

minutes

IWAC MEETING Q2, 2025			
June 20, 2025		9 a.m.-noon	Four Points by Sheraton Moncton
Meeting called by	Jarrod Yeo		
Type of meeting	IWAC meeting		
Note taker	Norma Doucette		
Attendees	Jarrod, Norma, Paula Garant, Leica Gahan, Pam Baker, and Kirk Westfield		
Special Guest:	Dino Scichilone, Nathalie Moreau, and Angela Bailey		
Agenda Topic 1			
Safety share	Jarrod		
Discussion	Road work- when coming upon a road construction, reduce speed down to 70/90 km. Working outside- drink lots of water and use sunscreen. To avoid heat related illness such as fatigue stay hydrated by drinking lots of water, wear appropriate clothing and take frequent breaks in the shade or a cool area. If possible, avoid peak hours.		
Action	None		
Agenda Topic 2			
Review March minutes	Jarrod		
Discussion	Jarrod read the March minutes.		
Action	Approved		
Agenda Topic 3			
Updates/Good news	Jarrod		
Discussion	<ul style="list-style-type: none">• Day of Mourning: WorkSafeNB created a new DOM poster with Brexton, Leica’s grandson, as the poster child. Performed well.• Kirk Westfield laid a wreath at Lily Lake Pavilion in memory of injured workers on behalf of the IWAC.		

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	<ul style="list-style-type: none"> • Canadian Mental Health conference in Moncton: Kirk attended and noted the conference was well organized and enjoyed his time there. • Leica was invited to AWCBC Governance Summit to speak on behalf of Threads of Life. • Per diem increase: travel meals have been increased. <ul style="list-style-type: none"> ➢ Breakfast \$15.45 to \$16.01 ➢ Lunch \$18.52 to \$19.19 ➢ Dinner \$37.11 to \$38.45 • Benefit improvements- The benefit improvement has been approved. Starting July 1, 2025, new surviving spouses will receive 90% of the deceased worker's net earning, with no family income test, providing clearer, more stable financial support. • Existing survivors will see an increase to their current benefit levels, along with higher annuity contributions and a simplified process going forward. • Steps for Life will be brought back to Fredericton in 2026.
Action	
Agenda Topic 4	
IWAC's 2024 Annual Report	Jarrod
Discussion	IWAC's 2024 Annual Report has been posted to the website and will be promoted on social media and included in the upcoming issue of E-News.
Action	Members can share posts on their social media pages.
Claims Management Team	
Agenda Topic 5	
Special presentation- Claims Service Delivery Model Program Modernization	Dino Scichilone, Nathalie Moreau and Angela Bailey
Information	Evolving Service Delivery for Better Client Outcomes As part of WorkSafeNB's Modernization effort and Strategic Plan, we are transforming how we deliver services to ensure

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	<p>a high-quality, efficient, and personalized client experience. Our goal is to support recovery through timely, accessible care and to ultimately create a workplace free from injury and disability.</p> <p>Why Change?</p> <p>Our Pensions & LTD project, launched in January 2023, responded to growing client complexity, high volumes of legacy files, and outdated service models. Workers were not being assessed based on need, which led to inconsistent service, delays, and frustration.</p> <p>New Service Model Highlights Critical Care Recovery (CCR) Team</p> <p>A new value stream supporting workers with critical injuries.</p> <ul style="list-style-type: none">• Provides timely, personalized support from initial claim acceptance.• Focus on severe injuries, occupational diseases, and high care needs.• Services include claim navigation, recovery evaluation, home modifications, and secondary injury support. <p>Continued Care and Compensation (CCC) Team</p> <p>Implemented June 2025, this dedicated medical aid team replaces the one-to-one LTD model.</p> <ul style="list-style-type: none">• Manages medical aid requests and recurrences on previously approved claims.• Uses a team-based, queue-managed approach to streamline and prioritize care.• Ensures efficient, consistent service regardless of claim status. <p>Key Improvements</p> <ul style="list-style-type: none">• Clearer communication and transparency.• Right services delivered by the right people at the right time.• Personalized care plans based on individual needs.• Reduced wait times and duplication of effort. <p>Real-World Impact Example</p> <p>A client in a motor vehicle accident received:</p> <ul style="list-style-type: none">• Immediate coordination for medical transfer and family support• Assistance with travel, accommodations, and home modifications<ul style="list-style-type: none">• Ongoing therapy and daily living support• Regular follow-ups ensuring continuous care <p>Enablers of Success</p> <ul style="list-style-type: none">• Team training in critical injuries, re-employment, and universal design.
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	<ul style="list-style-type: none">• Strong collaboration with families, providers, and medical professionals. What It Means for Workers <ul style="list-style-type: none">✓ Faster decisions and better service✓ Streamlined access to care✓ Personalized and consistent support✓ Improved recovery and outcomes <p>This is our path forward—an integrated, modern approach to ensure every worker gets the support they need, when they need it.</p>
Action	Paula and Kirk will provide feedback on new approach at next meeting.
Agenda Topic 6	
Adjournment	Jarrod
	Meeting was adjourned at 12:15 p.m. Next meeting will take place in Sept. TBD.