

WSIS

Workplace Safety
and Insurance System

Workplace Safety and Insurance System Year-End Report 2010

April 2011

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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 they deliver related, but separate services within the System. We are encouraged by the accomplishments of 2010, 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 2010 Year End report captures that progress. We hope you will find it both informative and a sign of continued progress.



Judith Ferguson
Deputy Minister, Nova Scotia
Labour and Advanced Education



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 2010. It highlights continued progress to improve workplace health and safety, stakeholder engagement and agency collaboration.

During 2010, System initiatives focused on providing effective governance, issue resolution, and health/safety awareness. Work continued on the WSIS Statement of Principles and Objectives, with specific input from a group of System aligned organizations; early resolution of appeals from the WSIS Liaison Officer; exploration of an appeals facilitation process at WCAT; joint targeting of high injury employers between the Department of Labour and Advanced Education, WCB and HRSDC; and continued exploration of collaborating on sharing return to work initiatives between System partners.

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 in the System.

Overall, year-end System performance results demonstrate outcomes that are moving in a positive direction. In particular, year over year improvement in injury frequency continues, returns 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 organizations of the WSIS.

The System year-end financials (a measure of its financial health) indicates an improvement over 2009. 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 2011, 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 that the System serves (workers and employers).

Workers and employers play an integral role in the System by providing valuable input to 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. For a detailed description of the System's structure and key stakeholders refer to the *2011 Workplace Safety and Insurance System Strategic Alignment Document* (available from any of the four partner agencies or on the System website, www.wsis.ns.ca).

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 2010 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 2010, the System undertook a number of activities in support of continued progress towards its goals and activities. As in past years, agency collaboration and building system capacity are the key focus areas of this past year's activity. Below is a list of those initiatives that best characterize this collaboration.

The Revised Workplace Safety and Insurance System Statement of Principles and Objectives – process for approval

Throughout 2010, System agencies and aligned organizations continued work on developing a finalized revised Statement of Principles and Objectives. The revised 2010 draft was circulated to stakeholders at the 2009 Annual General Meeting on May 11, 2010.

The System Coordinating Committee invited stakeholders to review the draft and provide feedback with the intent of having a final version ready before the end of 2010. However, stakeholders expressed an interest to take the time necessary to get the SP&O correct because it's the defining document for the System.

Aligned Organization Working Group

At the 2009 Annual General Meeting, the System Coordinating Committee requested that a group of stakeholders that represent aligned organizations, as defined in the draft revised 2010 Statement of Principles and Objectives (SP&O), form a working group and specifically discuss the section of the revised SP&O that pertains to them plus recommendations for overall System engagement by aligned organizations.

A representative of the Construction Safety Association of Nova Scotia agreed to chair the working group and contact members of the other safety associations in Nova Scotia as well as the injured workers groups, and the System Stakeholder Counsellor pilot programs.

The Aligned Organization Working Group will draft recommendations for Coordinating Committee's consideration to include in the revised SP&O in early 2011.

Issue Resolution Strategy: WSIS Liaison Officer

The WSIS Liaison Officer (WLO) is a pilot program originating from the System's Issues Resolution Strategy. The WLO tries to resolve appeals before a hearing at WCB's Internal Appeals Department. Other WSIS agencies and organizations assist greatly in the process, specifically the Workers' Adviser Program (WAP).

In 2010, the WLO reviewed and attempted early resolution in 312 appeals. The WLO achieved early resolution in 65% of the appeals reviewed. The result was an appeal being withdrawn, clarification of issues, withdrawal of issues, or avoiding a hearing officer preliminary decision.

The success of the WLO pilot program hinges on effective communication and collaboration between WSIS agencies, stakeholder organizations, injured workers and employers.

Issue Resolution Strategy: Facilitation Process at WCAT

In late 2010 the Workers' Compensation Appeals Tribunal (WCAT) initiated steps to explore an early resolution of appeals by creating a working group to examine and design a facilitation process.

The Facilitation Working held its first meeting in September. Members of the working group represent WCAT, WAP and the WCB. The initial steps were taken to begin to create a process which would allow appeal participants to come together and try and resolve issues on appeal prior to a formal WCAT hearing. An effective facilitation process fosters a method for resolving compensation issues in a less adversarial and litigious environment.

Return to Work (RTW) Feasibility Working Group

The RTW Working Group was charged by the Joint Committee with exploring opportunities for collaboration between the WCB and the Department of Labour and Advanced Education with respect to services for WCB clients unlikely to return to their original pre-injury employer.

Throughout 2010, the Working Group met several times and continues to look at the eligibility criteria of provincial labour market employability programs and the case management issues for WCB return to work clients who may need career counselling, retraining, on the job work experience opportunities, and other employability supports, to successfully re-attach to the workforce.

Throughout 2011, the Working Group will continue this exploratory work and look at potential models of collaboration from other provincial jurisdictions.

Joint Targeting Process

In 2010, the Targeting Sub-Committee of Joint Committee continued to work on a framework for collaborative targeting of workplaces with high injury rates. Staff from the WCB, Occupational Health and Safety Division of the Department of Labour and Advanced Education, and Human Resources Social Development Canada are working together to create a pilot program that will have these four agencies jointly target workplaces. The sub-committee have discussed methods to target workplaces in a manner that focuses on injury prevention through education as opposed to direct enforcement. The goal is to bring high injury workplaces in to compliance while at the same time ensuring that through proper education, the workplace is empowered to work towards fewer injuries.

It is anticipated that a pilot program involving four HRM workplaces will begin in early 2011.

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. For a comprehensive description of our performance measurement methodology refer to Appendix C.

Table 1 depicts the System Scorecard, and measures within each quadrant. For more information on 2010 performance results, refer to Appendix B.

Table 1: System Scorecard – 2010

Measure	2010	2009
OUTCOMES		
Composite Duration	98	98
% Labour Force Covered	72%	70%
% Return To Work	95	95
Injury Rate	2.13	2.26
Injury Rate, Claims > 26 Weeks	0.12	0.11
SERVICE DELIVERY		
*Stakeholder Engagement Index WCB	67%	64% (2008)
Injured Worker Satisfaction Index for WCB Program Delivery	73%	72%
Employer Satisfaction Index for WCB Program Delivery	77%	78%
Workers' Advisers Program Client Satisfaction	92%	90%
Occupational Health and Safety Division Client Satisfaction:		
Publication Mail-Out, Overall Satisfaction	4.4/5	4.6/5
Injured Worker Satisfaction, claims > 26 weeks	66%	65%
Stakeholder Awareness of Importance of Workplace Health & Safety	87%	89%
Decisions Overturned On Appeal (WCAT)	42%	45%
EFFECTIVE GOVERNANCE		
*WSIS Stakeholder Engagement Index	56%	45% (2008)
FINANCIAL SUSTAINABILITY		
Benefits Comparison	Refer to chart on pg. 37	
% Funded	64%	62%
Average Assessment Rate	\$2.68	\$2.67

* Survey administered bi-annually

REPORT OUT FROM WSIS ALIGNED AND OTHER THIRD PARTY ORGANIZATIONS

Aligned Organizations

Pictou County Injured Workers' Association

The mandate of Pictou County Injured Workers Association is to provide assistance, advocacy and support for injured workers and their families who experience the devastating effects of workplace injuries. The long-term goal of our association is to facilitate sufficient change to the workers' compensation system to allow our association to devote 100 per cent of our focus on our founding principle: *To be a support group for injured workers and their families.*

Our organization contributes to the overall goals of the Workplace Safety and Insurance System as follows:

1. Improve outcomes for workers and employers by promoting awareness and knowledge about a worker's rights and responsibilities and by promoting injury prevention, at the pre-injury, return to work, and post-injury stages.
2. Improve service delivery by promoting awareness and knowledge about the system to injured workers and others and by promoting accountability in decision-making and all party involvement in the claims management and decision-making process.
3. Ensuring effective governance of the system by maintaining consistent input and constant interactive communication with our members and associates regarding WSIS initiatives and maintaining active participation and involvement in all WSIS stakeholder functions and consultations.
4. Ensuring the financial stability of the system by maintaining full compliance with the terms and conditions of our Funding Agreement and by promoting the financial accountability of the system.

Our association's active participation in attending the Annual General Meeting/Fall Stakeholder session, serving on WSIS Working Groups and Committees, making submissions to the policy consultation process contribute to the WSIS goals of improving outcomes for workers and employers, improving service delivery and ensuring effective governance of the system.

Our consistent and interactive communications with our members through monthly meetings and individual discussions increases workers satisfaction and provides a meaningful opportunity for workers to have input on the policy development process and the corporate decisions of WSIS.

Our active participation in case conferencing during the return to work process, our interaction and discussions with WCB decision makers and our support of early resolution initiatives promotes accountability in decision-making and helps ensure the right decision is being made at the right time and reduces the unacceptably high number of unnecessary appeals.

Our commitment to fully complying with the terms and conditions of our funding agreement and our determination to ensure all funding agencies and funded organizations maintain full compliance helps to ensure the financial accountability and stability of the system.

The following statistics highlight the increasing activities of our office services and the needs of injured workers involved in WSIS:

Client Activities from January 1, 2010 to December 31, 2010

Incoming Telephone calls -	3400
Outgoing Telephone calls -	2400
In Office Appointments -	1100
Walk ins (no appointment)	1300

The increased complexity and more lengthy adjudication of claims have significantly increased our time commitment to claims management issues.

Our key priorities and initiatives for the upcoming year include maintaining our commitment to full participation and involvement in all WSIS stakeholder functions, consultations and committees. We will continue our advocacy and support services to individual clients and to the entire system.

Cape Breton Injured Workers' Association

The Cape Breton Injured Workers' Association (CBIWA) was founded in the 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 Worker's Advisors 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 2010 – March 2011

- **Incoming calls average about 18 per day. This averages 4500 in a year.**

- **Outgoing calls average 17 per day. This averages 4250 in a year.**
- **Office appointments are usually 16 per week. This averages 832 in a year.**
- **Walk-ins usually average about 45 per week. This averages 2340 in a year.**

We've had an increase in incoming calls on a daily basis; Hugh and Bobby are in the office fulltime and handle these as they come in. Our hours just increased to 9-3, and most of our Injured Workers know the office is open 9-5 to accommodate the walk-ins and appointments. We are still looking to make it easier and more feasible for our Injured Workers that are spread out over a large area.

Office of the Employer Adviser

As we prepare this report for the WSIS Annual report, the employers are in a state of uncertainty with regard to our program. The Office of the Employer Advisor, Nova Scotia was launched in 2008 to provide programs and services to employers – a resource that until that time employers had never experienced in this province. Despite the historical lack of an independent and comprehensive resource for employers and the redundancy in programs for other stakeholders, the OEA was only implemented as a trial program – a pilot. Our colleagues in OEA's across Canada advise us that no OEA has ever been implemented by a pilot and that their province's programs are entrenched in legislation.

Employers have embraced the OEA program since it opened. Business Associations remain our most significant link to employers and the support of these associations has been tremendous and unwavering. OEA has annually demonstrated increasing numbers in all aspects of our work.

Employers are aware that their premiums pay for the system and they are agreeable to pay for OEA. Yet the program faces uncertainty after June 30 2011.

