



WORKLOAD AND THE NEGATIVE EFFECTS ON HEALTH AT ICBC AMONG MOVEUP MEMBERS

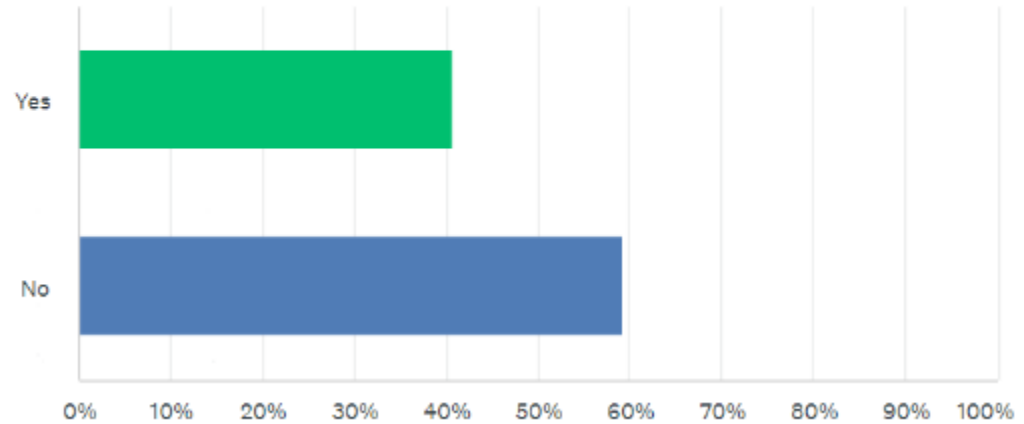


MoveUP surveyed nearly 1,200 employees at ICBC – more than 1/5th of unionized employees. This is what they told us.

Employee engagement

ICBC said they engaged employees for their feedback on workload. But almost 60% of our respondents said they were never consulted.

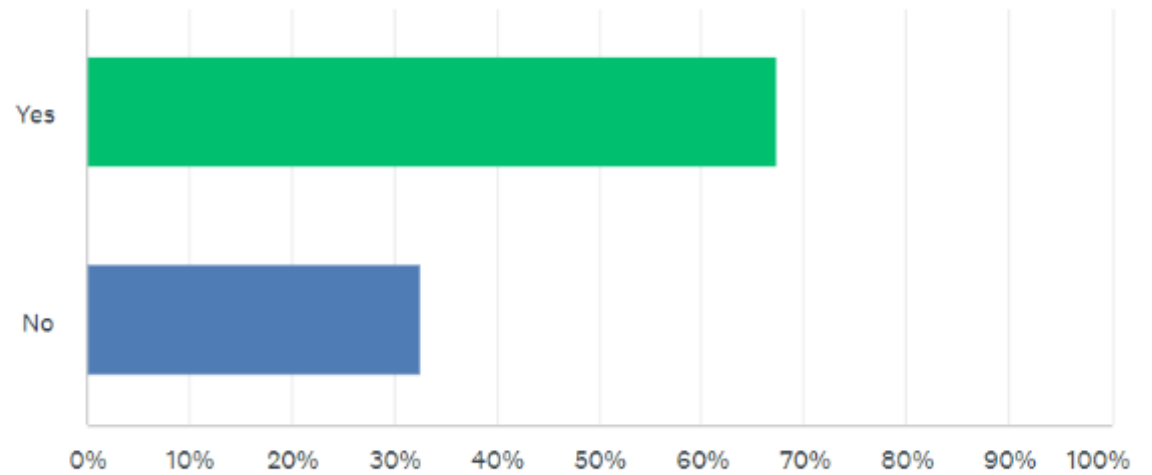
Did ICBC ask you and/or your colleagues to provide ideas on how to improve workload in your department?



Employees want their voices heard on workload

Of those who did say they were consulted, nearly 70% said they provided feedback.

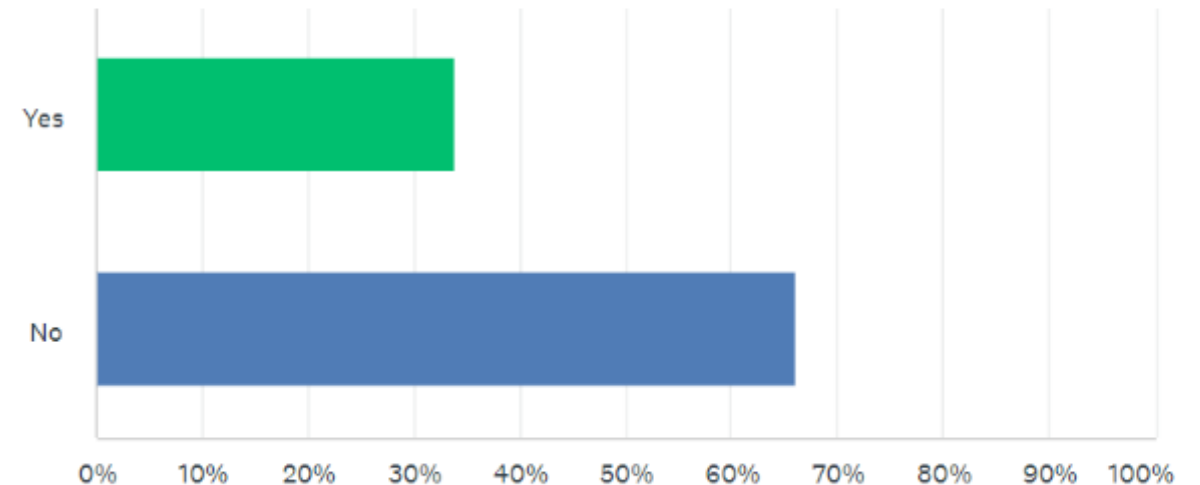
Did you submit any ideas?



Does ICBC listen?

Among those who said they provided suggestions, nearly 70% say they did not receive any feedback.

Did you receive any feedback on your suggestion(s)?

