

**Bios for Speakers – IFDM 2018**  
(listed alphabetically)

**Karen Seward Adams** is a senior executive specializing in client engagement. Karen has been involved in employee health and wellness for over twenty years. She has worked in training in development, mental health and second opinion medicals. She has spent a large part of her career being an advocate for mental health and introducing organizations and people to new trends in mental health. She has numerous nominations and awards including the “Who’s Who in healthcare award”. Karen is currently the Chair of the Ontario Shores Centre for mental health foundation.

**Sergei Aleshchenko** is the Deputy Chairman of the Social Insurance Fund of the Russian Federation. He graduated from the S. Ordzhonikidze Moscow Institute of Management, the Institute for Continuing Education of the Financial Academy under the Government of the Russian Federation majoring in Banking and Insurance and the Russian Presidential Academy of National Economy and Public Administration. After graduation from the higher educational institution, he held various positions with automobile transport enterprises of the Moscow region from 1984 to 1992; worked as an economist, group head, unit head, and head of the central branch at Rostransbank, CB, from 1992 to 1995; held the post of a branch head at Mosstroyeconombank, JSCB, from 1995 to 1997. Since 1997, he has been holding a position of a deputy CEO for Economy and Finance at Gipsobeton, OJSC. Since 1999, he has been working as a deputy CEO at the Non-Budgetary Fund for the Development of Housing Construction of the Leninsky district of the Moscow region. From 2000 to 2003, he was an assistant, deputy head of the Administration of the Leninsky district of the Moscow region; supervised the financial and economic development of the region, investment generation, and property relationships. In 2004, he has taken up a post of the president of the Fund for Support of Small-Sized Enterprises in Vidnoe, the Moscow region. From 2005 to 2014, he headed the Chief Directorate No. 10 for Moscow and the Moscow region of the Pension Fund of the Russian Federation.

**Dr. Tyler Amell** is a widely known and recognized thought leader on the topic of workplace health and productivity. His energetic and thought provoking speaking style always contributes to a great conference experience. When not speaking at events around the world, he is a trusted advisor to organizations on strategic and integrated workplace health and productivity, absence and leave management, STD, LTD, occupational rehabilitation, disability management and disability prevention, workers’ compensation, mental health, musculoskeletal health, chronic disease and wellbeing programs. Dr. Amell is the Chief Relationship Officer at CoreHealth Technologies and an Adjunct Faculty at Pacific Coast University for Workplace Health Sciences. He also serves on the Executive Board of Directors of the Canadian Association for Research on Work and Health, and the Integrated Benefits Institute (IBI). He is the past CEO of a Human Resources Technology Company, past Vice President and Partner at a global Human Resources Consulting and Technology firm, and past Vice President of Canada’s largest independent Healthcare and Rehabilitation Company. Dr. Amell has given seminars and presentations at well over 130 national and international events. He is a former instructor at Queen’s University, the Universities of Alberta, Calgary and Ottawa.

**Dr. Joachim Breuer** is Director General, German Social Accident Insurance (DGUV), President of the International Social Security Association, and is Vice President Europe of Rehabilitation International. Dr. Breuer studied law at the Universities of Bonn and Berlin; obtained his degree in 1984, and became a doctor of law in 1985. After working for the German Federal Ministry of Agriculture and Forestry for five years, he joined the Federation of German Accident Insurance Institutions (HVBG). In 1995 he became Director General of the accident insurance and prevention institution for the German mining industry. In 2002, he returned to the HVBG, now the DGUV, the umbrella organization of all German accident insurance funds in the industrial sector, this time as Director General. Besides his occupation Dr. Breuer, holds a leading position in several other German institutions and organisations. Amongst others he is chairman of the ZNS – Hannelore-Kohl-Foundation and the GVG (Gesellschaft für Versicherungswesen und Gestaltung). In 2014 he was decorated with the Federal Cross of Merit for his honorary commitment. From 1995 – 2005 he was managing director of two renowned emergency hospitals in Bochum and Halle/Saale. Since 2011 Dr. Breuer is CEO of the Rehabilitation International Ltd. in Berlin. This

organisation takes charge of the trans-national medical care of accident patients. In 2014 he was appointed to the board of directors of the Medical Park plc.

**Mary Catharine Breadner** is a Staff Representative in the Research, Public Policy & Bargaining Support department for the United Steelworkers, covering western Canada. Her passion is disability activism, and working to make changes for workers with disabilities and workers who are injured on the job. The concept of episodic disability impacts many workers' ability to access and participate in work. Her work to include a definition of episodic disability in practice will help to support workers who are experiencing complex and ongoing disabilities.

**Evelien Brouwers**, PhD, is a senior researcher at Tilburg University in The Netherlands. Her research focuses on psychosocial factors that hamper or facilitate work participation of people with mental health problems, including addiction. One of her main areas of interest is social stigma in the work environment as a barrier to sustainable employability. She currently supervises six PhD students and one postdoc researcher, and is the project leader of several large research and knowledge exchange projects. She currently is chair of the guideline revision committee of the guideline *Guidance of workers with mental health problems by occupational physicians*, of the Netherlands Society of Occupational Medicine, and has initiated the National 'Working group against stigma in the workplace'.

**Dr. Robin Chase** graduated from Adelaide University in 1980. He gained his Fellowship in the Australasian College of Occupational Medicine in 1990 and is a founding Fellow of the Australasian Faculty of Occupational and Environmental Medicine, Royal Australasian College of Physicians. He was President of the Faculty from 2010 to 2012 and Chair of the Faculty Policy and Advocacy Committee until 2018. He is the College representative to the Collaborative Partnership Committee and the Project Lead of the General Practitioner Support Project on behalf of the Partnership. He became a Member in the General Division of the Order of Australia in 2017 for significant services to Occupational and Environmental Medicine, professional medical organisations and to medical education. He lives in Adelaide, South Australia and works in private practice in Adelaide and Sydney.

**Anne Cherry** has a Masters of Business Administration, a Bachelor of Arts (Hons) in Educational Psychology and an Executive Certificate in Risk Management. She is also a Graduate of the Australian Institute of Company Directors (GAICD). Anne currently has a number of fingers in a number of pies – ranging from a role on the Executive Committee of the Health Benefits of Good Work (HBGW) Australian Signatories Steering Group, to a being a Non-Executive Director on the Australian Society of Rehabilitation Counselling (ASORC) Board as well as being a Non-Executive Director of Injurynet Australia, a workplace medical management organisation, which she co-established in 1999. Anne has worked in almost every facet of the injury management field. Her career commenced with rehabilitation counselling, providing vocational evaluation and job placement support to injured workers. Later her skills and experience expanded to case management, claims management, risk management, absence management, training, auditing, policy development, scheme design and arbitration.

