.

April 26, 2020 after 4 emails back and for received Assessment Reports from LifeMark Physiotherapist Alizera Saeedi. On the reports, November 27, 2019, January 10, 2020, February 26, March 3 2020, which were not forwarded to my Family Doctor, Dr. Kenneth Lam, as I signed the form on November 27, 2019. Physiotherapist had to many "mistakes" which he discovered that day on April 26, 2020, and then he called the WSIB to tell them about mistakes. Major were he had "mistakenly" cleared me for Full Duties, He had "notified" me for all the reports. On January 13 I went to see my Family Doctor as I had no clue what Alizera Saeedi was sending at WSIB. Later I requested all WSIB files to be forwarded to me. WSIB has said that they did not have any reports,

I wasn't feeling well, I was having blurry vision, and other symptoms, called 911 at 5 AM. Paramedics EKG did not show any signs, asked me if I wanted to go to hospital, since I was feeling a bit better, plus COVID 19 situation, I decided to use Nytro and stay home. Spoke to Cardiologist, she encouraged me to use common sense and go to Hospital.

[0104 Apr 28, 2020 Response from Ombudsman 20 days later](#)

April 29 2020 Filed a Complaint to College of Physiotherapists, and send them the information that I had available, **Causing injury or harm, Patient records or record keeping, Consent, Communication issues, Crossing professional boundaries - taking advantage of a power imbalance between the physiotherapist and the patient.**

April 29, 2020 Received phone call message, recorded, from Fair Practice, Aimee Lu, saying if I had any issues, otherwise she will close my complain. Send again the complain with all the issues.

[Aimee Lu April 29, 2020 at 103457 AM .WAV](#)

Family Dr. gave another month sick leave till June 1, 2020, told him partial all the problems, he was upset, told me I was in high risk for another Hart Attack, and I had to stop all of this. Told him I have no choice. Need money for the rent, food, medicine. He prescribed Remeron for Depression, Insomnia.

[0104 Apr 27, 2020 Dr Mezody Reports.pdf](#)

April 30, 2020 Objected decision of Ian Lau, April 20, just to follow the procedure.

[0104 Apr 2020 Eugene Laho Ombudsman WSIB.docx](#)

May 1, 2020 Finally after 5 months, reimbursement came from WSIB missing hours, January, February, March. \$1075. Johnathan Skelly said that he had to investigate from December! Denial came from Ian Lau. Did not expect anything from him after all unfair treatment.

May 4 2020, Send all info to Ombudsman Ontario, Ronald Montes.

May 7, 2020 Visit with MD Specialist, Dr. Von Schroeder, for Bilateral Carpal Tunnel, Epicondylitis. Assessment Report promptly forwarded to me, my Employer and WSIB. He confirmed he did not know the details of Return to work program, December-January, and I asked him about unnecessary treatment from Physiotherapist Alizera Saeedi, on my upper back body. Recommended sedentary work for my injuries, to be cleared from Cardiologist.

[0105 May 8, 2020 WSIB Dr Von Schroeder Assesment WorkerSummary TWH.pdf](#)

May 12, 2020 Again send complain at Fair Practice, with all the issues at WSIB both cases, 31182713, 31503595.

May 14, 2020, Aimee Lu from Fair Practices, replied with e-mail bypassing all the issues, and since I received the check, issue closed. Replied back, again with all the issues Delay, Communications, Behavior, Decision Making Process and reimbursement after 5 months was unacceptable. She insisted on Phone call, as Fair Practise does not communicate via e-mail, I pointed out their website, and Duty to Accommodate. I asked for the Manager, after 2 e-mails she gave me Tom Barber, Deputy Commissioner.

[0105 May 15, 2020 Fair Denial Email Communication, Repetitive Questions.pdf](#)

Requested e-mail only communication, from WSIB. Was denied. From Accessibility, Ian Lau, Johnathan Skelly. I pointed out that they do have it with the Employer, and is their duty to provide. Was denied again.

Send a Complaint to Thomas Barber about Fair Practice and all the issues with WSIB. Included Ombudsman.

May 15, 2020 Sestamibi Nuclear Stress Test as per continuous chest pain.

May 18, 2020 Requested e-mail communication, as per my medical conditions, all the files from WSIB both cases including the recording of Ian Lau April 16, 2:42PM, as needed for my Appeal Of Readiness. Under severe medical conditions, Fair Practice and WSIB was denying e-mail communications. As well debacle with Employer about position not in compliance with Functional Abilities.

[0105 May 15 2020 Fair Practice debacle 4 emails repetitive complains, denial email communications.pdf](#)

[0105 May 15, 2020 Fair Denial Email Communication, Repetitive Questions](#)

[0105 May 18 2020 Requesting Access Online from WSIB and phone call recording.pdf](#)

[0105 May 22 Email Clarification to Metro Not in Compliance with Dr. Report Attached Union](#)

May 24, 2020 Send a letter complain about Fair Practice Staff at Deputy Commissioner Tom Barber. Asked Ombudsman for position on issues. E-mail send to Tom Barber Fair Commissioner.