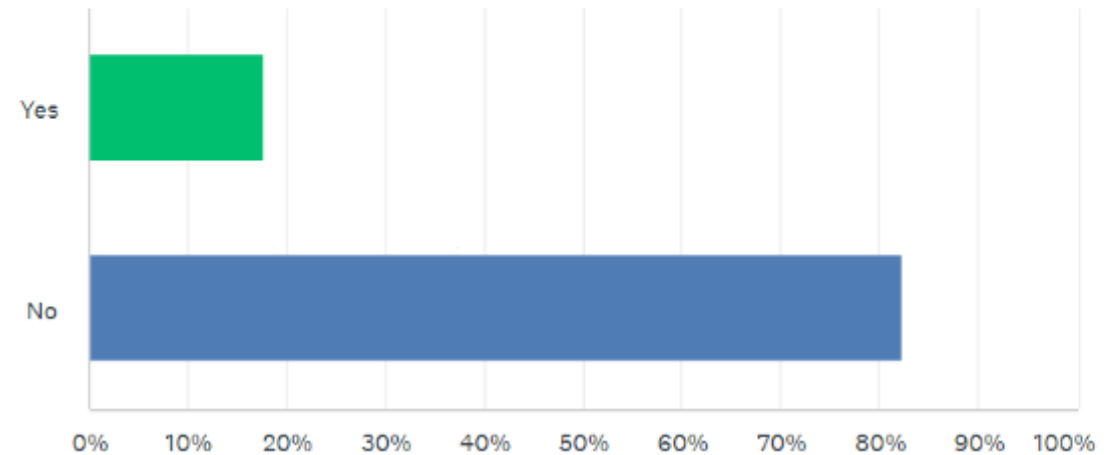


Does ICBC listen?

And well over 80% say their suggestions have not been implemented.

Additionally, over 85% said they were never given an explanation why their suggestions could not be implemented.

Have any of your suggestion(s) been implemented?

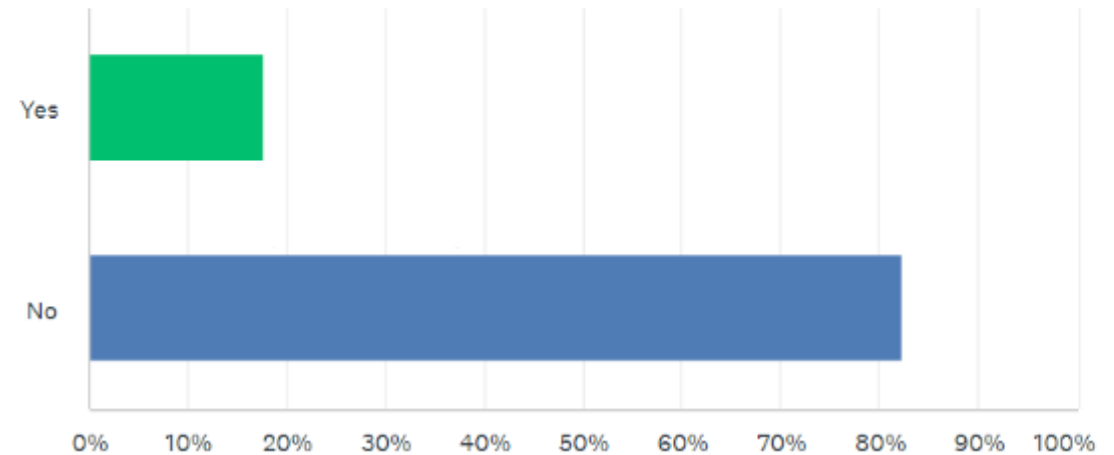


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When ICBC
listens,
workers notice
a difference

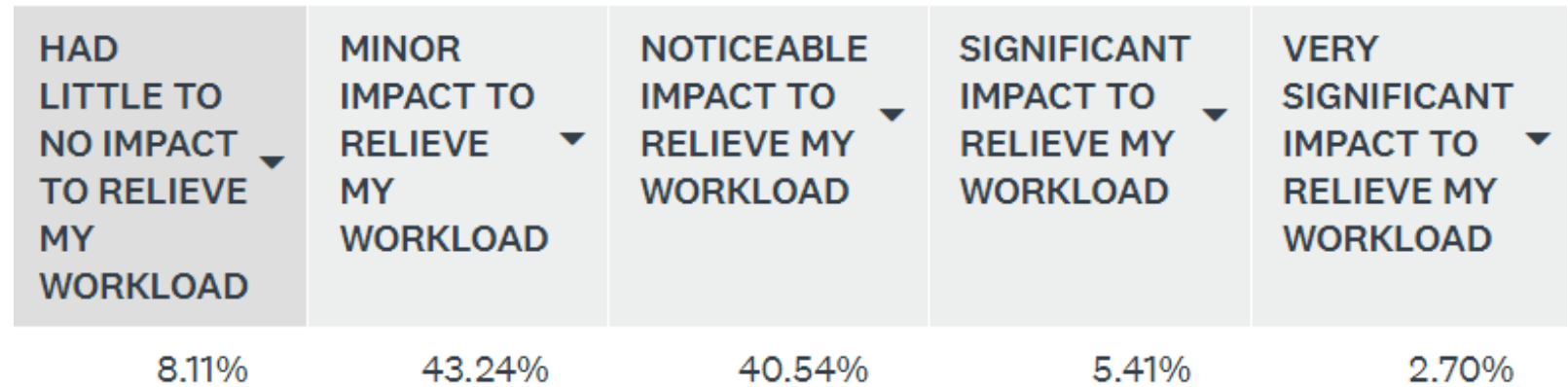
The responses pointed to
minor solutions
implemented, but
acknowledge overarching
problems continue to persist.

Here are some of the suggestions that employees have pointed to that have been acted on:

- More staff trained, spreading around tasks
- Moved some activities to other desks that are a little slower
- Overtime addition
- Duty desk for unplanned absences and vacation/sick days
- Changes to training to allow more time for proper learning

When ICBC listens, workers notice a difference

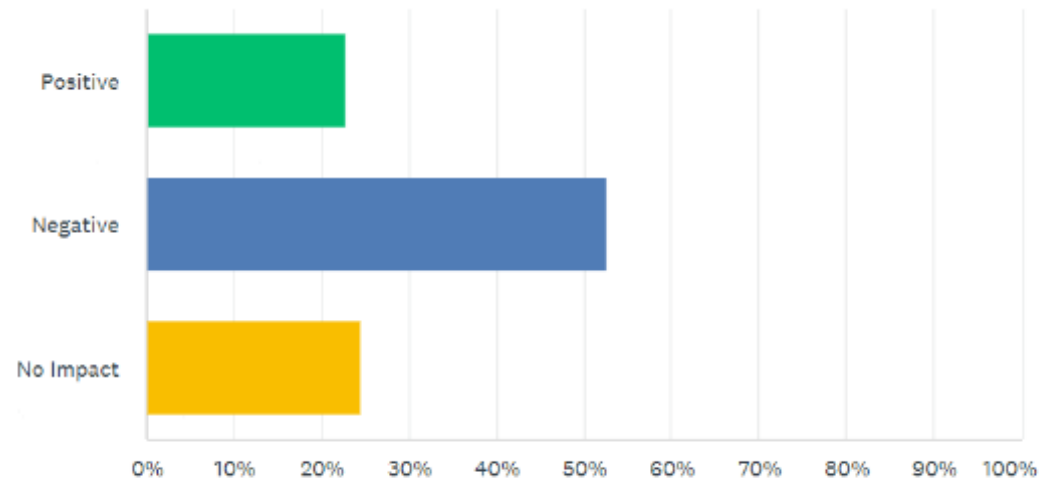
While over 75% of those who saw a suggestion implemented noted that it made a positive impact, the level of impact indicated by the majority of respondents (51%) was that it was noticeable, but minor.



