

January 28, 2010 — Background summaries of Review Division decision makers

Chief Review Officer: Joseph Pinto

With over 30 years' adjudicative and management experience in BC's and Nova Scotia's workers' compensation systems, Joe most recently worked as director of Central Services for WorkSafeBC's Rehabilitation and Compensation Services Division, managing policy and practice, cost relief, appeals liaison and media support. He played a significant role during the Royal Commission and Core Services Review, and in the implementation of Bills 49, 63, and 37. Before that, Joe was a line Director and was also seconded to Nova Scotia's WCB as executive director, Client Services during a period of significant organizational and legislative change.

Senior Director, Quality Assurance: Nick Attewell

Since 1974, Nick has worked with WorkSafeBC in a policy development, advisory, and decision-making capacity within the Compensation Services, Finance, Prevention, and Review Divisions, and in past appeal structures. He holds a law degree from the University of London and a master's in law from UBC.

Director, Quality Assurance: Katherine Crosbie

Katherine joined the Review Division in 2004 from the Office of the Legislative Counsel, Newfoundland and Labrador. She obtained her law degree from the University of Toronto in 1986, and, following her call to the bar, worked in private practice and as a provincial Justice solicitor before serving as general counsel to the Workplace Health, Safety & Compensation Commission of Newfoundland and Labrador.

Director, Quality Assurance: Susan Nickerson-Graham

Upon graduating from Dalhousie University in law, Susan was called to the bar in Nova Scotia and Newfoundland, and worked as general counsel for the Workers' Compensation Commission before moving to B.C. She began her career at WorkSafeBC in the former Appeal Division, later moving to various positions involving compensation matters, including policy adviser, manager of practices and procedures, and policy director within the Policy and Regulation Development Bureau. Susan joined the Review Division as a director on the Quality Assurance team in 2003.

Team Managers

Tony Bacchus

In the 13 years Tony spent working for ICBC, he investigated, assessed, and resolved personal injury claims as a bodily injury adjuster specializing in litigation and fraud. He has extensive experience dealing with complex files through investigation and negotiation, and holds a UBC economics degree.

Sam Isaacs

Sam commenced his employment with WorkSafeBC in 1985, as a Claims Adjudicator/Case Manager. After working in various adjudication assignments, including initial and on-going case management, permanent disability and fatality claims, he became a Review Officer in 2003. In 2005, Sam became the Senior Client Services Manager, for Disability Awards and Sensitive Claims. He returned to the Review Division as a Manager at the end of 2008. Sam obtained his MBA from UBC in



1987, and completed the Certified Risk Manager program in 2004, where he was the RIMS (Risk and Insurance Management Society) 2004 award winner for graduating with the highest marks in Canada.

Marie Johnson

Marie obtained a UBC law degree in 1980, joining WorkSafeBC as an adjudicator two years later. She then worked as a legal officer within the Criminal Injury Compensation Program before joining the Review Division.

Susan Pandak

Susan began her career with WorkSafeBC as a vocational rehabilitation consultant in 1988. Before joining the Review Division as a review officer in June 2002, she also held the positions of senior business planner with the Information Services Division and case manager with the Worker & Employer Services Division. In January 2005, Susan returned to Vocational Rehabilitation Services as a quality client services manager with the Worker & Employer Services Division until her return to the Review Division as a manager in January 2009. She has a Bachelor of Arts degree from Simon Fraser University and has been a Canadian Certified Rehabilitation Counselor (CCRC) since 1998.

Belden Wong

Belden worked as a personal injury adjuster with the Insurance Corporation of BC before obtaining his Master of Business Administration degree from the University of British Columbia in 1993. He commenced his employment with WorkSafeBC in 1993 as a Reviewing Officer in the Prevention Division. Belden held the position of Senior Business Planner in the Information Services Division in 1998 until he joined the Review Division in 2002.