**Brenda Clark** is a Disability Management Consultant for the Ontario Hospital Association. Brenda is an accomplished human resources executive with over 20 years experience in various cultures and business communities. She obtained her Advanced Program in HR Management Certificate from the Rotman School of Management, University of Toronto after completing a Masters in Science (Project Management) from the University of Quebec. Brenda holds a Baccalaureate in Business Administration from the University of Ottawa, an Occupational Health Nursing Certificate from Algonquin College and a Registered Nurse Diploma from Canadore College. Brenda has taught at the University of Ottawa since 2006 in Organizational Behaviour, Occupational Health and Safety and Strategic HR Planning. She is a certified Mental Health First Aid instructor and successfully completed the Queen's University 'Workplace Mental Health Leadership' certificate program. As a certified personal trainer, Brenda is continuously promoting wellness to all her clients.

**Wendy Coduti** has a master's degree in Human Resource Management/Labor Relations and a doctorate in Rehabilitation Counselor Education, both from Michigan State University. She has worked in the field of workers' compensation and long-term disability, managing claims with both TPA's and self-administered / self-insured employers. Wendy worked as a vocational counselor handling both auto and workers' compensation cases. She was the Director of Clinical Management for Rehab Without Walls (Michigan) while also working as a faculty member at Michigan State University. Currently, Wendy is a faculty member at Penn State University teaching in their undergraduate Rehabilitation and Human Services program and in the master's Clinical Rehabilitation and Mental Health Counseling program. Her research interests include disability management, mental health in the workplace and postsecondary students with disabilities.

**Dr. Kim Cullen** is an associate scientist at the Institute for Work & Health. She holds a PhD in biophysics at the University of Guelph and an MSc in clinical rehabilitation science from McMaster University. She is also a Registered Kinesiologist in Ontario with extensive clinical expertise in the delivery of disability management services to injured workers. Cullen's work has focused on work disability prevention with a particular interest in return-to-work support for both physical and mental health conditions. Her current research activities include work in systematic reviews and synthesis of research evidence concerning effective workplace policies and practices in return to work, as well as the development of research protocols to evaluate the effectiveness of policy and program innovation in return to work within the Ontario disability prevention system.

**Alexandra Cutean** is the Director of Research & Policy at the Information and Communications Technology Council of Canada. ICTC is a national centre of expertise with over 25 years of experience offering evidence-based research and sound policy solutions. Authoring reports including: EnAbling Change: Removing Barriers and Supporting Meaningful Employment of Ontarians with Disabilities in ICT; Canadian Digital Innovation Measure: Innovation Climate; The Digital Talent Dividend: Shifting Gears in a Changing Economy; and Autonomous Vehicles and the Future of Work in Canada; Alexandra's work focuses on providing in-depth research, analysis and policy considerations for the Canadian digital economy. Alexandra's experience extends across Canada, the United States, and Europe. Combined, they have helped build her expertise in research and policy analysis. Alexandra holds a Bachelor's degree in Political Science & English from Wilfrid Laurier University in Ontario; and two Master's degrees from the University of Amsterdam – one in Conflict Resolution & Negotiation, and another in Foreign Affairs.

**Dr. Saskia Decuman** is an OT and MSc in medical-social sciences (health education and promotion). In 2014 she achieved a PhD degree for the work she performed on "work participation in people with systemic sclerosis" at the department of Rheumatology at Ghent University. Currently, she is expert research and development at the Department of Benefits, NIHDI, the Belgian social security organization. She is scientific coordinator of the centre of knowledge in work incapacity which has as main aims (inter)national networking and supporting research in order to be able to guide policy. Beside that she's project leader for the implementation of the disability management curriculum as developed by the National Institute of Disability Management and Research. With this educational framework the NIHDI wants to support their stakeholders to develop the necessary competences in job retention and reintegration. She represents her department at (inter)national meetings and congresses in the domain of return to work.

**Lani deHek** is a Registered Nurse and a Certified Disability Management Professional and Auditor for the Consensus Based Disability Management Audit and assessment tools. She currently is the Manager of Disability Management and Health & Safety with the BC Nurses' Union (BCNU) where her team supports 47,000 nurses across the province with safety and prevention, WCB and LTD appeals and Disability Management through the Enhanced Disability Management Program. Lani was responsible for the implementation, monitoring and evaluating of the provincial EDMP. Her passion for the safety and well-being of nurses, combined with her knowledge and work experience, provide a unique insight into assisting nurses who are disabled due to illness or injury and addressing barriers for those who stay at or return to work.

**Evie DoCouto** is the Vice President, Return-to-Work Operations at the Workplace Safety and Insurance Board of Ontario. With over 20 years of progressive experience in operations, leadership and talent, she brings a diversity of worker's compensation and transformational change experience to her role as vice president. Today, she proudly leads a team of highly skilled, dedicated and accredited return-to-work professionals that provide leading practices in return to work and disability management. Her call to action is to make a difference for every injured or ill person and employer of Ontario by delivering leading, safe and suitable return-to-work outcomes. Evie is a certified leadership and emotional intelligence coach, a Project Management Professional (PMP) and holds a Master of Business Administration.

**Bill Dyer** is Director of Business Development at ReedGroup Canada, a third party provider of Absence Management Solutions. He is a Certified Disability Management Professional and a Consensus Based Disability Management Auditor with a Bachelor's Degree in Business Administration and over 30 years' experience in the disability management field in leadership roles. He has extensive knowledge of best practices and legislation affecting all aspects of disability management including occupational and non-occupational illness and/or injury, occupational health and safety and wellness programs as evidenced by his experience as Manager of Training and Education with NIDMAR. He also sat on FETCO, a committee set up by federally regulated companies in the transportation and communication industry to develop workers' compensation policies, protocols and practices as well as lobby provincial workers' compensation boards on behalf of the industry.

**Eckehard Froese** is the Head of Insurance, Benefits, Regress & Statistics of the German Social Accident Insurance VBG. He is an expert on Rehab Management and responsible for the VBG's Rehabilitation Strategy. He is member of several committees of the DGUV, the umbrella organization of all German Social Accident Insurance Institutions, and Vice-Chair of Rehabilitation International's (RI Global) Commission on Leisure, Recreation and Physical Activities.

**Oliver Fröhlke** works in the DGUV, an umbrella organisation of all accident insurance in Germany. He is the head of the department of Disability Management. In Germany, Disability Management has been very successful. Approximately 1,500 Certified Disability Management Professionals now work in Germany. Mr. Fröhlke's responsibility includes looking after the members and to develop ongoing training and the examination process.

**Dr. Fraser Gaspar** is an epidemiologist and biostatistician with ReedGroup's MDGuidelines since 2016. Dr. Gaspar received his PhD and Masters in Environmental Health Sciences at the University of California- Berkeley. He has experience working on both domestic and international research projects. Dr. Gaspar's research focuses on evaluating healthcare utilization and factors that influence health outcomes.

**Dr. Thomas Geisen** is Professor for Work Integration and Disability Management, School of Social Work, University of Applied Sciences and Arts, Northwestern Switzerland. His research priorities center on labor and migration. He is an expert in qualitative research (Grounded Theory, Documentary Method, Content Analysis) and international comparative research. Most relevant studies in the context of disability management are: Aging Workforces and Simple Work: Case Studies in the Company, Disability Management, Cooperation of the IV Offices with the Employers, Demographic change and private sector disability management in Australia, Canada, China and Switzerland: A comparative study, Major studies on migration issues are: "The separation of parents and children in transnational families" and "Life strategies of migrant families in marginalized quarters in Switzerland, Germany and Austria".

