

# WSIS

Workplace Safety  
and Insurance System

## **Workplace Safety and Insurance System Year-End Report 2011**

April 2012

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# INTRODUCTION

The Workplace Safety and Insurance System is a collaborative partnership of a diverse group of stakeholders, government and agencies working together to continually improve the way related, but separate, services are delivered within the System. We are encouraged by the accomplishments of 2011, and feel that we are moving in the right direction toward a System that is collaborative, transparent and accountable to those it serves – workers and employers.

The 2011 Year-End report captures that progress. We hope you will find it both informative and a sign of continued progress.



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Sandra McKenzie  
Deputy Minister, Nova Scotia Labour  
and Advanced Education



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Elaine Sibson  
Chair, Workers' Compensation  
Board of Directors

Workplace Safety and Insurance System (WSIS) – Coordinating Committee

# EXECUTIVE SUMMARY

This report provides a snapshot of the state of the Workplace Safety and Insurance System (WSIS) as of year-end 2011. It highlights continued progress to improve workplace health and safety, stakeholder engagement and agency collaboration.

During 2011, System initiatives focused on issue resolution, health/safety awareness, increasing capacity in the System and recognition of health and safety champions. The annual Issue Resolution Consultation garnered positive discussion among stakeholders; continued development of the safety association for the farming sector; and the stakeholder counsellor programs (Office of the Worker Counsellor and Office of the Employer Adviser) became permanent and active programs in the System.

The four System agencies (Workers' Compensation Board, Occupational Health and Safety Division, Workers' Advisers Program and the Workers' Compensation Appeals Tribunal) together with the support and efforts of the aligned and other organizations achieve the goals and objectives of the System. This year, the System's key Aligned and Other Third Party Organizations made significant contributions to improving service and outcomes for workers and employers.

Overall, year-end System performance results demonstrate outcomes that are moving in a positive direction. In particular, the injury rate is the lowest it's been since 2005. Return to work results remain very high and stakeholders have become more engaged within the System. This speaks directly to the positive impact of meaningful collaboration among all WSIS agencies and stakeholders.

The System year-end financials (a measure of its financial health) indicates a decline from 2010 due to market conditions. Results will continue to be monitored on an ongoing basis. It is anticipated that results will be more favourable as the investment market begins to rebound in subsequent years.

Looking forward to 2012, the System will continue to build on its collaborative activities, place a high emphasis on improving outcomes for workers and employers, and continue to respond to stakeholder concerns.

# BACKGROUND

The Workplace Safety and Insurance System (the System) is Nova Scotia's collaborative partnership of government, agencies, advisory groups, working groups and those who the System serves (workers and employers).

Workers and employers play an integral role in the System by providing valuable input into the System's collaborative areas of priority. The agencies, in turn, are responsible for considering stakeholder expectations and feedback in the context of operational realities – to determine what is possible and/or what is required to achieve improved outcomes. A System Coordinating Committee performs a role of oversight – ensuring that stakeholders and partners work together toward common goals.

Overall, the System continuously strives to balance stakeholder needs and ensure that the services it provides are available to workers and employers in the future.

Our **mission** is to work together to help keep people healthy and safe at work, to insure against loss and to support workers' rehabilitation. We strive to be fair, open and responsible in everything we do.

Our shared **vision** is, "Safe, healthy workplaces for Nova Scotians, and sustainable safety and insurance services".

Our **goals**:

1. Improve outcomes for workers and employers,
2. Improve service delivery,
3. Ensure effective governance of the System, and
4. Ensure financial sustainability of the System.

Our vision is the destination point that we steer toward; our goals are the guide posts that help us get there. This report examines our progress in 2011 along the path to that vision by evaluating progress on initiatives and System performance results.

The following agency-specific performance reports can be obtained from the respective agencies (for contact information, see Appendix A):

- Occupational Health and Safety Division Annual Report
- Workers' Advisers Program Quarterly Report
- Workers' Compensation Appeals Tribunal Annual Report
- Workers' Compensation Board Annual Report

# PROGRESS TO PLAN

## System Initiatives

In 2011, the System undertook a number of activities in support of continued progress towards its goals and objectives. As in past years, agency collaboration and building system capacity are the key focus areas. Below is a list of those initiatives that best characterize this collaboration.

**Annual Issue Resolution Consultation** – Stakeholders met in the fall of 2011 with WCAT, WCB and WAP to discuss progress on the System-wide Issue Resolution Strategy, specifically on the WSIS Liaison Officer pilot program and the upcoming Internal Appeals review at the WCB.

The general discussion focused on resolving issues early in the System through facilitation, the outcomes of the WSIS Liaison Officer and overall appeal trends. The Issues Resolution Working Group has committed to revisit the strategy and update its commitments based on stakeholder feedback.

**Direct Access to Physiotherapy** – The Direct Access to Physiotherapy working group, consisting of representatives from workers and employers, submitted its report in 2011. The working group's report found the approach to physiotherapy appropriate, but identified areas where its implementation could improve. One of the primary recommendations in the report is to ensure a consistent understanding and application of Direct Access to Physiotherapy.

In 2011, the WCB responded by developing and widely distributing communication materials, training staff to clearly understand the defined roles and responsibilities, clarifying expectations and providing education regarding the Direct Access program, internally and externally.

**Farm Safety Association** – The WCB and the Department of Labour and Advanced Education jointly participated in the creation of the Farm Safety Association in 2010. The Association continued its development in 2011 in partnership with The Federation of Agriculture. In 2012, the Association will develop and deliver a series of occupational health and safety workshops to growers and producers throughout the province.

**Targeting Pilot program** - A pilot program between WCB and the OH&S Division of LAE was implemented to provide workplaces with support on prevention and complying with regulation. The pilot involved six large workplaces from the manufacturing and health care industries all of which reported a positive experience.

Results of the pilot are encouraging as several lessons were learned. On a go forward basis the targeting process will continue. In 2012, staff from the WCB and OH&S Division will meet and discuss targeting strategies for workplaces that would benefit from this form of intervention.

**Mainstay Awards** – There was continued collaboration between the WCB and LAE in awarding and celebrating health and safety champions in our community. On November 17, 2011, winners of the third annual Mainstay Awards were announced. For more information including winner profiles, visit [mainstayawards.ca](http://mainstayawards.ca).

Congratulations to the 2011 Mainstay Award of Excellence winners: Edmonds Landscaping and Construction Ltd and Peter Howlett, Halifax Harbour Bridges.

**Stakeholder Counsellor Program receive long term funding** – The Office of the Worker Counsellor and Office of the Employer Adviser received long term funding in late 2011 in order to provide ongoing support to workers and employers navigating the System.

The programs are sponsored by the Office of the Employer Adviser Society of Nova Scotia and the Nova Scotia Federation of Labour. Both sponsor organizations entered into five-year funding agreements with the Workers' Compensation Board. The Stakeholder Counsellor programs will receive guaranteed funding until 2016.

**OH&S Knowledge Base** - On May 2, 2011 the OHS Division launched its new OHS information site "Occupational Health and Safety Knowledge Base". This site is designed to help workplace parties better understand their roles and responsibilities so that everyone remains safe at work. The OHS Knowledge Base is a centralized database for knowledge management - used to optimize the computerized collection, organization, and retrieval of electronic knowledge.

Currently the site has categories related to the OHS legislation, Hazard Alerts, FAQs (frequently asked questions), annual reports and more. The OHS Knowledge Base will continually be updated to help clients and stakeholders. Through stakeholder feedback, the OHS Division would like to make the OHS Knowledge Base a "one-stop" site for OHS information.

# System Performance

System performance is monitored on an on-going basis. The results are used by stakeholders and agencies alike to gauge the health of the System and measure the progress towards achievement of the System's goals and objectives.

Table 1 depicts the System Scorecard, and measures within each quadrant. For more information on 2011 performance results, refer to Appendix B.

Table 1: System Scorecard – 2011

Measure	2011	2010
<b>OUTCOMES</b>		
Composite Duration	98	98
% Labour Force Covered	72%	72%
% Return To Employability	95%	95%
Injury Rate	2.02	2.13
Injury Rate, Claims > 26 Weeks	11%	12%
<b>SERVICE DELIVERY</b>		
*Stakeholder Engagement Index WCB	n/a	67%
Injured Worker Satisfaction Index for WCB Program Delivery	74%	73%
Employer Satisfaction Index for WCB Program Delivery	79%	77%
Workers' Advisers Program Client Satisfaction	90%	92%
Occupational Health and Safety Division Client Satisfaction:		
Internet Satisfaction	75%	68%
Injured Worker Satisfaction, claims > 26 weeks	70%	66%
Stakeholder Awareness of Importance of Workplace Health & Safety	91%	87%
Decisions Overturned On Appeal (WCAT)	42%	42%
<b>EFFECTIVE GOVERNANCE</b>		
*WSIS Stakeholder Engagement Index	n/a	56%
<b>FINANCIAL SUSTAINABILITY</b>		
Benefits Comparison	See Table on pg. 37	
% Funded	62%	64%
Average Assessment Rate	\$2.65	\$2.67

\* Survey administered every two years – next survey in 2012

# REPORT OUT FROM WSIS ALIGNED AND OTHER THIRD PARTY ORGANIZATIONS

An Aligned Organization and a Third Party Organization are organizations in the WSIS that are not one of the four main agencies but operate within the system and viewed as collaborative partners in achieving the goals and objectives of the WSIS.

An Aligned Organization is directly funded by an agency of the system and shares the goals of the system. A Third Party Organization is not directly funded by an Agency but shares elements of goals and objectives of the system.