Is ICBC making the right moves when it comes to workload?

While most of our members surveyed suggested they had not noticed any changes that have had an impact on workload, either positively or negatively, those who did notice a change say the impact of those changes have been mostly negative when it comes to workload.

Was the impact of the change(s) positive, negative, or had no impact to your workload burden?





The negative impact of the changes – in our members' words

“They implemented procedural changes that allowed medium complexity injury adjusters to punt out non-aligned files to both the Litigation offices that increased the Litigation offices workload. At the same time, they took away our ability to send Part 7 files to the appropriate group noting that they needed those injury adjusters to be concentrating on non-litigated Part 7 files. In order to decrease the workload of some positions, they had to increase ours which is not fair.”

-Claims Specialist



The negative
impact of the
changes – in our
members' words

**“Going from 9 road tests to
11 per day.”**

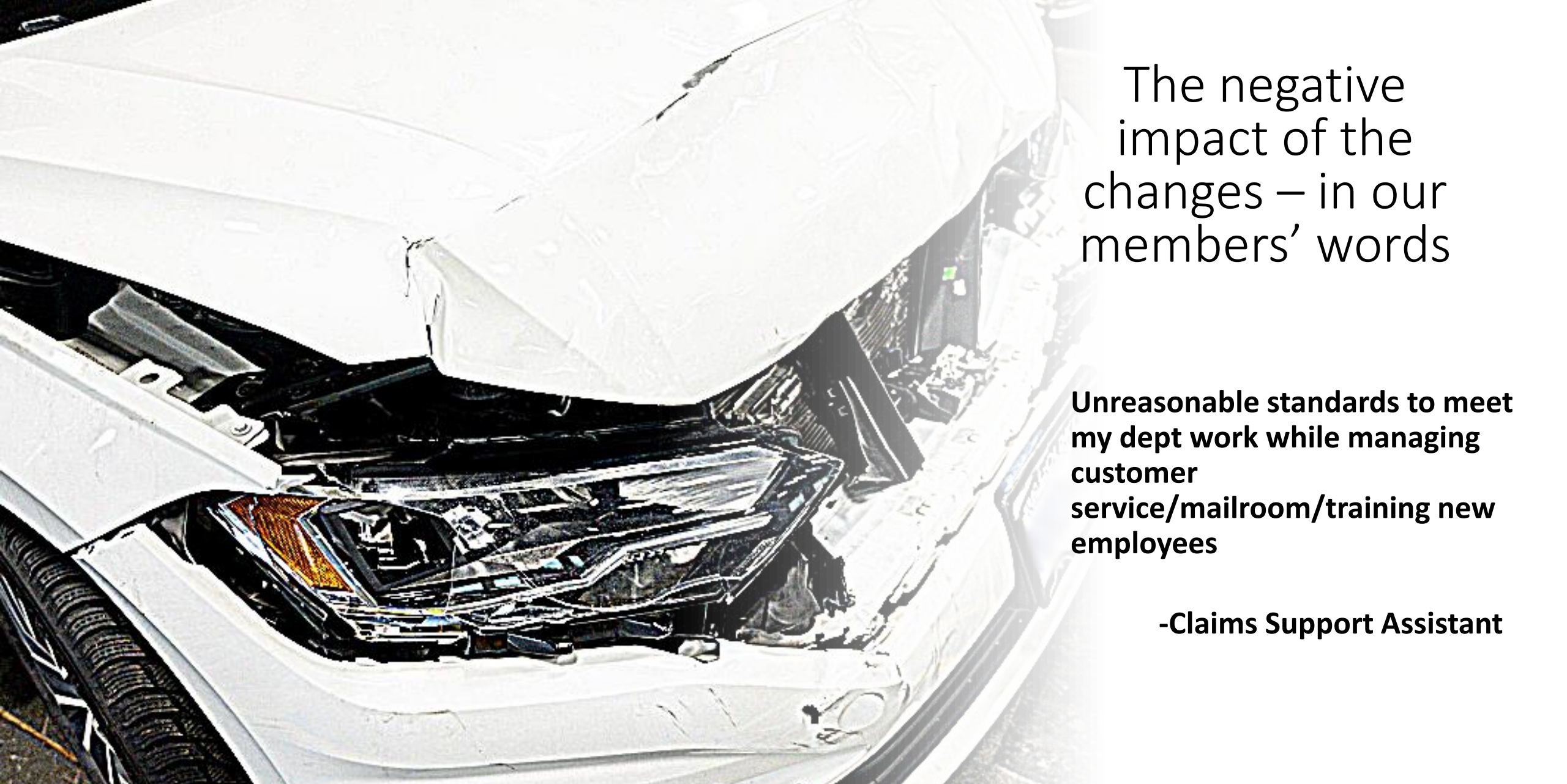
- Driver Examiner



The negative
impact of the
changes – in our
members' words

**They opened the office on
Saturdays and we were not
allowed to hire more staff.
We have half staff on
Saturday and half staff on
Monday. The problem is we
have the same number of
walk-ins on Monday we had
before we were open
Saturday and less staff**

- Client Service Rep



The negative
impact of the
changes – in our
members' words

**Unreasonable standards to meet
my dept work while managing
customer
service/mailroom/training new
employees**

-Claims Support Assistant



The negative impact of the changes – in our members' words

There are no longer recovery people for part 7 only files. My workload is completely unmanageable between tort and extremely high touch part 7 files and bad faith allegations.