**Barbara Gobis** is the Director of the UBC Pharmacists Clinic. Having worked for the past 25 years as an executive, consultant and agent of change, Barbara's specialty is in developing, implementing and managing large-scale change initiatives within pharmacy organizations and front-line pharmacist practice. Barbara joined the UBC Faculty of Pharmaceutical Sciences in 2013 to develop, establish and oversee the on-going success of the Pharmacists Clinic. As Director, Barbara is responsible for the Clinic's strategic direction, structure and function, integration with the academic program, integration with front-

line practice and practice research program. Barbara also participates in patient care and student teaching activities. Barbara completed her undergraduate pharmacy degree at the University of British Columbia, her Residency at Sunnybrook Health Sciences Centre (Toronto) and her Master of Science in Clinical Pharmacy at the University of Toronto. Barbara is also credentialed by the International Coaching Federation as a Professional Certified Coach.

**Prof. dr. Lode Godderis** is full professor at the Centre for Environment and Health of the University of Leuven. He investigates the impact work on health by unravelling the underlying epigenetic mechanism and also the reverse how health can affect work (dis)ability. He leads the division of the Laboratory of Occupational and Environmental Hygiene. The lab analyses air samples and biological samples of workers. He is also director Knowledge, Information and Research at IDEWE (External Service for Prevention and Protection at Work) where he leads a team specialized in questionnaire studies on psycho-social risks and analysis of medical data. He is the current chair of Modernet; an international network for development of techniques for discovering trends in work-related diseases and tracing new and emerging risks.

**Kaat Goorts** has a bachelor in social work, followed by a master in social sciences (social policy). Afterwards, in 2016, she started a PhD project at the Department of Environment and Health at the University of Leuven (Belgium). After two years of working on this project, she now is able to present her first results.

**Nancy Gowan** is a registered Occupational Therapist and Certified Disability Management Professional with experience working in industrial rehabilitation, accommodation and stay at work planning. She is the owner of a national health and disability management company offering support across Canada and now into the U.S. Over the past 30 years, she has worked in partnership with employers, employees and unions to develop customized strategies that improve employee success and productivity. She has presented at national and international forums on accommodation and disability management and regularly contributes to disability management education through workshops and training programs as well as online newsletters. Among her many publications, dating back to 1990, Nancy coauthored a chapter on "Ergonomics in Disability Management" in Ergonomics for Therapists, 3rd edition, 2007. She has written the "Human Resource Managers Guide to Managing Disability in the Workplace" with Carswell, Thomson Reuter's first edition published in 2010 and second edition published in 2016.

**Graham Halsey** gained experience in the private health sector managing a large Residential and Nursing Home for People with Mental Health problems, which led to a National Training award for their work in understanding Dementia Care, the first home of its type to gain such an award. He moved to Unum, the largest Income Protection Insurer in the UK, helping establish the Vocational Rehabilitation Team which grew to over 40 and won numerous national awards for the innovative and successful approach it brought to Rehabilitation and Return to Work. He led the introduction of NIDMAR education, CDMP certification and audit processes in the UK. Since forming Well Working Matters Ltd in 2013, Graham has been working with individuals and organisations in return to work and the development of absence management processes and procedures. A key part of this is the training of line managers and HR staff in safe and sustainable return to work techniques.

**Paul Henczel** holds BBA, is an author, speaker and storytelling expert. He has told his stories on TV, Radio, and the TEDx stage. Paul's life was turned upside down 8-1/2 years ago when he was crushed alive by thousands of pounds of wood in a traumatic workplace accident. Paul miraculously survived certain death to achieve what most would say was impossible. He has overcome numerous injuries and obstacles by finding the silver linings in everything he has gone through. Paul uses his experiences from overcoming adversity and daily challenges to inspire and empower others to tell their stories. He encourages others to find their voice, by seeing the opportunities that lie in their own story. He offers his insights through his website [www.storyacademy.ca](http://www.storyacademy.ca).

**Janet Henry** is a Disability Management Professional based in Vancouver, BC. She has her Master's in Leadership and is a Certified Disability Management Professional. Janet brings over 10 years of experience in the fields of absence and disability management, return to work strategies and process improvements. She works at Vancouver Coastal Health as a Manager in their WorkAbility department. Vancouver Coastal Health is a large multi-site health authority with over 15,000 employees. She has a successful track record in implementing lean improvements to improve sick call management effectiveness, decrease triage timelines for connecting with employees, and improved disability management reporting. As part of her role, Janet has established active partnerships with all stakeholders, including employees, managers, union representatives, Benefits and Payroll departments, and third party insurance companies to ensure timely and appropriate interventions. She has a passion for helping others; that is, employees where she works and those in need in her community.

**Monica Herrera** completed her medical training as a physician, and went on to obtain a Masters in Health Administration, and specializations in Occupational Health, epidemiology and quality. She has been facilitating health promotion, recovery and return to work for over 20 years. After working with oil and health care companies in Occupational Health, she joined Fraser Health Authority in 2004 as part of the disability management team. She currently provides clinical support for the program. Monica brings her clinical and occupational health background to improve success in accommodation processes and in facilitating people with chronic conditions to stay at work. Her current activities are centered on increasing the role of education and self-management to improve wellbeing at work, especially for older workers' cohorts. Since 2006, Monica is a Certified Disability Management Professional.

**Elisa Hitchens** holds a Master of Business majoring in Personal Injury and a Bachelor of Business majoring in Industrial Relations and Human Resource Management. She currently runs the National Member Benefits Program for EML, Australia's largest personal injury claims manager. Elisa also leads a Client Services Team for our Insurance for New South Wales operation, looking after a large range of Government agencies including Police and Health. Elisa is passionate about working with clients to build strong partnerships, managing risk and delivering sustainable outcomes. Elisa has recently been involved in the development and delivery of a number of key initiatives across EML and this has ignited her desire to focus on innovation and delivery of market leading projects and initiatives.

**Gemma Hope** is the Director of Policy, Marketing and Communications at Shaw Trust. She has ten years' experience working in the employment services sector, and leads Shaw Trust's policy work in this area. This includes writing Shaw Trust's influential Making Work a Real Choice reports into the future of disability employment support, as well as a recent evaluation of Shaw Trust's Community Hubs pilot. The results of the Community Hubs pilot were used to design and shape Shaw Trust's Work and Health Programme delivery model. Gemma is also the Co-Chair of ERSA's disability and health employment forum.