The following submissions are from the Aligned and Third Party Organizations directly.

## Aligned Organizations

### Cape Breton Injured Workers' Association

The Cape Breton Injured Workers' Association (CBIWA) was founded in late 1985. We are an autonomous body and we are responsible to our membership. The CBIWA exists to serve and provide assistance to injured workers. This service takes many forms including provision of information and assistance with appeals in the absence of the involvement of the Workers' Advisers Program.

Services provided by CBIWA contribute to the goals of the Workplace Safety and Insurance System by:

- Providing advice, assistance and education to the injured workers (and their family if requested) regarding the compensation system;
- Accompanying injured workers to appeals, assessments, meetings with WCB, etc.;
- Supporting family members and friends of an injured worker;
- Being an intermediary for injured workers by providing information through regular meetings with the membership;
- Providing feedback on policies and program changes through representation on committees and meetings of the WSIS; and
- Informing clients of Workers' Adviser Program as an option if not already tried.

Statistics from April 2011 – March 2012

Incoming calls average about 26 per day. This averages 9464 in a year.

Outgoing calls average 17 per day. This averages 8008 in a year.

Office appointments are usually 18 per week. This averages 936 in a year.

Walk-ins usually average about 58 per week. This averages 3016 in a year.

We've had an increase in numbers this past year. We still have Hugh MacArthur and Bobby Gillis in the office fulltime and we handle these as they come in, we have an added member in our office to help out. Our hours just increased to 9-3, and most of our injured workers know the office is open 8-5 to accommodate the walk-ins and appointments and still we find ourselves there well in the evening. We are still looking into satellite phones to help make it easier and more feasible for our injured workers that are spread out over the Cape Breton Island.

### **Office of the Employer Adviser**

Providing leadership, assistance, support, guidance and expert advice to employers throughout the province, the Office of the Employer Advisor, Nova Scotia Society was established in May 2008.

The OEA NS is funded through the accident fund by agreement with the Workers' Compensation Board of Nova Scotia. Employers can access programs and services of OEA regardless of whether they are registered with WCB, though the majority of employers are either by mandatory or voluntary coverage.

The governance of OEA was initially by an Employer's Council however in January 2010 the OEA became a registered not for profit business with the Nova Scotia Registry of Joint Stocks and the governance of OEA is now by its Board of Directors representing the following business associations:

Health Association Nova Scotia (HANS) (formerly NSAHO)

The Construction Association of Nova Scotia (CANS)

The Canadian Federation of Independent Business (CFIB)

The Canadian Restaurant and Food Services Association (CRFA)

The Canadian Manufacturers and Exporters Nova Scotia Division (CME)

The Forest Products Association of Nova Scotia (FPANS)

Guided by the OEA's Strategic Plan 2011-2014 which was developed in alignment with the WSIS goals we are pleased to provide a report for the year ending 2011.

Two very important events occurred in 2011:

- WSIS approved the pilot program evaluation submitted by OEA NS for the years 2008-2011, and
- OEA moved into more permanent office space in Sackville, NS.

Program Evaluation: The program evaluation of OEA NS for the pilot phase of 2008-2011 was submitted by the OEA Board President in early 2011. This program evaluation provided data collected which supported performance measures and outcomes demonstrating the need for and uptake of the OEA program to employers and the system as a whole. The OEA NS Board was delighted to receive confirmation in the summer of 2011 that OEA would receive ongoing funding its current contract for funding is approved to 2016. This enabled OEA NS to implement actively a plan for the future including development of a governance framework.

Move to new office space: With the end of our lease concurrent with the end of the pilot program, OEA NS moved its office to Sackville, NS in the summer of 2011. Close to 100

series highways and with ample free parking and boardroom facilities to conduct training the OEA is well located to meet with employers onsite now. We noticed an immediate difference in our flow-through traffic and employer's ready praise for the location. The lease period for this current office space is to 2014.

**WSIS Goal #1: Improve Outcomes for Employees and Employers:**

The OEA works with employers to assist them in navigating the WSIS system. With improved application and use of the WSIS system an employer's business success can be realized. The OEA provides outreach and advocacy services for employers through attendance on system committees and consultations, visiting employers at their workplace and providing education programs to larger employer groups.

**WSIS Goal #2: Improve Service Delivery:**

Through enhanced understanding of the system partners and processes, employers can access and utilize the system to a better extent and with improved understanding. Employers want to know what expectations they can have as a partner in the system and they want to respond to the challenges and changes within the system in a proactive and knowledgeable way. In 2011 OEA expanded substantially our training programs offered with the launch of a fall training schedule of 18 new programs. The third Employer Conference, sponsored by OEA, was once again a full house of employers seeking to learn of their obligations in order to actively assist the system and their businesses obligations.

**WSIS Goal #3: Ensure Effective Governance of the System:**

OEA NS continues to gather employers' input regarding a wide variety of issues that impact the system. The OEA participated wherever asked on committees and responded to consultations coordinated by the system partners. Monthly surveys to employers obtain their opinions on service satisfaction from OEA and system concerns and issues.

**WSIS Goal #4: Ensure Financial Stability:**

More than ever, financial sustainability is a concern to which employers are responding. With improved understanding of the way the WSIS system operates and how it is paid for, employers can implement proactive workplace policies and processes involving safety, return to work, disability management, accident investigation, and preventative training.

**OEA Training in 2011:**

OEA NS continued in 2011 to offer customized and general training. The demand for our training services continued to grow in 2011. We held our very popular spring conference and stakeholder meeting as well and then in the fall launched an 18 program fall training calendar.

We partnered with the OHS division to provide fall training courses on a variety of topics arising from the legislation and we appreciate the assistance of the Nova Scotia Dept. of Labour and Advanced Education to provide this OHS training. We also provided courses in the area of return to work, disability case management, termination of employment issues, and understanding physiotherapy reports and the direct access to Physiotherapy program. The programs were all well received.

### **Program Data for 2011**

Average monthly incoming calls from employers and agencies	250
Average monthly incoming emails from employers and agencies	1700-2000
Financial Reviews/reports to Employers and Agencies	7
Training and other Educational Presentations	25
Post Training and Monthly surveys from Employers	300
Types of Training Programs offered	11
Numbers of Employer Participants in Training/Education	401
Complex and/or appeal files opened	270
Numbers of consultations and stakeholder meetings	7
Conference Chair	1
Third Party Conference speaking engagements	4
OEA Board of Directors or special meetings	7
Staff Training (first aid)	2
Other Staff Training (no fee)	2

### **Office of the Worker Counsellor**

The mandate of the Office of the Worker Counsellor is to provide:

- information concerning the compensation system;
- advice and assistance to injured workers up to but not including representation at appeals;
- education on topics related to workers' compensation; and
- advocacy through input to the WCB and government on areas of concern and suggestions for improvement.

The Worker Counsellor responds to requests for assistance on case management issues through in-person meetings and by telephone. This activity accounts for approximately 50% of the Worker Counsellor's work week. The Worker Counsellor continues to provide assistance to workers applying for CPP disability pensions, meets with Injured Worker Associations and the staff of the Workers' Adviser Program, responds to requests for input on WCB policy and participates in stakeholder groups that offer input on things such as reforms and enhancements to the system, new manuals, brochures and advertising campaigns. The Worker Counsellor is Co-chair of the Stakeholder Liaison Committee and also accepts requests for speaking engagements.

This year saw the end of the pilot phase of the Office of the Worker Counsellor program and the negotiation of a five-year contract which started in 2012. Under the pilot project there were two evaluations carried out, an internal evaluation by a professor and student from the Dalhousie University Masters in Public Administration Program and an external evaluation by Alidade Marketing. Both evaluations were favourable highlighting education as the most visible and effective component of our mandate. However, both evaluations recommended that the Office of the Worker Counsellor needed to expand its

outreach and increase staff. Due to a lack of resources, the only action taken to date is the development of a website that will enable the Office of the Worker Counsellor to increase public awareness of the Office. The expected date for launching the website is April 30.

On May 29 the Office of the Worker Counsellor piloted a new workshop called Stress @ Work. The workshop received favourable evaluations, but there was some criticism regarding the style of the workshop. The Education Co-ordinator is currently rewriting sections to make the workshop more participatory.

The Facilitation Teams used to deliver workshops in all areas of the province are comprised of a union facilitator and a resource person who is an injured worker. The Office has developed a protocol for the teams and the Education Co-ordinator keeps the teams advised of any changes to the workshops. In 2011, the flagship workshop - Navigating Your Way: a worker's guide to workers' compensation in Nova Scotia was delivered on November 4-5 in Sydney and November 18-19 in Bridgewater.

The development of a workshop on the appeals process has been completed with the assistance of three students from Dalhousie Law School. Each was responsible for researching one of the levels of appeal. The workshop, *Appealing WCB Decisions: a guide for union activists* was piloted on January 13, 2012. The workshop follows an injured worker through each level of appeal. The Office of the Worker Counsellor was pleased to work with the law students, Sarah Lane, Sarah Zimmerman and Angus MacLennan.