So at the time we prepare this report, the evaluation of OEA is underway. Employers do not know if they will have any resource available to them beginning July 1, 2011. Agencies are asking us what the status of permanency is for us.

WSIS Goals

The Office of the Employer Advisor's Strategic work plan identifies five key objectives during the expanded pilot of the program which were developed in consideration of the overall WSIS goals.

WSIS Goal #1 Improve outcomes for Employees and Employers: The OEA works with employers and business associations to support change to the WSIS system and to assist each individual employer/association to contribute to business success in this province. This is our Advocacy role. We sit on system committees; we speak with and meet with employers on a monthly basis. We hear their concerns and we take that information to address system issues. The OEA Board and Staff participated in a number of system sponsored committees including:

- Physiotherapy Committee
- Dispute Resolution Subcommittee

- SLC: Stakeholders Liaison Committee
- Third Party Aligned Organization Committee

WSIS Goal #2: Improve Service Delivery: Through system partnership and collaboration, every day we are in contact with WSIS agencies to address concerns and problems. It is through ongoing communications that service delivery from the WSIS agencies can improve. In training programs and individual consultations we explain the system processes and help the employer navigate an often complex system so that they can meet their obligations.

WSIS Goal #3: Ensure effective governance of the system: Through communication, awareness, and advocacy, the OEA has improved Employer engagement and understanding of the WSIS system. For example, we hold consultations with Employers who are difficult to reach due to time or distance constraints and report back on that information so as to improve overall governance of the system.

WSIS Goal #4: Ensure financial stability: OEA's work with Employers has dramatically improved Employer understanding of the costs of the system. Employers understand the financial benefit to safe workplaces and early and safe return to work. With employer's improved understanding and support from our WSIS partners, we hope to reduce the number of injuries, the severity of injuries, and the length of time off for an injury, all of which will lead to increased financial predictability and stability.

Quantitative Data and Activities:

This report provides a brief summary of some of our activities in 2010.

The Office of the Employer Advisor, NS Society was registered with Nova Scotia Joint Stocks in January 2010. During the year, the contract funding OEA transitioned to a new relationship between the WCB and the Office of the Employer Advisor, Nova Scotia Society Board of Directors. The 8 business associations that had previously formed the "Employer's Council" remained and formed the new OEA Board of Directors.

Establishing OEA as a registered business resulted in a number of internal administrative changes to establish OEA as a fully operational business. Additionally, OEA continues to file reports as required by the funding contract to WSIS.

The OEA Board of Directors and staff participated in a formal strategic planning session in 2010 setting out our business plan for the next multi year period. The strategic plan recognizes the needs of the employer community and has built initiatives into the plan which address current program gaps and evolve the OEA further.

With growing demand for programs and services the OEA hired a new Employer Advisor in May 2010. At the point of our preparing this report we are at a growth milestone again and will be looking in 2011 to hire a further Employer Advisor, which is on track with our strategic plan of 2008 – 2010. We anticipated this level of engagement by employers and what staffing needs would be required by the end of the pilot moving into permanency of the program.

Twenty two thousand newly designed brochures were distributed in 2010 to the employer community via the WCB rate packages and through our relationships with industry associations and speaking engagements. Two newspaper advertisements were placed in the Chronicle Herald in the fall. Both marketing endeavours provided superb reach into the employer community and amazing results!

We continued to see an increase in the number of training, conference and presentation requests. We met every request we received reaching out to hundreds of employers and business association members. OEA develops all of its own programs in house utilizing the expertise of our staff and Board. Programs are customized to employers and their specific needs for “on site” training. The feedback and testimonials received have been very positive.

In 2011 we have been asked to guest lecture in the undergraduate program of Human Resources Management at SMU and at various Chambers of Commerce meetings throughout the province. The spring OEA Employer’s Conference is two weeks away as we write this.

Our conference in May 2010, with 116 employers in attendance, focused on employer participation in the appeal process using a mock hearing demonstration. The OEA extends a sincere thanks to the WCAT, WAP, WCB and McInnes Cooper for their generous support and assistance in developing and implementing our May 2010 conference program.

On site visits continue to be a very important part of our work with employers with approximately 40 site visits per month. We travel from one end of the province to the other, in all seasons. Our work days revolve around the employer’s needs and timing and employers are continuously appreciative of this availability.

Appeal Observation:

OEA observed at one appeal in 2010 at the specific request of the employer. This appeal was held in Halifax in March 2010.

Complex Files:

Complex files are files that, on average, are with the OEA for approximately 6 months or longer. The data demonstrates a steady increase in this category of employer file.

Complex files generally have multiple issues or problems and the employer advisors may be in contact with multiple resources and agencies in order to assist resolution of file issues.

Year	# Complex files	Comments
2011	100	January to March 10
2010	156	January to December
2009	150	January to December
2008	52	May to December

Initiatives for 2011

OEA has developed a comprehensive strategic plan looking forward to 2014. However given the uncertainty of our funding, we are not able to convert our strategic plan into specific initiatives.

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
- advocacy through input to the WCB and government on areas of concern and suggestions for improvement.

The Worker Counsellor continues to respond to individual requests for assistance on case management issues as well as educating and training workplace advocates.

Key initiatives in 2010 included:

- In June we held a one-week training school at The Annapolis Basin Conference Centre, training 14 new facilitators to deliver the workshops we have written and piloted with the assistance of the Lighting the Way Literacy Project and the NSFL Literacy Coordinator.
- In November we held a one-day symposium entitled *Stress in the Workplace* for 140 participants in Halifax.
- Plans are currently underway for a weekend conference with the NSFL Occupational Health and Safety/Workers' Compensation Committee at St. F.X in June featuring a one-day forum on *Safe and Timely Return to Work Programs*.
- In September three law students from Dalhousie were assigned to work for a semester under the supervision of the Worker Counsellor through the Pro Bono Student Dalhousie Program. The students worked with Literacy Coordinator Linda Wentzel on the WCB Appeals Workshop project and dedicated their work to family members who had been injured at work. The office was pleased to be recognized as a partner in the community with the Law School.
- In January, a new poster was designed to advertise the program. With the assistance of the WCB, 200 posters were mailed to approved health care providers in Shelburne, Digby and Yarmouth counties, with a request that they be displayed in patient waiting rooms.

Throughout 2010, Worker Counsellor Jessie Parkinson represented labour on the Direct Access to Physiotherapy Program Stakeholder Working Group and was a signatory to the Report and Recommendations which was presented to the WCB Board of Directors in February. Jessie is co-chair of the Stakeholder Liason Committee and regularly represents the views of workers in consultations on key WCB policy initiatives as well as presenting at Town Hall sessions on topics of relevance to the system.

Because Canada Pension Plan Disability benefits are treated as income for the purpose of calculating Earnings Replacement Benefits, they are advantageous to workers, employers, and the WCB and they ease the burden on the system. The Office of the Worker Counsellor provides the only free of charge assistance and representation in Nova Scotia to workers applying for CPP disability pensions.

Our 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
- Reduce litigiousness by assisting injured workers clearly understand their rights and responsibilities.

The program evaluation of the three year pilot is currently being completed with the assistance of a professor and student from the Dalhousie Masters in Public Administration program and is on track for March 31st.

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 board of directors who are responsible to all stakeholders in SICs 311, 312, 321, 1021. The FSANS's Board of Directors are the safety champions 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 services delivered are directly aligned to Workplace Safety & Insurance System goals 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, 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 (web site, training)

From its inception and carrying forward to 2011, the FSANS is working with stakeholders to identifying opportunities to improve safety in the workplace. Included in this activity has been the development of a five-year strategic plan for the Association, newsletters and communication to the industry, and negotiated discounted training opportunities through reputable delivery organizations.

The FSANS also held workshops 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.

Given the organization was incorporated in late 2009, the year ahead will garner positive results as the FSANS continues to enact its Operational Plan and 5-Year Strategy and to work in collaboration with stakeholders to create a safety culture to promote safety and to protect workers in the industry.

Nova Scotia Automobile Dealers Safety Association

The mandate of the Nova Scotia Automobile Dealers Safety Association (NSADSA) is to co-ordinate and co-operate with the Nova Scotia Automobile Dealers' Association in order to:

- develop safety standards for the industry,
- promote safe practices by the industry,
- provide the members of the Society with the information and skills required to comply with the Occupational Health and Safety Act of Nova Scotia;
- reduce accidents and provide a safe workplace in the new car retail industry and;
- further the development of the retail new car industry,
- offer the industry a vehicle for promotion of these objects.

NSADSA's mandate aligns to System goals by:

- providing education and training to new car automobile dealership employees in order to reduce accidents
- Hasten return to work
- Reduce claims costs for employers
- Provides a direct connection to new car dealerships across the province in order to promote workplace safety

Our Association became operational in early 2010, with the first event being the launch of our newly developed introductory Safety Curriculum in April 2010. Additional training sessions were scheduled to be held throughout the province in late 2010, and early 2011. A training discount with St. John Ambulance was also established.

Work proceeded, governed by the Business Plan developed in 2008 and 2009. A Board Policy Handbook was produced, a financial auditor appointed, and a safety trainer engaged.

Our Association's principal challenge in 2011 is one of member engagement. Services are being considered to assist in the achievement of this objective, including the establishment of a safety audit service for members. It is also our intention to expand the size and depth of our Board of Directors.

NSADSA Goals Completed/In Progress for 2010:

Governance:

- Incorporation process
- Bylaw approval process
- Documentation of member support
- Development of contract with Workers' Compensation Board of Nova Scotia
- Purchase of Directors and Officers Insurance (Marsh Canada)
- Development and approval of a Policy Handbook
- Reconvened and reconstituted the Board of Directors
- Reconstitute the Curriculum Committee and develop formal Terms of Reference (in progress)
- Determined the date and timing of Annual General Meeting
- Approval of Mission and Vision Statements

Member Services:

- Establishment of membership database and initial data gathering for members responsible for safety programming in dealerships
- Development of FAQs pertaining to Safety Association structure, levy, and relationship between NSADSA and WCB
- Customization of WCB's "Preventing Workplace Injuries" curriculum to form the initial curriculum for the Safety Association
- Initial curriculum launch – April 9, 2010 Halifax, Nova Scotia
- Established a more formal structure for member communication (identified key targets, etc.) (in progress)
- Determined (via RFP) appropriate resources for delivery of introductory curriculum
- Delivered curriculum to Dealers in Halifax, Digby, and Sydney
- Meet with Corrie Anderson (MacPhee) and Tommy Harper (Fishing Safety Association) regarding development and /or identification of template resources and instructors
- Continued with addition of resources to website as they became available

Communications:

- Development of logo/corporate brand

- Launched website – www.nsadsa.ca
- Addition of templates drawn from curriculum launch to website
- Development of general information presentation on the Safety Association and its importance to the industry
- Determined strategy to meet with all dealers to promote and educate RE: Safety Association
- Further fine-tuned membership database for purposes of electronic communication with members
- Utilized website as a cost-effective method of communication with members
- Reviewed training calendar functionality on website and ensured it will meet the Safety Association requirements; remove sample text currently on site (in progress)

Finance/Operations:

- Development of internal operational structure such as accounting codes and filing structure
- Reviewed budget and adjust as necessary based on year-to-date results (in progress)

