



2016

WSIS

Workplace Safety
and Insurance System

Year-End Report

May 2017

Working together to build a safety culture

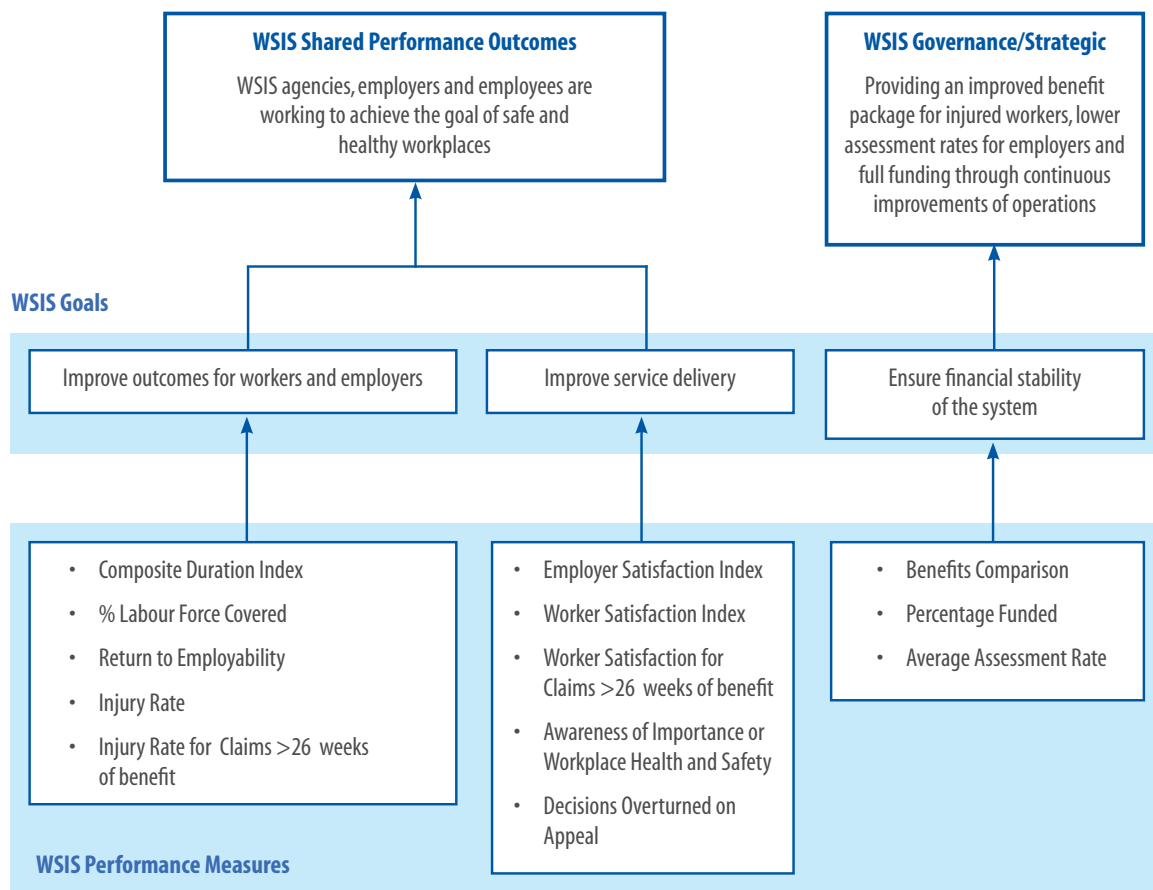
Our vision is safe, healthy workplaces for Nova Scotians, and sustainable safety and insurance services.

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.

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 that existed at that time.

WSIS Performance Measures



System Performance

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

TABLE 1: SYSTEM SCORECARD– 2016

Measure	2015	2016
Outcomes		
Composite Duration	108	110
% Labour Force Covered	73%	75%
% Return To Employability	95%	95%
Injury Rate	1.84	1.74
Injury Rate, Claims > 26 Weeks*	10.65%	11.18%
Service Delivery		
Injured Worker Satisfaction Index for WCB	72%	74%
Employer Satisfaction Index for WCB	81%	79%
Workers' Advisers Program Client Satisfaction	94%	95%
Injured Worker Satisfaction, claims > 26 weeks	68%	69%
Awareness of Importance of Workplace Health & Safety	90%	95%
Decisions allowed or allowed in part (WCAT)	43%	51%
Financial Sustainability		
% Funded	80.6%	84.1%
Average Assessment Rate (Actual)	\$2.67	\$2.65

