

ITF (Industry Task Force) Association

Effecting positive change and ensuring sustainability of the workers' compensation system through the views of Alberta employers

Access to Information

The Access to Information working group met on August 20th. WCB continues to see significant increases in the number of information requests. The email volume on claim files has also been flagged as an issue. Several steps to manage this challenge have been taken including increasing staffing and expanding the reliance on AI to include noncomplex reviews for requests from worker representatives.

WCB has rolled out the cost relief abbreviated package to all employers, and on average information is released in 29 days. The form will be undergoing further refinement to clarify the messaging. WCB confirmed there will be no changes to guidelines or to processes arising from the new access and privacy legislation, and housekeeping amendments to the WCB policy are underway. WCB also proposed a new initiative to review redaction rules for claim file information, in particular psychological information. This will be launched in the fall. Members can express their interest in this initiative at the September quarterly meeting.

Psych Injury Working Group (PIWG) Employer Reporting Project Team

This project team met on August 25th and reviewed the employer reporting requests made by ITF. WCB has asked their IT team to add a field to the claim summary report to identify primary and secondary psychological injuries, and to include psych injury as one of the listed Nature of Injury categories on the Employer Synopsis. Requests have also been made to enhance reporting in the Employer Dashboard but this will likely not be achieved until late 2026 or 2027.

WCB has also agreed to work with ITF on design of a new report that would provide more meaningful information on psychological injuries. Some alternatives were discussed as options until these changes can be introduced. The PIWG is meeting on September 8th to refine the desired data fields for the psych injury report. This will be discussed in greater detail at the September meeting.

Review of the Case Assistant Model

The focus group with WCB has been scheduled for September 15th. Boris Makale (Civeo), Denise Isbester (City of St Albert), Ed Lafreniere (Sobeys), Lorri Carr (Edmonton Police Service), Melanie Bennett (CEDA),

Scott Klappstein (Covenant Health), and Sydney Dowhaniuk (PCL Constructors) will attend the in-person meeting in Edmonton on behalf of ITF.

The structured session will focus on employer understanding and expectations of the Case Assistant role, the current employer experience with the role, where the role is falling short and the challenges created for employers, how this role impacts management of claims, and changes that would make the most significant difference and improve employer experience.

Economic Loss Payment Working Group

The working group met on August 27th to discuss the case conference pilot that was rolled out in April. Due to the limited number of cases that were identified as meeting pilot criteria, the criteria will be reviewed to ensure the intent is being met and the pilot will be extended to the end of December. The purpose was to identify specific strategies that would result in mitigating the increasing ELP costs. Additional pilot participants will also be sought.

WCB Policy Consultation

Three consultations are open until September 29th. The ITF Policy Consultation subcommittee met twice in August to review member comments and the consultation documents. Recommendations are included in the agenda package and will be discussed at the September 10th quarterly meeting. All members are encouraged to consider making individual submissions as well. The consultation documents are available on the WCB [Policy Development and Consultation](#) webpage.

Upcoming ITF Association meetings

The next guest presentation webinar is scheduled for September 4th starting at 9:30 am. Presentations will include an overview of the new psychologist contract and provider standards, the role and value of Industry Specialists, an orientation to the Employer Portal, and a Roundtable with WCB.

The next quarterly meeting and AGM will be held on Wednesday September 10th starting at 8:30. The in-person meeting is at the Manufacturers Health & Safety Association in Rocky View.

August 2025

Additional information can be found on the ITF website - <http://www.itfassociation.ca>