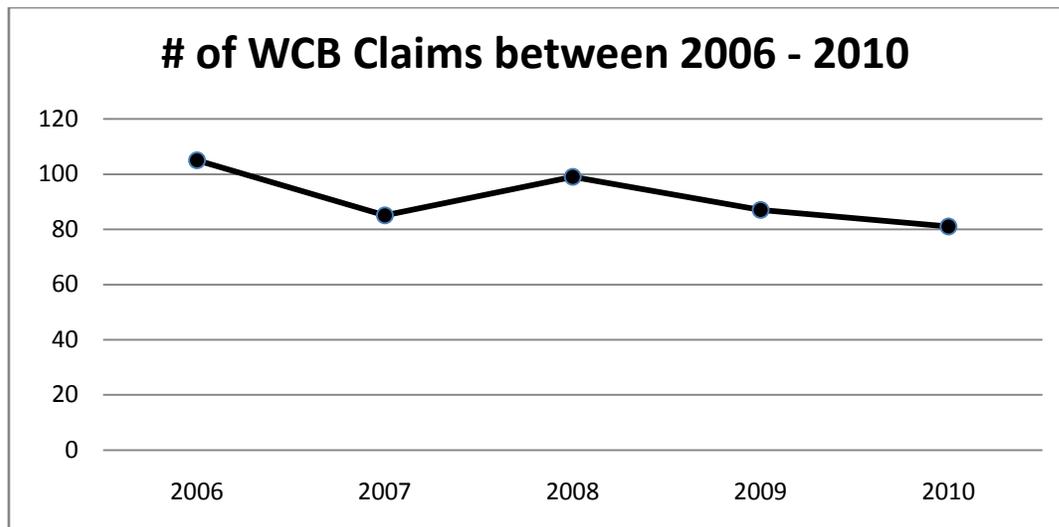
Other Third Party Organizations

Retail Gas Safety 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.

2010 marked another year of positive trending in injury prevention for retail gas dealers as WCB claims remained under 100 for the fourth 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.

- New, on site, 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

The NSCSA is a unique Third Party Partner in the Workplace Safety and Insurance System (WSIS). 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. We are governed by a Board of Directors that includes representatives of the building trades, the provincial government, and employer associations.

~NSCSA Activity and WSIS Goals~

The NSCSA is dedicated to achieving success. Success, in our case is defined by our industry, through our Board of Directors and our Strategic Plan. The NSCSA has its own roster of goals which require our fullest attention. For your information, our goals are sited below:

~NSCSA Goals~

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 appropriate interventions which foster participation in and support of a positive safety culture

~NSCSA Activity and WSIS Goals~

In 2010, we were recognized as an equal partner in the WSIS, and as a Third Party Organization; therein. As a WSIS Third Party Organization, a lot of our activity and operational initiatives are also linkable to WSIS goals. The following few paragraphs offer 2010 NSCSA activity categorized under the most appropriate WSIS goal.

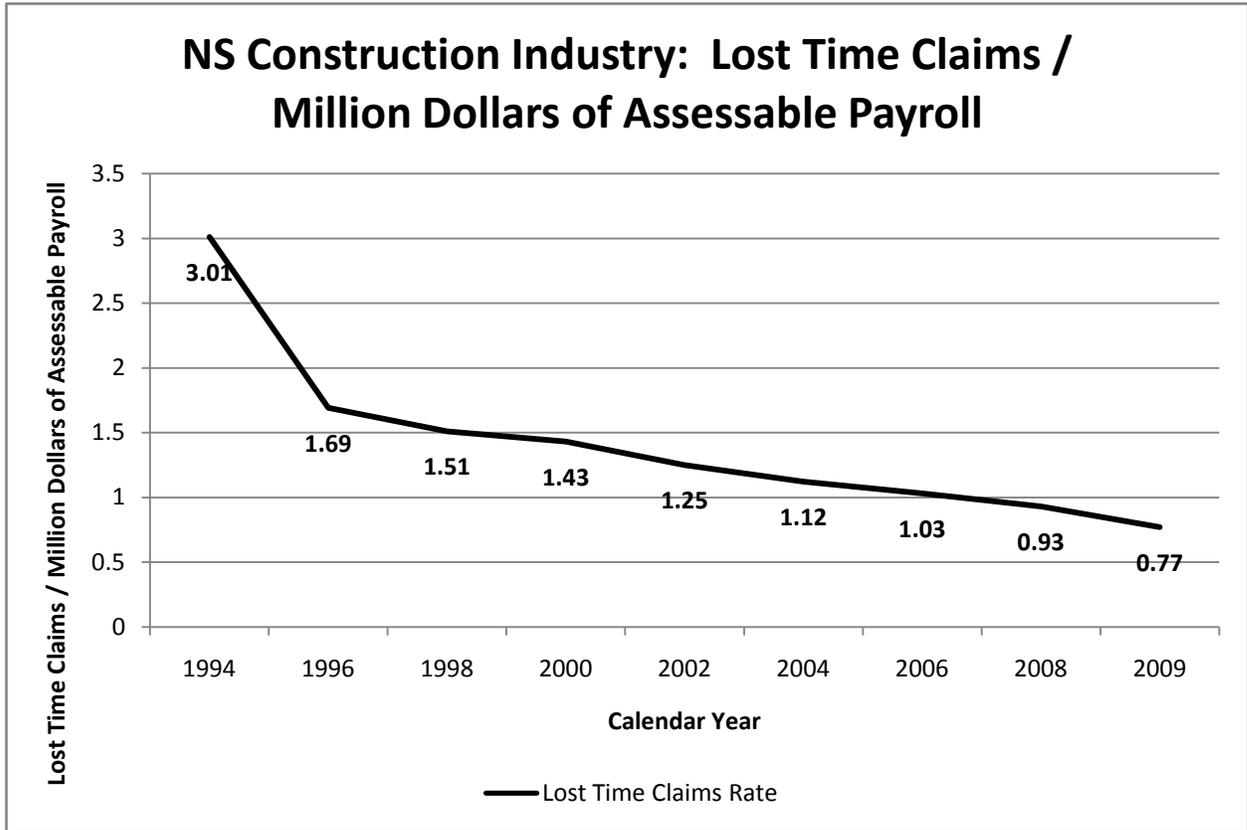
Please note that this report does not provide an all-encompassing yearly summary for our 2010 activity. This submission to the WSIS Year End Report presents summary highlights and attempts to show where NSCSA activity could also contribute toward WSIS Goals. If you would like to know more about the NSCSA and our activities please visit our [website](#) or [contact us](#).

~ WSIS Goal 1. Improve outcomes for workers and employers~

At the NSCSA we are committed to improving outcomes for the workers and employers that make up our industry. We are dedicated to achieving success related to these outcomes.

Over the past 17 years, following our formation, the number of lost time claims experienced by our industry has dropped from a ratio of 3.01 (1994) claims per million

dollars of assessable payroll in to 0.77 lost time claims per million dollars of assessable payroll (2009 – most recent year available).



~WSIS Goal 2. Improve service delivery~

The NSCSA is dedicated to providing user-driven services and products. We value consistency and outreach in our services. We view ourselves as true partners that are dedicated to working in collaboration with construction workers and the employers that make-up our industry membership.

In 2010, the NSCSA continued down the road to zero accidents with the completion of year one of our Member Outreach Program (MOP). The goal of this program is to introduce proactive amendments to the Certificate of Recognition - “COR” program. We expect that this outreach program will also result in a reduction in lost time claims by COR-certified employers; over a 36 month period (beginning in 2009).

Additionally the NSCSA continues to offer online “COR” submission alternatives; as well as online training opportunities, and free online Safety Orientation and WHMIS training for Nova Scotia High School Students.

~WSIS Goal 3. Ensure effective governance of the System~

The NSCSA values transparency, responsibility, and accountability. The Association’s Board of Directors are responsible for approval of our yearly operational plan and budget. We continue to provide our membership with audited financial statements and publicly held Annual General Meetings.

Our Board of Directors recently approved our 2011 Operational Plan and Budget. Our 2011 [Annual General Meeting](#) is scheduled for Thursday, May 19, 2011 at the Best Western Chocolate Lake in Halifax.

~WSIS Goal 4. Ensure financial sustainability of the System~

As an entity that is partially funded by a self-imposed industry levy, programming successes can pose their own unique challenges and opportunities. Indeed, if we achieve our mission of realizing zero accidents in the Construction Industry no funds would be available to us from this source. For that reason, financial sustainability is never too far from top-of-mind for the NSCSA. Indeed we have a very similar goal under our current Strategic Plan (*NSCSA 4 – To ensure adequate financial resources to achieve our Mission*).

In late 2009, the NSCSA began the development of a comprehensive electronic tool that will allow for detailed “what-if” financial scenarios. This tool was used during the development of our 2010 and 2011 Budgets. This financial tool will also be used to assist management with providing recommendations to the Board of Directors in relation to budgeting for NSCSA operational initiatives and other programming.

~NSCSA and other WSIS Activities~

It cannot be reiterated enough that the pursuit of our own internal goals are always our top priority. When appropriate and where there is potential value for our industry, the NSCSA is also happy to participate in specific WSIS initiatives. In 2010, the NSCSA participated in the following WSIS initiatives

1. WSIS Aligned Organization Working Group – NSCSA Chaired; Report and Recommendations related to finalizing Section 5 of the WSIS Statement of Principles and Objectives
2. Industry Safety Association Group – Hosted and attended first meeting of WSIS Industry Safety Associations
3. Minister’s Working Group on the Quality of OHS Training – Attended and participated in regularly scheduled meetings

The Nova Scotia Construction Safety Association will be successful when the Nova Scotia 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.

We believe we will realize this vision. We recognize the value in sharing information, discussing common concerns, and seeking out opportunities for cooperative efforts. We share strategic goals and objectives with some WSIS partners and our WSIS activities also contribute to the pursuit of our vision as these serve to foster improved and safer worker conditions for all Nova Scotians.

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

AWARE-NS, the Nova Scotia Health and Community Service Safety Association, is a new Association made up of community and health care professionals that was founded in the spring of 2009 to address health and safety issues. AWARE-NS has a mission to work with stakeholders and partners to promote and improve safety and health in Health and Community Services workplaces (acute care, long term care, home care/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 systems level to foster an **integrated** approach to safety.

Three of the four strategic priorities of AWARE-NS align with the overall goals of WSIS as is demonstrated in our 2010 key accomplishments below.

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

- AWARE-NS actively participates on the WSIS Aligned Organizations Working Group.
- Participated in the stakeholder review held by the Department of Education regarding the workplace health & safety program, Healthy Living 9 curriculum (HL9).
- Developed and delivered an OH&S Environmental Scan to identify areas of strengths and opportunities related to OH&S programs in the health and community services sector and provide comparisons of OH&S programs across the province.
- Actively promotes consistent, standardized approaches to OHS policies, procedures, practices processes and safety systems across our sector.
- For the first time ever, a provincial workshop for OH&S Professionals in this sector was held, which AWARE-NS hosted and facilitated. This workshop brought together OH&S resource people from Nova Scotia health and community services to identify common areas for opportunities within the sector and assist AWARE-NS in establishing priorities moving forward.
- Facilitated the establishment of, and ongoing support for, sector specific OH&S Net/Working Groups.
- Created an OH&S discussion board on the AWARE-NS website to connect OH&S professionals from across the province.
- Partners in Prevention Collaborative – includes representatives from the Dept. of Labour and Workforce Development, WCB, and AWARE-NS to identify ways these groups can collaborate more strategically and effectively to share information, collect and share data to motivate stakeholders towards improvement of OHS outcomes for the sector.
- Project Proposal for Provincial Material Safety Data Sheet (MSDS) Standardization.

