

WSIS

Workplace Safety
and Insurance System

Workplace Safety and Insurance System - Year-End Report 2012

April 2013

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INTRODUCTION

The Workplace Safety and Insurance System (the System) is a collaboration of a diverse group of stakeholders, government, agencies and partners working together to continually improve the way related but separate services are delivered within the System.

Over the past year we spent considerable time and effort on engaging stakeholders and the community in finding ways to make progress in two key areas of the System – (1) developing a new Workplace Safety Strategy for Nova Scotia; and (2) redefining the focus of the WCB's Internal Appeals.

Hundreds of Nova Scotians were engaged in these discussions which have once again heightened the importance of two System goals: to improve outcomes for workers and employers and improve service delivery.

As well, the continued reduction in workplace injuries in 2012 was a direct result of increased collaboration among safety partners in Nova Scotia; including safety associations, industry groups, employers, workers and all Nova Scotians intent on changing the culture of workplace safety in our province.

This 2012 Year-End Report provides highlights of these initiatives and summarizes the progress that has been made in the past year. We hope you find it informative.



Sandra McKenzie
Deputy Minister
Nova Scotia Labour and Advanced
Education



Elaine Sibson
Chair
Workers' Compensation Board of
Nova Scotia

Coordinating Committee
Workplace Safety and Insurance System

EXECUTIVE SUMMARY

During 2012, key initiatives within the Workplace Safety and Insurance System focused on reducing the litigiousness of the workers' compensation appeal system and earlier resolution of issues, the creation of a new Workplace Safety Strategy for Nova Scotia 2013-2017, as well as the start of a process to review the occupational health and safety Administrative Penalties system.

In their first year as permanent programs, the Office of the Worker Counsellor and Office of the Employer Adviser continued to refine their service offerings and were active participants in the System both through their individual program delivery and as participants in System initiatives. The programs have developed new year-end reports which are helpful in supporting the information contained in this report.

Overall, year-end System performance results are moving in a positive direction. In particular, a major milestone was reached in 2012 with Nova Scotia's injury rate reaching an all-time low of 1.96 injuries per 100 workers while the days lost to injury declined by 19,000 days.

However, last year 32 Nova Scotians died at work. In 2012, 10 acute and traumatic incidents at work led to workplace fatalities. This is up from 6 in 2011. The five-year average for this type of fatality is 12.

Financial markets achieved positive returns after a number of tumultuous years. These results allowed the unfunded liability to be reduced by \$65 million, which moves the System forward toward financial stability.

Looking forward to 2013, the focus on collaboration will continue particularly with regards to implementation of the *Workplace Safety Strategy for Nova Scotia 2013-2017* as stakeholders agree that above all else, preventing workplace injuries remains a priority.

BACKGROUND

Workers and employers play an integral role in the Workplace Safety and Insurance 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 provides oversight – ensuring that stakeholders and partners work together toward common goals.

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.

A vision is the destination that we steer toward; goals are the guide posts that help us get there. This report examines our progress in 2012 along the path to that vision by evaluating progress on initiatives and System performance results.

More details on agency-specific performance reports can be obtained from the respective agencies:

- 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

In 2012, a number of initiatives in support of continued progress towards System goals were underway. As in past years, agency collaboration was a key focus area and below is a list of initiatives that best characterize this collaboration:

Review of Internal Appeals – In 2012 the WCB began to review its role in the workers' compensation appeals system to explore opportunities to resolve issues earlier in the process and mitigate appeals. With stakeholder input, including discussions during the annual Issues Resolution consultation hosted by WCAT in the fall, the WCB has developed and begun to implement initiatives that will not only support early resolution of issues but will also provide support to WCB employees to better meet the service expectations of workers and employers.

Soteria Strains – The WCB is working with the IWK, District Health Authorities and AWARE+NS to help prevent muscle strain injuries among employees in healthcare settings. Branded Soteria Strains, after the Greek goddess of safety, the new program will raise awareness and provide new tools.

Workplace Safety Strategy – A major accomplishment in 2012 was the creation of a new *Workplace Safety Strategy for Nova Scotia 2013-2017*. The Department of Labour and Advanced Education and the WCB facilitated a process that saw hundreds of Nova Scotians participate in extensive consultations to provide input into the new strategy. This collaboration will continue to grow as more prevention efforts are undertaken over the next five years to help make workplaces safer for all Nova Scotians.

Administrative Penalties - Administrative penalties for occupational health and safety have been in place for 3 years, and in November 2012 the Province of Nova Scotia announced that a review of administrative penalties would be completed. Since the review was initiated, the Department of Labour and Advanced Education has heard from those who administer administrative penalties and those who are impacted by them. They have also collected feedback and information on what is working and what is not. The review will incorporate this information to ensure that the administrative penalties system is applied consistently, fairly and appropriately.

Remembering Westray – The WCB and Department of Labour and Advanced Education partnered to recognize the annual Day of Mourning with a community-based social marketing campaign focused on fostering remembrance and recognition through an interactive site www.dayofmourning.ns.ca May 9, 2012 marked the 20th anniversary of the Westray mine tragedy and the WCB and Department also publicly commemorated this event.