**Bill Howatt**, Chief Research and Development Officer for Workforce Productivity, Morneau Shepell, has over 25 years' experience in strategic HR, mental health and addictions, and leadership. He is the creator of Certified Management Essential (CME) an online program that offers 18 online courses that is a senate approved leaders program through the University of New Brunswick, as well, at the same university he is the creator of the Pathway to Coping, an online course that teaches coping skills. He is the creator of the Quality of Work life (QWL) that has been converted into the Morneau Shepell Total Health Index™, as well the co-creator of The Globe and Mail and Morneau Shepell Employee Recommended Award. He is co-creator of The Globe and Mail Your Life at Work Initiative that touched more than 14,000 Canadians. He has published numerous books and articles, such as: *The Coping Crisis*, *Pathways to Coping*, *the Wiley Series on Addictions*, *Human Services Counselor's Toolbox* and *The Addiction Counselor's Desk Reference*. He is regular contributor to *The Globe and Mail 9 to 5* and *Leadership Lab*. Bill has a Ph.D., Ed.D., Post Doctorate Behavioral Science, University of California, Los Angeles, Semel Institute for Neuroscience and Human Behavior, RTC, RSW, ICADC.

**Jeff Hughes** is a researcher in the Social Research Division at Employment and Social Development Canada. He received his PhD in social psychology from the University of Waterloo. He now works on research regarding employment, education, and income trends for persons with disabilities in Canada, providing analysis that can be used to inform government policy and programs.

**Ms. Tan Bee Hui** is a Case Manager for the Hospital-to-Work Programme and supports her clients in their reintegration and employment journey. Bee Hui has also been sharing and working with Allied Health teams in hospitals to develop greater partnerships and expand service reach. She graduated with a Degree in Social Work Management and is a Registered Social Worker. Prior to joining SG Enable, she was a medical social worker. She has provided psychosocial counselling to patients and/or families experiencing social and emotional conflict. She has also participated in interdisciplinary team meetings to establish, review and revise each patient's plan of care and assisted with transfers to other healthcare facilities when needed.

**Dr. Hafez Hussain** is currently the Executive Director of the SOCSO Tun Razak Rehabilitation Centre in Melaka, Malaysia. He holds a Master in Clinical Rehabilitation from Flinders University, Adelaide, Australia and a Medical Degree from the University of Northern Sumatera, Indonesia. He is also trained as an Occupational Health Doctor from the National Institute of Occupational Safety and Health (NIOSH), Malaysia and is a certified Independent Medical Examiner from the American Board of Independent Medical Examiners (ABIME). Dr. Hafez is responsible for the SOCSO Appellate Medical Board in gazetted hospitals that oversees more than 5,000 cases yearly to ensure a high standard in medical impairment assessments. In addition, he is also a certified Disability Management Professional from the National Institute of Disability Management and Research (NIDMAR, Canada) since 2010.

**Dr. Marcos Iglesias** is chief medical officer of Broadspire, a global third party administrator. Dr Iglesias is a seasoned physician executive and national speaker with over 25 years of experience in workers' compensation and disability treatment, evaluation and insurance leadership. His professional interests include the prevention and mitigation of delayed recovery and disability. His passion for helping workers live active, productive and fulfilling lives has led him to develop innovative comprehensive disability management solutions that focus on early identification of risk factors and appropriate early interventions to return workers to pre-injury function. He is a graduate of the Faculty of Medicine, University of Toronto, and the Marshall School of Business, University of Southern California.

**Michael Ingram** has worked with New South Wales Police Injury Management for 12 years. He leads 8 teams across the state who coordinate the support and rehabilitation for injured employees. Mick is a graduate of the Public Sector Management Program and is passionate about the health and wellbeing of New South Wales Police employees and implementing person-centred service delivery that achieves positive outcomes for individuals and organisations.

**Samia Jarjoura** is Vice President, Growth and Consulting at ReedGroup Canada. Samia brings over 15 years of experience in disability management and mental health in the workplace. She has supported many large national organizations in their implementation of disability governance, including best practices and outsourced programs, as well as provided guidance and solutions to manage risk and drive significant cost savings. Samia has also led optimization of disability management plan designs, program policies and procedures, and the implementation and management of strategic solutions customized to a client's unique needs. Samia is also responsible for the Analytic team who specialize in Worker's Compensation and Disability financial analysis, risks evaluation, benchmark and trends review. Samia is well known to use analytics to provide insightful and comprehensive recommendations to client overall program designs and health and benefits investments.

**Brian Jarvis** joined the WSIB in August 2016. As Chief Operating Officer, Brian provides oversight to the teams that support people with workplace injuries or illnesses to help them return to work and recover as soon as possible and to help employers get back to business as usual. Brian is responsible for the transformation of the operating model to ensure a renewed focus on integrating return to work and recovery and ensuring that the organization is focused on getting the best outcomes while offering the services that customer expect. With a blend of both public and private sector experience, Brian started his 30-year claims career as a Senior Injury Claims Adjuster. He spent six years at Zurich Insurance Company as Vice President, overseeing the Canadian claims operation. When Brian joined the WSIB, he returned from Vancouver where he led the claims division of the Insurance Corporation of British Columbia.

**Dr. Arif Jetha** is an associate scientist at the Institute for Work & Health, and an assistant professor at the University of Toronto's Dalla Lana School of Public Health. Dr. Jetha's research takes a systems perspective to understand the role of policy-level factors and organizational conditions in the prevention and management of work disability. Arif utilizes a mixed-methods research approach to pursue his research program and produce findings that are relevant and usable for diverse stakeholders.

**Kris Johnson** has been the Director General of the Canada Pension Plan Disability Directorate since July 2015. Prior to joining Employment and Social Development Canada, Kris was Senior Director of Lands Modernization at Indigenous and Northern Affairs Canada, where he led the development and implementation of a range of legislative and regulatory initiatives aimed at improving the lives of indigenous Canadians. Kris also held other executive positions within INAC, including time as the Departmental Liaison Officer in the Office of the Minister. Prior to joining the public service in 2004, Kris was a management consultant with IBM and PricewaterhouseCoopers.

**Margot Joosen** is a health scientist and holds a PhD in occupational medicine. She currently works as a senior researcher at Tilburg University, The Netherlands. Her research focuses on mental health at work and sustainable employability of workers with health complaints such as (common) mental disorders, cancer survivors and complex health problems. She is also interested in implementation research and the effectiveness of professionals. She supervises several PhD students and post-doc researchers in these areas and is project leader of a large project on return to work after sick leave in workers with common mental disorders, which is financially supported by IOSH.

**Young Hwan Jun** is a Research Fellow in the Employment Development Institute of Korea Employment Agency for the Disabled. He earned his PhD in Rehabilitation Science and Technology, and MA in Vocational Rehabilitation program at Daegu University. As the board member of trustee in Korea Rehabilitation and Welfare Technology Commission (KRWTC) and the journal editor of KRWT, he introduced employment service for people with disabilities and consulted local government on assistive technology policy. He participated in the project leading to improvement of the quota system of people with disabilities in Korea. Especially, he co-worked with the KDI as principal investigator of "Korean Job Training Manuscript for People with Disabilities" in 2014. He has worked on various research projects about the Quota and policy evaluation, assistive technology, and the development and validation of career assessment scale. As a result, he published several research articles.

