



# **Office of the Employer Advisor, Nova Scotia Society 2014 Annual Report**

*Vision, Voice, Value*

36 Brookshire Court  
Suite 14  
Bedford, Nova Scotia  
B4A 4E9  
Phone: 902.442.9366  
Fax: 902.252.3466  
[www.oceans.ca](http://www.oceans.ca)



# Table of Contents

|  |       |
|--|-------|
| Message from the Board of Directors..... | 4     |
| OEA Board of Directors.....              | 5     |
| Message from the Executive Director..... | 6     |
| OEA Employees.....                       | 7     |
| Our Mission, Vision and Values.....      | 8     |
| OEA Values.....                          | 9     |
| 2014 – 2017 Strategic Plan:              |       |
| Vision Voice Values.....                 | 11    |
| Strategic Themes for 2014-2017.....      | 12    |
| OEA Mandate.....                         | 13    |
| OEA Service Zone.....                    | 14    |
| OEA Employer Services Plan.....          | 15    |
| Year End Review:                         |       |
| Financials.....                          | 17    |
| Service Quality Evaluations.....         | 18-23 |
| New Files.....                           | 24    |
| Cumulative Files.....                    | 24    |
| Initial Contact.....                     | 26-27 |
| Employer Business Profile .....          | 28    |
| Employer Industries .....                | 29    |
| OEA Contracted Service Categories.....   | 30    |
| Reasons for Contacting OEA .....         | 31    |
| Occupational Health & Safety.....        | 32    |
| Worker Injury Profile .....              | 33    |
| Appeals .....                            | 34-35 |
| Employer Training & Consultation .....   | 36-43 |
| Employer Conference.....                 | 44-46 |
| OEA Partnerships and Events.....         | 47    |
| Marketing & Social Media.....            | 48    |
| OEA Website.....                         | 49    |
| Service Providers.....                   | 50-51 |

# Message from the Board of Directors



On behalf of the Office of the Employer Advisor Nova Scotia Society, Board of Directors, it is our pleasure to present our 5<sup>th</sup> Annual Report for the year ending 2014 and to present our plans for the coming four years.

OEA NS is unlike any other organization of its kind in Nova Scotia and the rest of Canada. The Board of Directors for OEA NS bring diverse business associations together to collectively oversee the management of OEA NS into the years ahead. We are truly a Board **“By Employers, For Employers”**. It is a unique partnership of business expertise, skills, interests and an understanding that that we are making a change for the better having an OEA in our province. While a young organization we actively work on partnerships with stakeholders, meet the needs of our customers and remain consistently focussed on quality results, data and input to create a collective success for employers.

Since opening in 2008, the OEA has continued to evolve, by responding to the input of employers and employer associations; those connected to our Board directly and those who are not. We strive to achieve consistently superior quality assistance and advice for employers in all of our programs and services. Our new strategic plan 2014-2017, titled **“Vision, Voice, Value”** will take us into a new chapter where the focus and meaning of partnerships extends beyond our Board of Directors, paving the way for a new direction for OEA NS.

This past year is proof of the influence of collaboration built from the associations that worked so tirelessly to introduce an OEA to Nova Scotia. We invite you to review our strategic plan on the OEA website at [www.oceans.ca](http://www.oceans.ca) and get involved! Our Board is seeking new members to take us further in our growth and plans. Let us know if this is something that you would like to be part of.

We are excited by the opportunities ahead!

We hope you enjoy reading this Annual Report and we look forward to working with you in the years ahead.

Sincerely Yours,

A handwritten signature in blue ink that reads "Bernadine MacAulay". The signature is written in a cursive style.

Bernadine MacAulay  
President, OEA NS

# OEA Board of Directors



**Bernadine MacAulay** OEA Board  
**President**  
Lawyer, Consultant



**Jim Cormier** – OEA Board Director  
*Retail Council of Canada, Atlantic  
Region*



**Rick Feehan** – CA  
OEA Board Treasurer  
*Wear Well Garments Limited*



**Henry Vissers** – OEA Board  
Director  
*Nova Scotia Federation of Agriculture*



**Christopher Ipe** – Lawyer  
OEA Board Director  
*Canada Post Corporation*



**Pam Sullivan** - OEA Board Director  
*Basin Contracting Ltd. NS Road  
Builders Association (NSRBA)*



**Al Angrignon** –  
OEA Board Director  
*Nova Scotia Forest Safety Association*



**Christine Carruthers** – OEA Board  
Director  
*Tandus Flooring Ltd.*

Photo by: Dash Creative

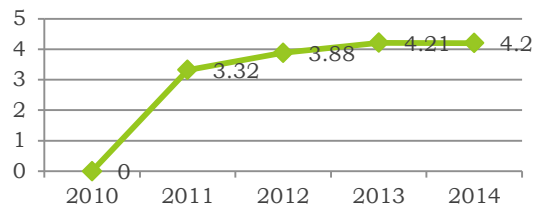
The OEA NS Society Board undertakes an annual performance review and evaluation through a survey of Board Governance standards. Our annual business planning incorporates objectives for Board development, based directly on the survey outcomes.

With a new Strategic Plan being launched in 2014, the Board became a Governance Board and the survey added leading indicators for evaluation.

Previous year's surveys addressed only lagging indicators which were appropriate in those years where the usage of OEA was measured to determine OEA operations.

Survey results for 2014 having measured leading and lagging indicators demonstrates a consistent rating of overall effectiveness of the Board when compared to results measured in 2013.

**Annual Scoring of Overall Board Effectiveness**



# Message from the Executive Director



I am pleased to present the 5<sup>th</sup> Annual Report of the Office of the Employer Advisor Nova Scotia Society (OEA NS) for the year ending 2014.

Change is not a new experience in OEA. We embrace it! It is a necessary fact of being a young and growing organization and because of the issues we address. 2014 was a year of looking towards the future of OEA and assessing how OEA moves into the future to meet the maturing needs of employers in Nova Scotia.

After completing our 2011-2014 strategic plan, a full 12 months ahead of schedule, the OEA Board and Staff got down to the task of developing a new plan that would address the future of OEA. **Vision, Voice, Value** are the themes of our new Strategic Plan launched in April 2014 and it is the guiding framework for OEA over the next four years. Our new plan was also developed with input from system stakeholders and employers. Employers are changing too; participating in the system in ever increasing numbers. By setting targets and strategies together, OEA will continue to be the success that employers want of it. Our new Strategic Plan will assist OEA to reach our mandate: **“Navigating Employers in the Right Direction”**. We invite you to read our Strategic Plan by going to our website at [www.oceans.ca](http://www.oceans.ca). OEA looks forward to working with you!

Our year of change also involved a move to a new office located in Bedford, mid-year which includes training space to support the programming that employers need and ask for. We launched additional training through Core and Core Plus training programs to recognize the specific needs of more experienced employers who want advanced levels of learning.