Mainstay Awards – There was continued collaboration between the WCB and LAE in awarding and celebrating health and safety champions in our community. Acadian Seaplants of Dartmouth was awarded the highest safety honour in Nova Scotia – the Safety Award of Excellence. A total of nine awards in five categories were presented to individuals and organizations across the province that demonstrated a strong commitment and made a significant contribution to building a culture of workplace safety in Nova Scotia.

Fishing Safety – Conversations about workplace safety gained momentum in the fishing sector in 2012. In the most recent conference held by the Minister of Fisheries and Aquaculture, the Minister made a strong and public commitment to the importance of work to improve safety in this industry. The WCB, Department of Labour and Advanced Education, NS Fisheries Sector Council and the Fisheries Safety Association attended fishing related events across the province and in these wharf visits and demonstrations, the partners showed first-hand how personal floatation devices save lives. Further work will continue to change the workplace safety culture in this sector.

Legislative Change – The Government of Nova Scotia introduced a legislative change to the *Workers' Compensation Act* in 2012. Section 35 of the *Act*, often referred to as “automatic assumption”, was changed so that workers who receive benefits under this section may only have those benefits maintained or increased following re-assessment of their medical condition.

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 2012 performance results, refer to Appendix A.

Table 1: System Scorecard – 2012

Measure	2012	2011
OUTCOMES		
Composite Duration	99	98
% Labour Force Covered	71%	72%
% Return To Employability	96%	95%
Injury Rate	1.96	2.02
* Injury Rate, Claims > 26 Weeks	9.96%	11%
SERVICE DELIVERY		
** Stakeholder Engagement Index WCB	68%	n/a
Injured Worker Satisfaction Index for WCB	73%	74%
Employer Satisfaction Index for WCB	77%	79%
Workers' Advisers Program Client Satisfaction	87%	90%
Injured Worker Satisfaction, claims > 26 weeks	70%	70%
Stakeholder Awareness of Importance of Workplace Health & Safety	87%	91%
Decisions Overturned On Appeal (WCAT)	45%	42%
EFFECTIVE GOVERNANCE		
** WSIS Stakeholder Engagement Index	57%	n/a
FINANCIAL SUSTAINABILITY		
Benefits Comparison	See Table on pg. 37	
% Funded	66%	62%
Average Assessment Rate (Actual)	\$2.65	\$2.67

**The proportion of workers who suffer a lost-time injury and received short-term disability benefits exceeding 26 weeks.*

***The Stakeholder Engagement Indices are reported every two years.*

ALIGNED AND THIRD PARTY ORGANIZATIONS

Aligned and Third Party Organizations operate within the System as collaborative partners in achieving the System's goals and objectives.

An Aligned Organization is funded directly by a System agency. 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

Office of the Employer Advisor and Office of the Worker Counsellor

Both the Office of the Employer Advisor and the Office of the Worker Counsellor developed new year-end reports in 2012. These reports are available on the [WSIS website](#) and provide details of the organizations' undertakings in the past year.

Cape Breton Injured Workers' Association

PHONE 902-539-4650

Fax (902) 539-4171

E-mail: cbiwa@ns.sympatico.ca

714 Alexandra Street
Sydney, NS
B1S 2H4

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 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 2012 – March 2013

Incoming calls average about 27 per day. This averages 6075 in a year.

Outgoing calls average 10 per day. This averages 2250 in a year.

Office appointments are usually 15 per week. This averages 675 in a year.

Walk-ins usually average about 54 per week. This averages 2430 in a year.

With 2100 active files. Approx 1500 for Nova Scotia, the remainder 600 are PEI, NL, ON, SK, AB, BC, and NWT. Our 600 claims outside the province are Cape Bretoners that live here, that have reached out for help. For NFLD, these are ferry employees who fall under the NFLD WCB when aboard the boat.

We've had an increase in incoming calls on a daily basis. Our hours 8-2 and most of our injured workers know the office is open 8-2 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.



Pictou County Injured Workers Association
142 Provost Street
New Glasgow, Nova Scotia
B2H 2P7

Tel: 902-695-7249
Fax: 902-695-3153
E-mail: pciwa@eastlink.ca

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. One of our goals is to reduce the unnecessary appeals and we strive to ensure the right decision is being made at the right time.

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, 2012 to December 31, 2012

Incoming Telephone calls -	4181
Outgoing Telephone calls -	3078
In Office Appointments -	1569
Walk ins (no appointment)	1628

The increased complexity and more lengthy adjudication of claims have significantly increased our time commitment to claims management issues. Our workload has dramatically increased by approximately 25 percent, while our funding and staffing remains unchanged.

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.

Third Party Organizations

Nova Scotia Retail Gasoline Dealers Association



Automotive Trades Association of Atlantic Canada

Nova Scotia Automotive Industry W.C.B. Accident Reported Claims

	5911 Recyclers	6331 Retail Gas	6351 Repair Shops	6352 Auto Body	Totals
2000	10	174	268	58	510
2002	13	168	241	26	448
2004	22	115	260	30	427
2006	12	105	160	36	313
2008	14	99	179	21	313
2010	12	81	151	22	266
2012	12	90	129	24	265

Source: WCB Statistics

The reported claims chart shows our past 12 years accident reduction progress for not only RGDA but most of the entire Automotive Industry. While the Retail Gas Dealers has the levy we also work very closely with the other sectors as well.

