



July 22, 2026

Sara Colliss
Union Representative
MoveUP

Dear Sara,

Thank you for your correspondence on behalf of the Union Workload Committee regarding the Senior Support & Recovery Specialist workload concerns raised under LOU18 of the Collective Agreement.

Over the past five years overseeing Enhanced Care, we have made meaningful progress in reducing workload pressures and improving the customer experience. This includes targeted hiring, transitioning work from legal pathways into care-based models, advancing technology such as straight-through processing for mileage and parking, as well as the online Income Replacement Benefits (IRB) portal. These changes have helped our teams spend more time supporting customers and less time navigating administrative complexity.

Although we have made such progress, our work to continually improve never stops. To that end, I want to acknowledge the thoughtful recommendations put forth by the SSRS workload committee. There was significant effort and partnership by the committee that led to these recommendations, and this work has strengthened our understanding of workload pressures and, importantly, how they impact staff and our ability to support customers effectively through recovery.

I also appreciate the progress made on several committee recommendations already supported by Operations Leadership, including improvements to tools, job aids, and processes that better enable specialists to focus on customer recovery outcomes.





In response to your letters dated April 22, 2026, and June 19, 2026, I understand the remaining recommendations can be categorized into two topics: the SSRS Workload Balance and SSRS Admin Review.

With respect to SSRS Workload Balance, I want to re-iterate that the full implementation of the segmentation model was recently completed in Area 7. It remains too early to fully understand all the impacts of the new model, and I want to discuss and make decisions based on reliable data, which takes time to fully materialize after implementation. Nonetheless, I want to acknowledge paragraph 1 of LOU 18 allows for ongoing discussions of this topic through the joint consultation process.

With respect to the SSRS Admin Review and after careful further review, these recommendations will not be accepted. Decisions regarding distribution of administrative work are made collaboratively across organizational areas as administrative work involves employees from both Enhanced Care and a separate department. Enhanced Care is always considering ways to improve file handling and the workload committee has raised important areas that inform future considerations.

This response does not diminish the work completed by the committee, nor the concerns raised by employees in Enhanced Care. As we continue this work, I remain committed to listening to our teams across the province and ensuring their perspectives inform future decisions. The insights shared through this process are invaluable and will continue to shape how we strengthen both employee experience and the care we provide to our customers.

Thank you again for your continued collaboration and commitment.

Sincerely,

A handwritten signature in black ink, appearing to read "Perry Strauss", is located below the "Sincerely," text. The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Perry Strauss
Chief Enhanced Care Officer
Claims & Driver Licensing