



(left to right):
Randy Schwartz, Peter Paulic

“The WCB was always so prompt with service, and helped to make dealing with my experience so much easier.”

Randy’s Story

Personalized Service Exceeds Worker and Employer Expectations

When Randy Schwartz slipped and fell at work, the last person he expected to visit him at the hospital was his WCB case manager.

As a Heavy Equipment Operator with Smook Brothers, Randy suffered a pelvis fracture after slipping on ice. That same day, WCB Regional Case Manager Darlene Mulholland in Thompson paid him a visit.

“She came to my room right away and asked what had happened,” recalls Randy. “She was very concerned, and it was clear that she really cared.”

After Smook Brothers alerted Randy’s wife to his workplace injury, the WCB helped to transport her between the hospital and their residence two hours away in Snow Lake. Staff from the WCB also met personally with the family and ensured that they were comfortably accommodated during their stay in Thompson.

“Throughout my recovery, I stayed in close contact with Darlene and the rest of the WCB staff,” says Randy, who communicated regularly with his case managers. “They were always so prompt with service, and helped to make dealing with this experience so much easier.”

Because of the small size of the WCB Thompson office, face-to-face service and accessibility are what injured workers and employers have come to expect and appreciate.

“The WCB does an excellent job of bringing a human factor to a crisis situation,” says Peter Paulic, Vice-President of Smook Brothers. “In Randy’s case, they delivered personalized service and were very proactive in making everyone feel comfortable. It’s the little details that mean a lot, especially in a small town.”

Smook Brothers, which has held Certificate of Recognition (COR) accreditation in occupational health and safety for the past 10 years, values the support role that the WCB plays when it comes to dealing with workplace injuries. Whether it’s making arrangements with doctors or helping to develop modified duties for injured workers, the approach of WCB staff in Thompson is always hands-on.

“WCB staff here have made our jobs so much easier,” says Ted Brady, Safety Manager with Smook Brothers. “They help us solve problems and make everything easy to understand. Our personal contact with them has been terrific.”

Bev Lofthang, Safety Supervisor with Smook Brothers, agrees. “It’s nice to put a face to a name and know who you’re talking to. If we have a concern, the WCB does whatever it can to help us. It’s that personal touch that makes things operate much more smoothly.”