0105 May 24 2020 Thomas Barber Deputy Fair Commission.pdf

[0105 May 23, 2020 Asking Ombudsman his Position Fair E-Mail Response.pdf](#)

[0105 May 24 2020 Denial E-mail Communication Ian Lau, Did not speak to him on the phone.pdf](#)

[0105 May 25, E-mail Send to Ombudsman E-mail Communication Denied from WSIB Accessibility.pdf](#)

Send an email with example to WSIB how easy was to share Documents online. Based on my 20 years of IT experience before working at Metro I knew they were using O365 and proofpoint. And that is not undue hardship. It took me 20 minutes, showed them with video to do it.

[0105 May 24 2020 explained WSIB with example how easy was to share online.pdf](#)

May 27, 2020 Started receiving all the Files from WSIB, digital. Upside down, not in order, very difficult to read. As I went through found all the discrepancies and forwarded them to Ombudsman. Jonathan Skelly, Sweta Petlu, Ian Lau, have retaliated against me because I complained about them. As well I found out that Physiotherapist Alizera Saeedi, knew exactly whom to call, for everything, reporting, progress, extension, as per logs he had spoken numerous times with Case Managers, Johnathan Skelly, Sweta Petlu, and Nurse Anne Deemert. On January 10, 2020 he wrote Functional Abilities, which were not different from other Physiotherapist, Sharon Gallardo, the same, Modified Duties No, Full Duties Yes. "Mistake" which he corrected on April 26, 2020. Johnathan Skelly leaves a message on my home phone number. By employer the log said that they have notified me on January 6, not true, they call me on January 11 Saturday, knowing that all the offices are closed. Coincidence?! Johnathan

Skelly told my Employer that I told him, my Heart Attack was not work related. Sweta Petlu had closed Return to work Program without notifying me. My Complaints were deleted. Almost all the phone logs were modified. Absolutely no more phone calls with them and WSIB, e-mails only black on white.

[0105 May 27, 2020 WSIB Discrepancies Documents Case 31182713-31503595.pdf](#)

May 28, 2020 Johnathan Skelly called, told him please do not ever call anymore, write whatever you want in logs. Send an e-mail to WSIB, asking to never be contacted again from Johnathan Skelly, Sweta Petlu, Ian Lau.

Updated College of Physiotherapist with new documentation as they came from WSIB.

[0105 May 28 2020 Employer Receiving Email Correspondence From WSIB.pdf](#)

[0105 May 29, 2020 Denied E-mail Communications Johnathan Skelly, Did not speak to him on the phone.pdf](#)

June 1, 2020 Dr. Mezody gave me another month sick leave. Forwarded to Employer and WSIB.

June 2, 2020 Dr. Sabrina Lombardy Psychology Assessment Report. Confirmed opinion of the Cardiologist that my Physical and Psychological issues were a factor for Heart Attack and Coronary Artery Disease. E-mail confirmation was sent by Dr. Mezody as well. Diagnosed with Severe Depression, Severe Anxiety as result of Injuries and stressful environment. Those issues were submitted at WSIB on October 10, 2019, and no one has told me anything. Found out when received the files on May 2020. Dr Lombardy did not clear me to return to work. Approved by WSIB 3 blocks of Psychological Treatments.

[0106 June 2020 Dr Mezody Note](#)

[0106 Jun 1, 2020 Dr. Lombardi 31182713 Laho Eugene WSIB CMHP Assessment form signed.pdf](#)

June 4, 2020 Requested again e-mail communication as per my medical conditions. Pointed out all discrepancies, and the reason I believe because they manipulated all the call logs, to cover up their incompetence and bias agenda. Send e-mail to Ombudsman and Fair Practice Commissioner if Case Managers called again I will call the police.

[0106 Jun 4, 2020 Denied E-Mail Notified Ombudsman D Commissioner.pdf](#)

[0106 Jun 4, 2020 Again Specifying why Denial of Email Communications.pdf](#)

[0106 Jun 4-10, 2020 Requesting twice not to be contacted from Ian Lau, Skelly and Petlu.pdf](#)

June 10, 2020 Send a Letter to Mr. Thomas Teahan, CEO WSIB, with all the issues, discrepancies, and retaliation. Both Cases 31182713-31503595. Replied back.

[0106 Jun 7 2020 Letter send to Thomas Teahan WSIB.pdf](#)

June 12, 2020 Tom Barber Fair Practice Commissioner responded after 1 month.

[0105 May 12, June 12 Response after 1 month, Tom Barber.pdf](#)

June 14, 26 2020 WSIB Kim Murphy Director Correspondence I send her again all the issues. Suggested to Contact IAVGO, OWA!! Asked again Ian Lau phone call recording.

[0106 Jun 26, 2020 Kim Murphy Correspondence, all issues, no answer.pdf](#)

[0106 Jun 18, 2020 ATTN Accesibility Asked Specifically for the Phone Call.pdf](#)

June 20, 2020 Spoke to Cardiologist, she said I was cleared to work with modification as the result from Sestamibi test were good, asked her about Functional Abilities, she said I should ask Family Doctor as he has the whole picture. But if I wanted to stay home, she will support. I said I believed that getting out of the apartment,

socializing, working with modification, will be the best medicine. Faxed the form to Family Dr. after the session he submitted to WSIB on July 1, 2020.