We added staff resource positions to assist us to develop our plan. Significant is the new role directed towards organizational development; to assist OEA to implement its strategic plan.

I encourage you to review our Annual Report and please let me know if there is anything OEA NS can do to assist you. I thank you for being part of the change employers need and want to build together.

Thank you.

Respectfully Submitted,

Mary Morris, BN, RN, COHN, COHN(C), COHN, CRSP, CHRP  
Executive Director  
OEA NS

# OEA Employees

---



**Mary Morris**

**Executive Director/  
Employer Advisor**



**Angela Peckford**

**Employer Advisor**



**Robert Benoit**

**Employer Services  
Co-ordinator**




**Eyoab Begashaw**

**Co-ordinator of  
Business Services &  
Support**

Photos by: Krochko Photography  
& Dash Creative

# Our Mission, Vision and Values

---



**MISSION**

•Navigating Employers In the Right Direction.



**VISION**

•Contributing to a successful Nova Scotia business community with expertise, advice, support and resources.



**VALUES**

•OEA NS Society is guided by the following values or principles as we strive to achieve our Vision:



# OEA Values

---

**Healthy, Safe and Engaged Workplaces in Nova Scotia:** OEA NS Society delivers its mandate to assist and contribute to business success.

**Self Management of OEA NS Society:** OEA NS Society will sustain a Governance Model, that supports and advances the mission of the Society, including Education – Support – Expertise – Communication – Advocacy, which in total produces sustainable and measurable system change and supports employers to create and maintain better workplaces in this province.

**Change:** OEA NS Society strives for necessary and effective system change to benefit Nova Scotia employers in a positive and direct way. We value the change that can occur when programs and services which meet employer's needs, are accessible, represent good value and expert quality.

**Accountability:** OEA NS Society works to provide effective, efficient governance, program and system assessment, communication and accountability to employers, partners, business associations and funding agencies.

**Transparency:** OEA NS Society gathers and maintains data within the framework of modern privacy practices, respecting access and delivery of services. We believe in keeping employers and employer associations informed on current issues and promoting open discussion.

**Collaboration:** OEA NS Society works with external agencies and departments. We recognize the value of combining strengths and perspectives to attain desired OEA NS outcomes.

**Client Focused Approach:** OEA NS Society considers all client outcomes and impacts when building and delivering programs and services.

**Outcome Driven Approach:** In the allocation of resources, OEA NS Society seeks to deliver results for clients, partners and funding agencies. Our outcomes support the Mandate, Mission, Vision and Values of the OEA NS Society.

---

**OEA NS Society**

**A New Chapter Begins**

**Vision, Voice, Value 2017!**

# 2014-2017 Strategic Plan: Vision, Voice and Values

OEA NS is excited to announce we have completed a new multi-year strategic plan for 2014-2017, moving us forward, once again, and as always, in partnership with you!

The facts are simple - the safety and health of Nova Scotia's workforce is critical. Our new strategic plan propels and promotes business success in two important ways:

- In maintaining the excellence of OEA NS core programs and services employers want, need and expect; and
- In recognizing that OEA NS needs to expand programs and services to match the development and growth of employers.

As an organization, we believe it is our responsibility to think and act broadly about business success.

Our new strategic plan "**OEA: Vision, Voice, Value 2017**" maintains the excellence and reputation of OEA NS programs and services in navigation, advocacy, consultation and education that have been our commitment and focus since we opened our doors six years ago. The plan also recognizes the diverse, expanded, and unique needs of employers in Nova Scotia.

Since 2008, OEA NS has seen an increase in every aspect of our operation, resulting from requests and needs of employers and business associations for advice, advocacy, navigation and education. Each time we have launched a new program or service it is always matched to an employer need and is immediately and overwhelmingly received by employers. We continue to receive countless letters, and emails from employers thanking us for the assistance, the expertise, the knowledge our office provides to them. Our unique governance model brings together business leaders and business associations to support business in our province based on common needs and shared issues. No other province in Canada operates an OEA like we do and this has been the key to OEA NS success. OEA NS has an earned trust in the Nova Scotia employer community and we thank everyone for their input in developing our new vision, beginning now!

Our consultation with those within and external to OEA NS identified that now is the time to expand our basic programs and services. We emphasize that we never grow OEA simply for the sake of growing. But Nova Scotia's businesses are ready and have advanced needs, and OEA is ready to respond and deliver over the next four years of this plan! With our new model employers we serve will have access to the type of education and navigation that does make a positive difference in injury frequency and severity, workplace promotion of a healthy working population, and a safety culture that returns workers to the workplace, resulting in direct and indirect cost savings. Business success is the outcome, not just the inspiration of our plan!

We are excited to work together to accomplish outcomes driving business success in Nova Scotia. We welcome your feedback regarding this plan and any other aspect of OEA NS operation.

# Strategic Themes for 2014-2017

The OEA 2014 Business Plan can be found on our website, using the following link:  
<http://oeans.ca/about-us/business-plan>

## **Board Governance**

## **Programs and Services**

- 1. Core**
- 2. Core Plus**

## **Education and Other Optional Services**

## **Financial Sustainability**

## **Empowering Employers**

## **Infrastructure, Data Management and Staff Resources**

# OEA Mandate

**Navigation** of WCB and/or OHS and related employment issues

**Navigation** through increased understanding and involvement in WSIS

**Navigation** to obtain the right decision, from the beginning

**Navigation** through advocacy

**Navigation** through collaboration and system improvements

**Navigation** through learning and training

**Navigation** of best practices to prevent injury and financial loss

**Navigation** for a healthy and safe working Nova Scotia

**Navigation** to improve Return to Work numbers

**Navigation** through health promotion

**Navigation** of complex issues, appeals and case management

**Navigation** by increased employer participation on all system issues

**Navigation** of legislation, codes of practice and regulations

**Navigation** to create business success in Nova Scotia

**Navigation** with program and policy development, procedure review, and innovative practices

# OEA Service Zone



OEA NS meets the needs of employers and business associations by providing advocacy, assistance, advice, support and education in four intersecting areas. Employment issues can be complex and involve multiple agencies and legislation. OEA assists employers to navigate WCB and OHS employment issues which may have overlap into other subjects.

OEA's Service Zone includes OHS, Employment Standards, Human Rights and WCB related navigations.