In June the Office of the Worker Counsellor, in partnership with the Nova Scotia Federation of Labour Occupational Health and Safety/Workers' Compensation Committee, hosted a three-day conference: Healthy Workers-Healthy Workplaces. There were workshops on the effectiveness of joint occupational health and safety committees and stress at work, and a presentation on healthy eating and lifestyles. On June 25, the Office of the Worker Counsellor presented a forum: Work as Therapy. During this all-day session, the morning was devoted to educating workers about the Early and Safe Return to Work program with panel presentations from WCB staff persons Stuart MacLean and Lise Jefferies and physiotherapist Tom Stanley and Occupational Medicine Specialist, Dr. Shawn Somerville. The delegates asked many questions of the panelists and then spent the afternoon providing feedback to seven questions about the Early and Safe Return to Work Program. A separate, full report on the forum will be submitted to the Workers' Compensation Board, Board of Directors.

In August, the Office of the Worker Counsellor staff travelled to Newfoundland to see first-hand the database system used by the Worker Adviser Program and hosted by the Workplace Health, Safety and Compensation Commission. The staff persons were impressed by the database and its capabilities and are continuing to explore options for use by the Office of the Worker Counsellor.

Last year the Office of the Worker Counsellor designed a poster to advertise the program. With the assistance of WCB, 200 posters were mailed to approved health care providers in Shelburne, Digby and Yarmouth counties. The Office believes that this action contributed to an increase in requests for information and assistance from those areas. This year the Office of the Worker Counsellor had a booth at the Nova Scotia Federation of Labour's (NSFL) 46<sup>th</sup> convention October 23-26, 2011. There was

significant foot traffic to the booth and many posters were distributed to convention delegates. The Office activities were emphasized in Rick Clarke's, president – NSFL, address to delegates which also resulted in more interest from delegates.

The Office of the Worker Counsellor goals continue to correspond to System goals through:

- increasing the flow of effective information between injured workers and the WCB;
- ensuring that the right decisions are made in a timely fashion; and
- reduce litigiousness by assisting injured workers to clearly understand their rights and responsibilities.

### **Fisheries Safety Association of Nova Scotia**

The Fisheries Safety Association of Nova Scotia (FSANS) is a not-for-profit association funded solely by employers in their respective sectors. FSANS is governed by a volunteer Board of Directors who are responsible to all stakeholders in SICs 311, 312, 321, 1021.

The Board is the safety champion for the fishing industry, who promote communications within the industry by utilizing the FSANS website and newsletters on activities of the association and distribution of best practices.

The Association's mandate is to:

- Enhance safety in the workplace, making the industry more attractive for new employees and keeping the existing employees safe and healthy
- Focus on reducing workplace illness/injury and associated cost

Specifically, the FSANS has focused efforts on facilitating a culture change in OHS within the represented sectors of the industry by enhancing awareness, promoting education, and developing prevention and return to work systems utilizing industry best practices.

The FSANS service delivery is directly aligned with the goals of its partners in the Workplace Safety & Insurance System through:

- Working with others through collaboration and consultation, including stakeholders and System agencies, government departments and educational institutions
- Utilizing existing tools developed by WCB/Dept of Labour and Advanced Education, supplemented by industry Best Practices
- Making use of existing resources, networks and channels to deliver programs, and, if not currently in place, working to develop Standards for delivery by competent professionals (community college, training service providers, etc.)
- The use of technology for stakeholder outreach (website, social media, training)

From its inception and carrying forward to 2012, the FSANS is working with stakeholders to identify opportunities to improve safety in the workplace. Included in this activity is the development of a five-year strategic plan for the Association, newsletters and

communication to the industry, and negotiated discounted equipment, services and training opportunities through reputable delivery organizations.

The FSANS also communicated with its members throughout the province on the status of the fishing industry safety performance; worked closely with the WCB to provide current relevant information to industry on trends regarding injury incident frequency and severity, costs and assessment rates.

Several of the key activities for 2011 – many of which will continue to evolve over the coming years – include:

### **Communications**

- Continued development of the website [www.fisherinessafety.ca](http://www.fisherinessafety.ca)
- Assorted ads in various periodicals
- Newsletters distributed by direct mail
- Radio interviews; CKBW, CJLS
- Social Marketing
  - facebook page
  - YouTube channel
- Dealing with challenges and resistance to the Association

### **Member benefits**

- Negotiated discounts on training
- Reduced prices on products and services
- Issuance of membership cards

### **Programming, generic and specific**

- Template OH&S Program for industry
  - OH&S Policy
  - JOHSC terms of reference
  - Duties, rights, responsibilities
- Written safe work practices
  - Familiarization checklist for fishing vessels
  - Use of personal protective equipment/flotation devices, condition of employment
  - Workplace violence, workplace harassment
  - Ergonomics assessment/study aboard a lobster fishing vessel, with WCB

### **Outreach to members and to the industry**

- Our first Annual General Meeting was held March 2011
- Established manageable membership database and mailing list
- Visited workplaces including fishing vessels, processing plants
- Targeted firms with DOL orders/warnings or in a WCB surcharge position
  - Eastern Canada Fisheries Exposition display
- Attended and presented at sector association meetings
  - Lobster Fishing Areas
  - Scotia Fundy Professional Fishermen's Registration & Training Association
  - Gulf NS Fishermen's Coalition

- NS Fish Packers Association

### **Working with our partners**

- Participation in the safety association/WCB group meetings
- Held information meeting with WCB front line staff on the benefits of the FSANS
- Participation in DOL/WCB/Transport Canada task force
- Meeting with government partners, e.g. Minister of Fisheries and Aquaculture
- NS Trucking Safety Association to identify and service mutual members/clients
- Related association involvement: Safety Services NS, CSSE, BCRSP, Transportation Safety Board, etc.

The years ahead will continue to bring about positive results as the FSANS enacts its Operational Plan and five-Year Strategy and to work in collaboration with stakeholders to create a safety culture to promote safety and to protect workers in the industry.

The ongoing dedicated support and assistance of the Workers' Compensation Board of Nova Scotia – at all levels of the organization – is greatly appreciated as the FSANS continues to fulfill its mandate.

### **Nova Scotia Automobile Dealers Safety Association**

The Nova Scotia Automobile Dealers Safety Association's second operational year saw the completion of introductory curriculum training throughout the province and then for the first time, a province-wide series of meetings with member dealers which focused on a presentation of the Department of Labour's occupational health and safety administrative fines and penalties. The purpose of the series of meetings was to ensure that all members understood the fines and penalty system as well as to launch the Association's dealership inspection service which is designed to give dealership management a report on the dealership's state of readiness with respect to safety and in particular, compliance with Occupational Health & Safety Regulations. Over a ten-day period and involving 2400 kilometers of travel, ten membership meetings were held at which 65 dealerships represented by 100 dealer principles or senior managers were present.

The industry rate in 2011 was \$1.88 per \$100.00 of assessed payroll. We received notice that this was increasing by 18% to \$2.22 and in addition, three Association members were in a surcharge position.

The Association acknowledges the cooperation and support received by the Safety Association from the staff of the Workers' Compensation Board of Nova Scotia. Through their efforts, our Safety Association was given access to WCB business intelligence, which enabled us to determine those of our members whose WCB rates were higher than the industry average. Essentially, 1/3 of our members are higher than average, 1/3 are average and 1/3 are below average. Our Safety Association has targeted additional efforts to those of our dealerships who have above average premiums and in particular, those dealerships who have been surcharged. Our efforts are focused on ensuring that dealership management understands how their premiums are set and in the case of

surcharged dealerships, to be sure they understand how they have come to be found on the surcharge list.

The Safety Association has agreed to cover the cost of dealership inspections for those dealerships who are surcharged and those dealerships who find themselves in a higher than average premium situation.

In 2011 we began research on a Certificate of Recognition program; we believe that establishing a program for new car dealers in Nova Scotia will lead to improvements in their lost time injury situation and result in decreased costs.

From a financial perspective, although our Association is small we now have an adequate surplus which will enable us to move forward with some strategic spending in 2012 and in effect, expand the reach and effectiveness of the Safety Association. We recognize a particular need is to develop dealership specific safety procedures and the Association will take steps in 2012 to do this.

We look forward to 2012 and the challenges and opportunities it will present.

### **In Progress or Completed as of December 2011:**

#### **Governance:**

- Held the Association's first Annual General Meeting on April 8, 2011
- Regular Board meetings held throughout the year; January, March, May, September, November and December
- Board members evaluated Board operations
- Board members evaluated the Association's Executive management

#### **Member Services:**

- Completed the Introductory Curriculum Training Courses which were held throughout the province – total of four, one day training sessions
- Began research into online training options
- Launched the Association's dealership inspection program service
- Began research into the Certificate of Recognition Program
- Held membership meetings throughout the province to educate members about the Occupational Health & Safety administrative fines and penalties. Over a 10 day period, 10 meetings were held comprising 2400 kilometers of travel – 65 dealerships were represented by 100 dealer principles and managers

#### **Communications:**

- Initiated a series of meetings with Department of Labour and Advanced Education representatives regarding the Occupational Health & Safety administrative fines and penalties
- Attended three WCB organized meetings for Safety Associations
- Participated in regular liaison meetings with WCB staff and management regarding matters related to the Automobile Dealers' Safety Association

- Maintained and updated the Nova Scotia Automobile Dealers Safety Association website
- Developed a pamphlet about the Automobile Dealers Safety Association in order to promote the purpose and work of the Association
- Worked with the Automobile Dealers Trade Association (Nova Scotia Automobile Dealers Association) and cooperated in a vacation planner sent to all member dealerships of the Trade Association, which included a promotional message promoting the Safety Association and its work

**Finance/Operations:**

- Developed a 2012 operating budget, including a budget projection for 2013
- Met with WCB management to discuss and obtain WCB business intelligence relating to the automobile dealer claims experience
- The Safety Association Board evaluated the Board's operations and Association Management