June-July-August, OWA could not help as I was Unionized, IAVGO issues send to Ombudsman Ontario. All help with my WSIB Cases was from Injured Workers Legal Clinic. Very Bad Experience with IAVGO.

June 10, 14, 20, Spoke to Case Workers, Lawyer at Injured Workers Legal Clinic. They advised me to Appeal the decisions, in both cases, but requested all the files from WSIB for further analyzing the facts.

As per my Cardiac conditions, kept in touch with Dr. Mezody for all the symptoms as they were occurring, pain in left side. Use of Nytro.

June 16, 2020 Asked Ombudsman Ontario, Ronald Montes, for the updates on their Investigation, prior I had included him with all e-mails, issues that were send to WSIB, Fair Practice, and Deputy Commissioner Thomas Barber. No answer.

[0106 Jun 18, 2020 ATTN Accesibility Asked Specifically for the Phone Call.pdf](#)

June 22, 2020 received without applying denial of Psychotraumatic disability. Bias Claim Made.

[0106 Jun 22, 2020 Psychotraumatic Disability Denial.pdf](#)

June 26, 2020 Requested at WSIB the files to be send to Injured Workers Legal Clinic, both cases, forms 2144a uploaded on WSIB. Requested the phone call Recording Ian Lau as well. Milligan acknowledges CP,CT,Epic.

[0106 Jun 26 2020 Andrea Milligan Acknowledgment Highlighted Send.pdf](#)

June 30, 2020 Send a letter to Employer with the latest Health Progress, open to return to work, modified duties as per Functional Abilities, not at store 52. I did not expect anything from Employer, based on experience or any fair treatment from WSIB.

July 2, 2020 Correspondence with WSIB Manager, she changed the Case Managers, and was helped with files and other issues.

After 3 months e-mails after e-mails, requesting, e-mail addresses, for Case Managers, Higher Managers to escalate, Nurse, Adjudicators, I was allowed to communicate via e-mail with WSIB.

Received by mail, a Decision from WSIB, June 22, I was denied Psychotraumatic Disability. Send an e-mail to Amelia Kretschmar, Adjudicator, for clarification, why I was denied for something that I did not apply for. She replied that WSIB received the Assessment Report from Dr. Lombardi and they will allow me CBT Sessions but not for Psychotraumatic Disability, and I can appeal the decision, as per procedures. Her Decision was made based on Johnathan Skelly's opinion and based on WSIB Case Managers unscrupulous behavior, I was not very surprised to be denied for everything.

[0107 Jul 1, 2020 Dr. Keneth Lam Laho.FAF\(1\).docx](#)

July 14, 2020 Spoke to HRLSC, they said they will support me, on my HRT0, and to contact them anytime if I had any further questions.

[0107 Jul 19, 2020 Appeal of Readiness Asking Again Ombudsman, otherwise i was forced to File HRT0.pdf](#)

July 21, 2020 Again requested the Files from WSIB, including the phone call recording on Ian Lau April 16, 2020, 2:42PM. Case 31503595.

Involved Ms. Andrea Milligan, Manager at WSIB, though it was not her case, she was helpful, she said she had forwarded my request at respective channels.

Based on the past history and experience, as I strongly believed that Metro would not offer me any suitable job, I asked Andrea Milligan to help, if not at Metro, anything else. Myself started looking for Disability Supporting Job Programs.

[0107 Jul 22, 2020 Amelia Kretzschmar E-Mail Correspondence Why Denial did not apply.pdf](#)

[0107 Jul 22, 2020 Andrea Milligan Correspondence NEL, Metro.pdf](#)

July 23, 2020 Send an e-mail clarification to Metro, with Functional Abilities, included Union, as I received a letter from Metro with return to work program. Absolutely not safe, not in compliance with Functional Abilities.

[0107 July 28,2020 E-Mail send to Pam Cook included Union.pdf](#)

July 24, 2020 send a thank you note to Mr. Teahen, as case managers were changed. But plenty of damage was done. Notified Ombudsman Ronald Montes, He replied he closed the case. Strange, No investigation, no resolution?

[0107 Jul, 24 2020 Andrea Milligan Correspondence Issues Case Manager Change, Ian Lau Phone Call.pdf](#)

July 27,28,31, E-mail send to Metro explaining why the Position of Usan is not in compliance with Functional Abilities, and as per my Mental and Physical conditions returning to store 52 it was out of question. Asked to not play with dates, moving them by 2 weeks. Open to real offers as per Doctors, Cardiologist, Psychologist restrictions. As well added COVID 19 situation. Uploaded at WSIB.

[0106 June 30, 2020 Antonella E-Mail included Union.pdf](#)

[0107 July 28,2020 E-Mail send to Pam Cook included Union.pdf](#)

August 4, 2020 Send an e-mail confirming my stand on Usan position at Metro. Uploaded on WSIB.