Registrar and Stakeholder Services: Susan Furlong

Susan Furlong joined WorkSafeBC in 2000, working first in the Policy and Research Division as a Policy Analyst and then later as a Senior Policy Analyst and Acting Director. Susan joined the Review Division in 2006 as a director in the Quality Assurance team. Before joining WorkSafeBC, Susan's employment history included working in private law practice, as a researcher/writer with several Royal Commissions, including the 1998 Commission on workers' compensation, and as a journalist in Hong Kong with the South China Morning Post. Susan holds a law degree from UBC, a masters' degree in history from Oxford, where she was a Rhodes Scholar, and a BA in French and economics from Memorial University of Newfoundland.

Review Division Medical Advisor: Dr. Francois Prat

After obtaining his medical doctorate in 1978, Francois practiced family medicine in Quebec, splitting his time between his office, the local hospital, and a rehab centre. He taught at McGill University from 1987-90. Before joining WorkSafeBC's Review Division in 2003, Francois was a medical advisor for Workers and Employers Services. He holds MAs in science and health sciences (occupational health and epidemiology), and is College of Family Physicians of Canada certified.

Review Officers

Doug Armstrong

Doug completed a BA at the University of Winnipeg, and he received his law degree from Dalhousie University in Halifax. Called to the B.C. bar in 1997, he practiced



mainly personal injury and insurance defence litigation before joining the Review Division in 2006. He worked for Citizenship and Immigration Canada before attending law school.

Cindy Bachman

Before joining the Review Division in 2003, Cindy worked for Crime Victims Assistance and as an investigator (admin law) for the BC Human Rights Commission.

Robert Bal

Robert received his Bachelor of Arts degree (Honours) from the University of Victoria and law degree from UBC. After being called to the bar in 1993, he worked as the Assistant Negotiator and Junior Legal Counsel for the British Columbia Medical Association. Prior to that, he practiced law with Stephens and Holman for six years.

Anand Banerjee

Anand graduated from the Faculty of Law at the University of Toronto in 1993, and was called to the bar of BC in 1994. He has appeared in all levels of court in BC, and practiced for a number of years in Vancouver, with expertise in entertainment, employment, human rights, and federal drug prosecution, before joining the Review Division in 2004.

Cheryl Barbour

Cheryl worked for a major chartered bank in a variety of supervisory/sales positions and in restaurant management before joining WorkSafeBC in 1985. She's held a variety of positions, including case manager for 8 years prior to joining the Review Division

Jannie Berntsen

Jannie graduated from Simon Fraser University in 1989 and worked as a rehabilitation consultant for five years, which included providing expert testimony and evidence for personal injury trials. She joined WorkSafeBC in 1994, initially as a vocational rehabilitation consultant, and later as a Client Services Manager before joining the Review Division as a Review Officer.

Angela Boddez

Called to the bar in 1998, Angela has worked in civil litigation and corporate commercial law, and for the Langley Legal Assistance Centre, focusing on administrative and civil law. Angela previously held the position of case officer, Compliance Section, Prevention Division.

Sandra Broudy

Sandra obtained her Bachelor of Laws degree from the University of Saskatchewan in 1987. Sandra spent several years in Japan working as an English Instructor before returning to Canada to practice refugee and immigration law. She joined WorkSafeBC in 2001 as a Freedom of Information Officer prior to joining the Review Division.

Rebecca Chidley

Rebecca holds a Bachelor of Social Work Degree from the University of Calgary, and has been a Certified Canadian Rehabilitation Counselor for over 15 years. She possesses 12 years of experience as a Vocational Rehabilitation Consultant and Vocational Rehabilitation Manager at WorkSafeBC. Prior to coming to the Review Division in July 2003, she worked for 4 years as a Vocational Consultant on the Columbia Rehab Centre's Chronic Pain Management team.

Jackie Christofferson

Jackie obtained her law degree from the University of Alberta and was called to the bar in B.C. in 1993. Prior to joining the Review Division in 2004, she acted as counsel for the director of Child, Family and Community Service through Somers and Company Law Corporation, and practiced personal injury litigation in ICBC matters.