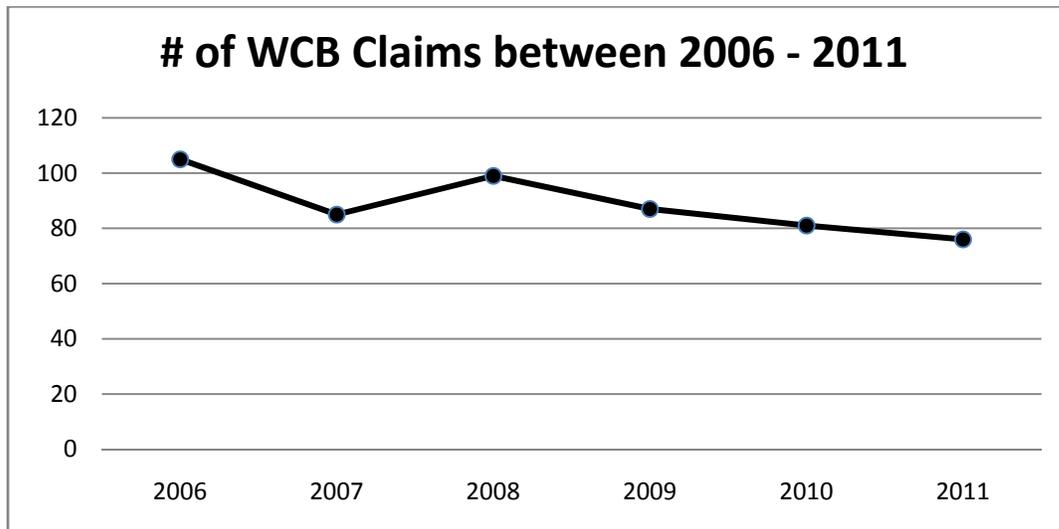
## Third Party Organizations

### Retail Gasoline Dealers Association – Automotive Trades Association (ATA) of Atlantic Canada

The ATA of Atlantic Canada is the fastest growing automotive industry association in Atlantic Canada. Our membership includes automotive service and repair businesses, auto body/collision repair companies, automotive recyclers, retail gasoline dealers and various partners.

Our mandate is to work for the betterment of our members in professionalizing and improving the economic landscape through communications, sharing best practices and working together.

2011 marked another year of positive trending in injury prevention for retail gas dealers as WCB claims remained under 100 for the fifth year in a row, as illustrated in the chart below. These results speak directly to the ongoing effectiveness of the Retail Gas Dealers Association Industry Funded Safety Training Program.



Other highlights from the safety initiatives include:

- Reported accidents over the past 10 years have reduced by almost 50%. The impact upon business is very positive vis-à-vis a reduction in lost productivity, down time and reduced WCB premiums.
- The image of the Industry, especially to new young workers, as a safe place to start a career has improved enormously.
- The success of the RGDA program has led to the Automobile Dealers Association, the largest sector within the Industry, to develop their own Industry funded program and efforts are underway to encourage the other non-funded sectors to do the same.

- Onsite, safety audits are under development to further communicate the importance of reducing accidents and associated costs and to further reduce the Industry accident experiences.

### **Nova Scotia Construction Safety Association**

Established in February 1994, the Nova Scotia Construction Safety Association (NSCSA) is a not-for-profit association funded by, and responsible to, the construction industry. The NSCSA's mandate is to affect a positive shift toward a culture of safety within the industry. That culture shift is brought about through the use of strategic health and safety interventions, like: the NSCSA *Certificate of Recognition Program*, NSCSA training, industry-outreach programming, and strategic social marketing.

From a governance perspective, the NSCSA's Board of Directors is comprised of representatives of our founding members. Our Board of directors is unique in its make-up and it includes:

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#### Representing Organized Labour and Employers:

Cape Breton Building Trades  
Mainland Building Trades  
Nova Scotia Power

#### Representing Industry Organizations:

Atlantic Concrete Association  
Construction Associations of Nova Scotia  
Nova Scotia Homebuilders Association  
Nova Scotia Road Builders Association

#### Representing Provincial Government:

Nova Scotia Transportation and Infrastructure Renewal

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### NSCSA STRATEGIC DIRECTION

As an industry-mandated and governed association, the NSCSA has its own multi-year strategic plan (2007-2012) including a mission, vision, and goals. Each year, the NSCSA drafts an operational plan and budget which is aligned to that strategic plan and approved by our Board of Directors. For your information, the goals of our current plan are denoted below:

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#### NSCSA Strategic Plan Goals (NSCSA Strategic Plan 2007-2012)

1. To provide user driven services and products.
  2. To foster shared values within our community of interest.
  3. To continually improve our operational quality and efficiency.
  4. To ensure adequate financial resources to achieve our Mission.
  5. To promote broader safety awareness to youth through the education and
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appropriate interventions which foster participation in and support of a positive safety culture.

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### NSCSA ACTIVITY AND WSIS GOALS

The NSCSA is a *third-party agency*, and a partner, in the Workplace Safety and Insurance System (WSIS). Often, there is some alignment with our initiatives, day-to-day activities, and the goals of the WSIS. The following paragraphs show this alignment. They indicate where NSCSA activities and initiatives contribute to the overall improvement of health and safety outcomes through the pursuit of the WSIS goals. They are intended to provide the reader with further information and a broader picture of WSIS activity.

Please note that this submission does not provide an all-encompassing year-end report for our 2011 activity. If you would like to know more about the NSCSA: our goals, accountabilities, or our 2012 activities please visit our [website](#) or [contact us](#).

### WSIS GOAL 1: IMPROVE OUTCOMES FOR WORKERS AND EMPLOYERS

In 2011, the NSCSA continued to develop our outreach programming. The NSCSA *Members' Outreach Program* (MOP) targets NSCSA resources to firms recording persistently negative OHS outcomes; NSCSA services in MOP include:

- safety program gap analysis,
- incident/accident investigation coaching,
- guest speaking, and
- training (at no-cost to the member).

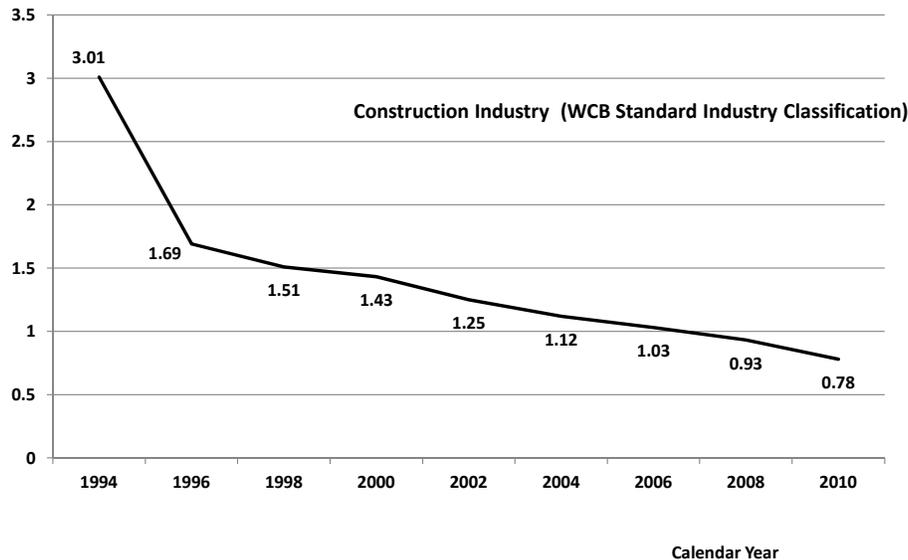
As we move into year three of the *Members' Outreach Program*, the number of lost time claims for participating companies has decreased significantly. This is very encouraging but even more importantly; we have observed obvious changes in attitudes and values among participants.

The NSCSA is a leader in youth training. Since 2002 the NSCSA has chosen to focus on youth training; endeavouring to build occupational health and safety skills and awareness among future generations of workers. To date, the association has provided over 12,000 WHMIS and Safety Orientation courses to high school students at zero cost to participating students.

Since our formation the NSCSA has evaluated and COR-certified nearly 2,800 firms and we have handled nearly 235,000 training registrations. At the NSCSA, we are dedicated to helping our industry achieve continual improvement with safety. Since our formation, the number of lost time claims experienced by our industry has dropped from a ratio of 3.01 claims for every million dollars of assessable payroll (1994) to 0.78 (2010). This represents a 74% reduction in lost-time claims per million dollars of assessable payroll.



## Lost Time Injury Claims per Million Dollars of WCB Assessable payroll



### WSIS GOAL 2: IMPROVE SERVICE DELIVERY

The NSCSA's first goal under our current strategic plan is to provide user-driven services and products. Accordingly, we see ourselves as fluid and responsive; we are dedicated to communicating and collaborating with workers and employers in a proactive way to assure we have an appropriate mix of safety services and products.

To that end, the NSCSA completed the first phase of an overhaul of our information technology systems in 2011. Our new *Calvin* operating system is up and running and we are excited about the potential service improvements that this change-over facilitates. *Calvin* will allow us to develop tools and products that take full advantage of the state of the art for information technology, including: improved online service capacity, exclusive-members section (modeled after "*My Account*"), and further expansion of online reporting tools related to "COR" and training processes.