The second chart indicates clearly the number of claims, paid weeks, benefits paid by sector and in total. As you can readily see, paid weeks and benefits paid have improved considerably.



Nova Scotia Automotive Industry W. C. B. Accident Report—2012

	Number of Claims				Paid Weeks				Benefits Paid			
	<u>2009</u>	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2009</u>	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2009</u>	<u>2010</u>	<u>2011</u>	<u>2012</u>
Auto Body	26	22	18	29	81	38	14	54	63,132	27,012	9,690	35,007
Recyclers	10	12	14	12	17	42	55	79	11,965	25,509	21,908	56,217
Repair Shops	154	151	160	129	308	207	199	137	126,367	170,631	160,801	121,856
Retail Gas	87	81	76	90	216	221	308	155	93,024	167,030	171,025	91,281
Totals	277	266	268	260	622	508	576	425	294,488	390,215	363,424	304,361

Note: 2012 @ 425 paid weeks = 8.1 years lost productivity

Source: WCB Statistics

Fisheries Safety Association of Nova Scotia

The Fisheries Safety Association of Nova Scotia provided the Association's 2012 Annual Report and it is posted on the [WSIS website](#).

AWARE+NS

Aware+NS provided their 2012 Annual Report and it is posted on the [WSIS website](#).

Construction Safety Association of Nova Scotia

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 is mandated to service the health and safety needs of the construction industry. We address those needs through the provision of health and safety interventions, such as: the NSCSA *Certificate of Recognition Program*, health and safety training, industry-outreach programming, social marketing activities, and other strategic services.

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

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

NSCSA Planning

The NSCSA has its own independent planning cycle. Our current strategic plan (2007-2012; 2013) includes a mission, vision, and goals. In 2013 the NSCSA will develop a new strategic plan for 2014-2019. Each year, the NSCSA drafts an operational plan and budget which is aligned to our goals and approved by our Board of Directors. For your information our goals are listed below:

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

To provide user driven services and products.

To foster shared values within our community of interest.

To continually improve our operational quality and efficiency.

To ensure adequate financial resources to achieve our Mission.

To promote broader safety awareness to youth through the education and appropriate interventions which foster participation in support of a positive safety culture.

NSCSA Activity and WSIS Goals

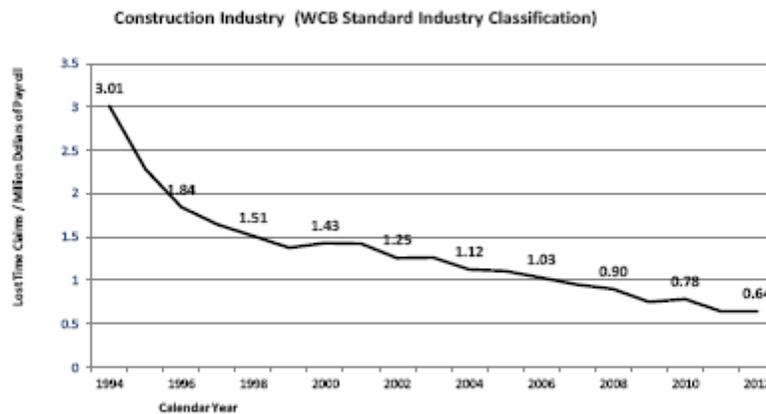
The NSCSA is a third-party agency, and a partner, in the Workplace Safety and Insurance System (WSIS). Often, there is alignment with the goals and objectives of our initiatives, day-to-day activities, and those of other players in the WSIS. The following paragraphs show this alignment. They indicate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

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

WSIS Goal 1: Improve Outcomes for Workers and Employers

Since our formation, the NSCSA has evaluated the health and safety program and COR-certified nearly 2,800 firms. Additionally, we have processed more than 250,000 training course completions. Since our formation, the number of time-loss claims experienced by our industry has dropped from a ratio of 3:01 for every million dollars of assessable payroll (1994) to 0.64 (2012). This represents a 78% reduction in time-loss claims (per million dollars of assessable payroll).

Lagging Indicator in Industry Context Lost Time Claims / Million Dollars



Source: WCB Statistics – March, 2013

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 construction workers. To date, the NSCSA has provided over 15,000 WHMIS and Safety Orientation courses to highschoolers at zero cost to participating students.

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. In 2012, we continued to develop our capacity to meet our members' needs by forming a new organizational unit, the Strategic Services Department. NSCSA Strategic Services is focused on developing short term interventions that will be specifically targeted to construction firms experiencing the most negative of OHS outcomes. NSCSA Strategic Services will undertake (among other activities):

- New product development;
- Targeted service delivery; and
- Health and safety consultation, mentoring and coaching.

We are committed to making the most of technology to help us serve our members. Our new operating system was established in 2011/2012 and we are excited about the potential service improvements this should facilitate. This year we will use it to develop our online service capacity including: an exclusive-members section (modeled after "My Account"), an online product store, and the development of a mobile website. In addition to these technological improvements we have recently expanded our social marketing activity – communicating with our members on their preferred social media sites (including Facebook, Reddit, YouTube, and LinkedIn).