**Tiffany Kelly** is new to the Canadian Council on Rehabilitation and Work (CCRW) and was brought on board in September as the Project Lead of the Disability Confident Employer Program. As an amputee, and with a background in disability, Tiffany is well aware of the employment struggles persons with disabilities face. Her goal is to create a program that addresses the needs, questions and concerns of those who hire and recruit, and supports those who want to employ persons with disabilities resulting in an increase in disability-inclusive employment across Canada. Tiffany currently works out of CCRW's National Office in Toronto, Ontario.

**Dr. Gregor Kemper** is the Director of International Relations for the German Social Accident Insurance – DGUV. After studying law at the universities of Bonn, Lausanne and Geneva, Dr. Kemper wrote his doctoral thesis in Public International Law. He accepted various legal assignments in post conflict countries followed by practising as a lawyer in Germany. Since 2002, Dr. Kemper has held several managerial positions in the area of global mobility before being seconded by the German Government to the European Union’s External Action Service for state capacity building related projects. In 2011, Dr. Kemper joined the DGUV as Head of International Relations. He serves as Secretary of the ISSA Technical Commission on Insurance against Employment Accidents and Occupational Diseases and is Member of the Board of the International Association of Industrial Accident Boards and Commissions.

**Won Ho Kim** earned his PhD in the field of educational policy study at the Pennsylvania State University in the US. He has been working for three years in the position of Associate Research Fellow in the research unit of the Korea Employment Agency for the Disabled. His research interests are topics regarding national wide supporting systems for people with disabilities. Currently, he published an article in the Rehabilitation Counseling Bulletin, which dealt with the effectiveness of support systems for employers in the ways of job matching between employers and employees with disabilities.

**Dr. Charlotte Lambreghts** received her Masters degree in occupational medicine at the Katholieke Universiteit Leuven in Belgium in 2011. Dr. Lambreghts worked as an occupational physician at Idewe, an external service for prevention and protection at work, for several years. She is currently enrolled in PhD studies in the Department of Public Health and Primary Care at the Katholieke Universiteit Leuven with the major subject: Return to work of sick-listed people with burnout. Her promotor is prof. Lode Godderis. Her fields of interest are qualitative research and return to work. Dr. Lambreghts participated in several projects such as the project “Safer and healthier work at any age – occupational safety and health (OSH) in the context of an ageing workforce” commissioned by the European Parliament and assisted by the European Agency for Safety and Health at Work. She was also part of the project team that developed the “Er terug zijn” program (i.e. return to work program), funded by the European Social Fund.

**Yazmine Laroche** was appointed Deputy Minister, Public Service Accessibility on August 7, 2018. She was previously the Associate Deputy Minister, Infrastructure and Communities. She began her public service career at Transport Canada and has held progressive leadership responsibilities in areas such as public policy, program design and delivery, communications, strategic planning and corporate management. She has served in a number of federal departments, including Communications, Canadian Heritage, the Canada Information Office, Privy Council Office and the Treasury Board Secretariat. Ms. Laroche is the Deputy Minister Champion for Federal Employees with Disabilities. She is also the Deputy Minister Champion for her alma mater, Carleton University, and is the past Chair of the Board of Muscular Dystrophy Canada.

**Wentao Li** is a fourth-year bachelor of community rehabilitation student at the University of Calgary. He is a member of the WolbPack interdisciplinary research team in the Cumming School of Medicine, which is supervised by Dr. Gregor Wolbring. His research work primarily centers around the impact return-to-work (RTW) programs have on clients with disabilities, and whether RTW literature utilizes interdisciplinary engagement to provide a positive experience.

**Heather Lore** graduated from Marquette University with a degree in Marketing and received an MBA from Cardinal Stritch University. She is the Senior Manager, Membership and Communications for the International Association of Industrial Accident Boards and Commissions (IAIABC). Heather has been with the IAIABC since 2007. She manages membership services and outreach, marketing, and communications platforms such as the IAIABC website and Twitter, and is staff liaison to three IAIABC committees – Disability Management and Return to Work, Research and Standards, and the Associate Member Council. She enjoys learning more about the intricacies of workers’ compensation through her work with IAIABC members.

**Anne Sophie Marsolais** is a doctor in addiction, occupational and family medicine. She graduated from McGill Medical School and completed her residency in Family Medicine at the University of Montreal. Her medical practice started at the emergency, intensive care and hospitalization units in remote areas of the Province of Québec. She explored occupational medicine and adopted the practice. Her interest for addiction medicine started in the workplace of clients where she noticed certain employees with recurrent psychiatric problems without clear causes. She developed a collaborative approach with the union, human resources and managers to understand the causes and the impacts of observed functional problems of employees at work. She is president of CEMTA Inc, a society offering medical consultations in occupational and addiction medicine. Her team evaluates the medical conditions and aptitude of employees for a safe and secure return to the workplace, and establishes the modalities of the return to professional activities in collaboration with the treating professionals, the employer and the union.

**Mrs. Rosmawati Mat** is a Senior Case Manager, and has been working for the Social Security Organisation (SOCSO) of Malaysia since 2007. Following her appointment at SOCSO as a Case Manager to assist workers with disabilities to return to work, she was trained by the Commonwealth Rehabilitation Services of Australia following the inception of the Return to Work Programme that was launched in 2007. She was involved in drawing the work process and modules for Return to Work in her organisation as well as the Return to Work expansion programme which involves training of new case managers. She was later appointed as the Head of Return To Work Department, which is now a department overlooking rehabilitation and placement for persons with disabilities. She is also responsible for assisting the employers in their development of the Return to Work.

**Donal McAnaney** has a PhD in Educational Psychology from McGill University. He is a member of the Adjunct Faculty and Chief Academic Officer of Pacific Coast University for Workplace Health Sciences. He is a research consultant with the European Platform for Rehabilitation (EPR) in Brussels and the National Institute of Disability Management and Research (NIDMAR) in Canada, and is Research Chair of the International Disability Management Standards Council (IDMSC). He has carried out international research in the field of Disability Management for over twenty years. He was previously a senior research consultant with the Work Research Centre and Director of Research and Innovation with the Rehab Group in Ireland and lectured in Educational Psychology, Rehabilitation and Special Education in University College Dublin for over fifteen years. He is a past chair of the Global Applied Disability Research and Information Network on Employment and Training (GLADNET).

**Ralph McGinn** is currently Chair of the Board of Directors for WorkSafeBC. He served as President and CEO of WorkSafeBC from 1998 to 2003. Before that, he was responsible for overseeing the revision of British Columbia's Occupational Health and Safety (OHS) Regulations, which came into effect in 1998. He has also contributed to a wide range of policy and regulatory development for mining safety and health and environmental protection around the world including Australia, South America, and Africa. He is a Professional Engineer and has had senior roles with the Ministry of Energy, Mines and Petroleum Resources, including Chief Inspector of Mines from 1988 to 1993.