In general, the feedback we collect from participants in our programs and training comes back positive and supportive. For 2011, more than 95% of NSCSA students were either satisfied or very satisfied with their training experience. Similarly, just over 93% of COR participants were satisfied or very satisfied with their certification experience. This year, we made a number of changes to administrative policies and procedures that were suggested by COR-certified members. These changes show the fluidity and responsiveness of the COR program (a positive feature that is directly related to relative administrative-ease). They also show an indication of the value our members have for COR-certification, their commitment to improve the process, and their desire to achieve a safer working environment within the industry.

### WSIS GOAL 3: ENSURE EFFECTIVE GOVERNANCE OF THE SYSTEM

As a board-governed and not-for-profit association, the NSCSA has a responsibility to service the safety needs of the Nova Scotia construction industry, including nearly 6,000 employers and almost \$1,000,000,000.00 in assessable payroll. The Association's Board of Directors is responsible for approval of annual operational plans and budgets.

We continue to provide our membership with audited financial statements and public Annual General Meetings. Our Board of Directors recently approved the 2012 Operational Plan and Budget (February 15 2012). Our 2012 Annual General Meeting is scheduled for Thursday, May 17, 2012 at the Best Western Dartmouth Plus in Burnside.

### WSIS GOAL 4: ENSURE FINANCIAL SUSTAINABILITY OF THE SYSTEM

The NSCSA is partially funded by a self-imposed industry levy. As such, our programming successes pose their own unique set of challenges and opportunities. Indeed, if we should ever achieve our mission of zero lost-time accidents then no funds would be available to us from this source; a true catch-22 situation. And for that reason, financial sustainability is never too far from top-of-mind at the NSCSA.

Upon our inception in 1994, the mandated levy contribution of construction firms to the NSCSA was 3.5%. With hard work and an eye to cost-recovery, the NSCSA Board of Directors has chosen to reduce that contribution to 2.6% all the while maintaining dedication to quality, accessible, and affordable services.

In 2011, the NSCSA completed a comprehensive electronic tool that facilitates detailed "what-if" financial scenario planning. So far, we have used this financial tool to help with the development of our 2011 and 2012 Budgets. Going forward, it will be used to assist staff and management with budgeting yearly operational initiatives and ad-hoc projects. The funding model will also be invaluable for our Board of Directors during our next strategic planning exercise.

### NSCSA AND OTHER WSIS ACTIVITIES

It cannot be reiterated enough that the pursuit of our own internal goals is always our priority. However, when appropriate and where there is potential value for the industry, the NSCSA is happy to participate in specific WSIS initiatives. In 2011, the NSCSA participated in these WSIS initiatives:

- Industry Safety Association Group: Hosted and attended first meeting of WSIS Safety Associations
- WCB /Safety Association Group: Host and attend ongoing meetings of all WSIS Industry Safety Associations and the WCB
- Minister's Working Group on the Quality of OHS Training – Attended and participated in regularly scheduled meetings on the Quality of OHS Training

## CONCLUSION

The Nova Scotia Construction Safety Association will be successful when the construction industry is the occupational health and safety benchmark for all industry in Atlantic Canada. That is the vision of success our Board of Directors has set before us. And we believe we will realize this vision. In the end, we all have our own roles and responsibilities to play within the WSIS. However there are many times when we can and should all work together to make Nova Scotia a safer place to work. We recognize value in sharing information, discussing common concerns, and seeking out opportunities for cooperative efforts. We share strategic goals and objectives with our WSIS partners and often our activities and initiatives also contribute to the fulfilment of these goals and objectives, in general.

### **AWARE-NS: The Nova Scotia Health and Community Services Safety Association**

*AWARE-NS, the Nova Scotia Health and Community Services Safety Association, is made up of community and health care professionals and was founded in the spring of 2009 to address health and safety issues. The mission of AWARE-NS is to work with stakeholders and partners to promote and improve safety and health in Health and Community Services workplaces (acute care, long term care, homecare/support and community services sectors). We recognize that nothing short of transformational change is required to reach our vision: safe and healthy people; safe and healthy workplaces.*

AWARE-NS believes that a healthy and safe workplace is a basic right; that all workplace injuries must be prevented; and that everyone must be a leader in workplace health and safety. AWARE-NS is a unique collaboration of government, health and community services workers, WCB, industry partners, and organized labour, working collaboratively at a system level to foster an integrated approach to safety.

The following strategic priorities of AWARE-NS align with the overall goals of WSIS as is demonstrated in our 2011 key accomplishments below.

### **AWARE-NS Strategic Priority #1: Collaboration, Partnership & Leadership**

*Engage leaders around a shared agenda for change*

*Establish partnerships for service and program delivery*

- AWARE-NS continues to be an active participant on the WSIS Aligned Organizations Working Group.
- Continued collaboration, partnerships with provincial and national partners including:
  - WorkSafe BC
  - WCB of Nova Scotia
  - St. John Ambulance
  - Public Services Health and Safety Association for Health and Community Services of Ontario (PSHSA)
  - Saskatchewan Association for Safe Workplaces in Health (SASWH)
  - Safe Communities Now
  - Safety Services Nova Scotia
  - Alzheimer's Disease and Other Dementia Care Committee (ADODCC)
  - Health Association of Nova Scotia (HANS)

- Nova Scotia Department of Health and Wellness (DHW)
- Nova Scotia Department of Labour and Advanced Education (DLAE)
- Homecare/Home Support Network
- Provincial District Health Authorities (DHA)- Council of CEO's, Human Resource People and Leadership Council (HRPLC)
- Canadian Training Institute
- DHA-OHS Group
- College of Registered Nurses
- Canadian National Institute for the Blind (CNIB)
- Provincial Safety Associations
- Health Canada.
- Collaboration with Health Association Nova Scotia (HANS) to:
  - influence OHS integration into the CCA curriculum and the ADODCC Program and as a member of the provincial Organizational Health Committee;
  - Alzheimer's Disease and Other Dementias Care Committee (ADODCC) to align occupational health and safety training for employees who work with the dementia client, especially CCA's.
- AWARE-NS Community of Safe Practice (COSP) Homecare and Home Support Project.
- DHA Safe Lift and Transfer (SLATS) Project.

**AWARE-NS Strategic Priority #2: Awareness, Promotion, Advocacy, Communication**

*Position AWARE-NS as the leading voice on Health and Community Services health and safety issues*

- AWARE-NS continues to advocate for provincial OH&S initiatives.
- Membership on the Occupational Health and Safety Advisory Training Quality Working Group and Prevention Subcommittee.
- Actively supports and participates in the Nova Scotia National Day of Mourning ceremonies.
- Increasing awareness and understanding of safety issues with health and community services sectors by presenting at provincial and national conferences:
  - Community Services *Tools for Life Conference and Exhibit*
  - Continuing Care Association Nova Scotia (CCANS) Annual Conference and Exhibit
  - Home Support Nova Scotia Association's Annual Conference
  - Safety Services Nova Scotia (SSNS) Annual Conference
  - the Nova Scotia Parkinson's support group meeting.
- Comprehensive communication campaign for homecare/home support – community awareness project during NAOSH week, May 1-7, 2011 with advertisement on radio and buses/bus shelters to draw attention to the health and safety issues faced by homecare workers. The bus and bus shelter communication campaign was repeated in October 2011.
- Sponsored a presentation at the SSNS conference by Dr. Brian Goldman, "Assessment for Community Based Care and Support."
- Submitted article to Accreditation Canada's QMentum Quarterly which is a new avenue for sharing expertise, innovation, and leading practices across Canada.

The publication provides a forum for health and social services organizations to learn about improving quality and patient safety. The article by AWARE-NS presents the links between patient safety, quality healthcare and employee safety as part of national strategy.

### **AWARE-NS Strategic Priority #3: Education and Training, Facilitating Effective Practices**

*Promote effective practices for health and safety throughout the sector*

*Ensure health and safety educational resources are available to all stakeholders*

- Knowledge Solutions program plan developed for blended learning model.
- Training Needs Analysis completed and validated through stakeholder feedback.
- Identified 3 main priorities for knowledge solutions:
  - MSI Prevention
  - OHS Compliance
  - Workplace Violence Prevention.
- Launched the AWARE-NS Online Campus [www.awarens.ca](http://www.awarens.ca) click on Online Campus to see our current catalogue of courses including 16 basic OHS compliance courses acquired through a partnership with other national and provincial safety organizations.
- OH&S best practices can be downloaded, free of charge, from the AWARE-NS website.
- Developed a safety manual and training program, created through stakeholder collaboration, which targets healthcare workers in community based settings.
- Online discussion board encourages communication and networking across the province.
- Diagnostic Imaging Alert - Partnered to increase awareness around specific hazards in healthcare delivery- radiation safety with portable x-ray technology.
- Dept. of Health and Wellness (DHW): Collaboration with DHW Continuing Care Branch (Seascope) to influence initiation of care risk assessment for employee safety, expanding on existing protocol as well as Challenging Behaviours Program.
- “Preventing Workplace Violence” – hosted our first live webinar to clarify legislation associated with workplace violence and to share experiences and learning, which included presentations from Jim LeBlanc, Executive Director, OHS Division, Nova Scotia DLAE and Patti Boucher, VP, Prevention Services with Ontario’s Public Services Health & Safety Association.
- AWARE-NS continues to review OH&S practices and conduct Hazard ID workshops with stakeholders.
- 2011-2012 Plan has been created for online training and targets 6 new courses for launch during 2012. Current courses include:
  1. Due Diligence for supervisors
  2. Effective Communication
  3. Fire Safety
  4. Health and Safety Principles for Supervisors and Managers
  5. Incident Investigation
  6. Joint OH&S Committee (NS Specific)
  7. Joint OH&S Committee

8. Confined Space Awareness
9. Incident Investigation
10. Personal Protective Equipment (PPE)
11. Policies and Procedures for Volunteers
12. The Respectful Workplace
13. Volunteer Safety Awareness
14. WHMIS Refresher
15. Workplace Harassment Sensitivity
16. WHMIS (Workplace Hazardous Materials Information)
17. Workplace Inspections
18. Workplace Violence Prevention
19. Community Worker Safety Course (release date March 2012)

**AWARE-NS Strategic Priority #4: Sustaining AWARE-NS, Progress in the System**

*Our contributions are viewed as credible and useful by the sector and the public  
Have a measureable, sustained and positive impact on health and safety in the Health  
and Community Services sectors*

- The AWARE-NS Board of Directors continues to work to secure a sustainable funding model for AWARE-NS as a standalone, industry specific safety association for health and community services. Current funding is provided by the Department of Health and Wellness until March 2013.
- The Aware-NS Board of Directors approved the operational focus for 2012-2013 on community based settings, particularly homecare and support and the provincial DHA led project (initially known as SLATS) for MSI prevention.