# OEA Employer Services Plan



---

# Year End Review



# Financials

**THE OFFICE OF THE EMPLOYER ADVISOR, NOVA SCOTIA, SOCIETY**  
**STATEMENT OF FINANCIAL POSITION**  
**AS AT DECEMBER 31, 2014**

|  | 2014<br>\$     | 2013<br>\$     |
|--|----------------|----------------|
| <b>ASSETS</b>                            |                |                |
| CURRENT ASSETS                           |                |                |
| Cash                                     | 153,899        | 138,015        |
| HST receivable                           | 10,733         | 7,152          |
| Prepaid expenses                         | 3,298          | 3,294          |
|  | <u>167,930</u> | <u>148,461</u> |
| <b>LIABILITIES</b>                       |                |                |
| CURRENT LIABILITIES                      |                |                |
| Accounts payable and accrued liabilities | 30,170         | 16,210         |
| Deferred revenue                         | 72,043         | 92,297         |
|  | <u>102,213</u> | <u>108,507</u> |
| <b>NET ASSETS</b>                        |                |                |
| UNRESTRICTED NET ASSETS                  | <u>65,717</u>  | <u>39,954</u>  |
|  | <u>167,930</u> | <u>148,461</u> |

**THE OFFICE OF THE EMPLOYER ADVISOR, NOVA SCOTIA, SOCIETY**  
**STATEMENT OF OPERATIONS AND NET ASSETS**  
**FOR THE YEAR ENDED DECEMBER 31, 2014**

|   | 2014<br>\$     | 2013<br>\$     |
|---|----------------|----------------|
| REVENUE                                     |                |                |
| Workers Compensation Board of Nova Scotia   | 420,254        | 347,148        |
| Other revenue                               | 25,763         | 21,104         |
|   | <u>446,017</u> | <u>368,252</u> |
| EXPENDITURES                                |                |                |
| Administrative expenses                     | 420,254        | 347,149        |
| EXCESS OF REVENUES OVER EXPENDITURES        | 25,763         | 21,103         |
| UNRESTRICTED NET ASSETS - beginning of year | <u>39,954</u>  | <u>18,851</u>  |
| UNRESTRICTED NET ASSETS - end of year       | <u>65,717</u>  | <u>39,954</u>  |

# Service Quality Evaluations:

Employers contact OEA for assistance with Workers' Compensation, Occupational Health & Safety, Employment Standards & Legislation, and Human Rights. They are continuously surveyed to enable OEA to evaluate the quality of the service provided.

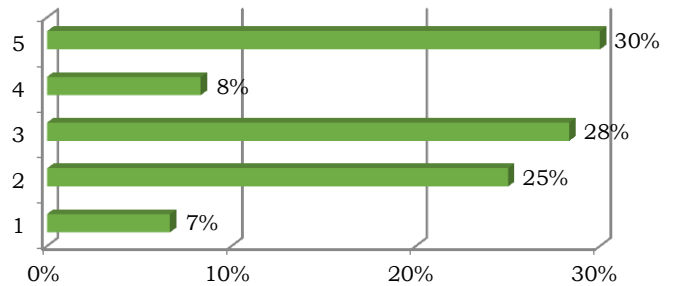
38% of employers rated their knowledge level as 4 or above before contacting OEA.

94% of employers rated their knowledge level as 4 or above after contacting OEA.

There was a 56% increase in employer knowledge reported by employers after they had contact with OEA. This is a 2% increase over last year.

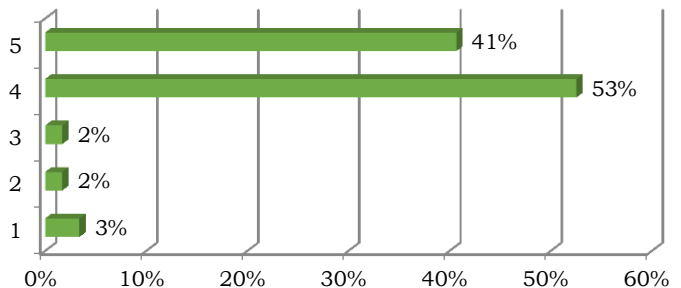
OEA distributed 153 service quality surveys and there was a 39.5% rate of return, which is a decrease of 9.5% compared to last year.

## **Year End Results: Rating of employer's knowledge level before contacting OEA\***



*38% of Employers were rating their knowledge level as 4 or above*

## **Year End Results: Employer's rating of their knowledge level after contacting OEA\***

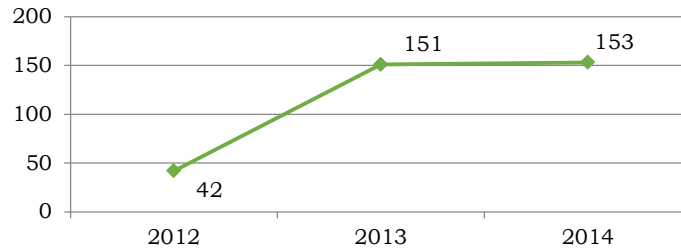


*94% of Employers were rating their knowledge level as 4 or above*

\*Note: 1=Poor and 5=Excellent

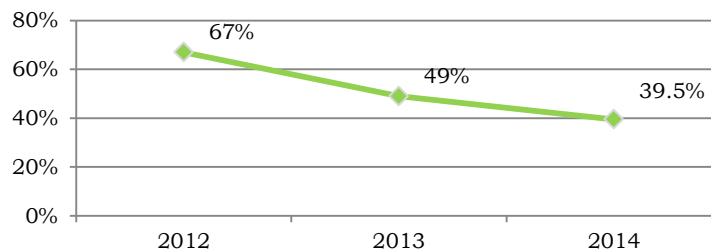
# Service Quality Evaluations:

## Year Over Year: Number of Service Quality Surveys Issued



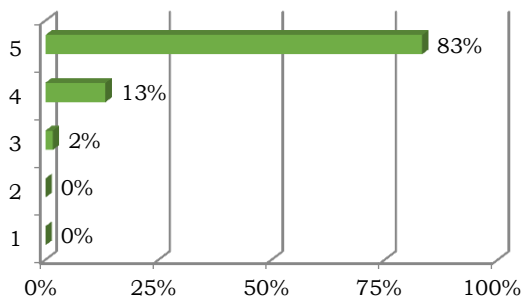
*There was a 2% increase in the number of service quality surveys issued.*

## Year End Results: Return Rate on Completed Service Quality Surveys

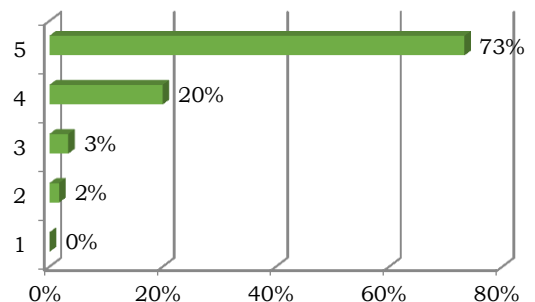


*There was a 9.5% decrease in the return rate for service quality surveys issued.*