-Senior Claims Specialist



The negative impact of the changes – in our members' words

Significantly increased workload. Increased reporting ratio. Increased expectations on a daily, weekly and monthly basis. Drastically higher percentage of new staff which are not getting the proper training before hitting the floor. This results in substantial workload increase at our end. Always invoking All Hands On Deck even though there is nothing abnormal in terms of call volume. This results in our group covering companion line and losing desk time to do our own work which is already unrealistic.

- Supervisor, Claims Contact Centre



The themes are
common

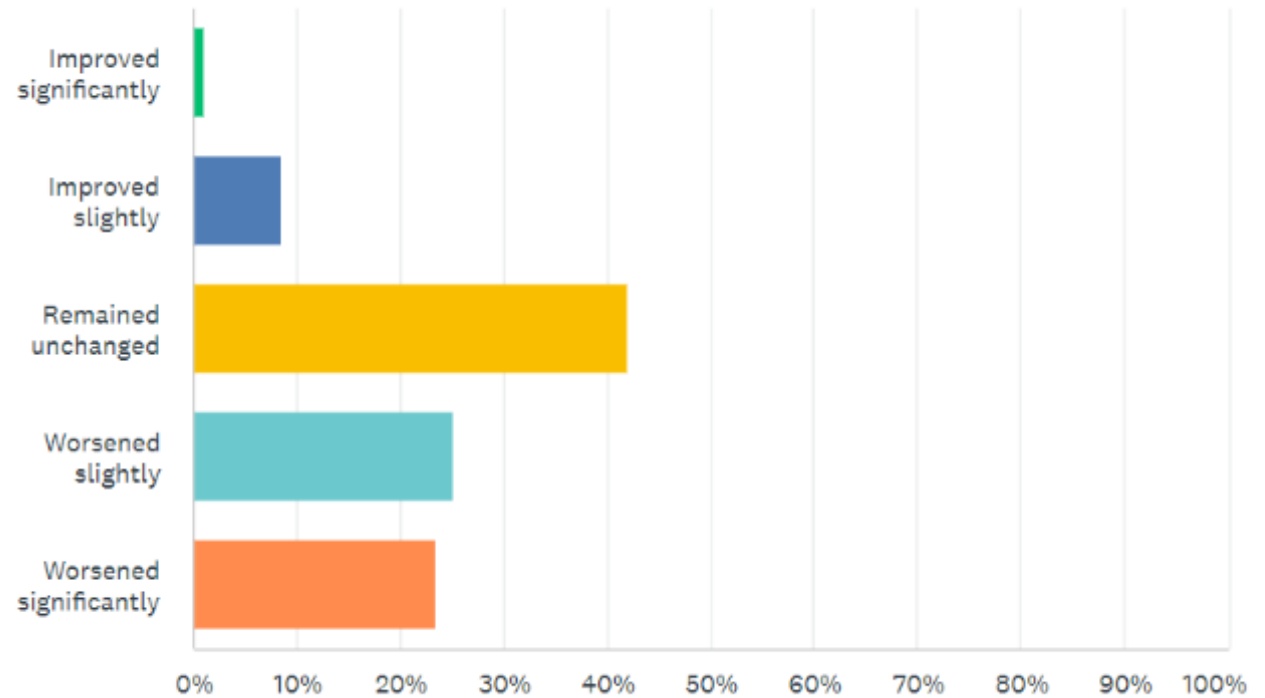
**Workload is not being
reduced or managed, just
shifted.**

Inadequate training.

**More days of operation
without more staff, does not
improve service.**

Things are
getting worse,
not better

Since the results of ICBC's spring 2022 employee survey, has your workload (select which best describes your situation).



Staffing is the biggest issue

Staff, or lack thereof, was identified as the top reason for workload issues.

79% of surveyed members indicated “not enough staff to do the work we are asked to complete” among the reasons why they believe they are facing workload issues.

- 65% identified “staff are quitting, retiring, and promotions have left unfilled vacancies.”
- 54% identified “slow recruiting to replace staff that leave or get promoted.”

Other top reasons identified

Outside of staff issues, which employees have clearly identified are the main issues, other issues identified include:

- 62% say “customer demands have increased.”
- 60% say there is a “lack of recognition that there is a workload problem.”
- 58% say “unnecessary processes and procedures that inhibit me from getting my work completed.”
- 54% say “inconsistent approaches to how we are to do our work.”
- 51% say “too many changes to our work, too often.”



Putting health on
the line

**MoveUP members at
ICBC are deeply
committed to their
work, and they are
putting their
personal health at
risk when doing so.**



Putting health on
the line

**54% have
admitted to
working sick
because they are
worried about
their workload
when they return.**



Putting health on
the line

**51% have said
they dread
taking time off
knowing it will
impact their
workload upon
return.**



Putting health on
the line

**38% say they dread
coming into work,
some days.**

**24% say they dread
coming into work,
every day.**



Putting health on
the line

**18% say they
have not taken
vacation
because they
worry about the
workload they
face when they
return.**



Putting health on the line

17% have said they are consuming more alcohol to help cope with the impact of their workload.

5% have said they are consuming more recreational drugs to help cope with the impact of the workload.



Putting health on the line

Over 3% have said they have contemplated self-harm due to workload pressures.

1% have said they have experienced self-harm due to workload pressures.



Putting health on
the line

**Less than 6% have
said they are not
being impacted
by workload,
while less than
3% have said they
never dread
coming into work.**

A person wearing a dark hoodie is sitting on a concrete ledge at night. They are looking out over a city street that is illuminated by warm, yellow streetlights. The person's silhouette is dark against the lighter background of the street. The overall mood is contemplative and somber.

The invisible
impacts

**MoveUP members
are taking their
workload stress
home with them,
and it is affecting
their personal
lives.**



The invisible
impacts

**48% have
noticed
their temper
is getting
worse.**



The invisible impacts

37% say their relationships with family and/or friends are being impacted.

23% have said their family and/or friends have commented they have 'changed' due to the workload pressures they are facing.



The invisible
impacts

**26% have said
their
relationships
with coworkers
and managers
are being
impacted.**

A person wearing a dark hoodie is sitting on a concrete ledge at night. They are looking out over a city street that is illuminated by warm, yellow streetlights. The person's face is not visible, and their hands are resting on their knees. The background shows a blurred cityscape with lights and buildings.

The invisible impacts

30% have cried at home, alone and/or with others, due to their workload.

22% have cried at work due to workload



A medical issue

64% of MoveUP members have identified health issues related to their stress due to workload, and many have sought treatment.



A medical issue

34% have noticed health impacts but have NOT sought treatment.

30% have noticed health impacts and have sought treatment.



