

**Ministry of Labour,
Training and Skills
Development**

Office of the Minister

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January 31, 2022

Dear Mr. Walsh:

Welcome to your new role as Chair of the Workplace Safety and Insurance Board (WSIB).

The WSIB plays a significant role in our province's occupational health and safety system and your leadership at the WSIB is essential to the Board's success. I am confident that, with your expertise, the WSIB will continue to respond to changing environments, protect the rights of injured workers and deliver the best value for every premium dollar paid by Ontario employers.

In July 2021, I sent a mandate letter to the WSIB outlining my expectations for the 2022 calendar year. They include:

PROMOTE AND ENHANCE OCCUPATIONAL HEALTH AND SAFETY:

It is imperative that you continue to work with the Ministry and key stakeholders to improve health and safety outcomes. This includes investing in research to inform decision making.

SUPPORT WORKERS AND EMPLOYERS TO GET PEOPLE BACK TO WORK SAFELY:

The WSIB needs to help more workers find good, meaningful jobs. Education and accommodation solutions must be provided. The WSIB must also ensure timely and accurate payment of benefits.

CUSTOMER SERVICE EXCELLENCE:

The WSIB needs to dramatically improve customer service for workers and employers. Anyone who falls ill in Ontario because of their job should have confidence that they and their loved ones will be taken care of.

My expectation is that the WSIB prioritize the premium redistribution for safe employers, establish the one-stop portal with the Canada Revenue Agency to simplify payment remittances, and by the end of the year, modernize the claims process through a one-window online digital portal that includes: registration, self-service and access to status of claims. The WSIB should consolidate layers of appeals, and create a seamless backend that provides real-time transfer with WSIAT.

I look forward to working with you. Your contributions and willingness to serve the people of Ontario will strengthen workplace safety in our province.

I am attaching the Mandate Letter for 2022 that I issued to the former Chair that includes these priorities and other important commitments. If you have any questions or concerns, please contact

Joshua Workman, my Chief of Staff, at 647-244-2078.

Sincerely,



Monte McNaughton
Minister of Labour, Training and Skills Development

C: Joshua Workman, Chief of Staff, Minister's Office
Greg Meredith, Deputy Minister of Labour, Training and Skills Development
Patricia Perez, ADM/CAO of Corporate Services, MLTSD
Jeffery Lang, President & CEO, WSIB
Rosemarie McCutcheon, Chair, Workplace Safety and Insurance Appeals Tribunal

Encl. WSIB 2022 Mandate Letter