- Pilot Project Targeting Priority Long Term Care Employers - 3 partners in collaboration: Dept. of Labour and Advanced Education, WCB, AWARE-NS, working together strategically to improve OHS culture and outcomes.
- Established a process for streamlined communication with the Department of Labour and Advanced Education and AWARE-NS regarding priority OH&S Issues in health and community services sectors.
- Researched and developed a strategy for aggressive and responsive behaviors in community services workplaces.

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

- Developed and delivered a provincial Communications Audit - This evidence-based diagnostic informed AWARE-NS regarding the stakeholder communication preferences.
- Developed the AWARE-NS Website, which is the main portal for information, linking individuals who are interested in OH&S issues, best practices, tools, training and processes (www.awarens.ca)
- Provincial Administrative Penalty Webcast - Workers throughout the province had the opportunity to ask questions of the panel in a live format – panel included representatives from Department of Labour and Advanced Education, Acute Care, Unions, Management. This format will serve as a template for discussions in the future.
- Attended and/or presented at 27 different OH&S events which included conferences, wellness fairs, in-services, and OH&S days to promote employee health, safety, and well-being provincially.
- Creation and ongoing support of the Violence in Homecare/Support Working Group and Sub-committee which includes representation from NS Healthcare sector, Department of Labour and Advanced Education, NSGEU and WCB.
- Developed a comprehensive risk assessment for front-line workers in community healthcare delivery.
- Designed and created an advertisement campaign for community healthcare worker safety which will be launched during NAOSH week (May 1-7, 2011).

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

- Safety Climate Assessments & Consulting Services developed and delivered to select LTC facilities.
- Delivered hazard identification education to select homecare agencies provincially.
- Initiated discussions with education providers to integrate OHS in basic curriculum for health and community services workers and professionals.
- Developed a knowledge solutions strategy for rollout to the sector.
- Developed training partnerships with provincial and national health & community services safety associations to share existing resources, tools, and training specific to our sector.
- Collaborating with major home support employers, WCB and other partners to develop and deliver a comprehensive injury prevention strategy for the homecare/support sector.

MEETING OUR OBLIGATIONS UNDER THE LAW

For any program governed by law compliance with the associated *Act*, regulation and policy is a key performance expectation. Each agency within the WSIS has completed a state of compliance examination for 2010. The result of the examination determined that all agencies are in compliance with legislative and policy requirements.

WHERE TO FROM HERE

This year saw progress on a number of fronts: continued collaboration by agencies toward better service and more integrated delivery to workers and employers; progress towards early issue resolution and reducing litigiousness within the System; and continued to work to revise a charter on System governance and accountability.

Throughout 2010, improving stakeholder engagement was a key element of System initiatives leading to a more collaborative approach and in turn better outcomes. The collaborative journey will be ongoing as stakeholders and agencies work towards achieving the WSIS goals.

As of year-end 2010, considerable progress was made towards achieving the goals and objectives of the System. The WSIS performance measures and the collaborative partnerships occurring within the System are examples of this progress. The journey continues and we are on the right path.

The WSIS 2011 Strategic Alignment Document is our roadmap for continuing on this journey. The System will continue to maintain focus on collaboration, stakeholder engagement, and further improvement of outcomes. A copy of the 2011 WSIS Strategic Alignment Document can be found on our website, www.wsis.ns.ca.

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

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

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

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

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 Advisor
PO Box 8115 Stn. A
Halifax NS B3K 5L8

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

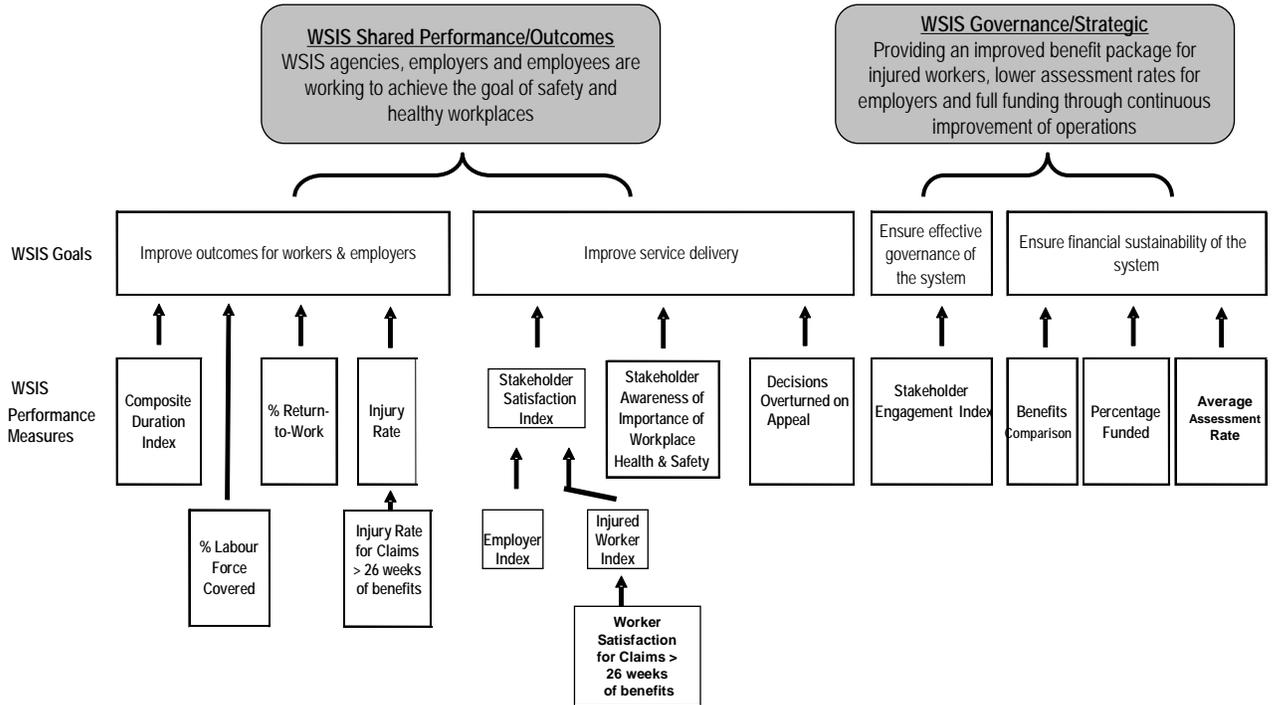
Stakeholder Counsellor System – Worker Counsellor

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

(902)455-4457
jparkinson@owcp.ca

**APPENDIX B:
WORKPLACE SAFETY AND INSURANCE
SYSTEM – PERFORMANCE MEASUREMENT
RESULTS 2010**

WSIS Performance Measures



Stakeholder Liaison Committee (SLC)

In 2010, the System Coordinating Committee (SCC) endorsed the creation of the Stakeholder Liaison Committee (SLC), replacing the former System Performance Advisory Committee. The role of the Committee is to provide input and make recommendations to the SCC on format and agenda items for the WSIS Annual General Meeting and the annual WSIS Fall Stakeholders Discussion meeting and other formal WSIS consultations as determined by Coordinating Committee, as well as monitoring System performance measurement.

In 2010, the SLC recommended that the Fall Consultation focus on injury prevention. The SCC accepted this recommendation and the session was held on November 21, 2010.

NOTE:

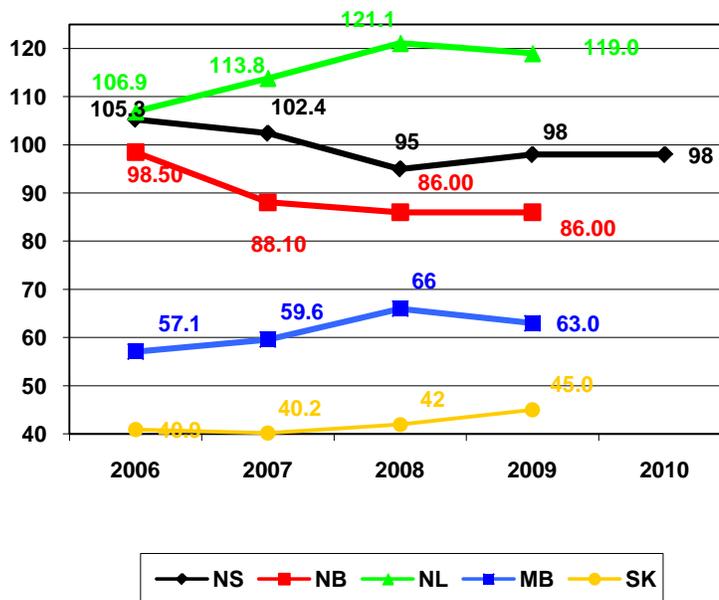
Performance measure data are obtained from the WSIS agencies. Where possible the Nova Scotia result is compared to other jurisdictions with similar safety and compensation systems. This comparative data is provided by the Association of Workers' Compensation Boards of Canada (AWCBC). However, 2009 data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

Goal: Improve Outcomes for Workers and Employers

Performance Measure: Duration Index

Provides a summary indication of the length of time to resolve claims, including the most serious claims that may extend over a long period of time. This measure indicates the effectiveness of return to work efforts and disability management.

Historical Performance:

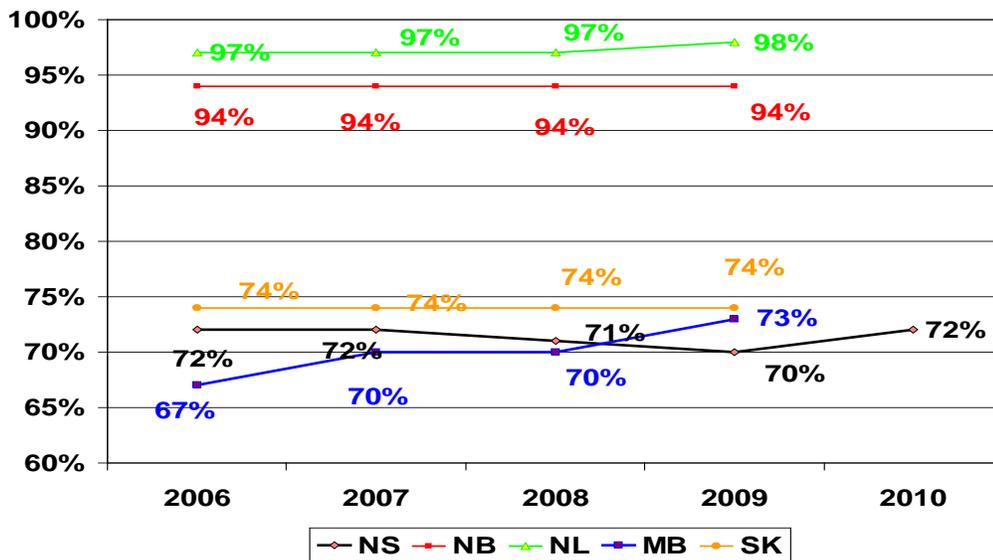


Goal: Improve Outcomes for Workers and Employers

Performance Measure: Percentage of Labour Force Covered

Measures the proportion of the employed labour force that is eligible for compensation under the NS workers' compensation system.