# WHERE TO FROM HERE – PATH FORWARD FOR 2012

As of year-end 2011, considerable progress was made towards achieving the goals and objectives of the System. The System's collaborative initiatives and partnerships are examples of this progress. The journey continues and we are on the right path.

In 2012, consultation will be a key area of focus. Three important initiatives involving strategic alignment between the partner agencies are planned for this year:

1. Collaboration between the WCB/LAE and stakeholders to refresh the Workplace Safety Strategy
2. A review of Internal Appeals by working with stakeholders and partners to review the WCB Internal Appeals process
3. Collaborating with stakeholders and partners to develop a strategy to further define WCB's service to small/medium workplaces

These three important initiatives plus the ongoing collaborative activity among agency partners and stakeholders will continue to define the success of the Workplace Safety and Insurance System.

APPENDIX A:  
WORKPLACE SAFETY AND INSURANCE  
SYSTEM – AGENCY & STAKEHOLDER  
CONTACT INFORMATION

## **OH&S Division - Department of Labour and Advanced Education**

5151 Terminal Rd.  
P.O. Box 697  
Halifax NS, B3J 2T8

(902) 424-5400  
Toll Free: 1 (800) 952-2687  
[www.gov.ns.ca/enla](http://www.gov.ns.ca/enla)

### **Workers' Advisers Program**

5670 Spring Garden Rd., Suite 502  
P.O. Box 1063  
Halifax NS, B3J 2X1

(902) 424-5050  
Toll Free: 1(800)774-4712  
[www.gov.ns.ca/enla/wap](http://www.gov.ns.ca/enla/wap)

### **Workers' Compensation Appeals Tribunal**

5670 Spring Garden Rd., Suite 1002  
Halifax NS, B3J 1H6

(902) 424-2250  
Toll Free: 1(800)274-8281  
[www.gov.ns.ca/wcat](http://www.gov.ns.ca/wcat)

### **Workers' Compensation Board of Nova Scotia**

#### **HALIFAX OFFICE**

5668 South St.  
P.O. Box 1150  
Halifax NS, B3J 2Y2

(902) 491-8999  
Toll Free: 1(800)870-3331  
[www.wcb.ns.ca](http://www.wcb.ns.ca)

### **Cape Breton Injured Workers' Association**

714 Alexandra Street  
Sydney, NS B1S 2H4

(902) 539-4650

### **Pictou County Injured Workers' Association**

142 Provost St.  
New Glasgow NS, B2H 2P7

(902) 695-7249

### **Stakeholder Counsellor System – Employer Counsellor**

Office of the Employer Adviser  
833 Sackville Drive, Suite 5  
Sackville, Nova Scotia B4E 1S1

(902) 406-7039  
Toll Free: 1 (877) 515-7039  
[mary.morris@oea-novascotia.org](mailto:mary.morris@oea-novascotia.org)  
[www.oeanovascotia.ca](http://www.oeanovascotia.ca)

### **Stakeholder Counsellor System – Worker Counsellor**

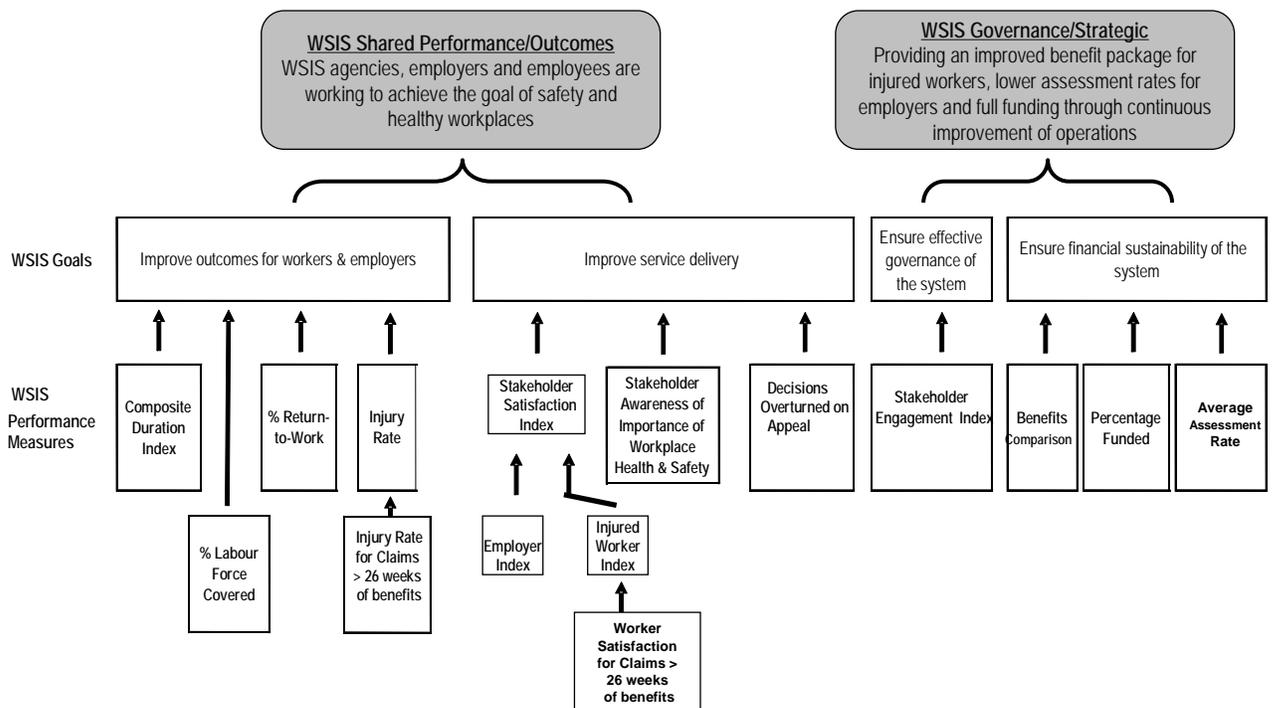
Office of the Worker Counsellor  
250- 3700 Kempt Road  
Halifax, Nova Scotia B3K 4X8

(902) 455-4457  
[jparkinson@owcp.ca](mailto:jparkinson@owcp.ca)

APPENDIX B:  
WORKPLACE SAFETY AND INSURANCE  
SYSTEM – PERFORMANCE MEASUREMENT  
RESULTS 2011

## WSIS Performance Measures

When agency partners and stakeholders first came together in 2005 to officially form the WSIS, there was a desire to create a basket of performance measures that could be used to measure the outcomes of the System. For the most part the measures were already in existence and collected by individual agencies. In the spirit of WSIS, agencies and stakeholders grouped the measures that correspond to the System's goals. The chart below depicts the groupings.