## Year End Results: Rating of the professionalism of service when Employers contacted OEA\*

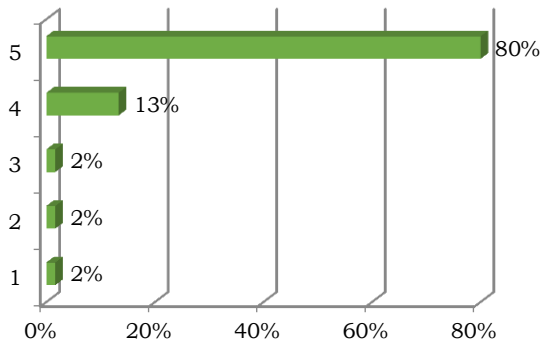


## Year End Results: Rating on the timely handling of Employer inquiries\*

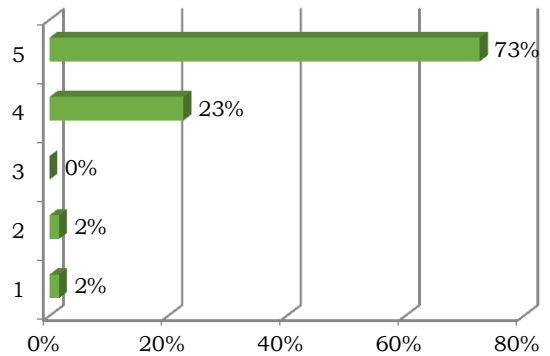


# Service Quality Evaluations:

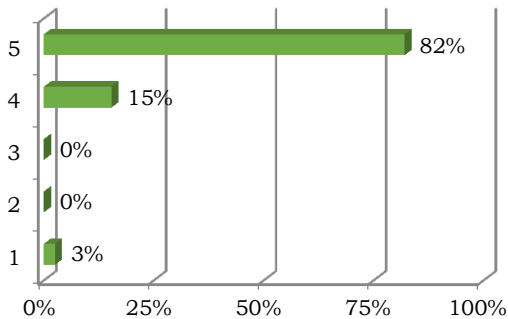
**Year End Results: Rating on how well OEA listened to and understand Employer needs\***



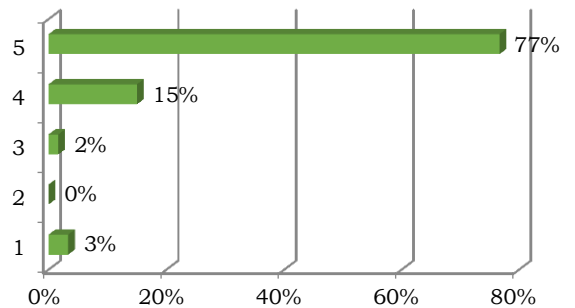
**Year End Results: Rating of the accuracy and relevance of information provided by OEA\***



**Year End Results: Rating on the satisfaction of written work provided to Employers by OEA\***



**Year End Results: Rating of Overall Employer Satisfaction with OEA Service\***



# Service Quality Testimonials

I find the OEA staff to be a vital resource for small and medium sized business.  
*Joanne Veinotte*

I had a question regarding "Mandatory Training" from a vendor. EMC contacted OEA on my behalf. I got an immediate, knowledgeable response. Very satisfied with the service.  
*Anicom Signs*

OEA NS is an extremely informative and valuable resource for employers on all topics related to WCB claims.  
*Alderwood Rest Home*

Due to WCB attitude towards employers, the OEA was the only effective way we could be heard or get any answers.  
*Wallace Quarries*

OEA is a much needed resource for employers in Nova Scotia.  
*Bell Aliant*

The help and support I received on my file has been transferrable to other similar files.  
*Bell Aliant*

Always a treat to have OEA on your team! Professional, knowledgeable and a fantastic resource for businesses.  
*Nova Scotia Crystal*

The information provided to me regarding my concerns on a accident report saved me a lot of report filing.  
*Anonymous*

Consistent professionalism, information and advice was given in a timely manner. Helpful in navigating a very confusing process.  
*Anonymous*

# Service Quality Testimonials

Every time I've dealt with OEA staff they've been very professional, open and responsive to all my questions, and extremely helpful. They've been very patient with my lack of knowledge and experience on these issues. *Municipality of Yarmouth*

The guidance, information & professionalism of the advisor at the OEA was a tremendous help to our company. This is a wonderful resource for employers. *Inside Out Cleaning*

Excellent service provided by Mary from start to finish. Thank you. *Anonymous*

Excellent feedback in a very timely manner. Excellent source of information. *Anonymous*

OEA has provided me with a wealth of knowledge. Their training seminars are timely, appropriate, well organized and very interactive. I am looking forward to continuing our relationship in the future! *Chignecto-Central Regional School Board*

Great job. Thank you! *Anonymous*

All employers who are subject to WCB should be aware of the services of OEA. *Rick Feehan, VP Finance WearWell Garments Ltd.*

The Advisor's knowledge and patience are extraordinary. I received the advice that I needed and was well-provided. *Anonymous*

At last, the employer has assistance that levels the playing field with WCB staff and workers. *Nova Tree Seed Co. Ltd.*

# Service Quality Testimonials

The staff at the OEA are knowledgeable, helpful and take the time to ensure I have the necessary information to manage the issue they have been assisting me with. They go above and beyond every time. *Sue Elliott, Advanced Precision*

Over the years I have found Mary Morris and OEA to be a very quick and effective resource for understanding our companies rights and for helping develop strategies for fixing HR problems. *Treacan Combustion Ltd.*

WCB would do well if they could check on more complaints that are proved to be false. *GT Auto Repairs*

If you're trying to figure something out and just don't know what to do- talk it out with an OEA representative. *Anonymous*

Mary Morris shared many do's/don'ts throughout our accommodation training. Our management team engaged with her and found out some very helpful information in this regard. This was a great learning session for everyone and we plan to use OEA again for some of our future management development training. *Anonymous*

I have used the services of OEA on a number of occasions and have always been given constructive, relevant, and timely support and advice that has led to appropriate resolution of problems at hand. *Anonymous*

The staff at OEA provided excellent and timely assistance to us while we navigated the complexities of the Workers' Compensation process. *Anonymous*

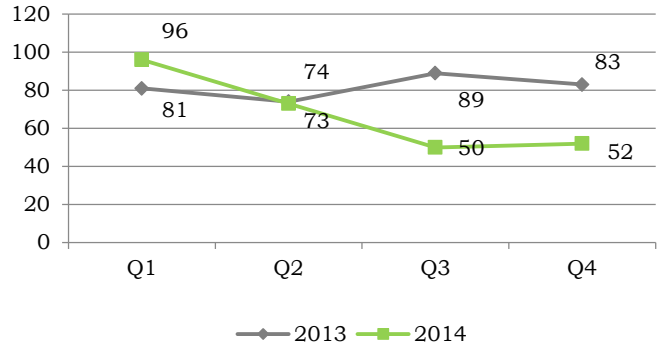
Very clear and concise information that helped us make the right decisions. *Anonymous*