Historical Performance:

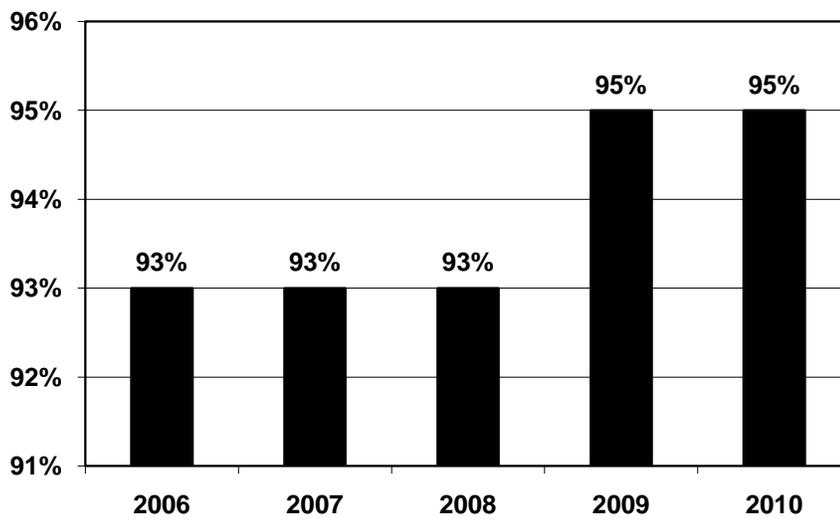


Goal: Improve Outcomes for Workers and Employers

Performance Measure: Percentage Return to Work at 100% Pre-injury Earnings

Measures the percentage of injured workers returning to work at 100% of pre-injury earnings.

Historical Performance:

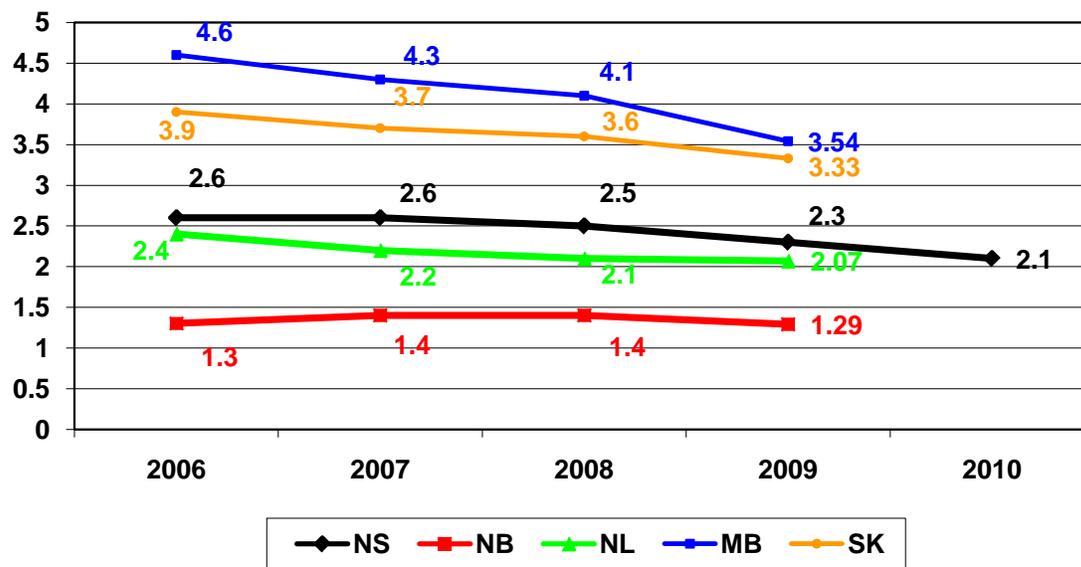


Goal: Improve Outcomes for Workers and Employers

Performance Measure: Injury Rate

Measures the occurrence of workplace injury for workers in each jurisdiction in terms of the proportion of workers who suffer a lost-time work injury.

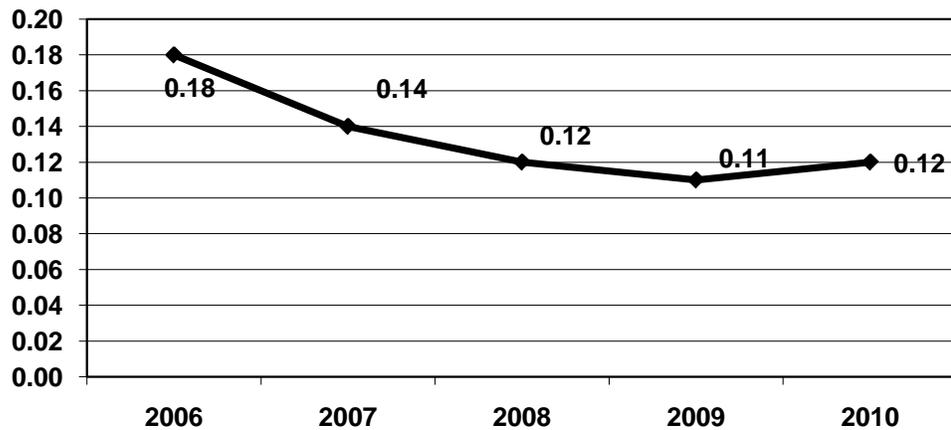
Historical Performance:



Performance Measure: Injury Rate for Injured Workers Where Short-Term Disability Benefits Exceed 26 Weeks

Measures the occurrence of workplace injury for workers in terms of the proportion of workers who suffer a lost-time work injury and received short-term disability benefits exceeding 26 weeks.

Historical Performance:



Goal: Improve Service Delivery

Performance Measure: Stakeholder Satisfaction Index – Program Delivery

The Stakeholder Satisfaction Index is intended to provide an overall rating of satisfaction of stakeholders with the services they receive within the WSIS. Also incorporated in the satisfaction basket of measures are results from each agency as well. This multiple measure approach provides a more comprehensive reporting of overall stakeholder satisfaction within the WSIS.

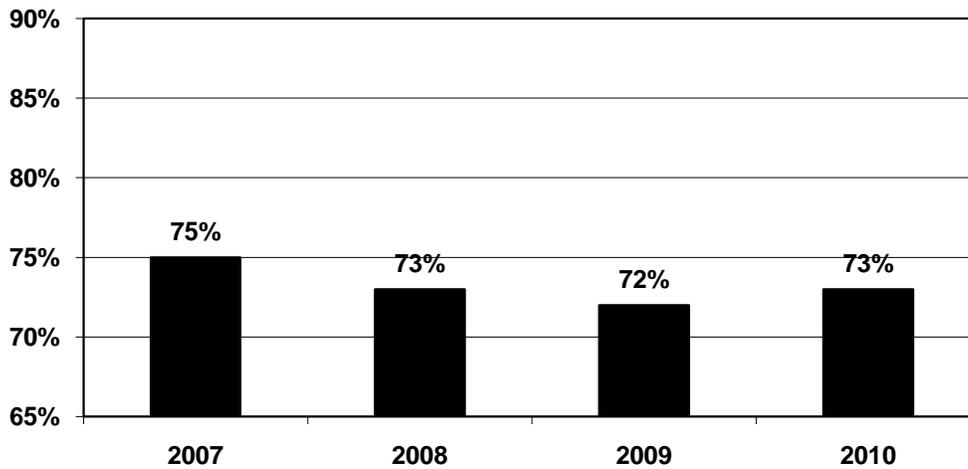
The following measures are reported for 2010:

- Injured Worker Satisfaction Index for Workers' Compensation Board Program Delivery,
- Employer Satisfaction Index for Workers' Compensation Board Program Delivery,
- Workers' Advisers Program Client Satisfaction, and
- Occupational Health and Safety Division Client Satisfaction.

Injured Worker Satisfaction Index for Workers' Compensation Board Program Delivery

As of 2007, the Workers' Compensation Board began reporting a new injured worker satisfaction index measure (based on a roll-up of a number of drivers) to determine whether and to what level injured workers' priorities are being satisfied. This measure is intended to satisfy sound statistical properties, garner broad acceptability, and be reflective of the determinants of overall satisfaction. The new measure weights the drivers of satisfaction, which are validated on a regular basis. This change in methodology does not allow us to compare or restate historical performance prior to 2007.

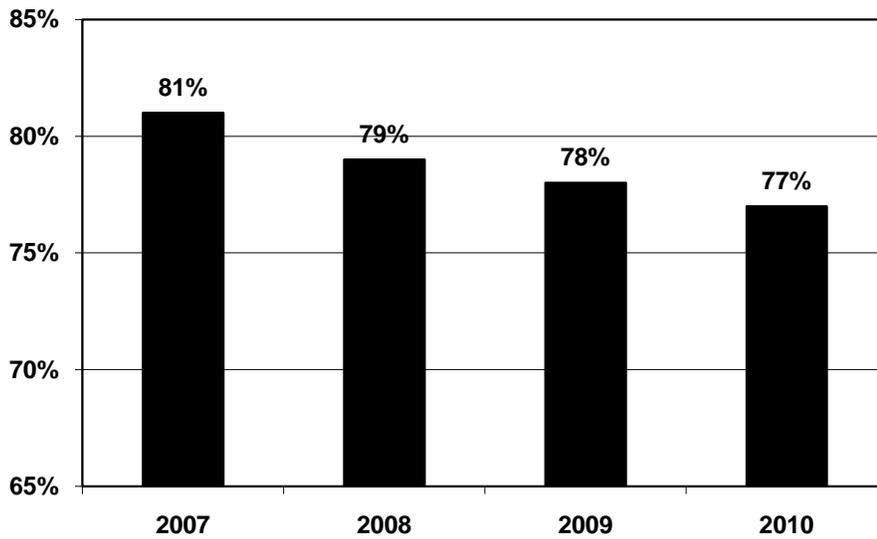
Historical performance:



