

**Workplace Safety
& Insurance Board**

**Commission de la sécurité
professionnelle et de l'assurance
contre les accidents du travail**

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MR. DAVID OAKES
102 11 AVE SE
CALGARY, AB T2G 0X5

January 18, 2018

Regarding Claim(s): 13152209, 21130737, 17670099, 15535456

Dear Mr. Oakes,

It has been reported to the Security Branch of the Workplace Safety and Insurance Board (WSIB) that on December 11, 2017, you displayed unacceptable behavior. During a telephone conversation with a WSIB Case Manager, you were disruptive, verbally abusive and used profanity.

It is the practice of the Workplace Safety and Insurance Board (WSIB) to render all possible assistance to its clients. This organization is strongly committed to service delivery. In return, the WSIB expects its clients to conduct themselves in a business-like manner when on our premises and when in contact with our staff.

The WSIB has zero tolerance for this type of behaviour and if such behaviour continues, we may be forced to restrict your access to, or communications with the WSIB. Specifically, you may be directed to conduct your dealings with the WSIB in writing, through an authorized representative, or by appointment only.

Please conduct yourself accordingly in your future dealings with the WSIB.



M. Saunders
Manager,
Corporate Security Branch