**Dr. Friedrich Mehrhoff** is a lawyer and is Director of Strategic Rehabilitation Issues in the German Federation of Insurers against Work Accidents (DGUV) in Berlin, Germany. Many stakeholders ask for his recommendations nationally and internationally in return to work strategies. He co-chaired the group that prepared the ISSA Guidelines on return to work. In 2002, he introduced Disability Managers in Germany and increased this program as an economic and social investment worldwide. He is a member of the Executive Board of Rehabilitation International and chairs the Commission on Work and Employment in this World Organization and, in this capacity, he is looking for strategic partners worldwide. Recently, he started a study on behalf of the German Labour Ministry for identifying good examples of barrier-free and inclusive private enterprises all over the world.

**Mathilde Niehaus** is Professor at the University of Cologne and since 2002 she holds the chair of the Unit for Labour and Vocational Rehabilitation. Previously she was employed as Full Professor at the University of Vienna, Austria. Her work and ideas are published in more than 200 articles in academic journals of different disciplines, including rehabilitation, health and psychology. Moreover she was a

member of the Board of Directors of the Global Applied Disability Research and Information Network (GLADNET) from 2011- 2013. Additionally Mathilde Niehaus is consulting the CDMP examination committee in Germany for many years now. Her research interests focus on the subjects of health and return to work, employability, disability management and inclusion. In 2017, her research has been awarded with the International Award for Innovative Practice on Employment, Work and Vocational Education and Training (ZERO).

**Behdin Nowrouzi-Kia** is an occupational therapist in private practice and an adjunct faculty in the School of Rural and Northern Health and the Centre for Research in Occupational Safety and Health at Laurentian University. Dr. Nowrouzi-Kia is a sessional instructor in the Department of Occupational Science and Occupational Therapy, Faculty of Medicine at the University of Toronto and research associate with the Canadian Mental Health Association (Toronto branch).

**Dr. Laurence Paquier** is a Doctor of Medicine, first trained as a general practitioner in France, then as an occupational physician in Belgium. She worked in Belgium several years as an occupational physician, both in the field and for the Occupational Diseases Fund (branch of the social security that deals with recognising and compensating occupational diseases), where she took part in the running of the 2007-created Asbestos fund. She is currently a medical expert in the multidisciplinary team at the Department of Benefits of the National Institute for Health and Disability Insurance (NIHDI), and as such, collaborates on projects for the Center of Knowledge in Work Incapacity. These past three years, she has been involved, with Dr. Saskia Decuman as a project leader, in the implementation of the NIDMAR Disability Management curriculum in Belgium. With this educational framework, the NIHDI wants to support their stakeholders in developing the necessary competences for job retention and reintegration.

**François Perl** has been Director General at the National Institute for Health and Disability Insurance (the Belgian social security organization) since 2009, and is in charge of the disability insurance. He is also Vice-President of Rehabilitation International (RI GLOBAL) and a member of the board of the International Disability Management Standards Council (IDMSC). Before that, for over ten years, he served as senior advisor for various Belgian ministers in charge of health, employment and social affairs. He has been working on return to work issues for many years and has advised various international institutions on this topic. François Perl holds an MA in political sciences.

**Paul Petrie** has worked in the BC Workers Compensation System for 45 years, starting out as a vocational rehabilitation consultant and he retired as Deputy Chief Appeal Commissioner with the WCB Appeal Division. He has provided consultative services to a number of Workers Compensation Boards including Manitoba, Alberta, Yukon and the Northwest Territories. He has done post graduate work in social research and medical sociology at the University of Maine (MA Honours), the University of Connecticut, McGill University and Simon Fraser University. He has presented papers on prevention and compensation issues at the 1987 World Congress on Occupational Health and Safety in Stockholm and the 2014 World Congress in Frankfurt. Most recently he completed a claims policy review for the BC WCB Board of Directors.

**Joanne Philipose** is the Director of and has overall accountability for the management of the Ontario Hospital Association (OHA) Benefit Plans. With a high degree of professionalism and a strong customer service background, she brings more than 20 years of experience managing benefit plans and client relationships in both public and private sectors. With a passion for providing boutique-level service and a pro-active approach to her work, Joanne works to ensure OHA members are provided with high value education and training. Under her portfolio, members have access to value add services that focus on keeping employees healthy and safe at work. Additionally, Joanne assists Plan Members improve the vital link between mental health, physical wellness and the overall patient experience and outcomes. Her expertise lies in assessing member's needs to ensure they have access to transferable, practical tools so they can make positive changes in day-to-day Hospital functions.

**Mark Pittman** is the General Manager of Government Services at Allianz Australia, a leading global insurer and workers compensation service provider to some of Australia's largest government organisations. Mark leads the strategy and operations for claims and injury management services to federal, state and territory government personal injury schemes. He is a collaborative leader who values innovation and is passionate about finding people-centred solutions that improve the quality of life for workers and provide strong financial results for employers and governments. Mark has worked across a number of areas in personal injury, from underwriting and distribution, claims and injury management, strategic program development and senior corporate and operational roles.

**Dr. Georgia Pomaki** has a Ph.D. in Occupational Mental Health and a Clinical Psychology Specialization. She is a Certified Disability Management Professional (CDMP) and has worked with organizations to improve disability prevention and management. She has taught clinical courses at the university level and mental health in disability management at Simon Fraser University and the Pacific Coast University for Workplace Health Sciences. She is lead author of the Best Practices for Return-to-Work/Stay-at-Work Interventions for Workers with Mental Health Conditions, as well as author of scientific and industry publications on workplace mental health. At Manulife, Georgia is the Leader of the Mental Health Specialists Team, which develops, tests and implements best practices for the management of mental health disability claims.

**Ian Ross** is the Executive Director of Program Policy and Development at the British Columbia Ministry of Social Development and Poverty Reduction. In his 16 years with the Ministry, Ian has been responsible for policy development in relation to social assistance and employment programming, poverty reduction, as well as accessibility initiatives. Supporting people with disabilities in the labour market has been a focus throughout his career. He was responsible for negotiating the \$30 million Labour Market Agreement for People with Disabilities with the federal government, as well as negotiating the transfer of that agreement into the current Workforce Development Agreement. His current portfolio is focussed on WorkBC programs, which include Employment Services, Apprenticeship Services, and Assistive Technology. Those programs are funded by the province and the federal government through the Labour Market Development Agreement.

**Don Russell** is Founder and President of SALT Associates, an RGAX company. For the past 16 years he has been devoted to developing creative claims solutions for disability and life insurance companies. Don has nearly three decades of insurance experience having held roles in underwriting, product development, operations and claims. He is also past President of the Group Underwriter Association of America.

**Mr. Mohd Shakir Mod Saad** is a Senior Case Manager and has been working for the Social Security Organisation, SOCSO, of Malaysia since 2005. Following his appointment at SOCSO as a Case Manager to assist workers with disabilities to return to work, he was trained by the Commonwealth Rehabilitation Services of Australia following the inception of the Return to Work Programme that was launched in 2007. He then was sent for Attachment Program with the German Social Accident Insurance, the DGUV, in 2009 for 3 months. He was involved in drawing the work process and modules for Return to Work in his organisation as well as the Return to Work expansion programme which involves training of new case managers. He was later appointed as the Head of Rehabilitation Unit, Return To Work Department, which is now a department overlooking rehabilitation and placement for persons with disabilities.

