

Inter-Divisional Communication

TO Barry Shortt, Supervisor, Office Services
FROM Laura Oswald, Receptionist Counsellor
DATE December 11, 1980
SUBJECT Interview - David Oakes
1534 Nairn Avenue
London, Ontario
N5V 2P2
Claim No. C13152209



On the afternoon of December 4, 1980, I attempted to assist David Oakes with his enquiry. Upon receiving his claim number, I checked the V.D.U., and his claim was an initial claim.

I advised him to come with me to one of the reception booths. He was very loud and rude before we entered the booth. When he was seated, he advised me he was here for some f_____ money and wasn't leaving until he got some. I advised him the situation of his claim, and told him a T.C. from Toronto would call him December 5, 1980. The V.D.U. indicated the claim was a Sudbury claim. He advised that the accident was in Sudbury as he was living in Sudbury. I advised him, I would request the file and call him back when the claim was assigned to an adjudicator. He then lifted his crutch, shook it at me and swung the crutch. He started yelling at me about the f_____ Compensation Board. I advised him to lower his voice and watch his language. He became very annoyed, he called me a f_____ whore, because I wouldn't give him his f_____ money.

At this point, I terminated the interview by walking out. I then went to Doug Hogg, (Security Officer), and advised him, I had an irate claimant.

At this point, the I.E. and his friends left the reception area, swearing down the hallway to the elevator.

After about 30 minutes, he returned with his friends. His friends and himself were laying around the reception area. They also helped themselves generously to the free coffee machine. He was then referred to Jim Purchase, T.C., who arranged with Toronto to give the I.E. an assignment.

L. Oswald

Laura Oswald,
Receptionist Counsellor

LO:11

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Dec. 29/80

*Placed on Claimants list
A. Hogg Security*

Noted
Dec. 29/80

3 cent

EARNINGS INFORMATION

The information off the Form 7 with regards to earnings was related to me. For the week of September 29, 1980 to October 4, 1980, the injured employee was on holidays, for the period October 6 to October 11, 1980, the injured employee made \$204.00, for the period October 13 to October 18, 1980, the injured employee was on holidays, and for the period October 20 to October 25, he earned \$240.00.

I have asked that the file be referred immediately to my attention at the London Office.

THREAT TO BOARD EMPLOYEE

I discussed the situation with Safety and Security Officer, Mr. Doug Hogg, with regards to the possible threat made to the Receptionist-Counsellor, Laura Oswald. Doug indicated that he would ensure that the incident would be recorded, both for his records and for the file.



J. PURCHASE
Team Co-ordinator
/es

W C A T

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M E M O

CLAIM - C13152209 - DAVID E. OAKES

MEMO #8

TO: File

FROM: J. Purchase, Team Co-Ordinator

DATE: January 27th, 1981

On January 23rd, 1981 Dr. Bourne contacted us with regards to Mr. Oakes' on-going treatment.

As we had no medical information on file I obtained the diagnosis as well as on-going treatment.

Dr. Bourne indicated that this man has suffered a severe fracture of the left patella as well as the left femur.

He has undergone surgery to repair internal derangement of the knee as well as skin grafting on the left lower leg.

He is presently utilizing both crutches and a cane to get around and is receiving daily physio. Dr. Bourne has indicated that he has recommended non-weight bearing activities for this man and has recommended a prognosis of approximately three to four months.


This is our first receipt of medical information on this particular file and a further payment was processed by assignment to bring his benefits up to January 26th, 1981.

There have been no payments in this claim through the computer as all payments have been made by assignment.

Mr. Oakes has also submitted several receipts for reimbursement most of them including taxi cabs.

It may be necessary once Dr. Bourne's reports are on file to consider this man treatment control with possible referral to H & RC for extensive physiotherapy.

Benefits will be processed on a long term basis.


J. Purchase,
Team Co-Ordinator,
sjf

WCAT

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