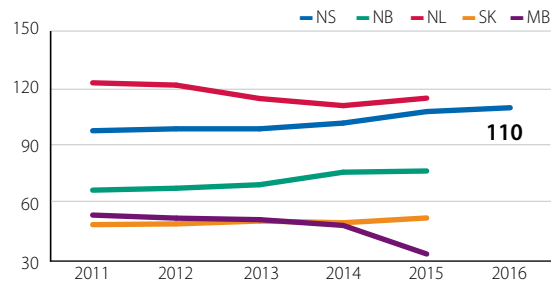
*The proportion of workers with a lost-time injury who received short-term disability benefits exceeding 26 weeks

Goal – Improve Outcomes for Workers and Employers

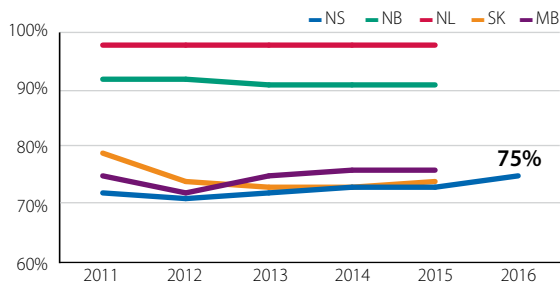
In 2016 the System continued to make progress in reducing the impact of workplace injury in Nova Scotia. There is very real progress with the injury rate, one of the primary indicators of progress in the System. At the end of 2016, the number of time-loss injuries per 100 covered workers in Nova Scotia was 1.74 – the lowest it has been since time-loss injuries have been measured in this manner.

The number of time-loss claims remains relatively stable to last year decreasing to 5,847. As of December 31, 2016, there were approximately 3,200 fewer time-loss injuries than in 2005, reflecting an average annual decrease of almost 3.9 percent since 2005. While this is significant progress, cost reductions in the System did not occur as originally expected. This was partially because the majority of the decrease in injury volume over the last nine years was among lower-cost injuries, and because savings from long-term disability costs take longer to materialize. Long-term disability cost reductions started to emerge in 2014 and are expected to continue through 2022.

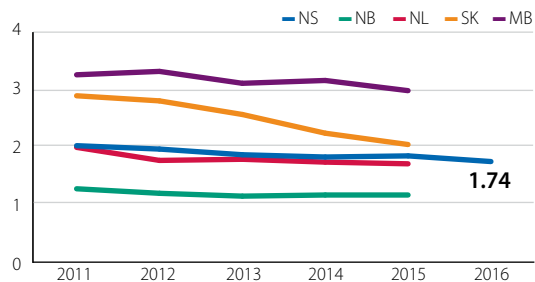
DURATION INDEX



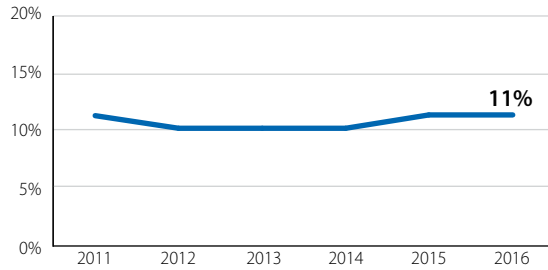
% OF LABOUR FORCE COVERED



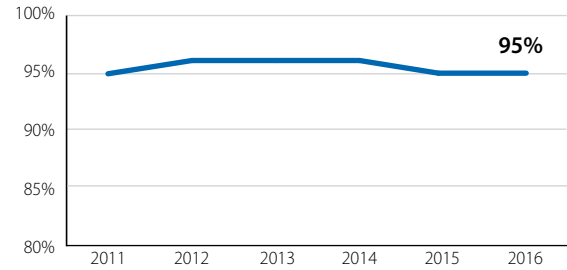
INJURY RATE



INJURY RATE FOR INJURED WORKERS WHERE STD BENEFITS > 26 WEEKS- NOVA SCOTIA



RETURN TO EMPLOYABILITY – NOVA SCOTIA



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

AT THE END OF 2016, THE NUMBER OF **TIME-LOSS INJURIES** PER 100 COVERED WORKERS IN NOVA SCOTIA WAS

1.74

– THE LOWEST IT HAS BEEN SINCE TIME-LOSS INJURIES HAVE BEEN MEASURED IN THIS MANNER.