**Abdou Saouab** manages two research teams in the Social Policy Directorate, within the Strategic and Service Policy Branch (Employment and Social Development Canada). His areas of focus are disability issues and Social Innovation through Work Integration Social Enterprises. Abdou holds a MA in Sociology from the University of Ottawa and is completing a doctoral thesis at the Université de Montréal: Employment Policy for Persons with Disabilities in Canada: The Role of Parliamentary Committees in Shaping Public Policies? He started his career as a researcher at the Research Branch of the Library of Parliament in 1992; worked at Citizenship and Immigration Canada and the Canadian Human Rights Commission before joining the Labour Program, in Human Resources and Skills Development Canada in

1998, where he led work on Employment Equity and Disability Management. He has worked closely with disability-focused policy, research and intervention groups for the last 20 years.

**Katharina Scheidet**, after completing her studies in 2013, has been a case manager at the statutory accident insurance for the raw materials and chemical industry in Heidelberg. Katharina Scheidet is a member of the Weller software development board which markets and develops the Weller-Database. In addition, she is responsible for the education and qualification of the Weller-Database customers and takes care of the national and international clients.

**Viki Scott** is the President and Principal Consultant & Chief Lobbyist of *Scott & Associates Inc.* Viki currently manages a successful National Consulting firm which provides solutions to Canadian based companies with a concentration in Labour Management Relations, Conflict Risk Management, Occupational Health and Safety compliance, Human Rights, Disability Program Management, Organizational Development and Effectiveness, Board Governance and General Business Advisory Services. Her firm also provides lobbying and advocacy services to their not-for-profit and broader public service clients. Viki has an extensive history with both the public and private sectors, primarily in unionized environments. She has led significant change management initiatives for major public, not-for-profit and private sector organizations. Her presentation today, profiles one of the change management initiatives she recently led.

**Dr. Wei Fern Siew** is a senior lecturer in the Community Medicine Department of International Medical University (IMU), Malaysia. A Registered Nurse by profession, she has a Masters in Industrial Safety Management, a Diploma in Teaching and Training, and a PhD in Medical and Health Sciences. She has a vast knowledge base and experience in the field of coronary and intensive care nursing, industrial occupational, safety and health management and nursing/medical education. She has contributed considerably to the clinical teaching and supervision of medical and nursing students, the newly registered nurses, and training of members of staff of multi-national corporations in occupational, safety and health programmes. Dr. Siew is also the Safety and Health Officer and Basic Life Support Instructor of IMU and is actively involved in research and evidence-based practices.

**Derek Sienko** has over twenty years of experience in the public and private sectors in the area of Disability Management, Return-to-Work Services, Vocational Rehabilitation and public speaking. He is the author of the book, "The Client Focused Return-to-Work Model: Integrated Approach to Disability Management". Derek received his Bachelor of Social Work Degree from the University of Manitoba and holds certifications with both the Vocational Rehabilitation Association of Canada and College of Vocational Rehabilitation Professionals. Derek is also the President and CEO of Diversified Rehabilitation Group, which is a leader in return-to-work and disability management services and received a number of awards for its business excellence: 2018 Canadian Mental Health Association Workplace Excellence Award, 2017 American Psychological Association Award for Psychologically Healthy Workplace and the 2016 Mid-Size Business of the Year Award by the Chamber of Commerce.

**Dr. Michael Sullivan** is currently Professor of Psychology, Medicine and and Neurology at McGill University. He also holds cross-appointments with the School of Physical and Occupational Therapy and is Scientific Director of the Centre for Research on Pain, Disability and Social Integration. He has lectured nationally and internationally on the social and behavioral determinants of pain-related disability. He is known primarily for his work on psychosocial risk factors for problematic recovery following injury, illness or surgery, and the development of risk-targeted interventions to promote successful occupational re-integration. Dr. Sullivan has published over 200 scientific papers, 22 chapters, and 5 books. He currently holds a Canada Research Chair in Behavioral Health. In 2011, Dr. Sullivan received the Canadian Psychological Association Award for Distinguished Contributions to Psychology as a Profession.

**Helena Swindells** is a customer experience professional who has worked in the personal injury insurance industry for 15 years. She has held customer strategy roles with both private and government organisations, most recently joining EML at the commencement of their license to operate in Victoria,

Australia in 2016. She has completed an MBA with a focus on human centred design and its application to business strategy. Helena is passionate about creating and delivering customer experience strategies that add value to and improve the lives of personal injury customers. A highlight in the first year of operation at EML Victoria saw the design and delivery of customer strategies result in EML being ranked the top agent in both injured worker and employer service. Most recently Helena has led the development and implementation of the EngageOne Video solutions for EML Victoria's injured workers and employers.

**Heidi Siew Khoon Tan** is a Senior Principal Occupational Therapist at one of Singapore's largest public hospitals – Tan Tock Seng Hospital. Her clinical interests include work assessment and rehabilitation, work injury prevention and management, and training and development to build capability of professionals in facilitating return to work for people with temporary or permanent disabilities. She is the key facilitator for the Return to Work Coordinator training, which started in 2016 in Singapore, and the main collaborator with the Workplace Safety and Health Council and the Ministry of Manpower in developing the guidebook for public hospitals on Return to Work coordination in Singapore. In addition to her clinical roles, Heidi holds educational leadership roles within the allied health division in Tan Tock Seng Hospital and has a joint appointment lecturer position at the Singapore Institute of Technology.

**Simon Tay** completed his postgraduate studies in Business Administration from Manchester Business School, UK and his undergraduate studies in Applied Psychology from Durham University, UK. With experiences in healthcare policy and disability programme implementation, Simon has successfully piloted and mainstreamed national employment programmes at SG Enable, an agency dedicated to enabling persons with disabilities and building an inclusive society. He helped launch the Hospital-to-Work programme, which provides persons with acquired disabilities with case management support to coordinate their medical and social needs, as well as employment services that provides job placements and on-site job support. With a strong focus on partnerships with healthcare institutes, community agencies and employers, his team has helped build a network for holistic support and greater service delivery.

**Dr. Sylvia Teo** is an Occupational Physician and Senior Principal Specialist at the Occupational Safety and Health Division of the Ministry of Manpower, Singapore. Dr. Teo has a Master of Medicine (Occupational Medicine) degree from the National University of Singapore. She has been actively involved in several research projects, including WSH services and the cost-benefits of such services as well as to maintain the employability of older workers in Singapore via their work ability and the Work Ability Index. She is currently heading the Return the Work Unit in the Workplace Safety and Health Council, Tripartite Alliance to drive the implementation of the RTW program in Singapore. She has concurrent appointments as Visiting Specialist to the Joint Occupational Dermatology Clinic, National Skin Centre, Joint Occupational Lung Disease, Tan Tock Seng Hospital and the Joint Environmental Occupational Toxicology Clinic, Changi General Hospital.