[0108 Aug 6 2020 Letter Send Usan not in Compliance with FAF.pdf](#)

August 7, 2020 RBC had a Session with Jobs for People with Disabilities. Participated and told them all my Mental and Physical issues. They said they will help.

Video Assessment with Dr. Von Schroeder, told him left arm has no pain in movement only when poke the muscle, and mild carpal on fingers, right arm getting better, but still pain in movement, overall compare to before way better, did not use the braces since March, he apologized that the strategy did not work, as my body reacted differently, and he will administer a shot on my right arm in October at our next appointment. Report Assessment was promptly send to me, Employer and WSIB.

[0108 Aug 7, 2020 Eugene Laho UE Virtual FU Workers Summary TWH.pdf](#)

August 14, 2020 Received a Letter from Ian Lau, this time properly identifying himself as Adjudicator, saying that the phone call recording, does not exist anymore, and the files will be send to the clinic but it will take some time.

Replied to him with all the facts, letters, included all the parties, and latter WSIB Directors, Laurie McMann, Jan McMaster, with all the points. He did not identify himself, I learned from Employer that a case was made, call was made while I was recovering, the transcription of the phone call was made to his likening, I had to stop him after saying Heart Attack 3-4 times, decision was bias. Explained again that I understand the position of Fair, Ombudsman, not looking for return of decision, will follow up with process. No answer. Deleted evidence, No Answer.

[0108 Aug 21, 2020 E-mail Send To Laurie McMann, Jan Pullins-McMaster Discrepancies No Response.pdf](#)

[0108 Aug 21, 2020 E-mail Send To Laurie McMann, Jan Pullins-McMaster Discrepancies No Response part 2.pdf](#)

August 24, 2020 Send an e-mail WSIB Case Manager, again all the points why at Usan was not in Compliance with restrictions, before I closed an eye, but it was Epicondylitis, and Carpal Tunnel. Now with Severe Coronary Artery Disease, Unstable Angina, High Blood Pressure, Severe Depression, Severe Anxiety, As per Dr. no physical activities, max standing 15-30 minutes, adding COVID 19, in close distance with over 160 people per shift. Not in compliance. And after yearlong incidents at store 52, disregarding Functional abilities, out of question. Not safe at all.

[0108 August 24, 2020 E-mail Send to WSIB Case Manager FAF Usan.pdf](#)

Dr. Psychologist Amelia Khush not recommended to initiate work return program.

[0108 Aug 30, 2020 -Dr. Khush 31182713 Eugene Laho WSIB CMHP Progress Form.pdf](#)

September 1, 2020 Follow up with Cardiologist. Told her I was seeing Psychologists and doing CBT sessions, once per week, but because all of the situation, stress, I don't see any progress. Will do another echo stress test, and possibly another angiogram in December. Referred to Dr. Psychiatrist Brian Baker.

[0109 Sep 1, 2020 Cardiologist Dr Mezody Session.pdf](#)

September 4, 2020 E-mail send to WSIB Return to Work Specialist, Lori Davison, Union included, with all the points again, why Usan is not in compliance and in all the e-mails I send based on my past experience, I don't feel safe at all at Store#52.

[0109 Sep 4-Sep 9 2020 2 Letters send WSIB CMs Usan not in Compliance Union Included Nothing Personal.pdf](#)

September 9, 2020 Send Intent to Object to WSIB, with 3 Reports, Dr. Melitta Mezody, Dr. Sabrina Lombardi, Dr. Amaria Khush. As per Psychotraumatic Disability Policy, Document Number 15-04-02 paragraphs:

-As an indirect result of a physical injury- emotional reaction to the accident or injury

-The Psychotraumatic disability is shown to be related to extended disablement and to non-medical, socioeconomic factors, the majority of which can be directly and clearly related to the work-related injury.

Asked again Ombudsman for his position with WSIB issues.

[0109 Sep 11, 2020 Again Asking Ombudsman, No Answer.pdf](#)

September 25, 2020 After 3 e-mails asking Union for the names of Chemicals used by Metro, as I used them extensively, Union replied that the Metro will not release the Names of Chemicals unless is for Appeal or Litigations.

Received a Denial for Mirtazapine reimbursement from Richelle Jopling, as prescribed for Dr. Kenneth Lam, for depression and insomnia.

E-mail Correspondence with Lori Davison, she postpone the meeting from Friday to Monday at store 52, again after 1 yearlong abuse, I was invited again, and I did not go, and I would never go, she went to check the feasibility of USCAN position, told her to go incognito and not on Monday 9AM when nobody is at the store. She went, her opinion, to me is not fair at all. Again I explained time, 6-7 hours/per day, repetitive movement, you have to cash out other customers as well, though is not your job, in close contact 50 cm, 8 machines in distance 1-2m, you in the middle, with 120-150 people passing by per shift among other things that I repeatedly e-mailed before. And since June 2020, I had repeatedly said to Employer, WSIB, Union based on past history I would never go back at store 52. Adding High risk as per Covid 19, with my Cardio issues High risk, while all WSIB and most of the people involved were working from home.