A medical issue

25% have experienced panic attacks, anxiety and/or depression due to workload pressures but have not sought treatment.

19% have experienced panic attacks, anxiety and/or depression due to workload pressures and have sought treatment.



A medical issue

21% have sought medical treatment, including mental health treatment.

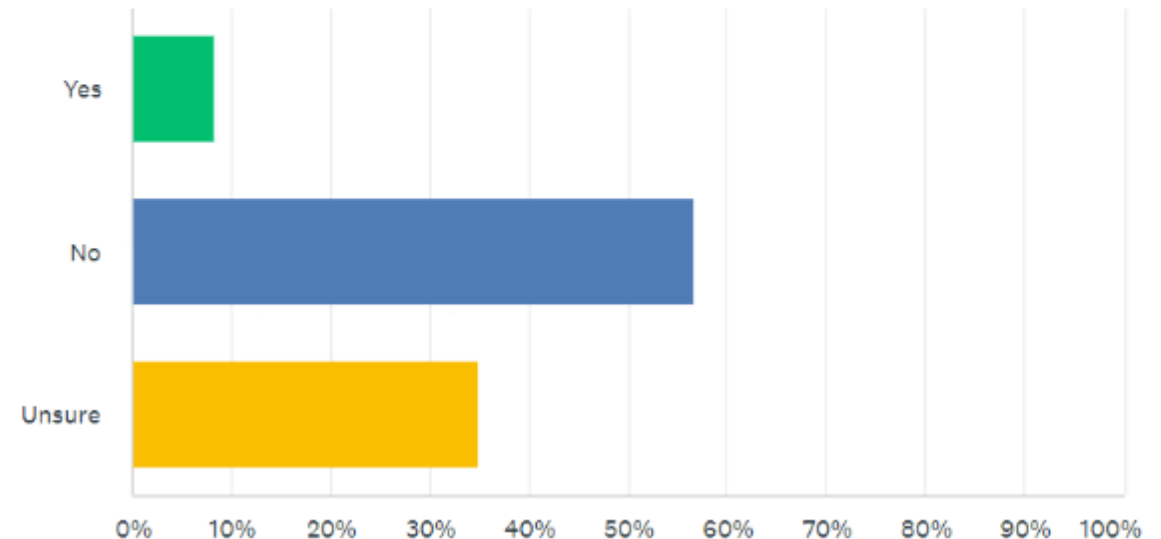
15% have been prescribed medications by a medical practitioner to help cope.

No trust in ICBC to resolve workload issues

When asked how many believe ICBC will resolve workload issues, less than 9% answered in the affirmative.

The majority answered no.

I believe ICBC will resolve our workload issues.



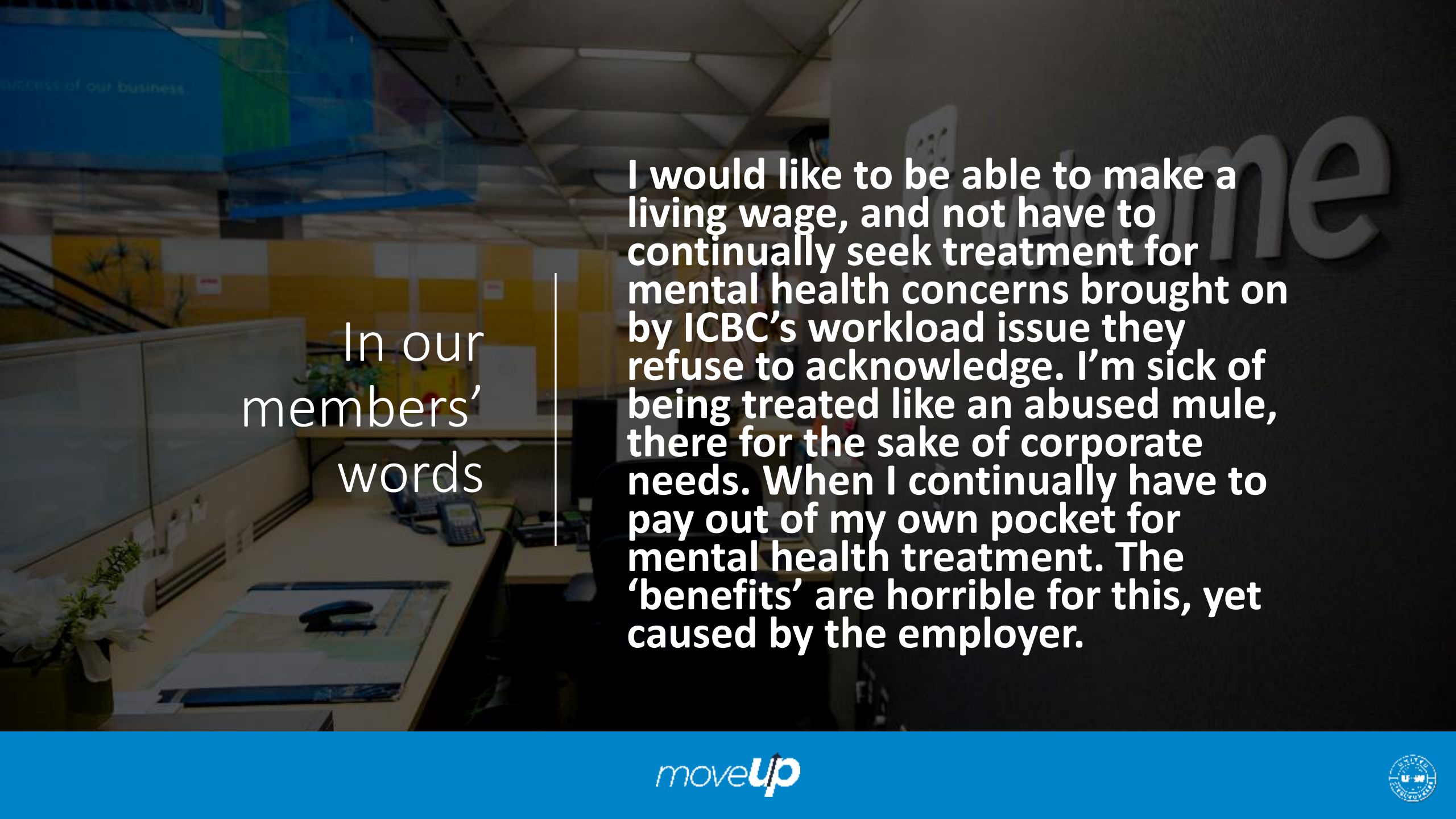
Ignoring the problem

ICBC employees feel that ICBC is unwilling to accept there is a workload issue, and therefore unwilling or unable to make moves that address the core issues.