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 program. This shows some 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

The NSCSA 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 2013 Operational Plan and Budget (February 15 2012). Our 2013 Annual General Meeting is scheduled for Thursday, May 16, 2013 at the Best Western Dartmouth Plus in Burnside. If you are interested in the NSCSA and would like to attend our Annual General Meeting, please [Contact Us](#).

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 zero time-loss injury claims then no funds would be available to use from this source; a true catch-22 situation. 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 service delivery.

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 2013 Operational Plan and Budget. Going forward, it will be used to assist staff and management with yearly operational initiatives, budgeting, 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 2012, the NSCSA participated in these WSIS initiatives:

- ➡ WCB/Safety Association Group: Host and attend ongoing meetings of all WSIS Industry Safety Associations and the WCB;
- ➡ NSLAE/WCB Workplace Safety Strategy – Attended consultations; submitted a written report, and reviewed and participated in all related activities; and
- ➡ NSLAE Administrative Penalty Consultation – Attended consultation session and provided opinion.

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 many common goals and objectives with our WSIS partners and often our activities and initiatives also contribute to the fulfillment of system-wide goals and objectives, in general.

NS Automotive Dealers Safety Association

In Progress or Completed as of December 2012

Governance:

- Held the Association's second Annual General Meeting on April 13, 2012;
- Regular Board meetings increased from six in 2011 to seven in 2012; and
- Updated the Safety Association's Calendar of Events.

Member Services:

- The Association engaged and contacted the senior management of the 36 dealerships whose WCB premiums exceeded the group average of \$2.22 for 2012. With significant support of the Nova Scotia WCB, Association staff and WCB senior management met with two of the dealerships paying the highest premiums, and a large dealership group to discuss the premium setting process and opportunities to manage claims more effectively;
- Safety Associations in Canada were surveyed and contacted to identify car dealership specific procedures and best practices;
- A province wide meeting series (consisting of nine meetings) engaged members and updated them with respect to Safety Association services, and featured a WCB produced presentation on the WCB rate setting process and identified opportunities for dealerships to better manage claims;
- The NSADSA inspection program to test dealerships' compliance with Nova Scotia's Health and Safety Laws was continued and expanded resulting in 44 dealership being inspected by December 31, 2012;
- The members discount programs for First Aid and WHMIS were continued;
- The Association's Introductory Safety Curriculum was made available online; and
- The process to investigate and establish a Certificate of Recognition program was begun – this initiative was not completed by December 31st.

Communications:

- A dealership survey to identify key database contacts was undertaken, and WCB contact information was obtained for 'WCB contacts' at member dealerships. The Association's database was updated accordingly;

- ➔ The Association's e-news bulletin was established, with the first bulletin having to do with the Nova Scotia Department of Labour and Advanced Education Occupational Health and Safety Branch concerns regarding the potential of asbestos in brake and clutch pads, and the potential danger to service technicians;
- ➔ An opportunity for members to understand the WCB premium model was provided through the Summer Meeting Series;
- ➔ The Association's website content was reviewed and updated; and
- ➔ The Association communicated to members, the top three types of accidents resulting in significant claims for dealerships and recommended basic measure designed to reduce the frequency of these incidents. This was accomplished through the Summer Meeting Series.

Stakeholder Relationships:

- ➔ Association staff met regularly with WCB staff to ensure the NSADSA was taking advantage of:
 - Available business intelligence regarding new car dealerships,
 - WCB resources available to the Safety Association, and
 - Awareness regarding emerging WCB development affecting new car dealerships.
- ➔ Association staff represented the NSADSA in WCB meetings organized to bring Nova Scotia's safety associations together to discuss matter of common concern; and
- ➔ Annual meetings with the Nova Scotia Department of Labour and Advanced Education (Occupational Health and Safety Division) were increased from annually to bi-annually, regarding current issues relating to new car dealerships.

Finance/Operations:

- ➔ Monthly financial statements were produced, results reviewed and presented at each Board of Directors meeting;
- ➔ A budget for 2013 was developed; and
- ➔ Association insurance coverage was reviewed.

Items in Addition to the Business Plan:

- ➔ NSADSA Staff, accompanied by WCB staff, met with selected dealerships and dealership groups to review the employers' WCB Account, and identify opportunities to better manage claims as a means to reduce premiums; and
- ➔ During 2012, it became apparent that to Nova Scotia Department of Labour and Advanced Education (Occupational Health and Safety Branch) held particular concern regarding the potential for injury to employees as a result of asbestos allegedly being a component of brake and clutch pads. Meetings were held with the Occupational Health and Safety Branch, dealership Hazardous Material data Sheets were obtained and national parts industry associations were contacted. Membership advisory bulletins were issued and the Association sought to determine the level of hazard actually present. This issue is ongoing.

WHERE TO FROM HERE – PATH FORWARD FOR 2013

As of year-end 2012, 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.