[0108 Aug 31, Chemicals used at Metro Request reported August 28](#)

[0109 Sep 25 Employer Response via Union about Chemicals.pdf](#)

[0109 Sep 25 2020 postpone meeting from manager 9AM Monday empty store.pdf](#)

[0109 September 2020 USan Independent Not In Compliance with FAF Chemical Dangers.pdf](#)

[0109 Sep 25 2020 RTW Usan Discrepancies 31182713.pdf](#)

October 1, 2020, Send a letter to WSIB Adjudicator, Amelia Kretzschmar asking for information since 3 weeks have passed about Decision. Send a Complain to Attorney General.

She replied that she will inform me next week. After 2 hours she send the Denial. Entrapment with Policies. It took me long time to understand their dishonest, unscrupulous, fraudulent behavior.

[0110 Oct 1, 2020 1 21 PM Amelia Kretzschmar Correspondence Requesting ITO.pdf](#)

[0110 Oct 1, 2020 2 50 PM Amelia Kretzschmar Denial ITO.pdf](#)

[0110 Oct 1 2020 Letter send to Attorney General All Issues with WSIB.pdf](#)

Oct 5-8, 2020, Psychological Sessions with Psychiatrist Dr. Brian Baker, Psychologist Dr. Judith Pilowski. Confirmed Diagnoses, did not cleared me to work in any capabilities, confirmed Psychological issues as result of Injuries and Stress from Work and WSIB. Dr. Brian Baker, specialized in CAD, confirmed that all the situation was a trigger to my Heart Attack and contributed on CAD. Dr. Judith Pilowski remarked that my psychological situation is worst then diagnosed by previous Dr. Lombardi and Dr. Khush.

Send a letter for reconsideration at WSIB, though I do not expect any Fair Treatment.

On July 2020 Employer send an e-mail entrapment, though I had notified them since June 30, they said I notified them on July 14, which automatically would get me fired. WSIB Case Manager, was included in these e-mails, and she as well used the same dates to get me in trouble.

[0110 Oct 5, 2020 Denial of LOE, wrong dates, Olivia Wlusek.pdf](#)

[0110 Oct 8, 2020 Reconsideration for the Decision on Oct 1, 2020.pdf](#)

[0110 Oct 21, 2020 My Response to wrong dates and LOE.pdf](#)

[0110 Oct 22, 2020 Dates Wrong, One time she considered Dr.Lam FA, next time no.pdf](#)

After letter send to Attorney General with all issues I had with WSIB, they replied and suggested to contact HRLSC. I understand the position of AG Office.

[0110 Oct 9 Attorney General Answer.pdf](#)

October 13, 2020 Received by Mail Denial for my Objection on September 9, Amelia Kretzschmar. Denial of Lost of Earning Benefits from Olivia Wlusek, I did not apply for this, but not surprised. Letter from Denise Adam, explaining process of Objections, Appeals, useless.

I had repeated countless times, please as per my Medical Conditions, electronic digital communications only, e-mail, files.

October 16, 2020 Since no suitable employment solution was offered by Metro, I considered Termination.

October 20, 2020 Psychological Situation was getting worst, it was affecting my heart conditions greatly.

Dr.Pilowski not recommended Work Return.

[0110 Oct 8, 2020 Dr. Pilowski Laho, E. WSIB CMHP Form](#)

November 4, 2020 Filed against WSIB at HRT0, Duty to accommodate, Discrimination, Reprisal.

Additional information about Continuous Discriminations, Abuse of Person with Disability, Reprisal from WSIB Dr Reports, Sedentary Work.

[0111 Nov 6, 2020 Eugene Laho UE WorkerSummary TWH.pdf](#)

November 13, 2020, Received Denial of Reconsideration from Amelia Kretzschmar, I was expecting that.

[0111 Nov 11, 2020 Requesting Investigation for Missing hours.pdf](#)

[0111 Nov 13, 2020 Denial Of Reconsideration Psychotraumatic Disability.pdf](#)

November 14, 2020 Filed at WSIAT, thought, all this nightmare with WSIB ended.

December-January Spoke to WSIAT Ivy Lung, she explained that I had to go via Appeal of Readiness first with WSIB.

November 24, 2020 Emails requesting recalculations of benefits. WSIB had calculated benefits based on 4 weeks, NOT as per Average Employment. As per Policy 18-02-03. Case Manager replies for hours missing on January-February-March I notified Case Manager on March 2020!!!

My weekly upload was from January 17, 2020.

[0111 Nov 24 2020 WSIB calculation of benefits Wrong based on last 4 weeks not Average Full.pdf](#)

[0111 Nov 20 2020 Amelia Kretzschmar Acknowledgment Highlighted.pdf](#)

[0112 Dec 11 Cardiologist Dr. Mezody Assessment Report.pdf](#)

December 17, 2021 Psychological Assessment Report with Dr. Ian. Smith. Over 2 hours, gave him everything, I understand no time, to go over all issues. Friendly conversation, some of the questions I took them as a joke. One of them was did I ever searched online or plan to do anything against persons involved. I laughed and I said not only but I don't even go close to Metro, is Oshkosh there, and I bought as we speak \$400 clothes for my son online. As well online at The Shoe Company close to Metro. Inconvenient online as I had to wait up to 10 days to get the winter clothes for my 9 years old son, when he really needed. 2 times went to Dr. as the old snow shoes hurt him. Not recommended to work.