WCB Target – 70%

Employer Satisfaction Index for Workers' Compensation Board Program Delivery

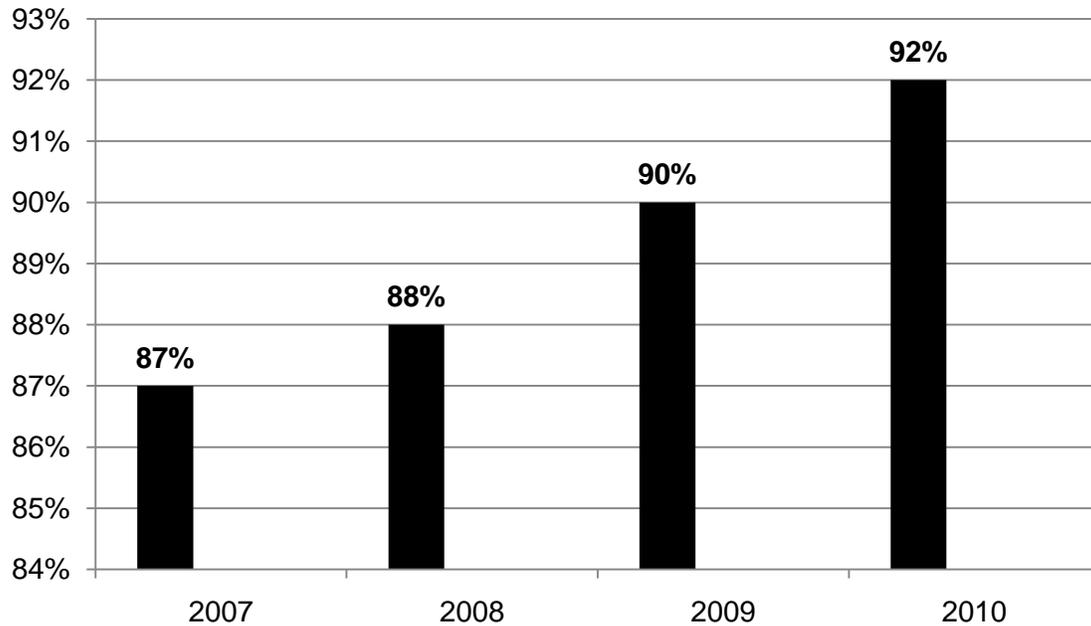
As of 2007, the Workers' Compensation Board began reporting a new employer satisfaction index measure (based on a roll-up of a number of drivers) to determine whether and how employers' priorities are being satisfied. This measure is intended to satisfy sound statistical properties, garner broad acceptability, and be reflective of the determinants of overall satisfaction. The new measure weights the drivers of satisfaction, which are validated on a regular basis. This change in methodology does not allow us to compare or restate historical performance prior to 2007.



WCB Target – 70%

Workers' Advisers Program Client Satisfaction

The Workers' Advisers Program mails satisfaction surveys to clients with their closed file. For 2010, 82.4% of Workers' Advisers Program clients "strongly agreed" or "agreed" that the service provided satisfied their requirements.



Occupational Health and Safety Division Client Satisfaction

The Occupational Health and Safety Division polls its clients regarding satisfaction with publications, mail-outs and with the Division's web site.

Publications Mail-Out Service Client Satisfaction:

Question	2010	2009	2008	2007	2006/ 2007	2005/ 2006
Material received within an acceptable time (% Yes)	98	98	98	100	100	96
Correct material received (% Yes)	100	98	98	100	100	68
Friendliness (1-5 scale)	4.6	4.5	4.5	4.7	5.0	4.6
Laws well written (1-5 scale)	3.8	3.5	3.5	4.4	4.0	3.9
Laws interesting (1-5 scale)	3.5	3.1	3.0	3.0	3.4	3.6
Other materials well written (1-5 scale)	3.8	3.9	3.9	4.4	4.6	3.6
Other materials interesting (1-5 scale)	3.6	3.3	3.4	4.2	4.4	3.4
Overall satisfaction (1-5 scale)	4.4	4.6	4.5	4.7	5.0	4.5
% respondents self-identified as "Management"	15%	69%	70%	-	60%	32%
% respondents self-identified as "JOHSC members"	47%	41%	51%	-	60%	61%

- Result not available.

1 = Worst 5 = Best

Internet Satisfaction:

Question	2010	2009	2008	2007	2006/ 2007
How would you rate the site navigation?	2.8	N/A	N/A	73%	71%
How would you rate the site's visual appeal	3.2	N/A	N/A	75%	71%
How would you rate the ability to find what you want quickly?	2.5	N/A	N/A	66%	64%
How would you rate the site's search abilities?	2.4	N/A	N/A	50%	67%
How would you rate the site's overall usefulness?	3.4	N/A	N/A	75%	77%

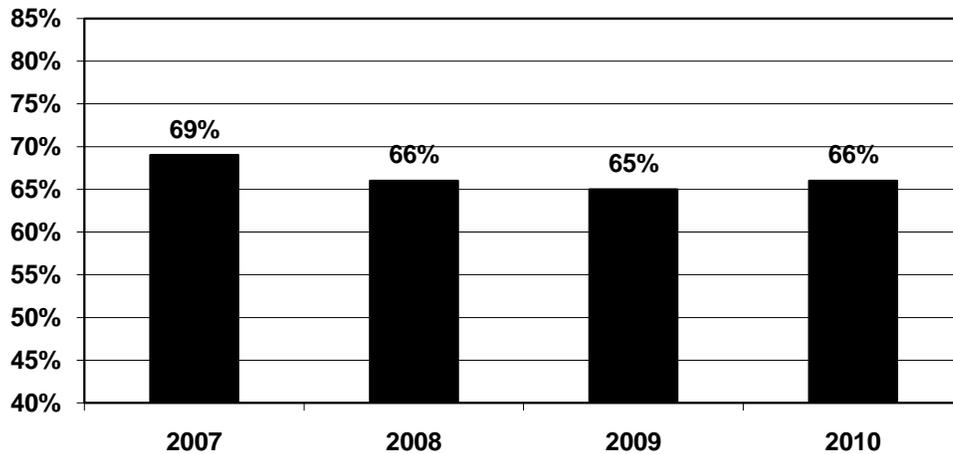
* Note: 2010 results are an average of a 1 – 5 scale. 1 = Poor, 5 = Excellent.

Goal: Improve Service Delivery

Performance Measure: Satisfaction Index for Injured Workers Where Short-Term Disability Benefits Exceed 26 Weeks

Provides an overall rating of satisfaction of injured workers, where short-term disability benefits exceed 26 weeks, with the services and outcomes they received from the Workplace Safety and Insurance System. The intent of the survey is to determine if the satisfaction rating of these workers differs from the overall injured worker population.

Historical Performance:

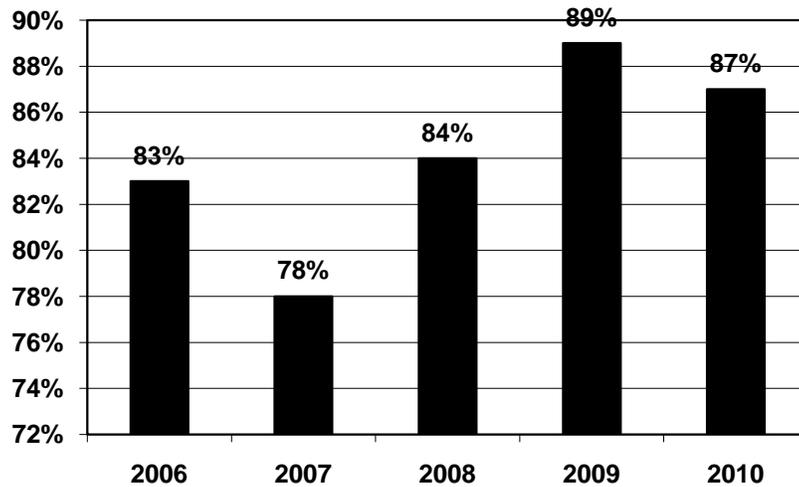


Goal: Improve Service Delivery

Performance Measure: Stakeholder Awareness of Importance of Workplace Health & Safety

This measure gauges whether Nova Scotians are recognizing health and safety as an important workplace issue.

Historical Performance:

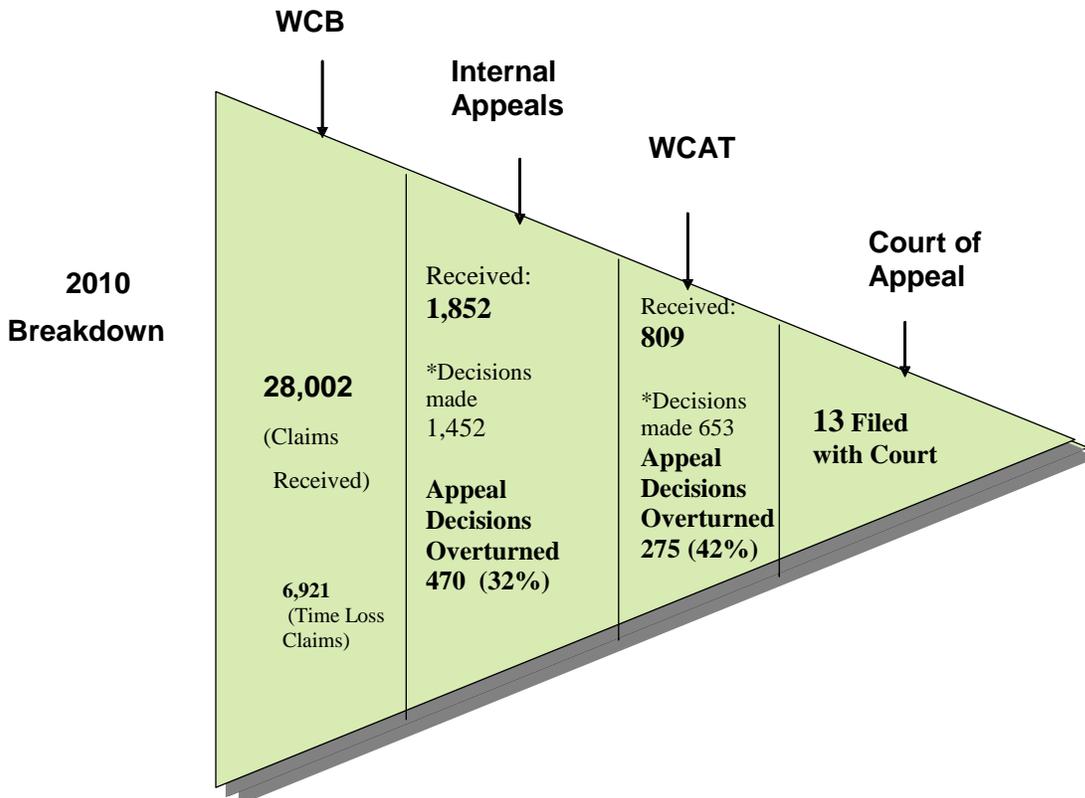


Goal: Improve Service Delivery

Performance Measure: Decisions Overturned on Appeal

This is a measure of activity amongst the agencies that are directly involved in the compensation appeal system.