Cindy Comrie

Cindy joins the Review Division after serving the Canada Border Services Agency by litigating cases before the Immigration Refugee Board. She has a range of experience in administrative law and decision-making.

Marla Cook

Marla obtained an MA in education in 2001 (specializing in community rehabilitation) from the University of Calgary, and completed degrees in law and psychology in 1988 from Carleton University. Before working as a vocational rehabilitation consultant at WorkSafeBC, she worked as a vocational consultant setting up a disability management program for Canada Post. She also worked as a rehabilitation counselor at the Ontario WCB.

Robert de Balinhard

Robert de Balinhard obtained his Law Degree from the University of Western Ontario in 1997 and was called to the BC Bar in 1999. He also holds a Master degree in Public Administration. Prior to joining WorkSafeBC in 2001, he acted for both employers and workers in a range of matters related to the workplace.

Kate Denby

Kate was a solicitor in general practice in England for 11 years before moving to Canada. She joined WorkSafeBC in 1995, working in the former Appeal Division, and prior to joining the Review Division, worked as a freedom of information officer.

Sidney Dennison

Sidney holds BAs in psychology (1978) and social work (1985) from the University of Victoria, and worked for the Office of the Ombudsman for 18 years before joining WorkSafeBC's Review Division in 2003. Sidney possesses advanced knowledge of the theories and principles of administrative law.

Amanda Derry

Amanda joins WorkSafeBC from the Workplace Safety & Insurance Board of Ontario, where she was a claims adjudicator in the Occupational Disease and Survivor Benefits program.

John Dhaliwal

John, who holds a BBA (Finance) from SFU (1984), joined WorkSafeBC in 1987, after serving the Ministry of Human Resources. He held the positions of Claims Adjudicator, and Senior Pensions Adjudicator. In 1995, he moved to the Prevention Division to adjudicate health and safety issues, as a Reviewing Officer. In 2002, he joined the Review Division.

Anne Dobson-Mack

Anne obtained her law degree from UBC in 1993. Before joining WorkSafeBC, she clerked at the BC Supreme Court, articulated with Lawson Lundell, and was called to the bar in 1995. She practiced as an associate lawyer in litigation for 6 years, prior to joining the Review Division.

Ainslie Dowd

Ainslie spent ten years with Canada's Armed Forces, after which he practiced law (mostly family law) in various parts of British Columbia. Ainslie worked most recently with the Legal Services Society in Quesnel and the Family Maintenance Enforcement Program in Victoria prior to joining WorkSafeBC as a Review Officer.

Carmen Dowhaniuk

Carmen holds a Master's degree in law (specializing in international law) from the University of Amsterdam (1998) and a Bachelor's degree in law from the University of Alberta (1995). She's worked as a policy analyst/researcher for the Alberta Civil Liberties Research Centre and Alberta Ministry of Health & Wellness.

Rod Ellard

Rod obtained his law degree from the University of British Columbia in 1982. Prior to joining the Review Division in 2008, Rod practiced law, primarily civil litigation, for nearly 25 years.

Rod Ferguson

Rod joined WorkSafeBC in 1973 as a legal officer in Legal Services. In 1976, he joined the Criminal Injury Compensation Program as legal counsel, becoming senior counsel of the program in 1994. Rod has expertise in claims information and evidence gathering. Rod joined the Review Division in July, 2003.

Lisa Field

Lisa joined WorkSafeBC in 2003 after working at Transport Canada's Security and Emergency Preparedness Branch as an inspector. Prior to this, Lisa spent 4 years with the Ministry of Public Safety and Solicitor General, Liquor Control and Licensing Branch, and has also worked with the Ministry of Social Services.

Tony Fletcher

Tony joined WorkSafeBC as a case manager, Compensation Services, in 2002. Prior to that, he was employed with ICBC as a claims adjuster, bodily injury adjuster, and member of the Bodily Injury Claims Investigation Team for 13 years. Tony has a BA in commerce from UBC.