# New Files

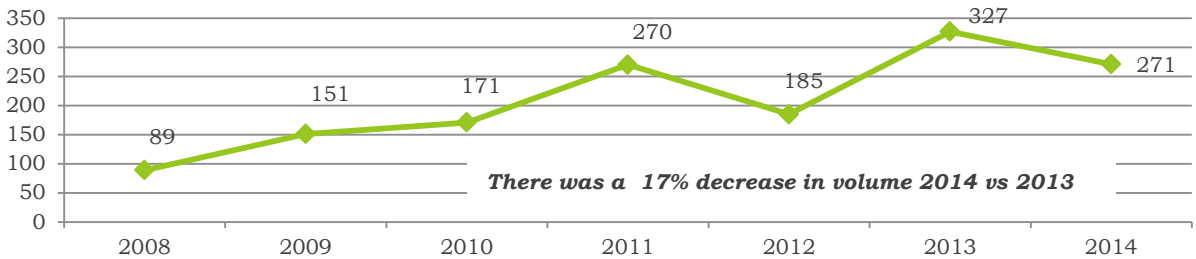
Due to the complexity and time commitments of the existing open files, OEA did not assign\* all new files in Q4 of 2014. This resulted in a 17% decrease in new files opened in 2014 when compared to 2013. All files placed on hold in Q4 were opened in 2015.

\*Assign(ment) is a specific category of work with an Advisor.

**New Files: 2014 vs 2013 by Quarter**

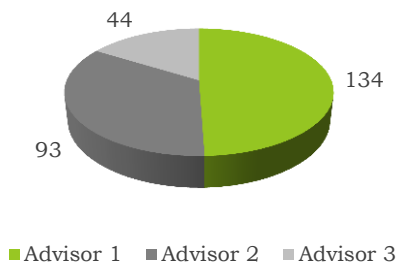


**New Files: Year over Year**

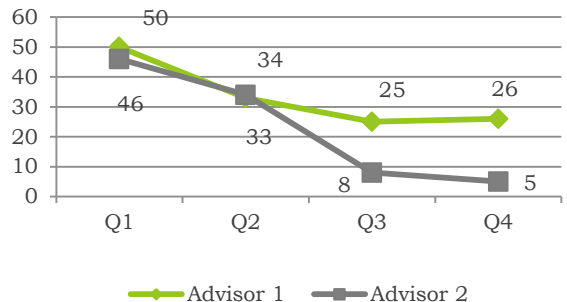


**NOTE: Files which took less than 2 hours were not tracked until Q3 of 2012**

**Year End Results: New Files by Advisor**



**New Files: 2014 Quarterly by Advisor**



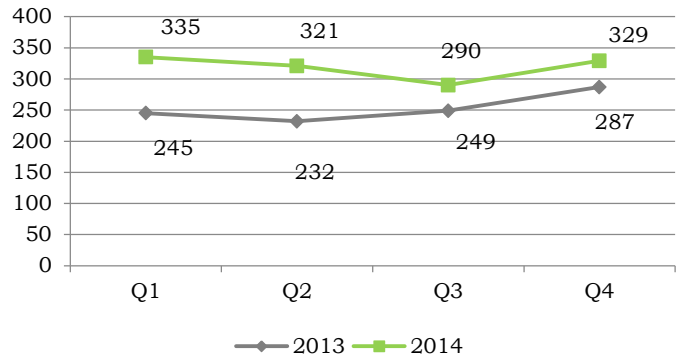


# Cumulative Files

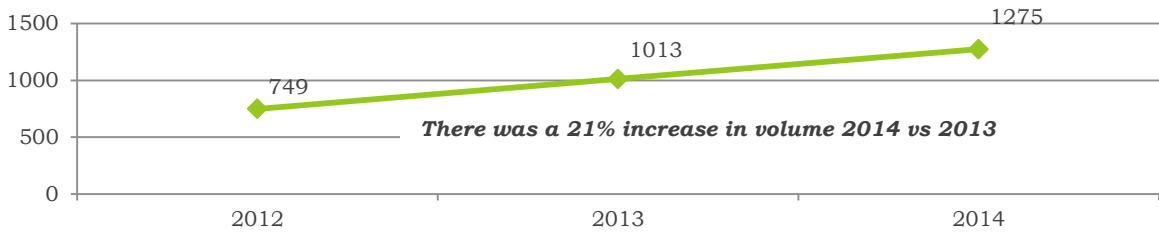
The complexity and time commitment involved in existing open files increased in 2014.

The total cumulative workload of open files increased by 21% in 2014 when compared to 2013.

**Cumulative Files: 2014 vs 2013 by Quarter**  
(Includes carry over and new files)

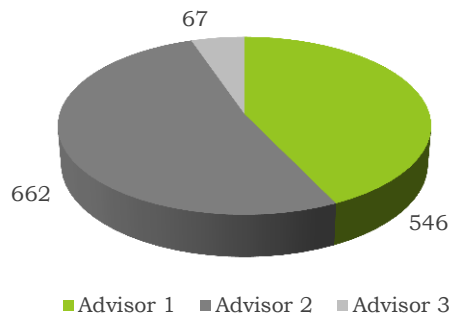


**Total Cumulative Files: Year-Over-Year**  
(Includes carry over and new files)



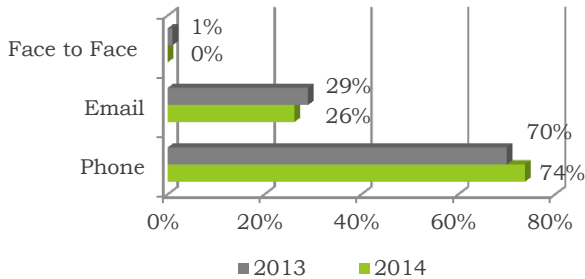
NOTE: Files which were less than 2 hours were not tracked until Q3 of 2012

**Year End Results: Total Cumulative Files by Advisor**



# Initial Contact

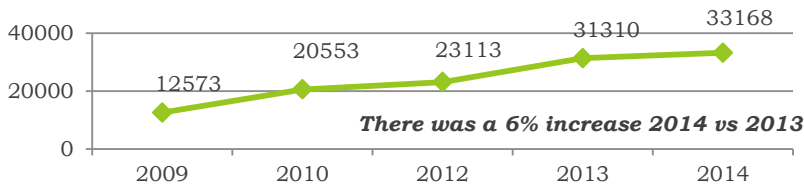
## Year End Results: Method of First Contact



There was a 6% increase in the volume of emails and telephone calls coming into OEA in 2014.

74% of employers' first method of contact with the OEA was by phone. This was a 4% increase over last year.

## Year over Year: Total Contact by Email and Telephone



There was a decrease by 3% in email being used as first method of contact in 2014 compared to 2013.