Nearly 75% say ICBC refuses to create parameters on what is a reasonable workload.

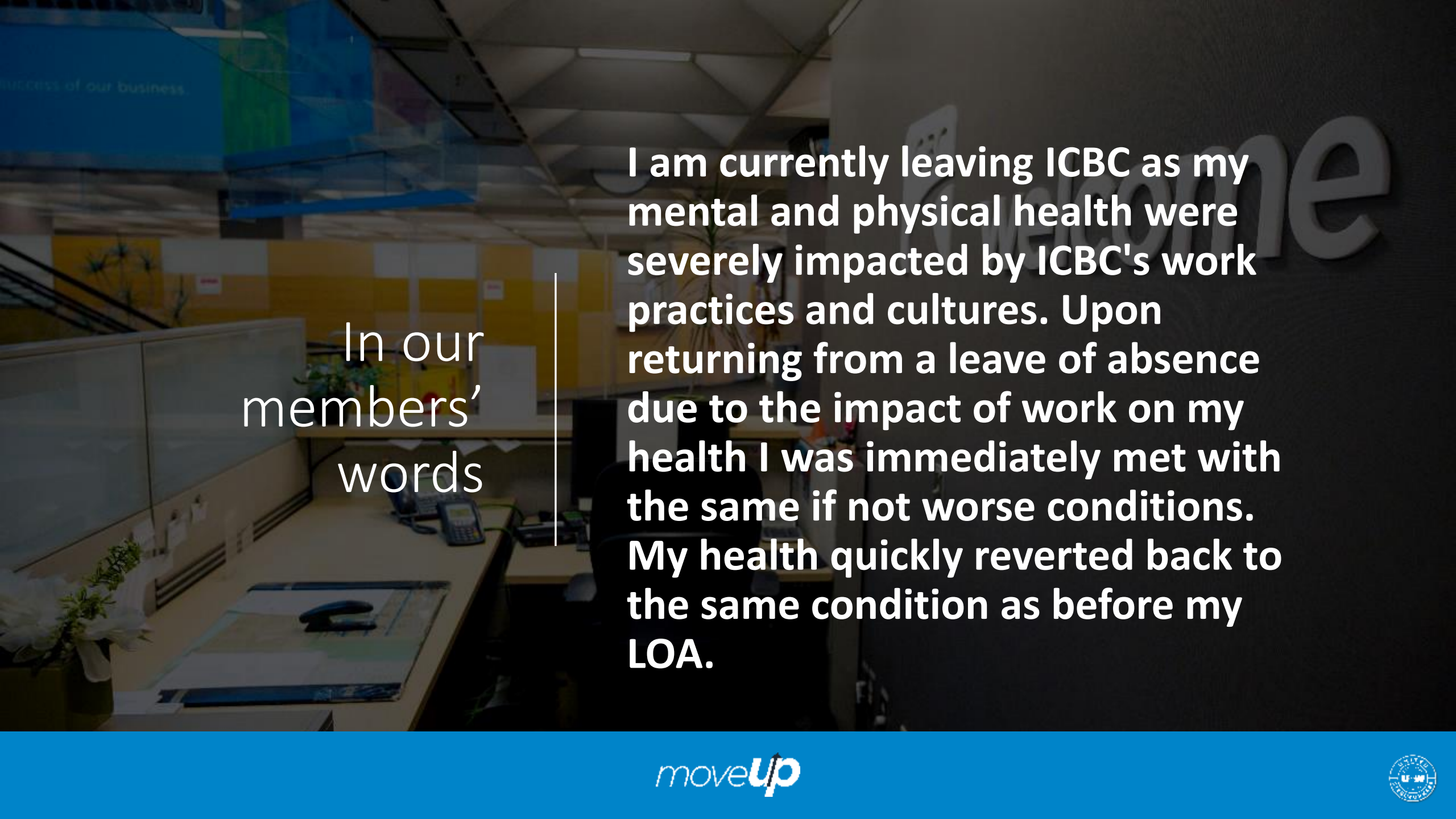
Over 70% say there is no acknowledgement from ICBC that there is a workload issue.

64% feel that ICBC managers have no real interest in fixing the problem.