Bob Friedland

Bob received his law degree in 1990 from the University of Alberta, and practiced with Dinning Hunter Lambert & Jackson prior to joining the Review Division. His law practice covers administrative, human rights, municipal, and employment law. Bob has been a tribunal chairperson and member for several tribunals, and has experience as senior manager in the public sector, as a journalist, and as a former Victoria City Councillor.

Kathleen Gallagher

Kathleen has 12 years' experience applying and analyzing complex policy and legislation with the provincial government. As a family maintenance worker, Kathleen's work included negotiating Provincial court consents, interviewing and assessing eligibility for child/spousal support, and ensuring clients met program requirements in policy and legislation.

Cari Goldin

Cari dabbled in journalism and office management before attending Capilano College to become a legal assistant. Preferring to be in charge, she returned to UBC for a law

degree and was called to the Bar of British Columbia in 1991. After a few years of a varied private practice involving plaintiff and defendant personal injury, some family law and ad hoc Crown litigation, she joined ICBC's in house legal department in 1996. For 12 years she provided opinions on complex legal issues.

Wendy Jeske

Wendy graduated with a Bachelor of Commerce and Business Administration (B Comm) from UBC in 1980. Wendy joined the Review Division in 2003, following three years as chair/member of the B.C. Chicken Marketing Board. Prior to this role, Wendy was an elected Municipal Councillor with the Municipality of Delta for nine years and served as a Director on the GRVD Labour Relations Bureau. Her last 12 years have been spent in environments characterized by conflicting interests.

Zen Kozak

Zen holds Bachelor of Science degrees in general science and occupational therapy from UBC. He joined WorkSafeBC in 1992, and has since worked as occupational therapist, vocational rehabilitation consultant, and case manager prior to joining the Review Division.

Paul Lail

Paul holds a BA in economics and a law degree from UBC; he was called to the bar in 1987. Prior to joining the Review Division, Paul spent 15 years in private law practice.

Harry Lin

Harry received his BA (Criminology) from Simon Fraser University. He joined WorkSafeBC in 1998 and has held various positions in the Worker and Employer Services Division. He was a case manager for the last 3 years prior to joining the Review Division.

Elaine Livingston

Elaine has 17 years' experience as an industrial relations officer with the Ministry of Skills Development and Labour, Employment Standards Branch. Her knowledge of concepts and principles relating to employment law and administrative fairness are an asset to the Review Division.

Melina Lorenz

Melina obtained her law degree from the University of Victoria in 1990, clerked with the B.C. Supreme Court, and was called to the bar in 1992. She worked for a short time in private practice, and spent 10 years at ICBC as in-house defense counsel.

Penny Masterton

Penny joined WorkSafeBC in 1974. She has held positions of claims adjudicator, disability awards officer, client services manager, and regional training manager prior to joining the Review Division

Laurel May

Laurel holds a BA from the University of Western Ontario. Prior to joining the Review Division in 2008, she worked for over 20 years as an Investigator and Assistant Director of Investigations for Ombudsman Ontario, and as an Ombudsman Officer in the British Columbia Ombudsman's Office. Laurel has dealt extensively over the years with complaints concerning workers' compensation issues, and she brings to the Review Division a comprehensive knowledge of procedural and administrative fairness.

Craig Maynard

Craig holds a BCIT diploma in occupational health and safety, and is a candidate for a public sector management diploma from the University of Victoria. He joined WorkSafeBC in 1993, mostly recently as a review officer in the Review and Penalty Section, Prevention Division prior to joining the Review Division.

Elizabeth Nicholls

Elizabeth practised law for several years and then became an investigator with the Office of the British Columbia Ombudsman (specializing in complaints about the health-care system). She then worked in health care administration, as Director, Client Relations & Risk Management, for Richmond Health Services, part of the Vancouver Coastal Health Authority, before joining the Review Division.

John Nunez

John has several years' experience with administrative tribunals, and most recently worked for the Financial Institutions Commission.