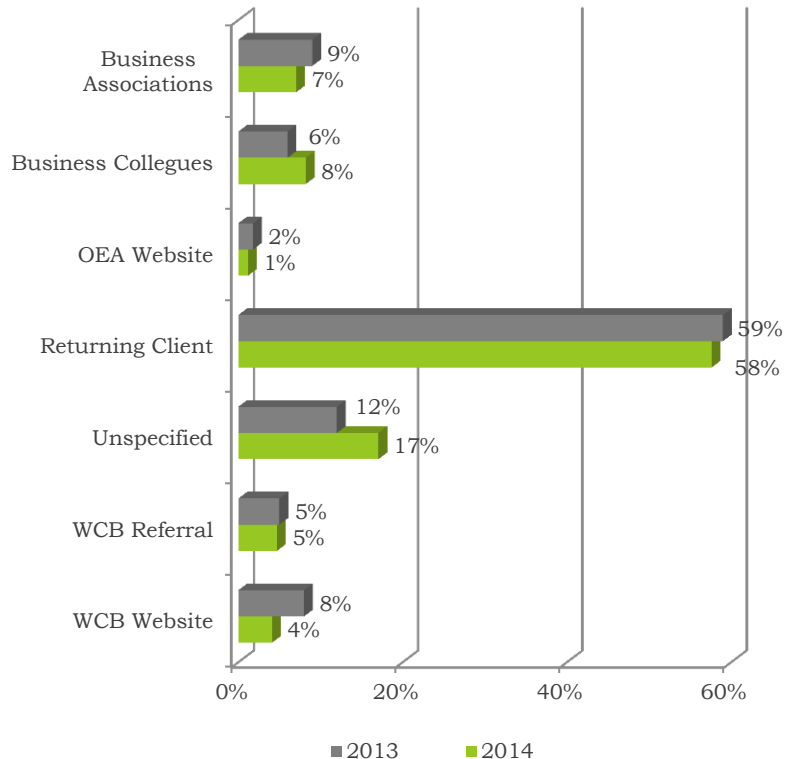
When surveyed to ask how employers found out about OEA, more than half (58%) of the employers coming to OEA in 2014 were returning clients and therefore already knew about OEA.

There was a decrease of 2% in referrals from business associations; but there was an 8% increase in referrals from business colleagues.

Business connections remain very influential in referral to OEA.

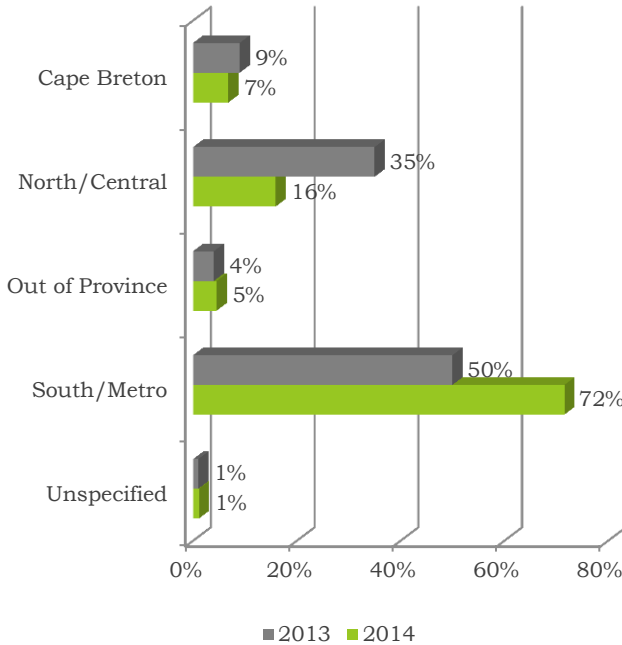
While the WCB referral volume stayed the same, there was a 4% decrease in employers who learned about the OEA through the WCB website.

## Year End Results: How Employers Found Out About OEA



# Initial Contact

**End of Year Results: Primary Location of Employers**

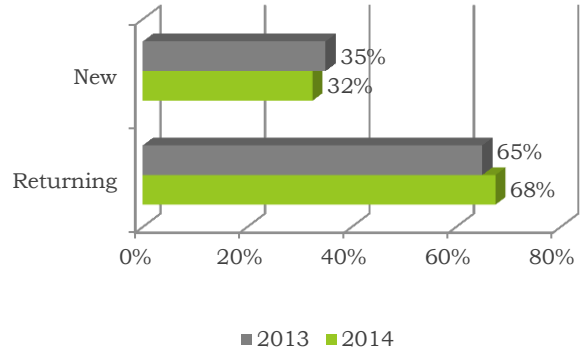


There was a 19% decrease in new files from employers located in north/central NS but a 22% increase from south/metro NS.

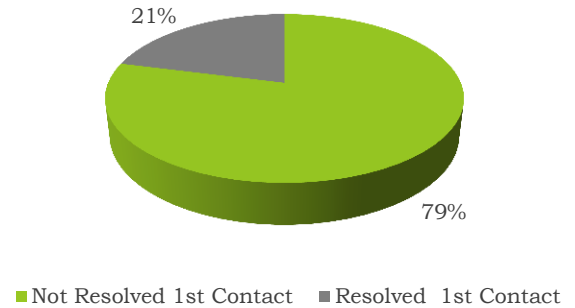
The majority of employers who contacted OEA in 2014 were returning clients. New client volumes decreased by 3% in 2014 when compared to 2013. Employer Advisors were able to assist 21% of employers at first contact (less than 2 hours), while 79% of files required additional time to complete or resolve the issue in 2014.

48% of files required more than 2 hours to complete in 2014, which has decreased by 9% from 2013. 52% of files took less than 2 hours to complete in 2014.

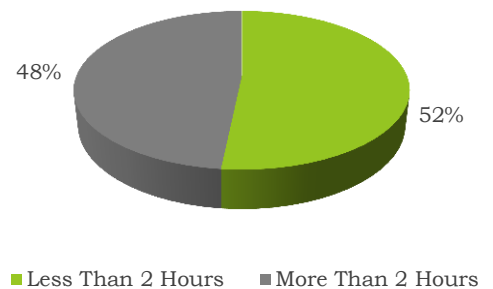
**Year End Results: New vs Returning Clients**



**Year End Results: Files Resolved at 1st Contact with Advisor**



**Year End Results: Time to Resolve Files**



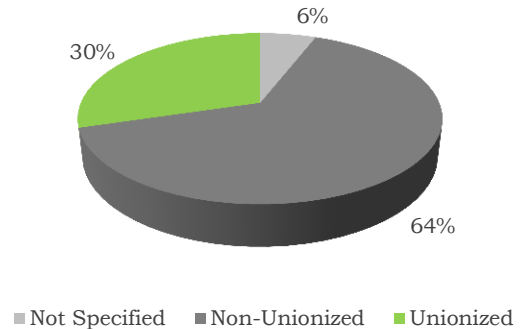
# Employer Business Profile

64% of employers contacting OEA in 2014 were non-unionized, which is a 6% decrease from 2013. 6% of employers did not specify if they were a unionized employer, which is a 7% decrease from employers who did not specify if they were unionized in 2013.