Historical Performance:

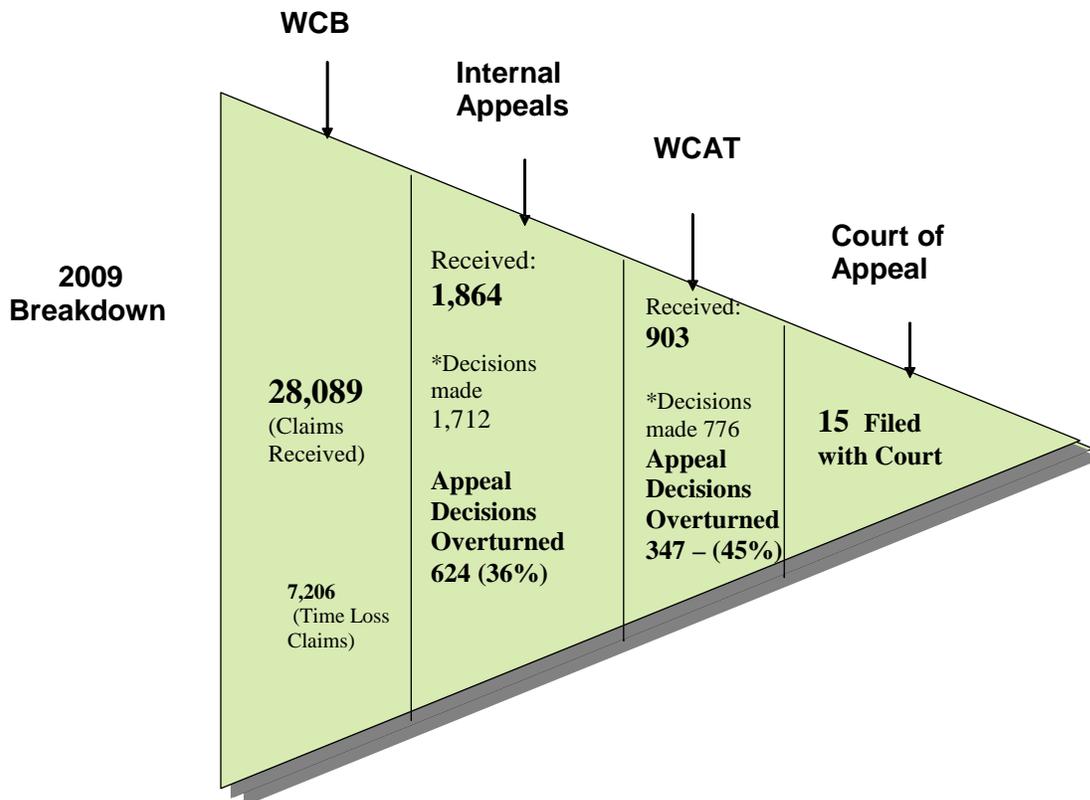


* The difference between the appeals received at each level and the decisions made are those appeals that are still in progress and have yet to be decided.

Goal: Improve Service Delivery

Performance Measure: Decisions Overturned on Appeal

Historical Performance:



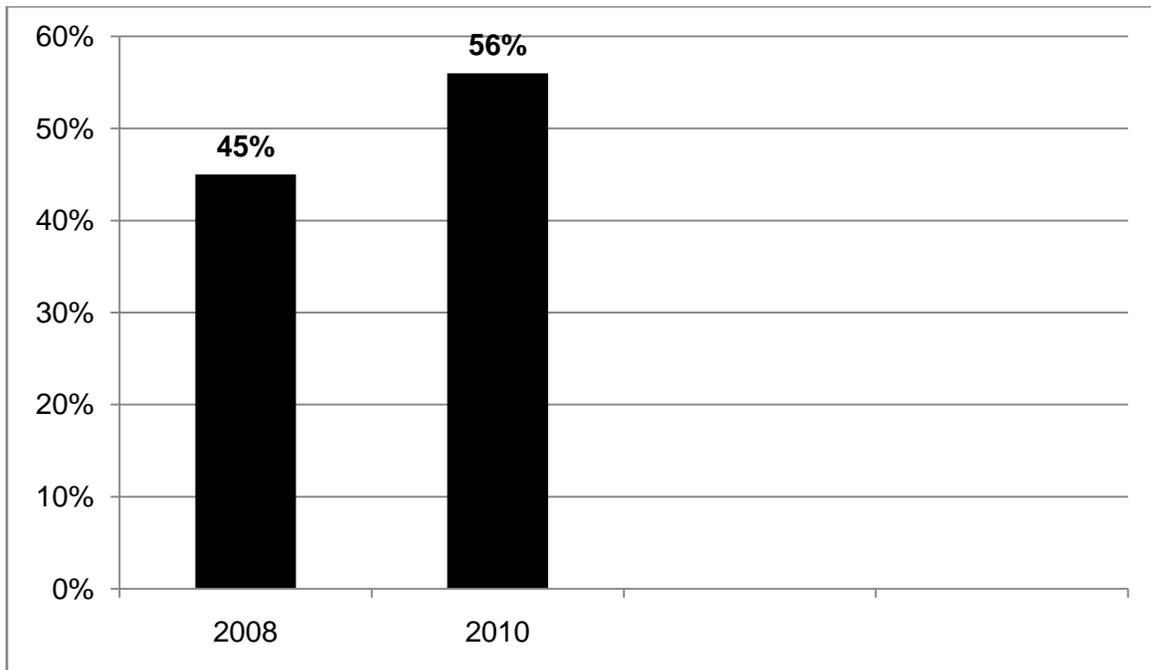
* The difference between the appeals received at each level and the decisions made are those appeals that are still in progress and have yet to be decided.

Goal: Ensure Effective Governance of the WSIS

Performance Measure: Stakeholder Engagement Index

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.



Goal: Ensure Financial Sustainability of the System

Performance Measure: Benefit Comparison

Table C provides a summary comparison of the “package” of benefits provided within comparative workers’ compensation systems in Canada. The Benefit Comparison incorporates the following components:

1. Percentage of Earnings Covered – Long term
2. Fatality Benefits Other than Pensions – Immediate Lump Sum
3. Maximum Earnings Covered (20090 maximum)
4. Annuity – Retirement Benefit
5. Consumer Price Index or Average Industrial Wage Index – Inflation Protection
6. Waiting Period for Benefits
7. Canada Pension Plan Offset Reduction for Earnings Loss Benefits
8. Supplementary Benefits for Low Income Workers

Comparison of Compensation Benefits

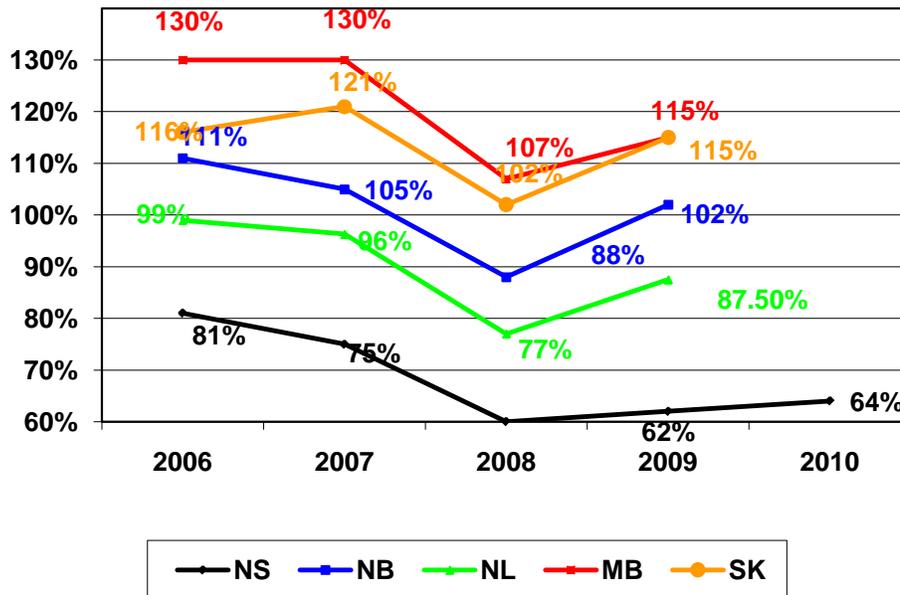
Index Area	NS	NB	NL	MB	SK
Component	Description	Description	Description	Description	Description
Waiting period	2/5ths	3/5ths	No	No	No
CPP offset for earnings loss benefit	Yes, 50% is offset	Yes, 50% is offset	Yes, 75% of net CPP benefits is offset	Yes, 100% offset	Yes, after 12 months of loss of earnings 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 (2010)	\$50,800	\$56,300	\$51,235	\$89,000	\$55,000
Average PMI/PIB (2009)	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

Goal: Ensure Financial Sustainability of the System

Performance measure: Percentage Funded

Measures the overall financial health of the WSIS.

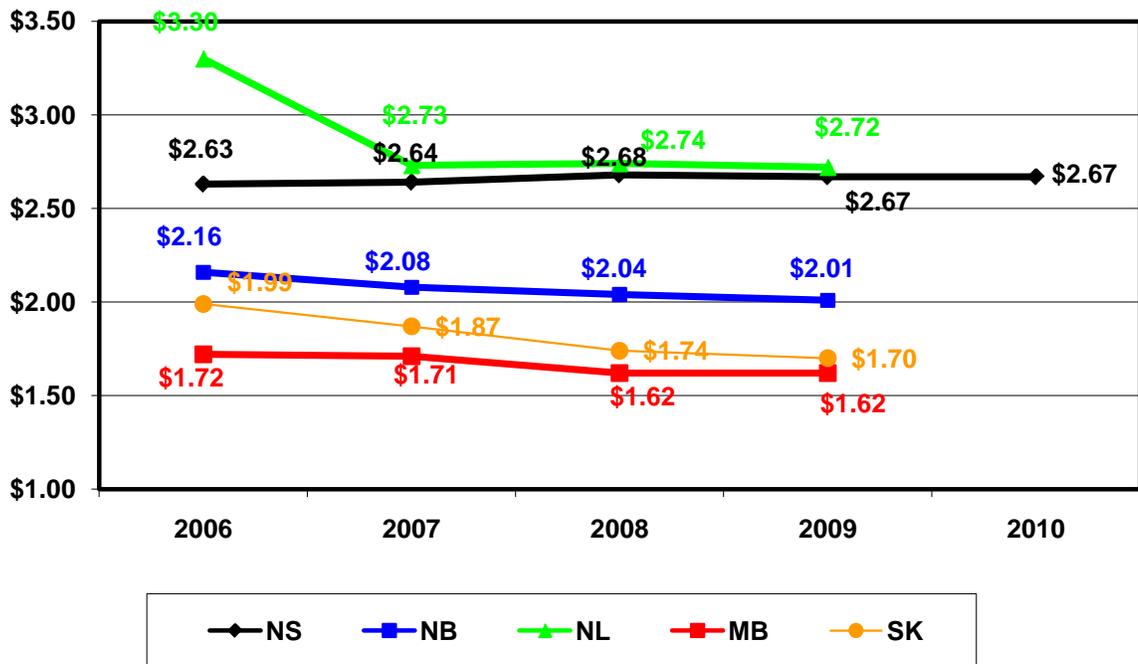
Historical Performance:



Performance Measure: Average Assessment

To measure the average assessment rate actually collected from insured employers.

Historical Performance:



APPENDIX C: WORKPLACE SAFETY AND INSURANCE SYSTEM – PERFORMANCE MEASUREMENT METHODOLOGY

System Performance Measures Definition

Definition Process

Performance measures for the Workplace Safety and Insurance System are defined in direct correlation with the WSIS's goals. For a complete list of goals and objectives refer to Table D.1.