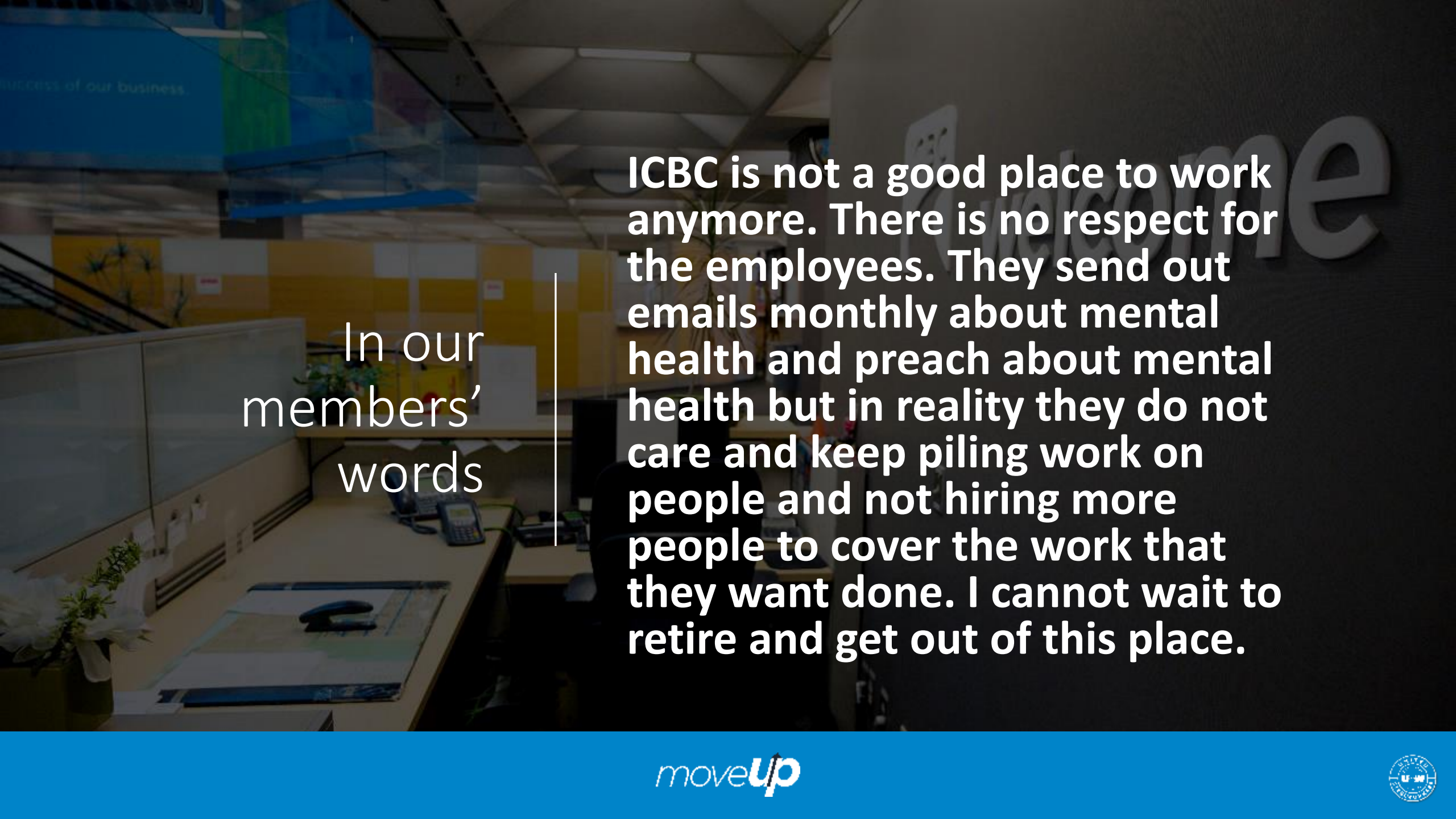
In our
members'
words

I would like to be able to make a living wage, and not have to continually seek treatment for mental health concerns brought on by ICBC's workload issue they refuse to acknowledge. I'm sick of being treated like an abused mule, there for the sake of corporate needs. When I continually have to pay out of my own pocket for mental health treatment. The 'benefits' are horrible for this, yet caused by the employer.

The background of the slide is a dimly lit office space. On the left, there are cubicles with glass partitions. In the center, a desk is visible with a computer monitor, a telephone, and some papers. On the right, a large, 3D 'welcome' sign is mounted on a wall. The overall atmosphere is professional and modern.

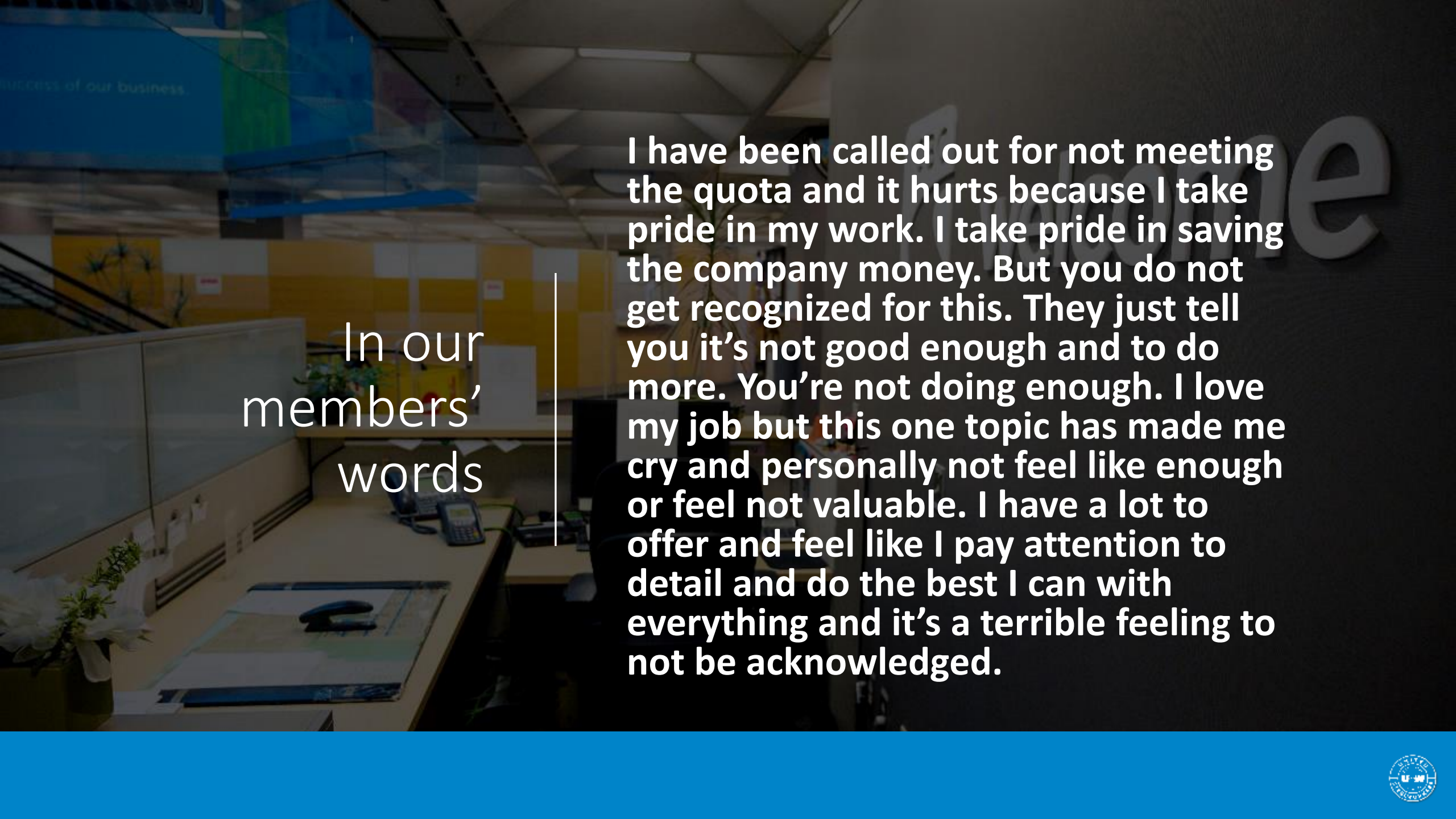
In our
members'
words

I am currently leaving ICBC as my mental and physical health were severely impacted by ICBC's work practices and cultures. Upon returning from a leave of absence due to the impact of work on my health I was immediately met with the same if not worse conditions. My health quickly reverted back to the same condition as before my LOA.