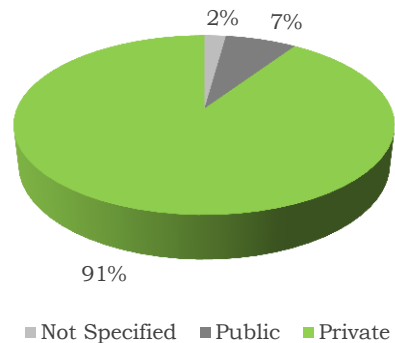
91% of employers contacting OEA in 2014 were private employers. This is a 9% increase in comparison to privatized employers contacting OEA in 2013.

88% of employers contacting OEA in 2014 were assessed by WCB in comparison to 2013 when only 81% of employers contacting OEA were assessed by WCB.

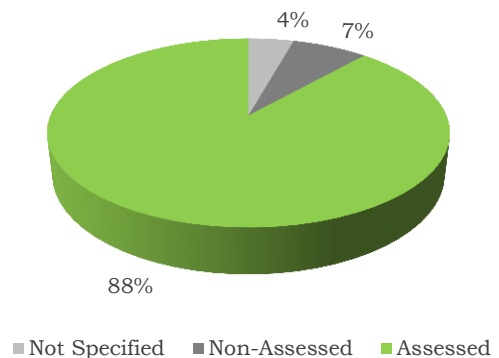
**Year End Results: Unionized vs Non-Unionized Employers**