**Dr. Emile Tompa** is a labour and health economist and a senior scientist at the Institute for Work & Health, based in Toronto, Ontario, Canada. He is co-director of the Centre for Research on Work Disability Policy. Dr. Tompa's research is focused on workplace OHS and disability management interventions, specifically the economic evaluation of such interventions. He is the lead editor of a methods text published by Oxford University Press in 2008 on the economic evaluation of OSH interventions, and has led several intervention evaluation studies. His second area of research examines incentives and outcomes of OSH system and work disability program design features and other labour-market policies, programs and practices. His third area of research is on labour-market experiences and their health and human development consequences, with a particular focus on precarious employment.

**Dr. Kristin Tugman** has been in the health and productivity consulting field for 20 years and currently heads up the Health and Productivity Analytics and Consulting Practice for Prudential group insurance products. The team is responsible for analyzing lost time for large employers and designing and implementing solutions to help them minimize absence and maximize productivity. She is a Certified Rehabilitation Counselor and a Licensed Professional Counselor. She has authored several publications pertaining to the psychological aspects of disability. Her work details a specific cognitive behavioral model

to assist individuals in overcoming psychological barriers that prevent a return to productivity. Dr. Tugman continues to actively research and develop techniques to assist individuals with psychiatric and other disabilities in maintaining appropriate function in the competitive work force. She graduated from Georgia State University with a Masters Degree in Rehabilitation Counseling and earned a PhD in Industrial and Organizational Psychology from Capella University.

**Professor Gertruda Uścińska** is the President of the Polish Social Insurance Institution (ZUS) since 2016. She is a Full Professor and Head of the Social Security Department at the Institute of Social Policy at the University of Warsaw. She is also Head of Labor Law and Social Security Unit at the Institute of Labor and Social Studies; member of the Committee of Labor and Social Policy at the Polish Academy of Sciences; expert in the research programs at universities and research institutes of the European Union member states (University of Antwerp, Ghent, Max Planck Institute and others) in connection with the implementation of EU programs (Consensus, Special, LAW, FreSsco); manager and expert in the Polish and international projects; and author of numerous publications in the area of social policy, social security and European law.

**Jeff Verrill** is Executive Vice President of SALT Associates, an RGAX company. Over the past 14 years he has served as a principal at SALT, helping it to grow into a nationally-recognized disability and life claims management company. Jeff has over 30 years of insurance-related experience in various sales leadership, client relationship management and executive management roles, having worked at companies such as Marsh, and Johnson & Higgins. Prior to SALT, he provided sales leadership at CORE/WorkAbility, a national absence management firm.

**Shawn Wakley** is a Disability Management Consultant for Manulife Financial and has over 14 years of experience in the group benefits and disability management field. He holds both a Bachelor of Arts from Canada and a Bachelor of Commerce from France. He holds the insurance designations of Fellow, Life Management Institute, Certified Employee Benefit Specialist, and Certified Excellence Professional. He has presented at a number of provincial conferences related to disability management and insurance topics for people living with significant medical conditions. He has also served on the Board of the BC Collaborative for Disability Prevention.

**Kerstin Wenske** has been working as a team leader for the Occupational Accident Insurer for the Trade and Distribution Industry (Berufsgenossenschaft Handel und Warendistribution) for 27 years in the field of medical and occupational rehabilitation after occupational accidents. In her field of work, special focus has been for many years on the reintegration of mentally traumatized persons. Therefore, my team has had considerable influence in our facility in establishing certain standards dealing with how such cases should be handled.

**Dr. Marc White** is the CEO of the Work Wellness and Disability Prevention Institute, a Canadian national charity focused on the prevention and mitigation of worklessness and impairment-related job loss. He is a Clinical Assistant Professor with the Department of Family Practice at the University of British Columbia and was a Research Fellow at Harvard Medical School.

**Ciara Williams** began working for the Canadian Council on Rehabilitation and Work (CCRW) in September 2017 as the Project Collaborator of the Disability Confident Employer Program. Ciara has a background in Social Work and recently completed an MSc in Evidence Based Social Intervention at the University of Oxford. She is enjoying applying her research skills to the development and evaluation of the Disability Confident Employer Program. Ciara currently works out of the CCRW National Office in Toronto, Ontario.

**Dawn Yearwood** is Vice President of Integrated Solutions & Compliance with AcclaimAbility Management Inc. Dawn is fluent in both official languages. She is a graduate of the University of Ottawa in Human Kinetics, is a Certified Disability Management Professional (CDMP), and a Consensus Based Disability Management Auditor (CBDMA). She has 19 years direct experience in disability management, 10 years' experience as a CBDMA Auditor along with an additional 4 years' experience working as a Kinesiologist. Her analytical abilities and creativity have been demonstrated in developing, customizing and implementing integrated disability management programs to national clients. She is able to provide proactive and cost-efficient problem-solving solutions when assessing both new and existing disability management programs ensuring the client is receiving the best possible service at all times.”

**Fatimah Zahra Binti Abdul Malek** has an Honours Degree in Occupational Therapy, is a Certified Disability Management Professional, and is a Certified Trainer from Human Resources Development Fund. She was a Case Manager in the Return to Work Department at SOCSO until 2018 when she became Head of Employment Enhancement Unit at the Employment Services Department of SOCSO. She is a Committee Member of the Malaysian Disability Management Association, and was part of the Secretariat for IFDM 2016 in Malaysia, and SOCSO's National Return to Work Conference.

**Nazatul Akma Binti Zawawi** is an Occupational Therapist, a Certified Disability Management Professional, participated in a Train-the-Trainer program provided by NIDMAR, and is Manager, Disability Management & Vocational Retraining at the SOCSO Tun Razak Rehabilitation Centre in Malaka, Malaysia. SOCSO is the Social Security Agency of Malaysia. As a Case Manager at SOCSO, she experienced working with hundreds of disability cases aiming for return to work regardless of the injury or disease. She is responsible for the overall disability management process at the SOCSO Rehabilitation Centre as well as referral to the vocational department.

**Wolfgang Zimmermann** is Executive Director of the National Institute of Disability Management and Research (NIDMAR) and President of the Pacific Coast University for Workplace Health Sciences. Following an industrial accident in 1977, Wolfgang was retrained and continued to work for his pre-disability employer until his retirement from that organization. He has held a wide range of private and public sector appointments in disability management advocacy such as Chair of the Premier's Council for Persons with Disabilities, the BC Workers Compensation Board, Minister's Council for Employment for Persons with Disabilities, National Advisory Board for Veterans Affairs, and has appeared before Parliamentary and Senate Committees as expert witness. He has received many awards and commendations for his work on disability prevention and rehabilitation including the Order of British Columbia, the Governor General's Appreciation Award, the Queen's Golden Jubilee Medal, the Lieutenant Governor's BC Community Achievement Award, to name just a few.