In 2013, consultation with stakeholders will continue to be a key area of focus. Three important initiatives involving strategic alignment between the partner agencies are planned for this year:

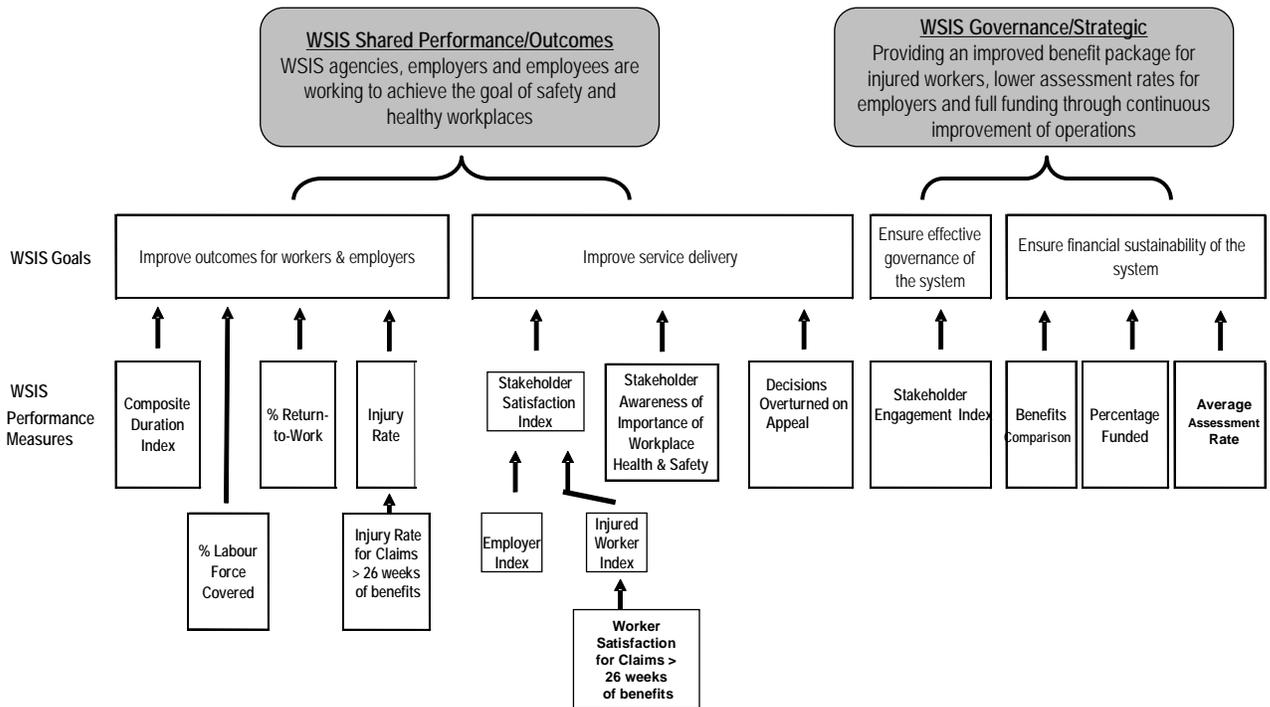
1. Collaboration between the WCB/LAE and stakeholders to launch and begin to implement the *Workplace Safety Strategy for Nova Scotia 2013-2017*.
2. Continued discussions with stakeholders and partner agencies to make the internal appeals process less litigious by improving the quality of claim decisions and making decisions easier for workers and employers to understand.
3. In response to stakeholder feedback, enhancements to the occupational health and safety Administrative Penalties system will be recommended.

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 – PERFORMANCE MEASUREMENT
RESULTS 2012

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.