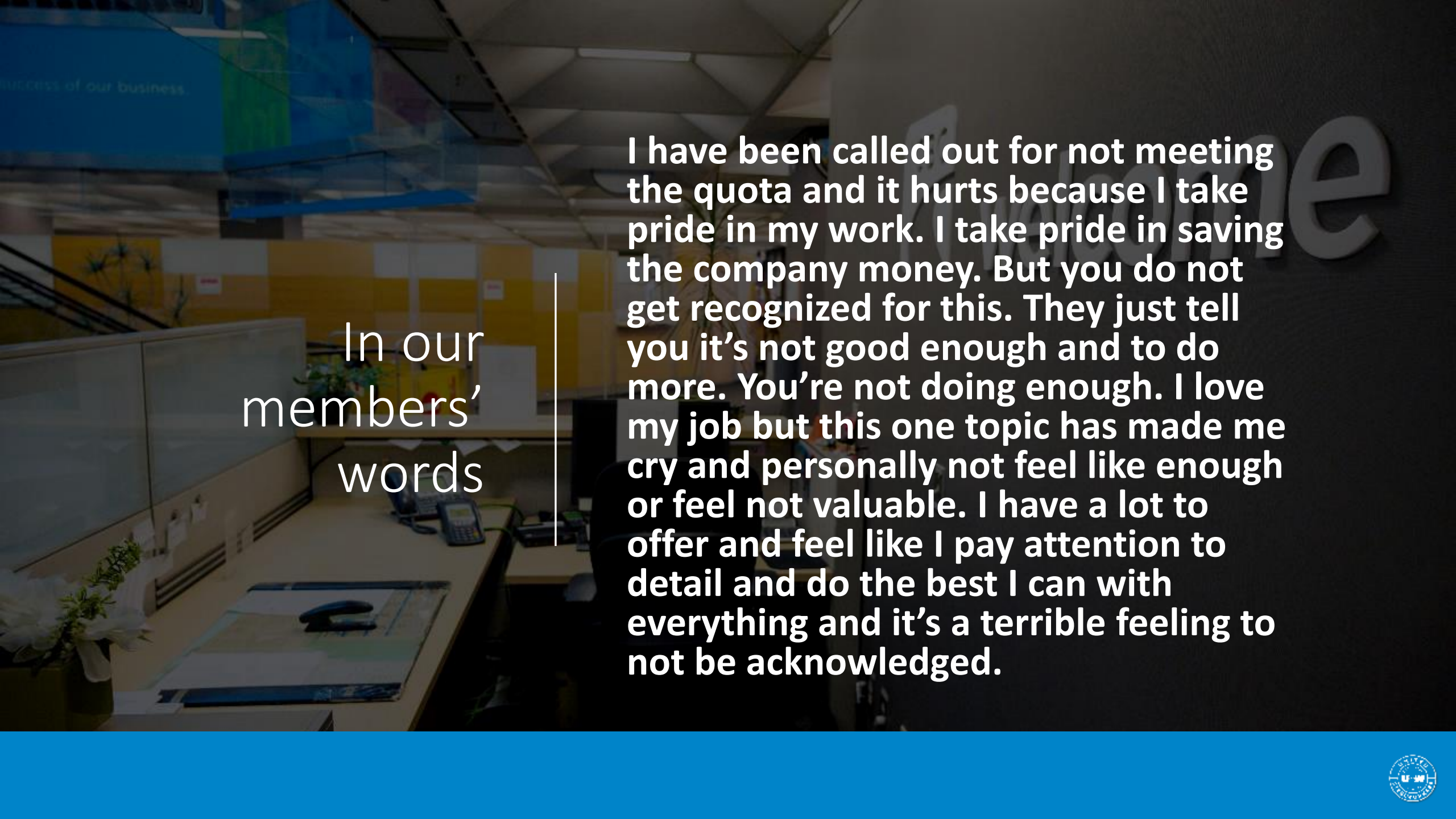
In our
members'
words

ICBC is not a good place to work anymore. There is no respect for the employees. They send out emails monthly about mental health and preach about mental health but in reality they do not care and keep piling work on people and not hiring more people to cover the work that they want done. I cannot wait to retire and get out of this place.

The background of the slide is a photograph of an office environment. It shows cubicles with glass partitions, desks with various office supplies like a calculator and a stapler, and a large, 3D 'Welcome' sign on a wall. The lighting is somewhat dim, and the overall tone is professional but slightly somber.

In our members' words

I have been called out for not meeting the quota and it hurts because I take pride in my work. I take pride in saving the company money. But you do not get recognized for this. They just tell you it's not good enough and to do more. You're not doing enough. I love my job but this one topic has made me cry and personally not feel like enough or feel not valuable. I have a lot to offer and feel like I pay attention to detail and do the best I can with everything and it's a terrible feeling to not be acknowledged.

The background of the slide is a dimly lit office space. On the left, there are cubicles with white dividers and desks. A desk in the foreground has a small potted plant, a calculator, and some papers. In the background, a large, 3D 'Welcome' sign is mounted on a wall. The overall tone is somber and professional.

In our members' words

After months of being abused day after day, I honestly wanted to kill myself. I did not see the point in living, and every night would go to bed hoping I would not wake up the next day.... Not to mention that they have incorporated another job title into mine, and my and my colleagues pay has not changed one bit. We do way more work, and are compensated no differently. We were abused and made to feel absolutely **WORTHLESS**. And what did we get? A pizza lunch.

Does ICBC acknowledge that workload issues are having a negative mental and psychological impact?

It is agreed that excessive workload has an impact on the mental, physical, and psychological health of employees. It impacts the customer experience & impression of the work performed by employees. It also has an impact on the perception by the public on the value of the Corporation to the citizens of British Columbia.

Source: UP53



Our proposal means ICBC takes real action

Therefore, the Corporation will do a review of existing workload measurements for all claims, claims legal & injury services jobs and will **determine reasonable workload standards that recognize the mental, physical, & psychological impacts on the staff.** The Corporation will share those standards with the employees and the Union.

Source: UP53



Our proposal means ICBC takes real action

The Corporation will **create a plan that will be implemented when workloads exceed standards**. The Union recognizes that claims volume can rise suddenly. In such circumstances, the Corporation will implement a 'severe weather claims plan' which could result in claims higher than the standard. Should the volume remain above the standard for ninety (90) days, the employer will **take all necessary actions to reduce the caseloads & relieve the mental, psychological & physical impacts that may result**.

Source: UP53