**NOTE:**

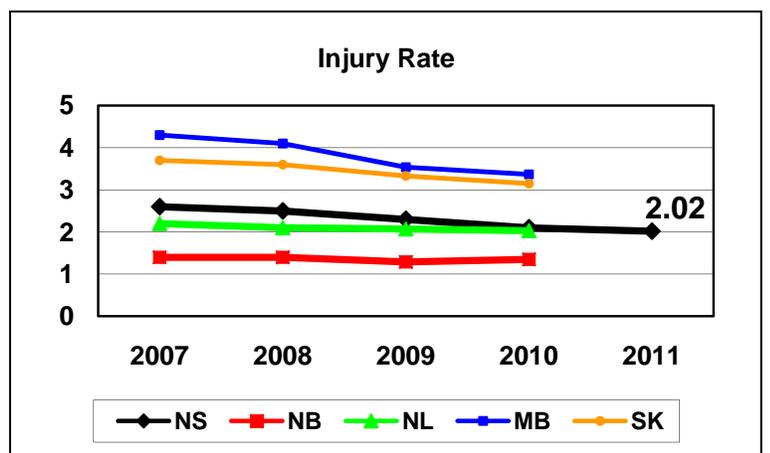
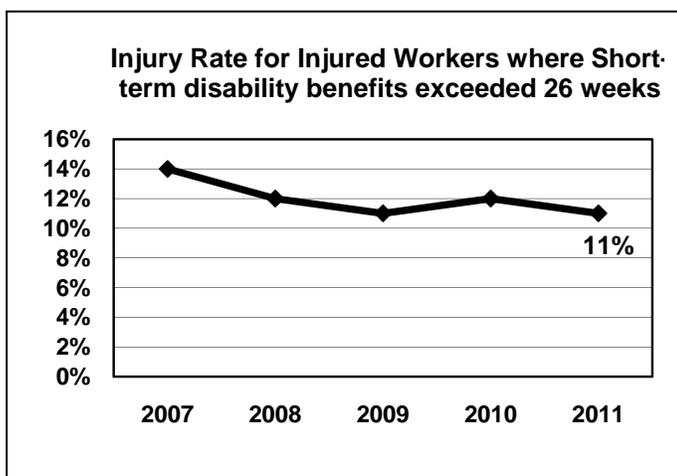
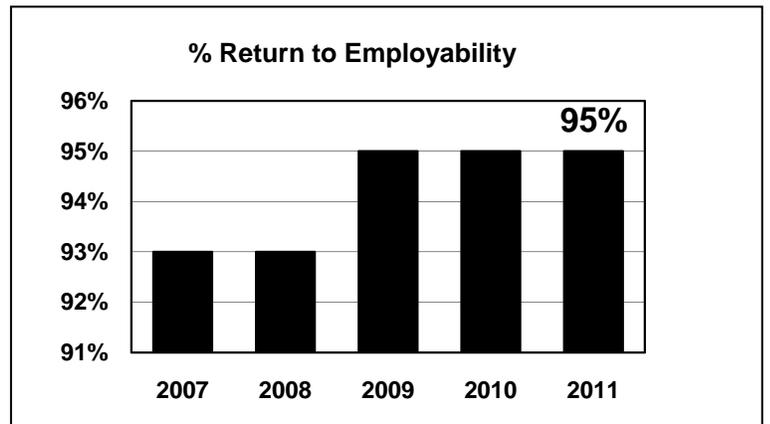
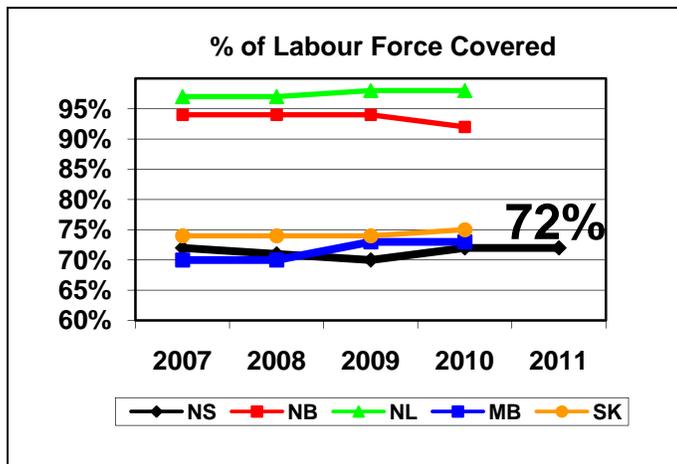
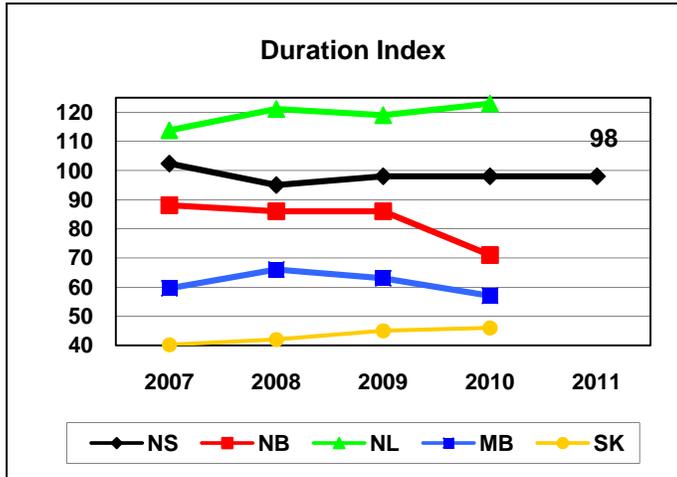
Performance measure data are obtained from the WSIS agencies. Where possible the Nova Scotia result is compared to other jurisdictions with similar safety and compensation systems. This comparative data is provided by the Association of Workers' Compensation Boards of Canada (AWCBC). However, 2009 data is the most current year available for those jurisdictions through the AWCBC.

## Goal #1 - Improve Outcomes for Workers and Employers

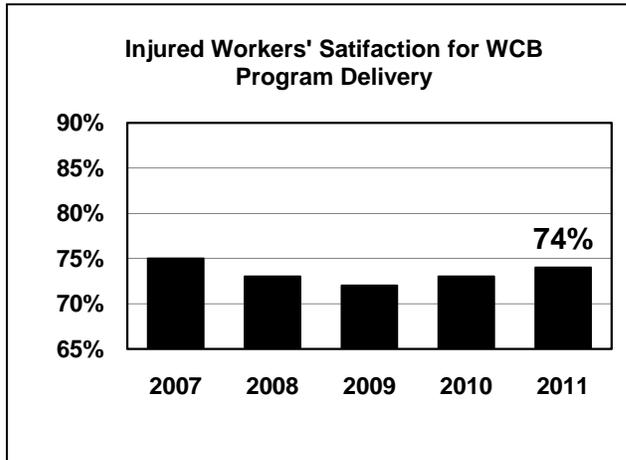
Improving outcomes for workers and employers is the System's first goal.

The performance measures under this goal reflect the System's commitment to coverage, safe and timely return to employability and injury prevention.

In 2011, duration rates and the % of injured workers returning to pre-injury employability held steady compared to other jurisdictions. The most notable result, however, is that the System has witnessed its lowest injury rate since 2005 – an accomplishment that speaks volumes to the collaborative efforts of many.



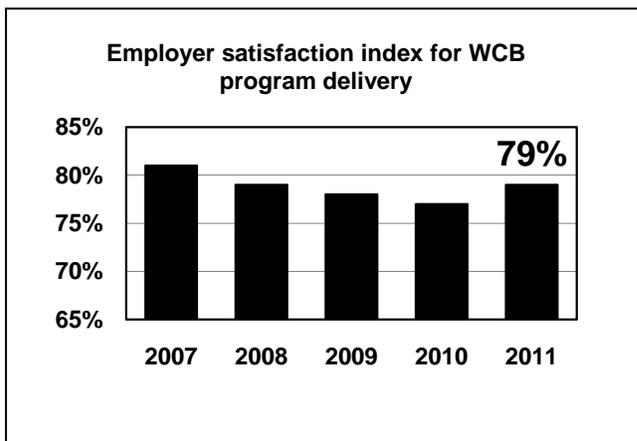
## Goal#2 - Improve Service Delivery



The Stakeholder Satisfaction Index is intended to provide an overall rating of satisfaction with the services provided by the agencies of the System.

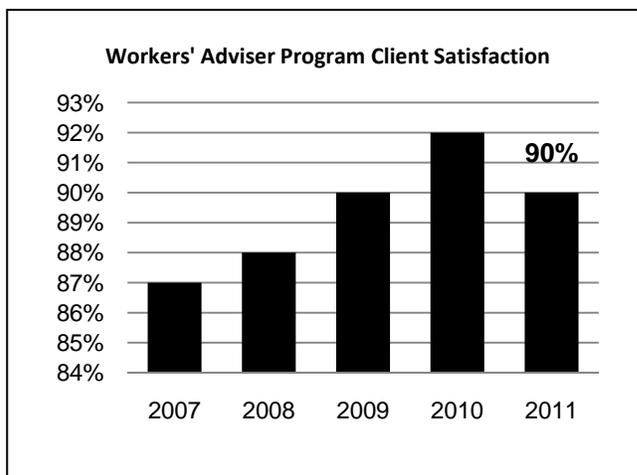
This multiple measure approach provides a more comprehensive reporting of overall stakeholder satisfaction within the WSIS.

Both injured worker and employer satisfaction with WCB services remains high, much higher than the target the WCB has set at 70%.



In 2011, injured worker satisfaction was at 74%, marking the third year in a row that satisfaction among injured workers has increased. Another noteworthy increase in satisfaction came from injured workers that received short term benefits. It increased from 66% in 2010, to 74% in 2011.

Employer satisfaction made significant gains in 2011; it is the highest it's been in three years at 79%.



Satisfaction with services provided by the partner agencies; specifically the Workers' Advisers Program and the Occupational Health and Safety Division are also very favorable.

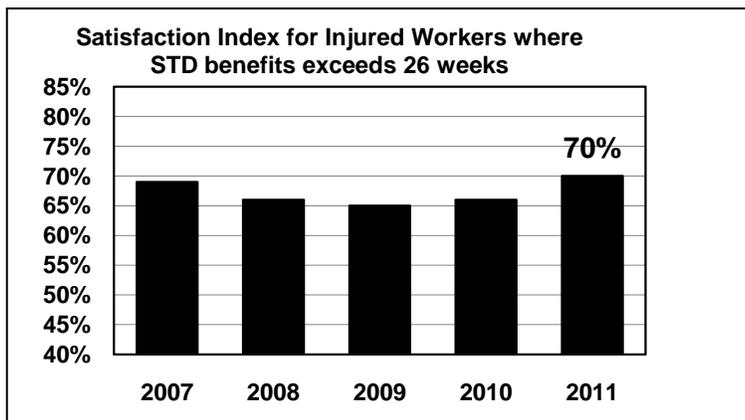
Of those surveyed, 90% of workers are satisfied with the services they received from WAP in 2011. In 2011, 75% of those surveyed characterized the OH&S website as useful, a 7% increase from 2010.