Goal – Improve Service Delivery

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

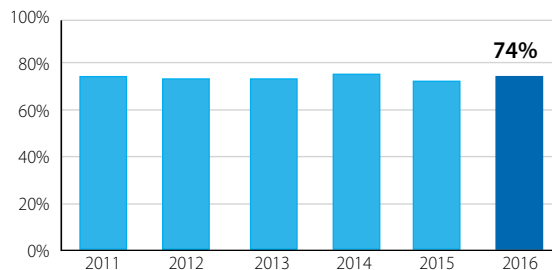
This multiple measure approach provides a more comprehensive reporting of overall stakeholder satisfaction.

Both injured worker and employer satisfaction with WCB service remains high.

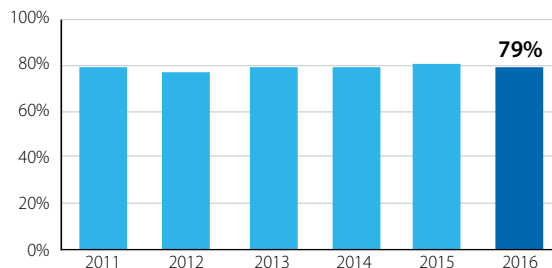
Satisfaction with services provided by the Workers' Advisers Program is also very favourable with 94.6% of clients indicating they are satisfied with WAPs services.

94.6% OF CLIENTS
INDICATED THEY ARE **SATISFIED**
WITH **WAPs SERVICES**.

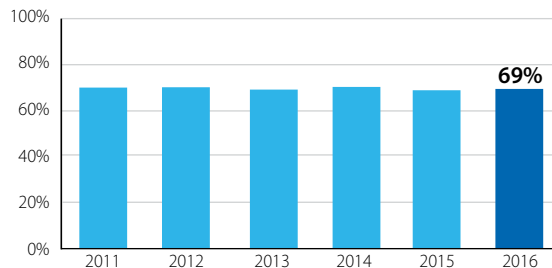
WORKER SATISFACTION INDEX FOR WCB



EMPLOYER SATISFACTION INDEX FOR WCB



SATISFACTION INDEX FOR INJURED WORKERS WHERE STD BENEFITS EXCEEDS 26 WEEKS

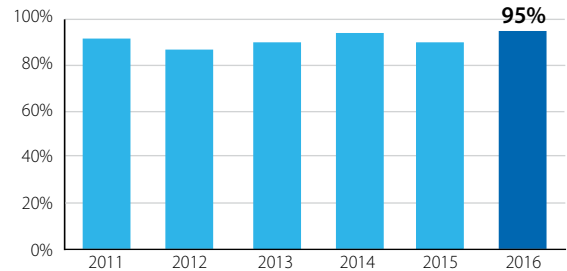


95% of survey respondents indicated that in 2016 health and safety is critically important or important, up slightly from 90% in 2015, but, statistically holding steady for the past several years. This number has been on a gradual climb from 78% in 2007, and held in the 90s the past few years.

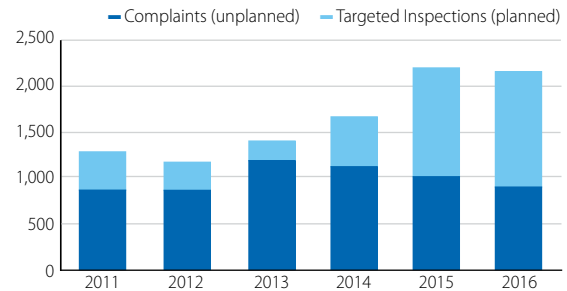
In 2016, the OHS Division of LAE continued to enhance its targeted inspection program that included provincially focused inspection efforts in areas of risk using data and information to inform choices of workplaces to visit. The focus remains on achieving compliance that may involve education and improved awareness, monitoring what is happening in the workplaces and where needed taking action that compels a change in the workplace.

The table below shows that through more effective planning and decision making the OHS Division of LAE has become more pro-active than reactive in the inspection program.