Judy Olson

Judy joined WorkSafeBC in 1972, working primarily within the appeal process. Most recently, she was registrar of the Medical Review Panel process.

Christina O'Sullivan

Christina joined the Review Division in 2003. She holds a BA from Dalhousie University and obtained her law degree from the University of Saskatchewan in 2000. Prior to joining the Review Division, Christina practiced civil litigation, as well had acted as an agent for the Attorney General of Canada.

Liam O'Sullivan

Liam obtained his law degree from the University of Saskatchewan in 1999, was called to the BC bar in 2000, and practiced law in Vancouver for five years before joining the Review Division. His legal practice focused on commercial litigation, with additional experience in class action, insurance defence, and personal injury claims.

Jane Otto

Jane graduated from SFU in 1979 with a BA, and obtained a diploma in administrative management from BCIT. She worked with the Canada Employment and Immigration Commission adjudicating entitlement to unemployment insurance claims before joining WorkSafeBC in 1980. Jane held the positions of claims adjudicator, case manager, quality case manager (quality initiative), and subject matter expert on various projects prior to joining the Review Division.

Lara Paul

Lara holds a law degree from UBC. She was a self-employed lawyer before joining the Review Division in 2003. Before that, Lara held information officer positions with the Residential Tenancy Office, and Australian Consulate General and Trade Commission.

Pearl Poon

Pearl worked within Alberta's workers' compensation system for 12 years before joining the Review Division. In Alberta, Pearl held a variety of positions which include appeals advisor, appeals registrar, and case manager.

Kirsten Ramage

Kirsten was called to the Bar in Ontario in 1996 and BC in 2000. She has practiced as a mediator and labour and employment lawyer. She has directly related experience in the area of workers' compensation issues.

Jefferson Rappell

Jefferson obtained his law degree from the University of Saskatchewan in 1999, and was called to the Alberta bar in 2001 and the Ontario bar in 2002. Before joining the Review Division, he worked as an associate for McCarthy Tetrault LLP (Toronto), working as counsel on civil litigation matters in areas such as medical malpractice, insurance, and employment.

Kevin Rooney

Kevin has held various positions with the Ministry of Skills, Development and Labour, Employment Standards Branch, including transition manager, regional manager, and 9 years as an industrial relations officer.

Sharon Samuels

Sharon obtained her law degree from McGill University and was called to the BC bar in 1991. She practiced administrative law before joining WorkSafeBC in 1999. Sharon worked as a Senior Policy Analyst in the Policy & Research Division, prior to joining the Review Division in 2004.

Bruce Scott

Bruce obtained his law degree from the University of Alberta in 1982, and was called to the Alberta bar in 1983 and to the BC bar in 1997. Before joining the Review Division, he worked in private practice doing civil litigation, and served for two years on the Board of Referees, adjudicating employment insurance appeals.

Roger Sharma

Roger obtained his bachelor of applied science degree in the field of communication from SFU in 1990. He was employed at ICBC for 13 years as claims adjuster, bodily injury adjuster, and dispute process advisor prior to joining the Review Division.

Dawn Shaw-Biswas

Dawn obtained her law degree from UBC in 1992, and was appointed to the Canadian Bar Association (BC Branch) Equality and Diversity Committee in 1996, where she was involved in various equality initiatives. Prior to joining the Review Division, Dawn practiced as a litigator with an emphasis on criminal defense and personal injury law.

Diane Tam

After obtaining her degree in business administration from the University of Regina in 1988, Diane worked for the WCB of Saskatchewan until 1992 in the area of vocational rehabilitation and compensation claims services. After 1993, she joined the disability and life-insurance industry, specializing in disability claims management. Prior to joining the Review Division, Diane was assistant manager for Disability & Life, with the BC Life & Casualty Company.

June Thompson

June obtained her law degree from UBC in 1994; she was called to the bar in 1995. June has spent most of her career with the Office of the Public Guardian and Trustee, and has also worked at Employment Standards Branch, Ministry of Skills, Development and Labour.

