

Internet Copy

SUBMISSION # 40

Name of Presenter: Anonymous
Date Received: April 26th 2004

April 19,2004

Minister of Labour/WCB

Winnipeg MB

Dear ---,

RE: WCB forum on change

I was asked by my MLA, ooo, if I would participate in the WCB public forum for change currently underway. I am unable to go in person and express my disgust so I am sending you this e-mail. I was under CIC/WCB care and will continue to be under the care of the Compensation for Victims of Crime Program. I consider this forum is put on by your office to be a farce. Your boss, Mr.>>, and yourself are trying to make it look as though someone in your government actually gives a damn what happens to a claimant who is hurt and out of work. Claimants suffer physically, mentally, we are denied medical attention, denied coverage of drugs, many claimants get so frustrated and feel all is lost, contemplate ending their own life and are denied access to mental health professionals. We are treated like parasites on the back of society looking for a free ride. We are file numbers to you and that is it and no forum is going to fool anyone with any amount of common sense that your office is going to change that.

In the past nine years dealing with CIC/WCB and CVCP I have met one person in government that actually was knowledgeable, caring and knew her job. Her name is NNN. NNN is my former Vocational Counselor and a lot of people in your office should stand up and take notice NNN is what you expect when dealing with someone who employed to help you. How is it that NNN was able to return my phone call usually that same day, respond to every letter and fax and have the same work load as everyone else. She is not a goddess she is just someone who cares. I am sure she has life's little problems, like everyone else, of her own but she left them at home where they belong and came into work and did her job. About a year ago I met a person named AA who was claimant of WCB. We were talking and

comparing how incompetent both our case managers were. AA mentioned his vocational counselor and how if it wasn't for her he would be living under a bridge. I asked if her name was NNN and it was. AA was very lucky to have NNN helping him and he realized that himself and was grateful. Even though CIC/WCB was no more I asked CVCP if it would be possible to still keep NNN as my vocational counselor, it was not.

All I hear from case managers is their incredible work load, my advice to them is cannot do the job let someone else do it. To be honest I don't really care I am there because I have my own problems to deal with. Why do these people stay on if they consider themselves to be under paid and over worked. Their anger and resentment is clear and it is taken out on the claimant. If I am treated badly by an employer or feel I am under paid I look for a new job. Why do government employees feel they are owed something by society. If the directors and supervisors at WCB started getting rid of these people I am positive the work environment would be better and we, claimants, would not have to put up with case managers who are unaware of their role as public servants.

My current case manager at CVCP GG has been caught lying to me and accused my doctors of filing false reports . GG accused chiropractors, physiotherapists and pharmacist to be over charging and filing false reports on my behalf. I am unaware of GG's medical training so what gives her the right to challenge doctors findings and recommendations. Is not the job of the WCB medical board to look over medical reports. GG's harassing phone calls got so bad the medical professionals that were put in place to help me were willing to drop me as a patient if GG's irrational behavior, bizarre phone calls did not stop. GG was acting like a lunatic constantly stating to receptionists *don't you know who I am* . GG's name and title, case manager, might mean something in her office but outside it means absolutely nothing. GG has denied school supplies while I was being retrained. When I asked her why she stated *because I don't want to have them*. I ask what type of person, who claims to be a professional, speaks in this manner. For a while GG was removed as my case manager because of her incompetence by the director, K. GG is back again managing my file and the problems are starting all over again. Why isn't your office looking into matters like this. If you are asking why don't I ask to have her removed well I did. I requested on numerous occasions to both the director and minister to have her removed from my file and my requests fall on deaf ears.

In November of 2003 I had an assessment with a surgeon. In the mean time the surgeon moved his practice from Jefferson to Tache. During this time I made several requests asking the minister, director and my case manger when is my

surgery date with no response. Finally in April of 2004 CVCP contacted me stating it took so long to get back to me because the WCB medical board could not locate the surgeon. I found this to be a false statement so I tried to find out how long it actually takes. I called my doctors office asked the receptionist how I go about finding a doctor that has moved his practice. I was given a number to the College of Physicians and Surgeons and in two minutes I had the telephone number to his new practice. If a claimant can find a doctor that moved his practice in two minutes how is that a team of medical doctors hired by WCB can not. Either your medical board lied to GG about the length of time it took to find the doctor or GG is lying about when she really put in the request to find the surgeon. It very well could be the latter GG has been know to lie and has been caught in her own lies in meetings several times. I case you are interested I have been waiting since August 2002 for surgery and the WCB medical board still did not contact me with a date for surgery.

It is outrageous the length of time it takes to get anything done by your case managers. It has taken GG, on several occasions, eight weeks to respond to a request. This is only a letter of acknowledgement of my request it usually takes an additional eight to ten months before CVCP makes a decision. When I was covered by CIC/WCB it was a bit better but not much. This amount of time is truly a slap in the face to the tax payer of Manitoba.

I complained to the director of CVCP and the Minister of Justice and my letters were ignored. Just like they were when I was covered by CIC/WCB. I complained how poorly I have treated by staff at CIC/WCB and CVCP many many times over the years and instead of thing getting better they just got worse. Ever since I did voice my concerns on how poorly I have been, and still am, treated by CIC/WCB and CVCP, things got worse for me. I am now consider to be a trouble maker. My former case manager JJ from CVCP told me he was going to make thing difficult for me when I complained about his coworker, GG, to the director of CVCP. JJ stated he did not like my style, that I turned my back on the people that were trying to help me and he would make me pay. This is what claimants put up with. Claimants complain about poor treatment by staff and are then considered to be difficult. Claimants ask only what they are entitled to and again are considered to be difficult. If I were to sit back and let my case manager look after my needs I would be left rotting on my parents basement sofa.

Why doesn't someone from your office actually read the letters that come into your office. Over the past nine years I have made hundreds of phone calls sent hundreds of letters, faxes and e-mails to CIC/WCB and CVCP and it is not unrealistic to tell you that only about ten percent were acknowledged and responded to. I have kept

every letter I sent to CIC/WCB and CVCP and when I received a copy of my file only about ten percent of the letters I sent were in my file. Could you explain or have someone in your office explain what happened to the rest of those letters. I was late getting a letter to my case manager about one and a half years ago. Instead of calling and reminding me that I forgot to send something in I was threatened. JJ, former manager of CVCP, told me that if the information he requested was not in his office in forty eight hours my benefits would be terminated. Who do these people think they are. They seem to forget they are only public servants payed by monies of the people. A public servant does not give you the right to bully or treat someone poorly.

I really do not know what you expect to get out of this forum? You already know the CIC/WCB and CVCP and other government funded and employed agencies treat people like garbage, as though we are wasting their precious time troubling them with our problems. You are fully aware of the shameless lengths case managers will go to meet their department budget. If it means denying someone who clearly needs and requires benefits your office will not think twice about denying benefit to someone so your department budget looks good on paper and your boss Mr. Doer gives you a pay increase and bonus for doing such a great job.

Shame on you --,shame on ^^ and shame on your boss >> for allowing these practices to take place. Instead of putting on a show and wasting tax dollars just read the letters your office already received and you will see all your questions and concerns will be addressed. I am proud to say I am no longer a supporter of the NDP. I used to feel guilty switching to the Liberal Party but after the way I have been treated by your staff at CIC/WCB and the staff of CVCP that feeling has since passed.

If this letter goes unacknowledged it will be of no surprise to me.

A grateful but disappointed, former supporter of the NDP, eighteen year citizen of Manitoba,