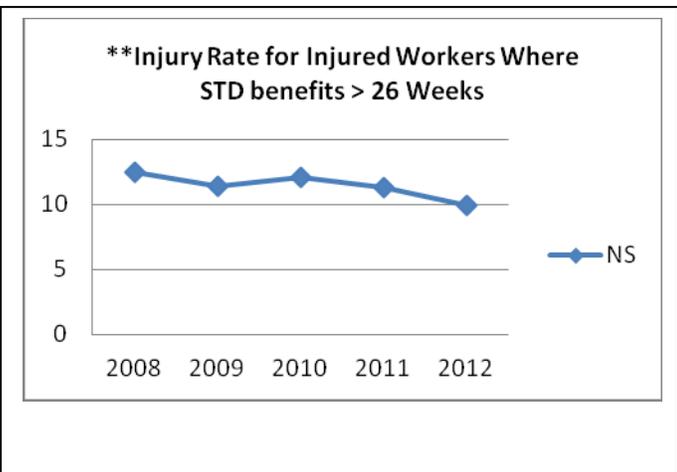
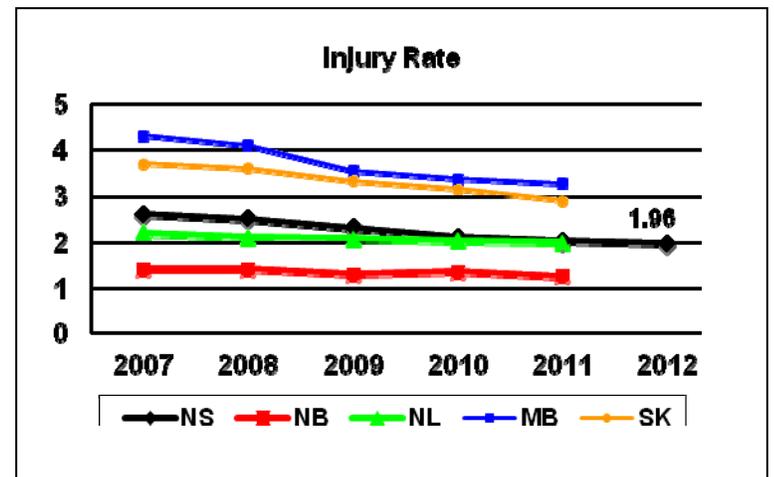
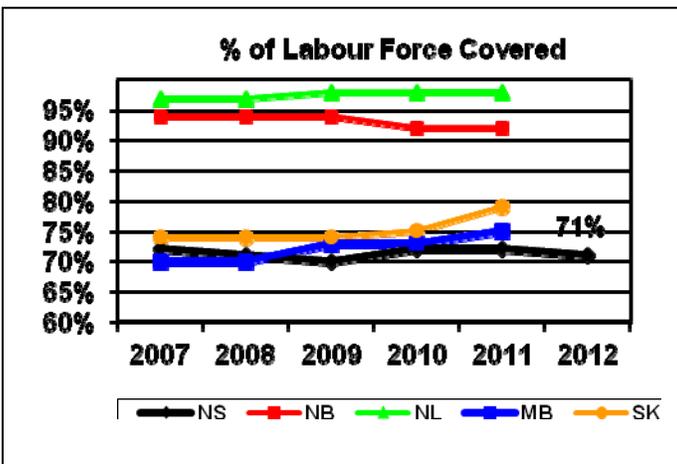
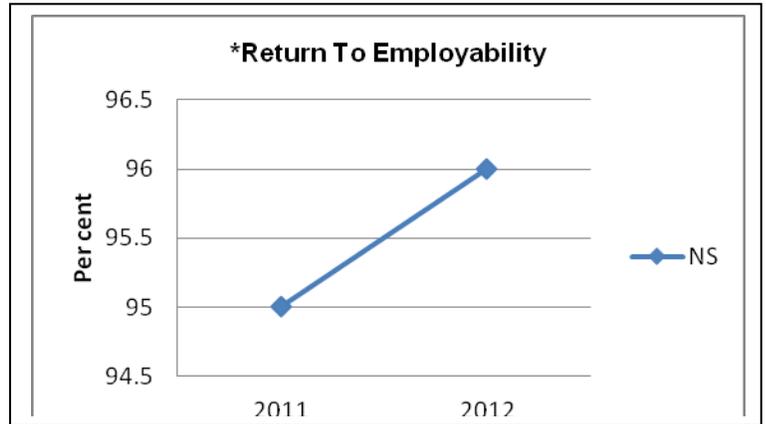
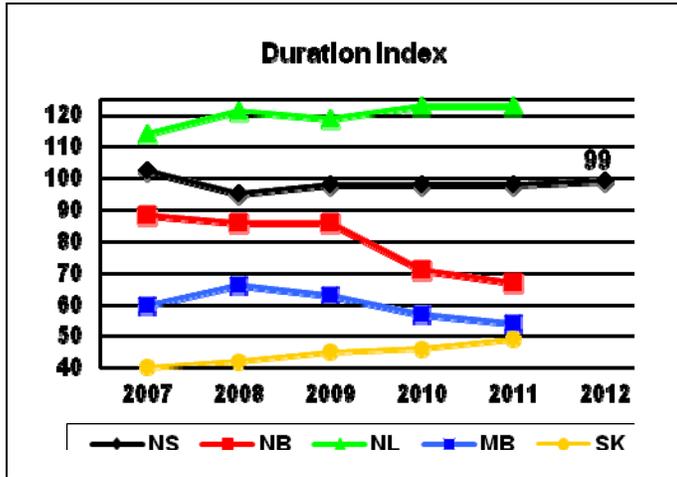


NOTE:

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, 2011 data is the most current year available for those jurisdictions.

Goal #1 - Improve Outcomes for Workers and Employers

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



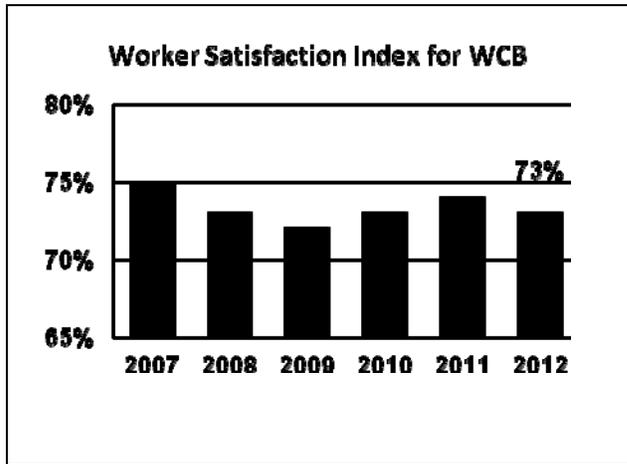
* Return to Employability is a new measure as of 2011. % Return to Work is no longer measured.

** The proportion of workers who suffer a lost-time injury and received short-term disability benefits exceeding 26 weeks.

