



June 12, 2009

“Breaking the Silence” Bulletin # 9

CEU Executive and Breaking the Silence Committee to meet with CEU members

This week, and next, we are holding meetings around the province. We are bringing a petition to you to sign. This petition asks the Board to notify all workers and employers of the province that the system failures are unrelated to the efforts of Board employees.

We are also calling for an independent audit into the causes of CMS failures. We want the auditor to direct the Board to put resources in place to fix the system. We believe that these actions must be taken to restore confidence in the Board’s ability to provide quality service.

We know that claims people are frustrated. You have raised concerns about the volume of work generated by tasks, system errors, training needs, the usability of the system and many more issues. We referred these concerns to the Board. To be fair, some actions have been initiated due to your concerns. However, one area the Board seems resistant to is the overall functionality of the system. They keep telling all of us – it is getting better every day. That is not what you say.

In the past four weeks, we have also had extensive discussions with our IT members. These members have been involved on the front line of CMS. They expressed frustration about the concerns they raised over the last four years of the project. These concerns were minimized or dismissed.

We are also concerned about the long term viability of the system. If the Board continues to ignore our IT members’ cautions and recommendations and continues to let contractors overrule those concerns, things will not get better.

The CEU Executive and members of the Breaking the Silence Committee will be meeting with you over the next few days. We will outline what we think needs to happen in the near future to restore confidence in the WCB. Please plan to attend the meeting in your jurisdiction so you can hear what we think needs to happen – we also encourage you to sign our petition.

The meeting schedule for area offices is listed on the CEU website @ www.ceu.bc.ca click on the *Coming Events* link. The meeting schedule for Richmond will be sent out via email.