Rhonda Trudeau

Rhonda holds Bachelor of Arts degrees in psychology (SFU) and education (UBC), and is the recipient of a Governor General's Medal in Academics. She brings to the Review Division past experience as a WorkSafeBC claims adjudicator and vocational rehabilitation consultant, as well as several years' experience as an editorial representative and marketing manager for an international publisher. Most recently, Rhonda worked as an appeals advocate, and educator.

Sean Vanderfluit

Sean worked at the B.C. Supreme Court from 1991 to 1997 where he was a deputy district registrar. Sean obtained his law degree from UBC in 2000 and clerked at the B.C. Supreme Court in New Westminster. He was called to the bar in 2002. Sean practiced corporate and commercial litigation and employment law at Clark Wilson LLP before joining the Review Division in 2007.

Rachia van Lierop

Rachia holds a law degree from Osgoode Hall and was called to the bar of Ontario in 1992. With a background in labour and immigration law, Rachia joined the Ontario Office of the Worker Adviser as a law and policy adviser and was employed there for 11 years before moving to Vancouver. She also worked as a policy adviser for the Ontario Ministry of Labour, and a staff representative for the Ontario Nurses' Association. Rachia joins us from the B.C. Workers' Advisers' Office, where she was employed as a law and policy adviser for two years.

Ken Venables

Ken has 13 years of adjudicative experience with the workers' compensation boards of Alberta and BC beginning in 1981. He completed a Master of Arts degree in 1994 and a Master of Archival Studies in 1996 and most recently worked as a WorkSafeBC client services manager.

Liane Voelpel

Liane worked for Telus, Alberta for 10 years in the areas of revenue and financial administration and business performance. Prior to this, Liane was employed as a case manager for five years with the Alberta workers' compensation board.

Jonathan Waller

Before joining the Review Division, Jonathan spent 11 years practicing civil litigation in the Vancouver area, with a focus on personal injury litigation. He was called to the bar of British Columbia in 1996, after graduating from UBC Law in 1995. He also has a Bachelor of Arts degree from UBC.

Mark Wasarab

Mark obtained his Bachelor of Commerce from the University of Alberta in 1982. Prior to joining the Review Division in 2003, Mark had a lengthy career in commercial mediation consultation and coordination.

Taryn Winsor

Taryn worked as a senior Vocational Rehabilitation Consultant for 14 years and as a Case Manager for approximately 1 year, prior to joining the Review Division in 2006. She holds a BA in political science and sociology from Mount Allison University in New Brunswick and a Master of Social Work from Wilfrid Laurier University in Ontario. Taryn is a Certified Canadian Rehabilitation Counselor.

Kit Wong

Kit worked with the Canada Border Services Agency, representing the federal government before the Immigration and Refugee Board of Canada in refugee/removal hearings and appeals. Kit has also been a crown prosecutor with the Attorney General of BC, and an agent of the Attorney General of Canada for federal prosecutions. She holds a law degree from the University of Victoria.

Allan J. Wotherspoon

Allan was called to the BC bar in 1988, and was awarded his chartered arbitrator designation by the ADR Institute of Canada in 1995. He was an arbitrator with the Residential Tenancy Branch from 1989 until 2006 where he presided over more than 25,000 hearings. Allan joined the Review Division in 2006. Since 2000, he has also been an instructor in the areas of evidence, statutory interpretation, decision-making, and decision-writing for the Arbitration and Mediation Institute of British Columbia Chartered Arbitrator training program, and since 2003 an instructor for the British Columbia Council of Administrative Tribunals Foundations of Administrative Justice course.

Lyll Zucko

Lyll obtained a Law degree from the University of British Columbia and was called to the British Columbia Bar in February 1999. Prior to joining the Review Division in January 2003, Lyll practiced law with a Victoria law firm and then with a provincial insurance company. This work history consisted of a general legal practice with a subsequent personal injury litigation specialty. Lyll also briefly worked as a Board Freedom of Information Officer.