Nova Scotia saw a 23.5% drop in the injury rate between 2007 and 2011 – the 5th biggest drop amongst all Provinces / Territories and the 2nd largest drop amongst the 5 regions presented in these graphs (behind Manitoba). In 2012 Nova Scotia's injury rate continued to decline reaching an all time low of 1.96.

Nova Scotia has also seen a 4.3% drop in the Composite Duration Index between 2007 and 2011. This represents the 4th largest drop amongst all Provinces / Territories and the 3rd largest drop amongst the 5 regions presented in these graphs (behind Manitoba and New Brunswick). Nova Scotia's Composite Duration Index was 99 in 2012.

Goal#2 - Improve Service Delivery



The Stakeholder Satisfaction Indices provide an overall rating of satisfaction with services provided by System agencies.

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

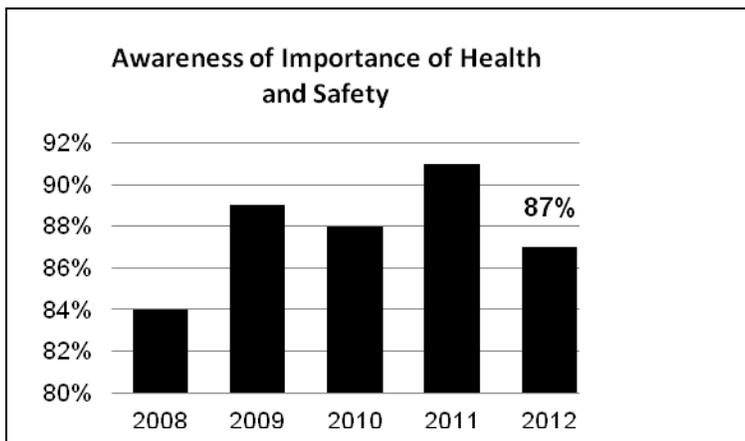
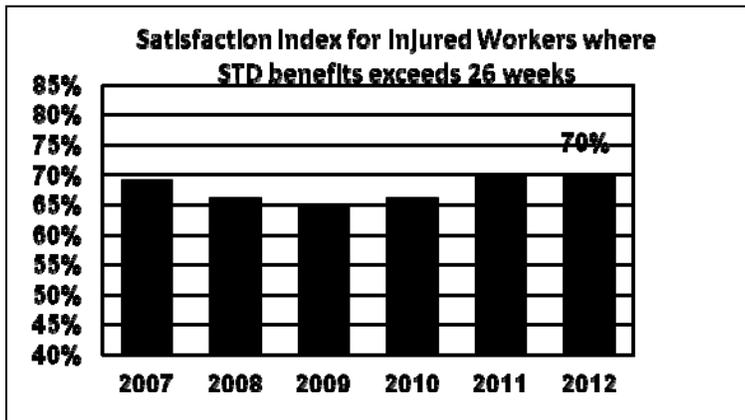
Both injured worker and employer satisfaction with WCB service remains high with both indices above target in 2012.



Satisfaction with services provided by the Workers' Advisers Program are also very favourable with 87% of clients indicating they are satisfied with WAPs services.

Occupational Health and Safety Division Client Satisfaction		
Question	2012	2011
How would you rate the site navigation?	n/a	60%
How would you rate the site's visual appeal	n/a	71%
How would you rate the ability to find what you want quickly?	n/a	60%
How would you rate the site's search abilities?	n/a	59%
How would you rate the site's overall usefulness?	n/a	75%

Unfortunately, the response rate for the OHS survey was low and not statistically valid; therefore no conclusions regarding service in 2012 can be drawn from the data. The 2011 data is included in the table.



Awareness of the importance of health and safety in workplaces is a measure that reflects the important work agencies and stakeholders alike undertake to promote awareness of health and safety as an important issue. In 2012, 87% of survey respondents indicated that health and safety is critically important or important.

Year	WCB - Claims		WCB – Internal Appeals			WCAT			NS Court of Appeal
	Received	Time loss	Received	Decisions	Overturn	Received	Decisions	Overturn	
2012	26,422	6,341	1,937	1,536	405 (26%)	777	710	321 (45%)	15
2011	27,786	6,616	1,926	1,784	390 (22%)	827	670	285 (42%)	15
2010	28,002	6,921	1,852	1,452	470 (32%)	809	653	275 (42%)	13
2009	28,089	7,206	1,864	1,712	624 (32%)	903	776	347 (45%)	15
2008	31,753	8,050	2,203	1,838	589 (32%)	802	798	311 (39%)	20

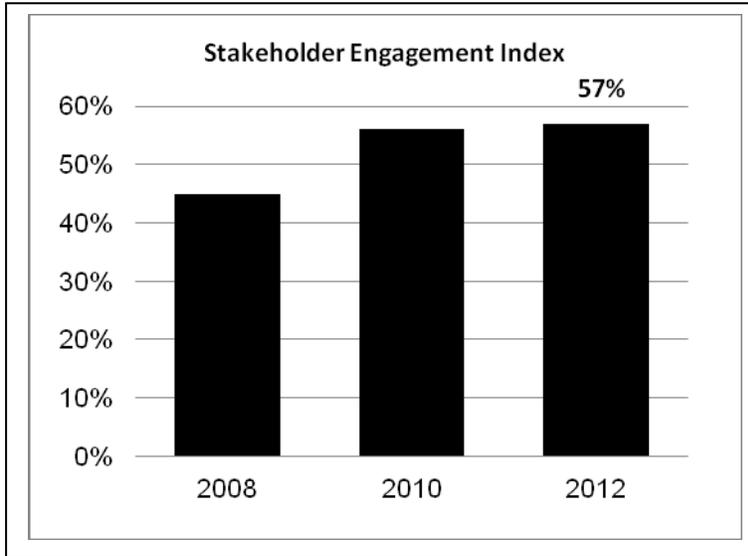
The number of appeals received at the WCB Internal Appeals increased by 1% in 2012 and the overturn rate decreased by 4% from 2011.

