

Revised appeal system ensures prompt response

(This article continues a series on Workmen's Compensation in the province of Ontario. Reader inquiries and comments are invited, either to this newspaper or The Workmen's Compensation Board, Ontario, 2 Bloor Street East, Toronto.)

Under a revised appeal system, an employee or employer who is dissatisfied with a decision, is provided with direct and prompt access to the men at the top, the Commissioners of the Workmen's Compensation Board, Ontario. The appeal channel is straight up.

All interested parties, employers as well as workers, may appeal decisions on compensation claims. The appeal will of course normally be launched by either employer or employee, but it is possible that a review of individual cases will be initiated within the Workmen's Compensation administrative system itself where new information indicates the initial decision on the claim should be revised.

Usually, however, the appeal comes from either employee or employer. The request for an appeal goes to an Appeals Examiner, a senior member of the Board staff well experienced in claims handling who has the authority to conduct a full

inquiry, making certain all pertinent information is taken into account. The complete file on the claim, along with a report and recommendations from the Appeals Examiner, is then examined by a single Board Commissioner who has responsibility for making a prompt decision on the appeal.

If the appeal decision of the single Commissioner is still considered unfavourable by those involved, there is a right to appeal further to an Appeal Board which consists of three of the Board's Commissioners. Once again the full review, with the opportunity to present any additional information which may be relevant. The Appeal Board is the final level of appeals.

The Board's revised appeal system, designed as it is to take a matter in dispute directly to the top, ensures prompt action in altering decisions which may have deprived workers of their full compensation entitlement. The Commissioners, obviously, have the clout to get things moving where a change is required. Experience to date has demonstrated they give their appeal responsibilities first priority.



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OCTOPUS ARMS

Those disc-like suckers that line an octopus's eight arms can operate independently and are so nimble that the animal can pick up a pebble or other object and pass it along the entire length of an arm.

INSTRUCTORS

- SATELLITE PROGRAMS

To teach adults in Satellite Retraining Programs. Courses, including mathematics, science and communications at levels ranging from grades 5 to 10 to be taught in individual and small group instruction situations.

Persons responding must be willing to:

- live in small northern communities
- exercise initiative and responsibility in conducting the course
- accept the absence of modern technological devices or conveniences.

Programs will run approximately thirty weeks commencing in November and terminating in May.

Qualified candidates are to submit a comprehensive resume, including references, to:



Director of Employee Relations,
Confederation College of Applied Arts and Technology,
P.O. Box 398,
Thunder Bay, Ontario
P7C 4W1

OPEN LETTER TO
Hon. Frank Miller,
Minister of Health,
Queen's Park,
Toronto, Ontario.

Dear Mr. Minister,

I am writing on behalf of residents along the north shore of Lake Superior, who have need of dental treatment. They are more than a little concerned about the high cost of dental services. In one instance, there was a charge of \$28 for one X-ray and one filling, while in another, there was a charge of \$52 for examination, X-rays and "oral hygiene instruction". Examinations and X-rays on the latter bill amounted to \$42, while oral hygiene instruction was \$10. The O.H.I. was not asked for, and the patient thought this was a service that was normally performed by a dentist. When the dentist was questioned as to the nature of the instruction, the patient was told that it was instruction in the use of dental floss.

It is quite obvious that dentists should be made -continued page I4