



DM successes net benchmarking opportunities



Above, from Left: Ralph McGinn, chair of the Global Audit Commission, Linda Nkemdirim, manager of Canadian Pacific Railway's (CPR) Occupational Health Services, and Jim Wilson, labour chair of CPR's core union-management Disability Management Committee.

Below, a few of the 19 members that make up the City of St. John's disability management committee, from left : Andy Wells, Mayor; Kevin Breen, Director of Human Resources; John Stamp, IAFF 1075; Mike Stamp, NAPE 7808; Lynn O'Grady, Supervisor of Occupational Health and Safety; Valerie Royle, Executive Director of Worker Services, Workplace Health Safety and Compensation Commission (WHSCC); Elizabeth White, CUPE 1289; Nadine Devereaux, Labour Market Re-entry Coordinator, WHSCC; Charles Nurse, IAFF 1075



TORONTO and ST. JOHN'S: Two recent successes on the disability management front are Canadian Pacific Railway's (CPR) Toronto rail yard and the City of St. John's, Newfoundland. Both recently achieved higher than 80 per cent in NIDMAR's Consensus Based Disability Management Audit™ (CBDMA™).

"We were delighted that we scored so high, because this is a formal audit," says Linda Nkemdirim, manager of CPR's Occupational Health Services. "It was a good confirmation that we're heading in the right direction. I think that it helps our organization to hear that kind of confirmation from time to time."

The CBDMA helps organizations determine how well they are doing in the area of disability management. "The NIDMAR program helps us keep ahead of the curve rather than following it," says Jim Wilson, labour chair of CPR's core union-management Disability Management Committee. "We're successful because of the cooperation we have between labour and management. The program almost preaches joint cooperation."

The program works equally well in the public sector, from the federal level to the municipal. "Although the city has managed its work-related claims for years, we recently decided to develop a formal disability management program that would incorporate both work- and non-work-related injuries and illnesses," says Lynn O'Grady, supervisor of Occupational Health and Safety with the City of St. John's. "A joint union-management disability management committee was formed and, using NIDMAR resources, we completed the necessary research to develop and implement our program. The audit has confirmed that we're doing the right things, and doing them well."

After having scored so well in the audit, the city is a role model for other municipalities. "We were informed that the City of St. John's was the first municipality in Canada to pass the audit," says O'Grady. "This puts us in a good position to serve as a model for other organizations."

The same is true of CPR. "We're hoping to share with organizations that have equal or better programs and similar operating conditions," says Nkemdirim.

"One of the valuable benefits of the NIDMAR audit tool is that its standard is international," adds Ralph McGinn, former CEO of the B.C. Workers' Compensation Board, and chair of the International Disability Management Standards Council's global audit commission. "Entities such as the City of St. John's and CPR can benchmark with their counterparts in other parts of the world. There is great value in having a program standard that invites international comparison and offers global quality assurance." ■