<b>Occupational Health and Safety Division Client Satisfaction</b>		
<b>Question</b>	<b>2011</b>	<b>2010</b>
How would you rate the site navigation?	60%	56%
How would you rate the site's visual appeal	71%	64%
How would you rate the ability to find what you want quickly?	60%	50%
How would you rate the site's search abilities?	59%	48%
How would you rate the site's overall usefulness?	75%	68%

Awareness of the importance of health and safety in workplaces is another indicator used to gauge service delivery. This measure reflects the important work in the area of injury prevention by agencies and stakeholder organizations.

In 2011, 91% of stakeholders indicated that health and safety is very important – the highest it's been in five years.

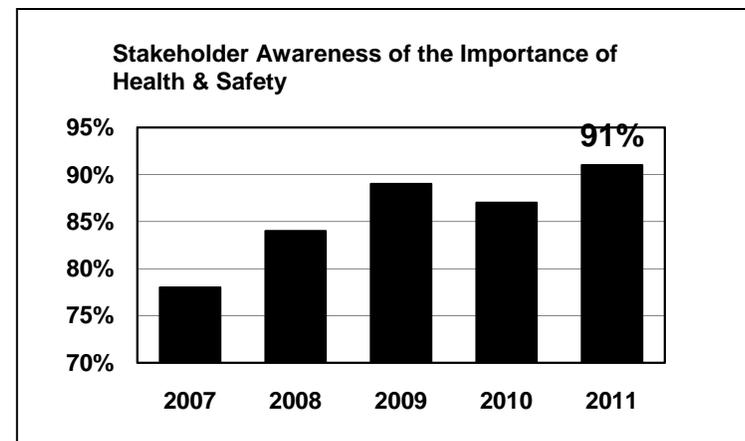
Activity in the appeal system is also another important indicator.



In 2011, appeals among the System agencies increased slightly.

The number of appeals at the WCB Internal Appeals increased by 4% in 2011 and the overturn rate decreased by 10% from 2010.

In 2011, appeals at WCAT increased by approximately 2%, while the overturn rate held steady at 42%.

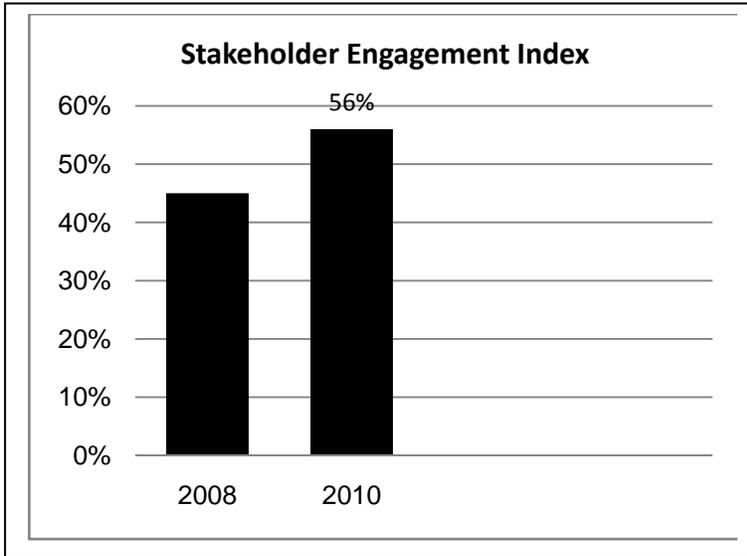


Appeals at the Nova Scotia Court of Appeal have remained relatively constant over the last four years. In 2011, 15 cases went before the Court.

<b>Year</b>	<b>WCB - Claims</b>		<b>WCB – IA</b>			<b>WCAT</b>			<b>NS Court of Appeal</b>
	Received	Time loss	Received	Decisions	Overturn	Received	Decisions	Overturn	
<b>2011</b>	27,786	6,616	1,926	1,784	390 (22%)	827	670	285 (42%)	15
<b>2010</b>	28,002	6,921	1,852	1,452	470 (32%)	809	653	275 (42%)	13
<b>2009</b>	28,089	7,206	1,864	1,712	624 (32%)	903	776	347 (45%)	15
<b>2008</b>	31,753	8,050	2,203	1,838	589 (32%)	802	798	311 (39%)	20

### Goal #3 - Ensure Effective Governance of the WSIS

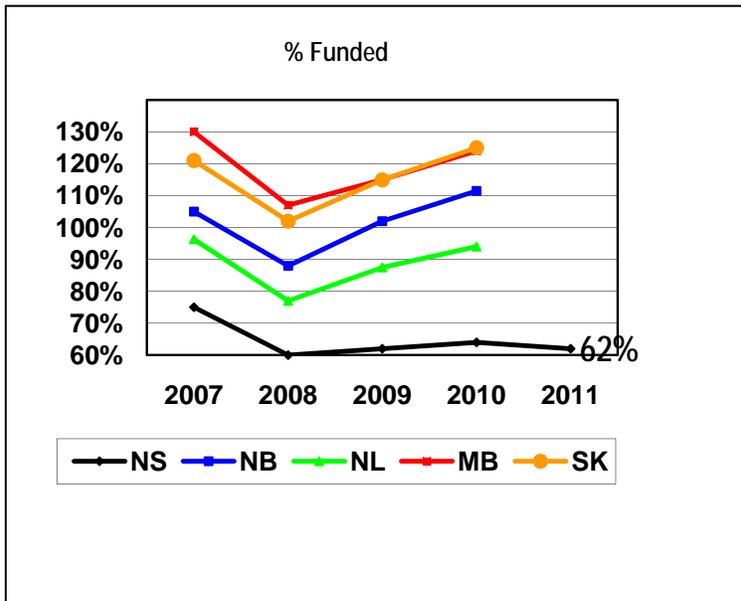
This measure provides an overall rating of the WSIS Stakeholders' (injured workers, labour and employers who have been involved in WSIS activity) satisfaction with the level of engagement within the WSIS. The index is comprised of the following factors: opportunity for stakeholder input, occurrence of consultation, accessibility of documents, whether regular meetings occur, whether performance measures are reported out, and satisfaction with governance.



The WSIS Stakeholder Engagement Index is collected biannually.

The next survey will be administered in the fall of 2012.

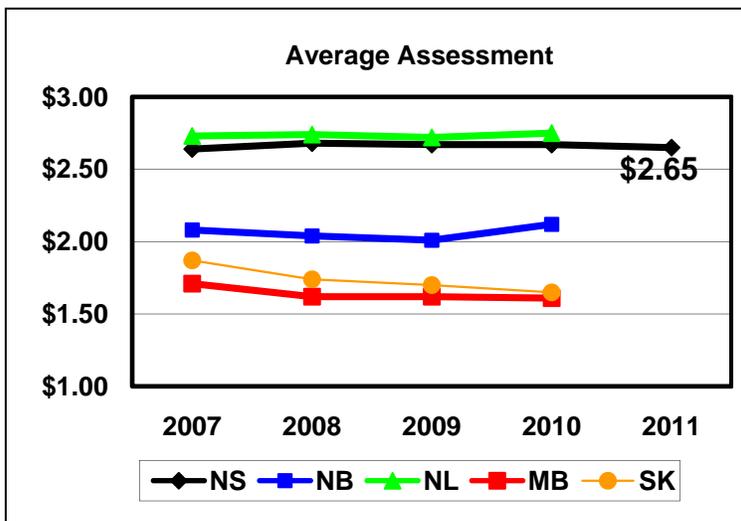
## Goal #4- Ensure Financial Sustainability of the System



Financial stability of the System is linked to a number of factors – the number of people who get hurt on the job, how long they are off the job and in receipt of benefits, and investment returns.

The System partners have much more direct influence on some of these factors than others.

In 2011, global markets impacted the investment return and contributed significantly to a comprehensive loss of \$65 million.



In 2011, assessment rates remained steady.

When contrasted to other jurisdictions, Nova Scotia remains to have comparable benefit levels (see table on page 36).

## Comparison of Compensation Benefits

<b>Index Area</b>	<b>NS</b>	<b>NB</b>	<b>NL</b>	<b>MB</b>	<b>SK</b>
<b>Component</b>	<b>Description</b>	<b>Description</b>	<b>Description</b>	<b>Description</b>	<b>Description</b>
Waiting period	2/5ths	3/5ths	No	No	No
CPP offset for earnings loss benefit	Yes, 50% is offset	Yes, 50% is offset	Yes, 75% of net CPP benefits is offset	Yes, 100% offset	Yes, after 12 months of loss of earnings capacity, 50%
Percentage of earnings covered: Long-term	85% of net	85% loss of earnings	80% of net	80% of net	90% of net
Fatal benefits other than pensions - immediate lump sum	\$15,000 at date of death	None	\$15,000 or 26 times the worker's avg weekly net earnings at time of injury, whichever is greater	\$64,200	None
Maximum Earnings Covered (2011)	\$52,000	\$56,700	\$51,595	\$96,000	\$55,000
Average PMI/PIB (2010)	8.8%	8.1%	15.6%	4.6%	9.4%
Annuity	Yes, 5% extended earnings replacement benefit	Yes, 5% extended earnings replacement benefit	Worker paid a pension replacement benefit at age 65 if loss of a pension benefit due to compensable injury can be proven.	Yes, 5% extended earnings replacement benefit	Yes, 5% extended earnings replacement benefit
CPI Index or AIW index	Yes, 1/2 of CPI	Yes, 100% of CPI	Yes, 100% of CPI	Yes, AIW	Yes, 100% of CPI
Supplementary Benefits	Yes	No	No	No	No