Table D.1 – WORKPLACE SAFETY AND INSURANCE SYSTEM GOALS AND OBJECTIVES

Improve outcomes for workers and employers
Reduce Workplace Injury
<ol style="list-style-type: none">1. Increase worker and employer awareness and knowledge of rights, responsibilities, risks and best practice related to illness and injury prevention2. Encourage positive health and safety attitudes and behaviours3. Increase compliance with legislative standards and the adoption of best practice4. Improve health and safety outcomes
Return to Work
<ol style="list-style-type: none">1. Ensure safe and timely return to work2. Improve the satisfaction of injured workers and employers with their return to work experience3. Increase awareness of the benefits of safe and timely return to work
Improve service delivery
Accessibility of Information and Information Sharing
<ol style="list-style-type: none">1. Increase awareness and understanding of the system2. Increase accessibility of service3. Increase accessibility of information
Issue Resolution
<ol style="list-style-type: none">1. Issue the correct decision the first time2. Increase the understandability of letters and decisions3. Increase the efficiency of issue resolution4. Increase worker and employer involvement in decision-making5. Increase the fairness of the System

Table C.1 – WORKPLACE SAFETY AND INSURANCE SYSTEM GOALS AND OBJECTIVES (Cont'd)

Ensure effective governance of the System

Formal Accountability Structure

1. Establish an on-going agency committee to oversee the day-to-day implementation of the System plan
 2. Produce agency quarterly reports and a semi-annual update on the System plan
-

Stakeholder Consultation

1. Increase stakeholders' understanding of how they can influence policy/corporate decisions
 2. Improve stakeholders' level of satisfaction with the meaningful opportunities they have to provide input into the policy development process, including inter-agency consultation
 3. Adhere to agreed-to consultation process for policy development
 4. Improve stakeholders' level of satisfaction with the meaningful opportunities they have to provide input into corporate decisions for the Workplace Safety and Insurance System
-

Ensure financial sustainability of the System

1. Full funding as outlined in the Funding Strategy
 2. In the event of surplus funds in any given year, discuss gains sharing opportunities to: increase benefits for injured workers; reduce employer assessment rates; and/or expedite retirement of the unfunded liability
-

Measures Description

Goal: Improve Outcomes for Workers and Employers

Duration Index

The AWCBC methodology to calculate 'Composite Duration' is used to determine the duration index. It is defined as the total number of calendar days compensated for short-term disability over the first five calendar years of duration/lifetime of a typical lost-time claim.

Short-term disability benefits are all income benefits during the initial period after the injury, before the injury has stabilized, plateaued or consolidated. This measure excludes chronic pain claims in the Transitional Services Unit. It is important to note that in Nova Scotia, the Workers' Compensation Board has a 2-day waiting period; therefore, the number of lost time claims in this measure is not reflective of every lost time injury as in other jurisdictions.

Percentage of Labour Force Covered

This measure is defined as the following:

$$\text{Percentage of workforce covered} = C/P \times 100$$

Where $C = C1 + C2$ and $C1$ = number of workers of assessable employers or self-employed workers opting for coverage

$C2$ = number of workers of self-insured employers (workers of the Government of Canada and the Province of NS)

P is the reference population. This is the "employed labour force" published by Statistics Canada.

Percentage Return to Work at 100% Pre-injury Earnings

The return to work measure is based on closed claims. If a claim is closed for whatever reason, it is included in the denominator of the calculation. The numerator is simply the denominator reduced by the sum of claims awarded an Extended Earnings Replacement Benefit (EERB) and the number of claims with outcome codes indicating no return to work or no suitable return to work. Claims with an Estimated Potential Earnings Ability (deemed claims) are given one of these outcome codes and therefore would be excluded from the numerator. Deemed claims are included in the denominator, but not in the numerator, therefore they are not in the 93% return to work number; rather they would fall within the 7% that did not return to work. Workers with deemed earnings are not considered as having returned to work. They are included in the group that did not return to work.

Injury Rate

The AWCBC calculation is used where the injury rate is defined as follows:

$$N / C1 \times 100$$

Where N = total number of new lost-time claims for insured employers

C1 = number of workers of insured employers or self-employed workers opting for coverage.

This measure differs slightly from the Workers' Compensation Board Annual Report measure which looks at the rate of injury for all covered employers.

Injury Rate for Injured Workers Where Short-Term Disability Benefits Exceed 26 Weeks

The AWCBC calculation is used where the injury rate is defined as follows:

$$N / C1 \times 100$$

Where N = total number of new lost-time claims for insured employers for injured workers that have received short-term disability benefits in excess of 26 weeks.

C1 = number of workers of insured employers or self-employed workers opting for coverage

To be complete, the benefit payment information must be matured six months following year end to allow for those claims registered at the end of the year to potentially reach the 26 week mark.

Goal: Improve Service Delivery

Injured Worker Satisfaction Index

Current Workers' Compensation Board Measure: An independent third party research firm is hired to randomly survey current injured workers. The measure is based on a roll-up of a number of drivers to determine how the Workers' Compensation Board is satisfying the priorities of stakeholders. The goal was to develop a satisfaction index for injured workers and employers that has sound statistical properties, broad acceptability, and reflective of the determinants of overall satisfaction.

Approximately 1,500 workers with a compensable time loss injury (medium and high risk injuries only) completed the survey, resulting in a confidence level of 95%.

Employer Satisfaction Index – Program Delivery

Current Workers' Compensation Board Measure: An independent third party research firm is contracted to randomly survey current employers. The results are an index based on a roll-up of a number of drivers of satisfaction. The measure weights the drivers of satisfaction which can be validated on a regular basis.

Analysis has indicated that these questions are linked to employer satisfaction. Approximately, 1,000 employers are annually surveyed.

Program Effectiveness for Injured Workers Where Short-Term Disability Benefits Exceed 26 Weeks

This measure surveys current injured workers where benefit payments exceeds 26 weeks. Responses are rolled up based on a number of drivers to determine how each agency is satisfying the priorities of these injured workers and to determine if there are any differences in the results as compared to the overall injured worker population. The weighting of these drivers are validated on a regular basis.

Stakeholder Awareness of Importance of Workplace Health & Safety

This measures the percentage of Nova Scotians responding "critically important" or "important" to the question "How important is Occupational Health & Safety to you in your day to day work?" as part of the Atlantic Omnibus Survey. It has been suggested that an index may be the most appropriate way to measure awareness with a series of questions such as how many employers have a 'Certificate of Recognition' or a combination of questions from the current Omnibus survey.

Decisions Overturned on Appeal

The overturn rate of appeal decisions issued by the Workers' Compensation Appeals Tribunal (WCAT) and Workers' Compensation Board Internal Appeals. The overall System scorecard captures the decisions overturned on appeal at the WCAT.

Goal: Ensure Effective Governance of the System

Stakeholder Satisfaction Index - Governance

An independent third party research firm will be hired to survey stakeholders to determine overall satisfaction with the level of engagement with the Workplace Safety and Insurance System. "Engagement" is intended to measure stakeholders' confidence in the governance of the System (i.e. engagement, opportunity for input).

Goal: Ensure Financial Sustainability of the System

Percentage Funded

This measure is the ratio of total assets to total liabilities x 100; updated annually based on audited financial statements.

Benefit Comparison

This measure looks a summary comparison of an overall “package” of benefits provided within the workers’ compensation system. It is the most appropriate means of comparison to date considering the differences among jurisdictions.

Average Assessment Rate

Total assessment revenue for the year (including experience rating adjustments and other adjustments) divided by assessable payroll for the fiscal year for all rate assessed, insured employers. The measure is expressed per \$100 of assessable payroll.

APPENDIX D:
CANADIAN INSTITUTE OF CHARTERED
ACCOUNTANTS – PUBLIC SECTOR
ACCOUNTING BOARD'S GUIDE TO
PREPARING PUBLIC PERFORMANCE
REPORTS

The Public Sector Accounting Board of Canada has put together a guide based on their recommended practices to service as a framework for public sector entities to evaluate their performance reporting. The following tables incorporate this framework to assess the Workplace Safety and Insurance System Annual Report.

	Workplace Safety and Insurance System Measures													
	Duration Index	% Labour Force covered	% RTW at 100% Pre-Injury Earnings	Injury Rate	Injury Rate STD >26 Weeks	Injured Worker Satisfaction Index	Employer Satisfaction Index	Injured Worker Satisfaction Index STD > 26 Weeks	Awareness of Impt. OH&S	Decisions Overturned On Appeal	Stakeholder Engagement Index	Benefit Comp.	% Funded	Avg. Actual Asst. Rate
Is the performance info relevant?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Is the performance info comparable & consistent?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Does it compare actual vs planned results & explain any variance?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No	No	Yes	Yes
Does the report provide comparative info?	Yes	Yes	No	Yes	No	No	No	No	No	No	No	No	Yes	Yes
Was the basis for reporting disclosed?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Guide to Preparing Public Performance Reports - Overall Reporting

Workplace Safety and Insurance System Measures	
Is the report easily accessible & identifiable as the entity's Annual Report?	Yes
<ul style="list-style-type: none"> ▪ Info Clear and indicates intended audience ▪ Link to website • Easily identifiable as yearend report 	
Does the report provide info that appears reliable & valid?	Yes
<ul style="list-style-type: none"> ▪ Report describes steps taken to verify info and validate performance measures ▪ Candid disclosure of info challenges and steps to address them ▪ Measures & targets relate to outcomes 	
Is it fair info in performance report?	Yes
<ul style="list-style-type: none"> ▪ Performance metrics show logical connections between goals and performance and show progress toward ultimate outcomes ▪ Narrative concisely describes performance & support user's understanding ▪ Presents unbiased info ▪ Shows performance shortfalls 	
Is the report understandable?	Yes
<ul style="list-style-type: none"> ▪ Written in plain language ▪ Number of measures appear reasonable ▪ Avoids oversimplifying ▪ Goals are clearly stated so user can understand significance 	
Does the report focus on the few critical aspects of performance?	Yes
<ul style="list-style-type: none"> ▪ Focuses on key strategies, goals & objectives ▪ Users have clear understanding of what entity is trying to accomplish ▪ Describes public benefits resulting from entity's work and is understandable 	
Does the report describe the strategic direction?	Yes
<ul style="list-style-type: none"> ▪ Section devoted to how entity serves the public ▪ Summarizes info re: high-level priorities & long-term goals to provide context for reported performance ▪ Description of entity's goals & objectives helps user understand how their accomplishment is consistent with strategic direction 	
Does the report describe lessons learned?	Yes
<ul style="list-style-type: none"> ▪ Describes dimensions of capacity that have critical impact on the achievement of results ▪ Indicates subsequent planning documents will address specific performance shortcomings ▪ Describes implications of significant variance between planned and actual results 	
Was the basis for reporting disclosed?	Yes
<ul style="list-style-type: none"> ▪ Includes info that describes what has been done to ensure reliability of performance info ▪ Specific section dedicated to definitions of performance measures ▪ Describes commitment to improving the quality of public performance reporting and to manage results, including efforts to align culture, processes, resources & technology ▪ Discussion re: report's scope includes a description of rationale for selecting the few critical aspects of performance 	
Is financial and non-financial performance information linked?	Yes
<ul style="list-style-type: none"> ▪ Includes narratives and measures that illustrate the entity understands how financial and non-financial resources contributed to actual results ▪ Includes description how processes & systems used to align financial and non-financial information with entity's goals & strategies 	

More information about the Workplace Safety and Insurance System is available at www.wsis.ns.ca.

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