In 2012, appeals at WCAT decreased by 6% and decisions increased by 6%, resulting in a decrease of outstanding appeals at year-end. Overturn rates (appeals allowed (220) or allowed in part (101)) increased slightly to 45%.

Appeals at the Nova Scotia Court of Appeal have remained relatively constant over the last four years. In 2012, 15 cases went before the Court.

Goal #3 - Ensure Effective Governance of the WSIS

The Stakeholder Engagement Index provides an overall rating of stakeholders' (who have been involved in WSIS activity) satisfaction with the level of engagement with the System. 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, and satisfaction with governance.



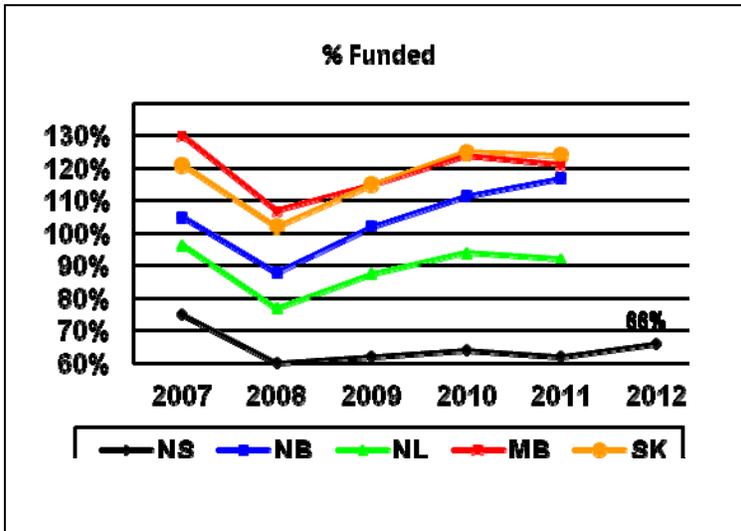
In 2012 a growing percentage of stakeholders are completely satisfied with their overall engagement experience with WSIS, and dissatisfaction has declined. The WSIS Stakeholder Engagement Index in 2012 was 57%, (2010 - 56%).

This survey is conducted every two years with a sample of key WSIS stakeholders. While there was a 48% response rate, the survey firm, Corporate Research Associates, indicated that it

took considerable effort to collect responses to the survey and many stakeholders indicated they did not wish to participate.

The survey is next scheduled for 2014, and given this reaction from stakeholders to the survey, in the interim, the survey will be reviewed to determine whether it should continue going forward.

Goal #4- Ensure Financial Sustainability of the System

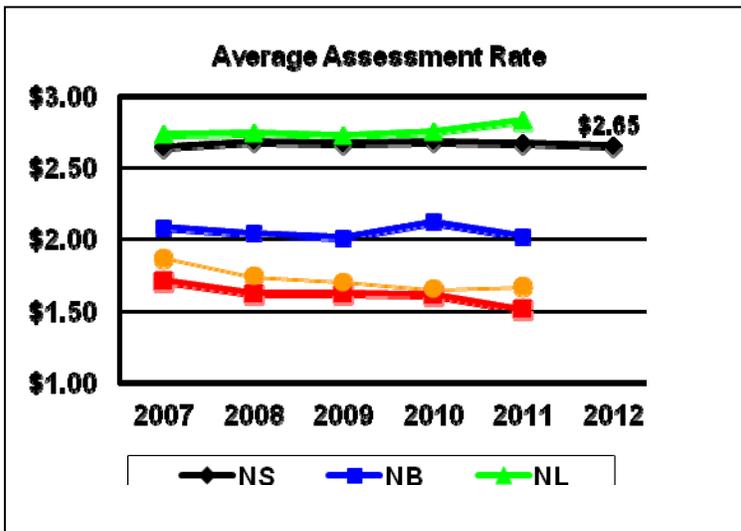


Financial stability of the System is linked to a number of factors – the number of people who get hurt on the job, how long they are off the job and in receipt of benefits, and investment returns.

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

Like many organizations, with improvements in global financial markets,

investment returns were more favourable in 2012.



The WCB's liabilities total \$1.8 billion and assets total \$1.196 billion with an unfunded liability of \$604.4 million at the end of 2012.

The System's funded percentage increased from 61.7% to 66.4 % in 2012.

In 2012, the average assessment rate remained at \$2.65 per \$100 of payroll.

When contrasted to other jurisdictions, Nova Scotia's benefits remain comparable to other jurisdictions (see table on page 36).

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 average 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