[0112 Dec 20 Submitted LAHO Eugene MH Psychology Ian Smith TWH.pdf](#)

December 28, 2020 Send ITO for Loss of earning Benefits to follow the procedure.

[0112 Dec 28 2020 2397a Eugene Laho 31182713.pdf](#)

[0112 Dec 28 2020 Appeal of readiness Termination Forced Resignation WSIB.pdf](#)

January 4, 2021 received the Denial. I didn't expect any fair treatment. Disregards, of all Dr. including Dr. Smith latest report recommending that I should never go back to Metro.

January 6, 2021 received a letter from WSIB Carmelina Pagliaro, saying that Employer has raised an issue, and required release of my Medical File. Send an e-mail requesting clarifications. Went through the paperwork found a fax send by Employer to WSIB, they were Appealing WSIB Decision of June 19, 2019.

[1101 Jan 06 2021 Carmelina Pagliaro not properly notifying Reports Release](#)

Filed the Appeal of Readiness, Psych Disability, LOE denials. Policies not Considered, 2 MD Functional Abilities and 4 Dr. Psychologists not considered. As well WSIB failing Bill 168 Harassment, WSIA 13 (1) (2)(4)(5); 14 (1)(5)(6); 22.1 (1)(2) same as OHSIA 50; Liability where negligence, fault 29 (1)(2)(3); 114;

[1101 Jan 12 2021 Revised Appeal of Readiness Additional Eugene Laho WSIB 31182713.docx](#)

[1101 Jan 13 Violation of OHSIA 50 WSIA 22 Violations of June 12 Decision.pdf](#)

January 8 January 18, 2021, Over 16 e-mails back and forth, Olivia Wlusek, Carmelina Pagliaro, Andrea Milligan, requesting again all files electronically, as per my Medical Conditions, Since employer was false Claiming that they were not obligated to give me more then 15 hours, I requested for my Appeal, Employers Appeal, Digital copy of CBA as Evidence. As well detailed Daily time attendance, as it shows 2 weeks no day off, almost 24 hours straight. As well as per Physician Assessment Report, Chemical Names as I was heavily exposed to chemicals, during my Time as Deli Cook and Cleaner Modified duties. Again I received files from WSIB 800 pages with mail. No comply from WSIB. Olivia Wlusek, Insisted all the file are on claim and those files are for personal use!!!

[1101 Jan 8 2021 over 16 emails.pdf](#)

[1101 Jan 8 back and forth e-mail to receive Electronic Files.pdf](#)

Received Digital Copy of WSIB files, after WSIB send 800 pages again with mail. Documents missing again, my complain about case managers, documents from May 27, MD assessment reports. Documents uploaded by me.

January 14 2021 E-mail send to Manager Andrea Milligan, explaining why I needed those documents, Files electronically, Medical Conditions, cannot keep track of all the issues and denials, with all paperwork. Nothing

personal. Made a joke, just to show that I'm not taking anything personal. There are over 20 e-mails back and forth during this time.

[1101 Jan 14 11 2021 Appeal of Readiness Eugene Laho Missing Documents in Claim File.pdf](#)

[1101 Jan 14 2021 Andrea Milligan Explain the need of CBA as per Appeal nothing personal made a joke.pdf](#)

[1101 Jan 14 2021 requested Chemical Names for Physician Assessment report CBA Detailed hours.pdf](#)

[1101 Jan 14 2021 Response from WSIB Chemical Names CBA Detailed hours for personal use.pdf](#)

[1101 Jan 15 2020 Appeal of Readiness RTW Discrepancies 31182713.pdf](#)

[1101 Jan 15 2021 Infor About Chemicals where to report WSIB.pdf](#)

[1101 Jan 17 2021 Email careful with representative.pdf](#)

[1101 Jan 15 2021 WSIA 114 Employer Liability send to Andrea Milligan.pdf](#)

January 16, 2021, submitted Chemical Exposure Form 3958A at WSIB. There has been no investigation or follow up from WSIB. I uploaded in both cases 31182713 and 31503595. Requested chemicals information for my Appeal of Cardio Conditions, no reply from WSIB. From Olivia Wlusek that information was personal.

[1101 Jan 16 Exposure Chemicals 3958A.pdf](#)

[1101 Jan 16 Exposure Chemicals 3958A Receipt Upload.pdf](#)

January 18, 2021 received a warning letter, for my joke. I apologized at Andrea Milligan.

Good to know that for a simple joke, to release the tension, as it was boiling, promptly I had a warning.

[1101 Jan 18 LETTER Eugene Laho Warning-1.docx](#)

All above, Neglection, Harassment, Discrimination, Abusive Behavior, Reprisal, 2 years of horrible experience that I went through with over 20 persons at WSIB, my health declining, almost died, who is responsible for that?

January 19, 2021 Claim File came in there are missing documents, as requested to be available at Appeal Division. Missing the whole History, whole events and Dates in this Chronology.

