



April 18, 2018

Dear, Foundation of Administrative Justice

Congratulations to the Foundation of Administrative Justice from your good friends at WorkSafeNB!

We are excited for you as you celebrate your 20th anniversary of offering essential education in understanding, making and communicating administrative decisions in a regulatory environment.

WorkSafeNB began its training journey in 2011 and over a span of 7 years close to 25 % of our staff has participated in valuable FOAJ courses. We also have a large number of staff (29) who have completed the course credits, challenged the exams and now hold the honorable distinction of having a *Certificate in Tribunal Administrative Justice* with the FOAJ. The certificate is well recognized in our industry. Our organization considers it a valuable asset when selecting candidates in some of our key decision making roles.

The course curriculum has improved decision making and communication for our staff that render decisions related to all matters under the Workers' Compensation Act and the Occupational Health and Safety Act of New Brunswick. FOAJ education has also brought clarity to our decisions appearing before an appeals tribunal, resulting in higher confirmed rates.

Since working with your organization, WorkSafeNB has adopted a decision-making discipline and developed a decision making policy based on case law and statutory rules of evidence upon which the Foundation of Administrative Justice (FOAJ) framework was also established.

WorkSafeNB wants to give a heartfelt thanks to Deborah Howes who has challenged our way of thinking and has been our beacon for positive change. WorkSafeNB is grateful to your organization in helping us evolve in our service delivery by improving our decision making models. FOAJ staff has been wonderful to work with, whether organizing education sessions, accommodating participant needs or customizing learning material for our organization.

It is not surprising a fine organization like yours continues to thrive, 20 years after its inception. May you have another 20 years!

Sincerely,

A handwritten signature in black ink that reads "Melody Mladineo". The signature is written in a cursive, flowing style.

Melody Mladineo, Regional Director for Southwest Region