AWARENESS OF IMPORTANCE OF HEALTH AND SAFETY



OHS DIVISION, LAE - INSPECTIONS



IN 2016, **95%** OF SURVEY RESPONDENTS INDICATED THAT **HEALTH AND SAFETY IS CRITICALLY IMPORTANT OR IMPORTANT.**

CLAIM AND APPEAL DETAILED NUMBERS

Year	WCB – Claims		WCB – Internal Appeals			WCAT			NS Court of Appeal
	Received	Time Loss	Received	Decisions	Allowed/ Allowed in part	Received	Decisions	Allowed/ Allowed in part	
2016	24,311	5,847	1,450	1,080	182 (17%)	639	519	267 (51%)	14
2015	23,933	6,014	1,313	1,119	259 (23%)	720	587	250 (43%)	14
2014	24,974	5,953	1,524	1,482	308 (21%)	740	582	270 (46%)	9
2013	25,050	6,034	1,670	1,392	309 (22%)	774	655	308 (47%)	9
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

The number of appeals per year received at WCB Internal Appeals has decreased 25% since 2012. Similarly, the number of appeals allowed or allowed in part continues to decrease.

In 2016, appeals at WCAT continued to decrease, while the overturn rate increased slightly.

Appeals at the Nova Scotia Court of Appeal remained stable in 2016 with 14 cases before the Court.

SINCE 2012, THE **NUMBER OF APPEALS** PER YEAR RECEIVED AT WCB INTERNAL APPEALS HAS **DECREASED** **25%**

Goal – Ensure Financial Sustainability of the System

In an insurance system, financial stability 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, investment returns and the Nova Scotia economy.

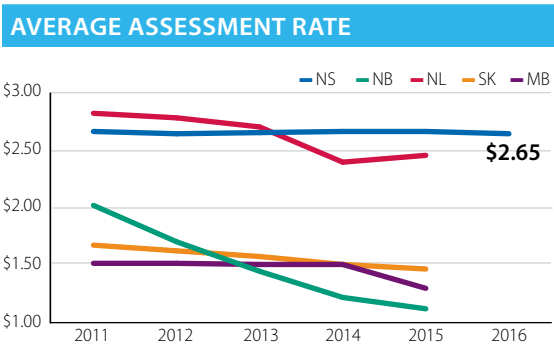
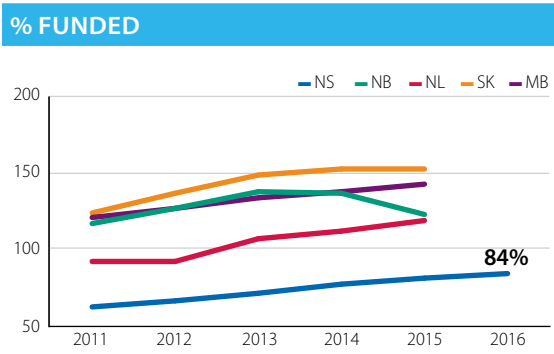
The Workplace Safety and Insurance System has much more direct influence on some of these factors than others.

Last year, there was progress in moving the System closer to financial sustainability. For the fifth consecutive year, the WCB is reporting a total comprehensive income of \$64.2 million for 2016. The System is now 84.1 per cent funded and the funding strategy indicates the unfunded liability should be eliminated between 2020 and 2024.

While this is positive, it is important to keep in mind that Nova Scotia continues to be among the worst funded systems in Canada. All other provinces, other than Ontario, do not have an unfunded liability and have reserves of 6%–53% to ensure long term financial sustainability.

In 2016, the average assessment rate remained stable at \$2.65 per \$100 of payroll.

When contrasted to other jurisdictions, Nova Scotia's benefits regime is lower than other jurisdictions. (see table on page 9).



COMPARISON OF COMPENSATION BENEFITS

Index Area	NS	NB	NL	MB	SK
Percentage of the Workforce Covered (2015)	73%	91%	98%	76%	74%
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	90% of net	90% of net
Fatal benefits other than pensions – immediate lump sum	\$15,000 at date of death	An amount equal to 50% of the New Brunswick Industrial Aggregate Earnings 2015: \$20,307.50	\$15,000 or 26 times the worker's average weekly net earnings at time of injury, whichever is greater	\$76,530	None
Maximum Earnings Covered (2016)	\$58,200	\$61,800	\$62,540	\$125,000	\$69,242
Average New Impairment Award (2015)	8.12%	8.80%	14.35%	4.97%	7.70%
Annuity	Yes, 5% of extended earnings replacement benefit is set aside for annuity	Yes, 10% of 'long term earning loss' benefit is set aside for annuity	Worker paid a pension replacement benefit at age 65 if loss of a pension benefit due to compensable injury can be proven.	Yes, up to 7% of 'long term earning loss' benefit is set aside for annuity	Yes, 10% of 'long term earning loss' benefit is set aside for annuity
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, for claims prior to 1990	No	No	No	No

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and Insurance System

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