January 20, 2021 Send a formal Complain at Fair Practice, as per horrible experience with them, don't expect anything.

[1101 Jan 20 2021 Fair Practice Formal Complain Very Bad Experience with them.pdf](#)

Received Psychological Assessment Report from Dr. Ian Smith, Checked some discrepancies, Dates, send an e-mail to him about Date and the rest to be discussed on next appointment.

January 20, 21 Email Correspondence with Manager Andrea Milligan, Again explained Chemicals needed as per OHSA 25 (2) b.

[1101 Jan 21 2020 OWA Chemicals Andrea Milligan OHSA.pdf](#)

She, as Olivia Wlusek, and other WSIB persons, suggested of contacting OWA, knowing that I was unionized, and contacting representatives, Lawyers, while I was on EI, \$324/week, in need of \$250 a month for Cardio medicine only. Prior e-mail send to Olivia Wlusek, please be careful with your suggestions.

[1101 Jan 22 2021 WSIB refusal to investigate Chemical Exposure.pdf](#)

[1101 Jan 23 2021 Apology and Representatives Suggestions.pdf](#)

January 26, 2021 On May 27, received Documents from WSIB upside down, erratic order. Did Discrepancies and stopped, as per my Medical Conditions could not take that amount of dishonesty. Started again going over documentations. I filed ITO on November 11, 2019, Sweta Petlu on the meeting with Union, Employer, about Return to Work Program, said Jonathan Skelly approved the ITO. I did not see any official approval on documents. Asked Olivia Wlusek were is the Approval, follow up. She said she will trigger for Appeal of Readiness. I asked were

is the Denial ? Searched the Documents found the Note from Jonathan Skelly on other Documents send from WSIB on January 8, 2021, Dated May 29 2020, saying it was unnecessary ITO, because I was approved for Carpal Tunnel, Cubital Tunnel. Cover up. As well ITO to stop Return to Work, Hard Work program. No Approval, Denial, Follow up. Without any request, or Complain, or objection Olivia Wlusek triggers Appeal. Received Appeal of Readiness form. Send e-mail to Andrea Milligan, explaining I was looking only for documents. I did not objected any decision. I will Appeal what? As per Procedures, Which Denial? Unnecessary tremendous stress. All forwarded to Fair Practice, as per my past experience with them, useless, I cannot forward to Ombudsman, useless. I cannot add more stress in My Medical Conditions, deal again and repeat again all over with these Agencies as I have done before and they did nothing.

[1101 Jan 26 2021 Olivia Wlusek Triggers ARF without me requesting.pdf](#)

[0012 Dec 3 Johnathan Skelly Acknowledgment Approval Cubital Tunnel.pdf](#)

[0104 Mar 18, 2020 Nurse Anne Deemert Allowed CP CT Epicondylitis.pdf](#)

[0105 May 29 2020 File Nov 19 about Decision of ITO Nov 11.pdf](#)

[0106 Jun 26 2020 Andrea Milligan Acknowledgment Highlighted Send.pdf](#)

[0110 Nov 20 2020 Amelia Kretzschmar Acknowledgment Highlighted.pdf](#)

January 28, 2021 Receive a phone call from Police, about WSIB making a complain at Police about the joke e-mail. We laughed, explained, from Dr. Ian Smith, all the back and forth e-mails, I wrote and I keep all the correspondence with WSIB in details. He said Please next time don't send those jokes, as some people might take it differently. Call ended.

January 28,29 2021, Send all the points, Olivia Wlusek triggered the Appeal on her own, I have to appeal Approval??!! As usual Fair Practice useless, saying that Case Manager was assuming. As per Procedure, ITO, reconciliation, and Injured Worker request Appeal. As per continuously ongoing incidents, requested changes of Case Managers.

[1101 Jan 26 2021 WSIB Correspon Finding Fate of ITO Nov 2019 Told was approved.pdf](#)

[1101 Jan 26 Note found ITO notified Case Manager.pdf](#)

[1101 Jan 26 Note found on Docs Jan 8 2021.pdf](#)

[1101 Jan 27 WSIB Violation of WSIA Harassment CBA LOE.pdf](#)

[1101 Jan 28 Maybe Police Officer Call.pdf](#)

[1101 Jan 29 2021 CM Maliciously Triggers Appeal, Request Changes of CM.pdf](#)

[1101 Jan 29 2021 Unfair Calculation of LOE Discovered since Oct 2020.pdf](#)

[1101 Jan 29 Send email to Attorney General horrors with WSIB.pdf](#)

[1101 Jan 30 2021 Blocked by WSIB uploading Documents.pdf](#)

[1101 Jan 30 2021 Blocked Completely Uploading Documents on WSIB.pdf](#)

January 29, 2021 Send another Letter to Attorney General.

February 2 2021, Case Manager told me to send Appeal of readiness!!!

I had submitted on January 6, 2021, resubmitted again. Dr Assessment Report.

[1102 Feb 2 2021 Appeal Of Readiness 31182713 Additional.pdf](#)

[1102 Feb 2 2021 Appeal Of Readiness 31182713.pdf](#)

[1102 Feb 12 LAHO Eugene UE FU WorkerSummary TWH.pdf](#)

March 2, 2021 After 2 months reporting exposure to chemicals received acknowledgment from WSIB Manager Andrea Milligan.

[1103 Mar 2 2021 6 weeks After Chemical Exposure Reporting.pdf](#)

March 13, 18 2021 Received Appeal of Readiness files, filed by Olivia Wlusek, not me, I cannot appeal an approval. Send 2 letters explaining as per my medical conditions I had requested countless times digital copy only. I did not file appeal. Whoever filed appeal is responsible. If any medical documentation is released without my consent, I hold WSIB responsible.

[1103 Mar 18 2021 Eugene Laho Claim 31182713 Did not file Appeal.docx](#)

March- April 2021 On November since I was no longer working requested help from OWA. OWA said they cannot help me. As my medical condition were declining, went again at Emergency in Hospital, on March 2020 send emails to Director, OWA replied and said they might help me.

I explained to OWA my severe physical and psychological medical conditions and financial hardship. OWA said to ask Appeal to hold the process. After OWA said I'm in waiting list. It might take a year for me to reach the queue. I send an email to WSIB Appeal to continue the process. WSIB Appeal replied that since Appeal was in put in hold I have to Appeal again!!!

Already lost 2 months from WSIB, adding now another 2 months more, 4 months nonsense delay.

Who are these people to play like that with life and health of other people?!

[1104 WSIB Appeal made me file Appeal again for no reasons.pdf](#)

[1104 Apr 6 2021 Appeal Of Readiness 31182713.pdf](#)

April 20 2021 Requested again Chemicals MSDS as per OHSA WSIA. Chemical Exposure. I reported Chemical Exposure, Cancer and Heart Condition.

WSIB denial came again defamatory, fraudulently, using unethical abusive Language Heart Attack. Not providing any facts or evidence, only "consult with doctor". Which Dr.? Where is the report? No investigation at all, as usual. Independent Report for Uscan confirms High Danger for Chemical Exposure, while there is a minimum exposure. I worked as Deli Cook, and because we had to wash dishes, heavy trays, clean hot cases, floor, ovens, [0001 My](#)

[Main Duties prior to incident.docx](#)

and in Modified Duties as Cleaner. Not aware of Dangers, only when I read Independent Report [0109 September 2020 UScan Independent Not In Compliance with FAF Chemical Dangers.pdf](#).

[FDA And The American Association of Poison Control Centers Reports on Purell;](#)

[BioChem Grill Oven Master Cleaner ; Alkylamino Carboxymethyl;](#)

General [Exposure Safety Datasheet.pdf](#) available on May 2021 in violation of OHSA "Appendix A of OSHA's hazard communication directive (OSHA Instruction CPL 2-2.38D, issued March 20, 1998) clarifies and interprets the HCS.

In the Appendix, the Directive states that the term readily accessible means immediate access to MSDSs; the MSDSs must be available to employees without them having to ask" (5) For greater certainty, a copy of a safety data sheet in an electronic format is a copy for the purposes of this section. 2015, c. 27, Sched. 4, s. 3 (5).

Andre Milligan two face unscrupulous behavior, notified every violations from June 2020, not only did nothing, but reported to police?! Maybe, has a courage to say she is not aware.

[1104 April 20 requesting Chemicals 31503595 again for last time OHSA WSIA.docx](#)

[1104 Apr 26 2021 Denial again case made Bias Defamatory.pdf](#)

[1106 Jun 16 2021 All issues send countless time to Andrea Milligan, WSIA OHSA CODE.pdf](#)

The report below from WSIB Medico Legal Dr. Cardiologist explains in details my Conditions. Severe Coronary Artery Disease. Exposure to Chemicals that I received after 7 months of fighting, are another factor of my conditions.

[1107 June 2021 Dr Kostuk Medical Assessment CAD MI.docx](#)

Several Times requested evidence from WSIB and Appeal Division, from December 2020, January 2021 as per WSIA Examination and inspection, Examination, etc., of records 135 (1), Time Attendance, Shows exactly excessive erratic work schedule, up to 45/week, extensively 11-12-14 days no day off, which was in violations of CBA and ESA, and got me injured. Shows exactly why Management ignored my reporting, because I was not paid as per CBA. As per WSIA 114, Employer is responsible, WSIB never conducted investigation. As well needed for Employer's Appeal and my Appeal. Charter and Supreme Court Decision reference regarding evidence. WSIB said this is personal, Appeal no reply.

[1107 Jul 7 2021 Request from WSIB Appeal Evidence Charter Reference.pdf](#)

[1106 Jun 30 Letter Send to HRT0 WSIB Unable as Per Medical Conditions to deal with Dishonesty, Bias, Discrimination.pdf](#)

[1107 Jul 7 2021 All violations of WSIA, OHSA, Human Rights, Charter, Criminal Code send to Kim Murphy again no reply](#)

Sworn at the City of Toronto in the Province of Ontario, on November 10, 2021



Eugene Laho
Signature of Deponent