**Year End Results: Private vs Public Employers**

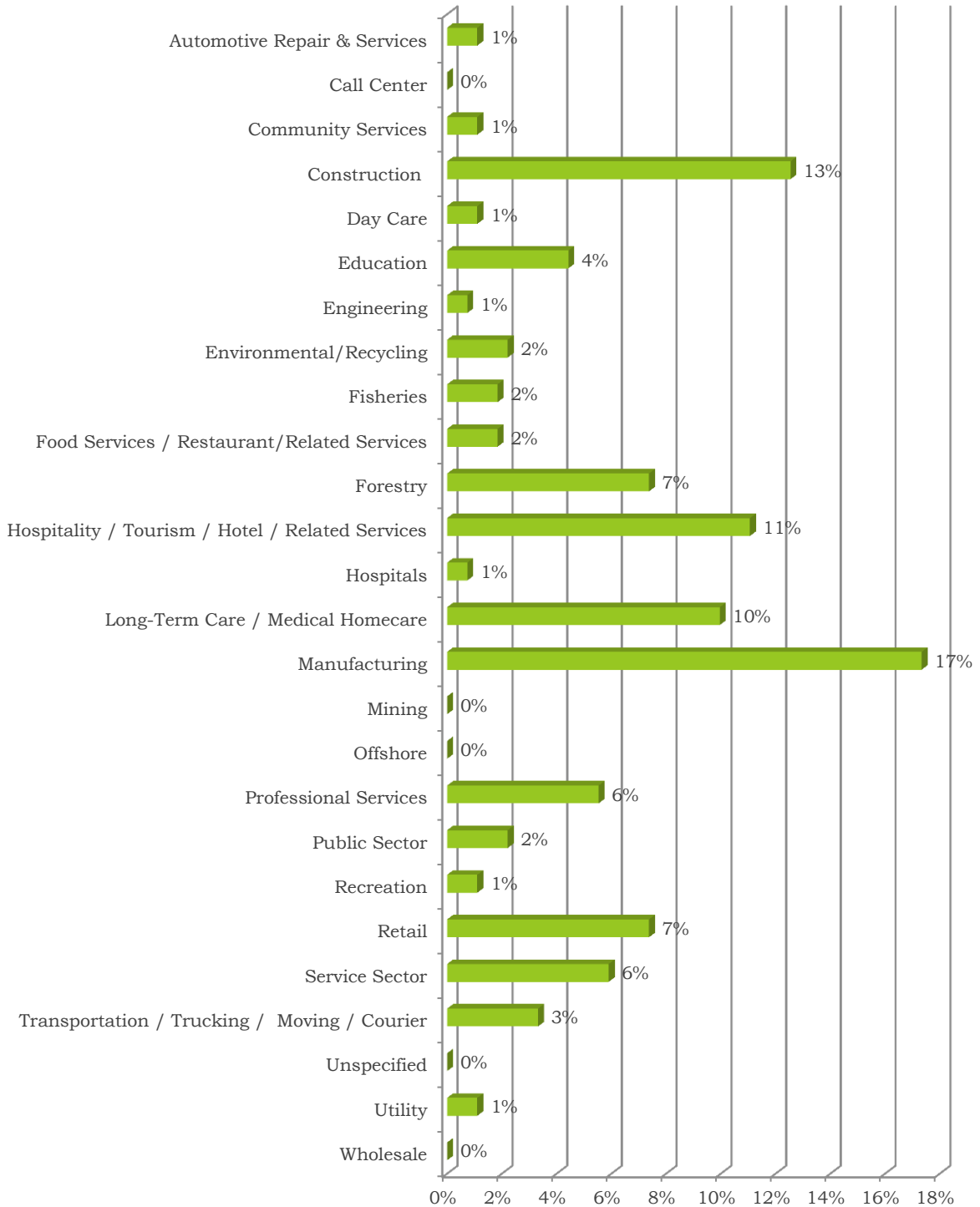


**Year End Results: WCB Assessed vs Non-Assessed Employers**



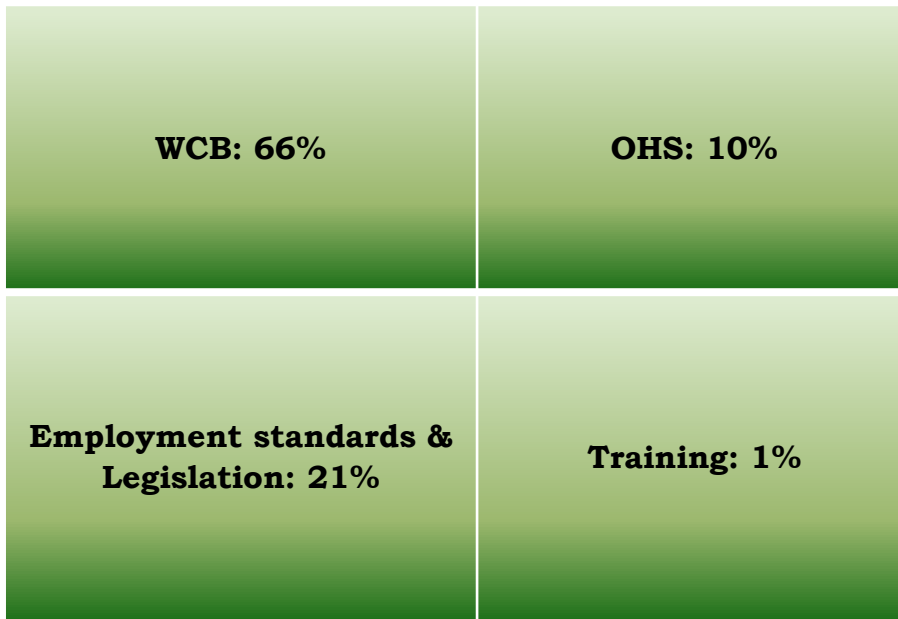
# Employer Industries

## Year End Results: Employer Industry Sectors Using OEA



# OEA Contracted Service Categories

## Year End Results: OEA Contracted Service Categories



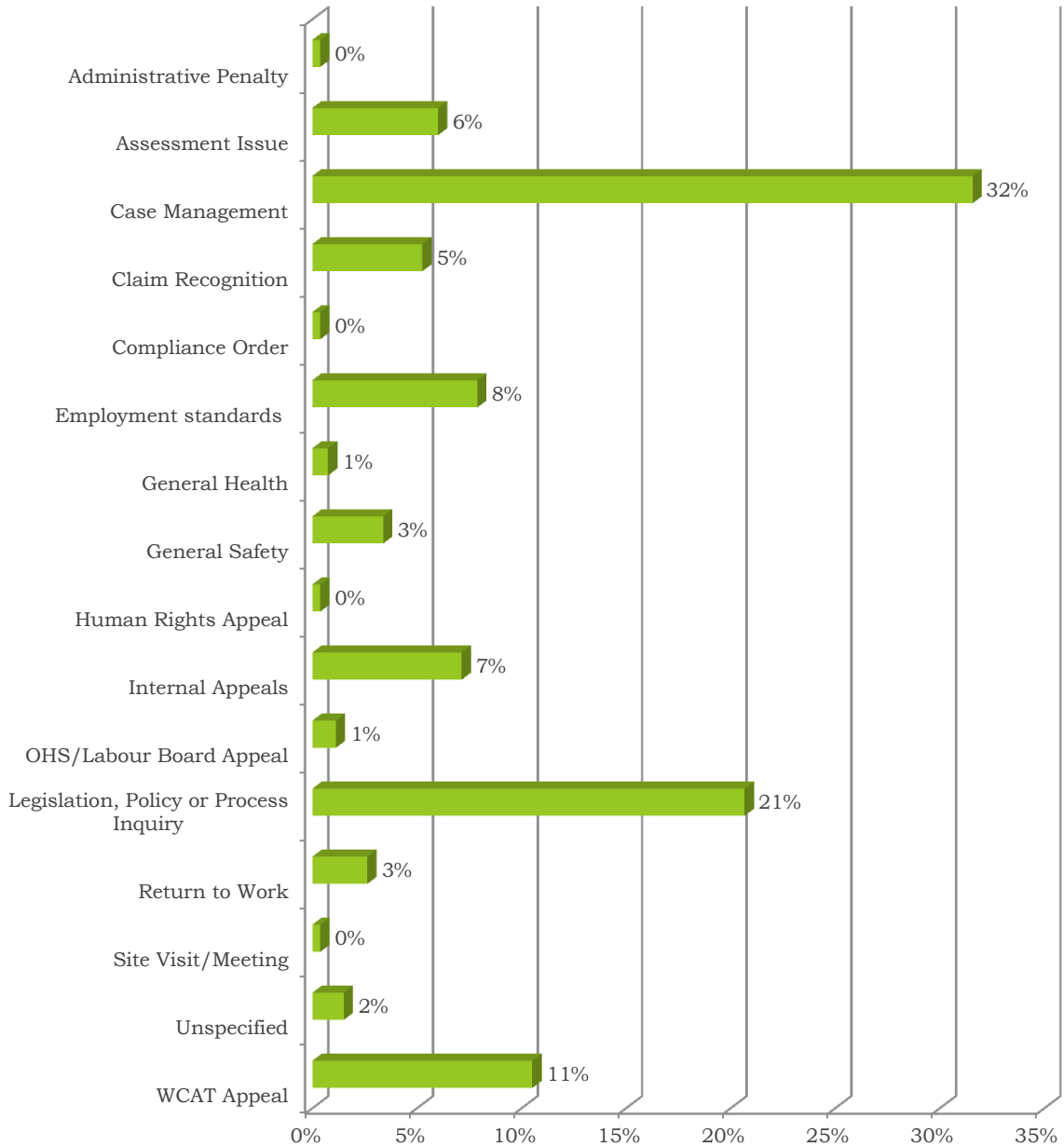
*\* Outside OEA Mandate: 2%*

Comparing 2014 to 2013:

- There was an 8% increase in WCB related files in 2014.
- OHS related files decreased by 1%.
- Employment standards & legislation related files increased by 2%.
- Individual training requests reduced by 9%.

# Reasons for Contacting OEA

## Year End Results: New Files: Reasons for Contacting OEA



*\*Note: There may be multiple reasons indicated.*

*Case Management includes Duty to Accommodate and Disability Management*

# Occupational Health and Safety

| # OHS Files   | OHS Files | % Breakdown |
|---|-----------|-------------|
| General health files  | 2         | 2%          |
| General safety files  | 9         | 10%         |
| OHS case management files   | 3         | 3%          |
| OHS claim recognition files   | 14        | 15%         |
| Legislation, policy & process files (includes administrative penalty files) | 55        | 60%         |
| Compliance order/administrative penalty files                               | 1         | 1%          |
| Site visits requested   | 1         | 1%          |
| Return to work  | 7         | 8%          |
| <b>Totals*</b>  | <b>92</b> | <b>100%</b> |

*\*The statistics are developed based on the total number of OHS files. There may have been multiple OHS related issues within one OHS file; therefore the totals will be more than the number of OHS files.*



# Worker Injury Profile

| Body Part Injured | Files with Injuries | % of Injuries / Body Part |
|-------------------|---------------------|---------------------------|
| Ankle             | 3                   | 3%                        |
| Arm               | 7                   | 6%                        |
| Back              | 29                  | 27%                       |
| Drug Addiction    | 2                   | 2%                        |
| Chest             | 2                   | 2%                        |
| Ear               | 2                   | 2%                        |
| Elbow             | 8                   | 7%                        |
| Eye               | 0                   | 0%                        |
| Finger            | 4                   | 4%                        |
| Foot              | 4                   | 4%                        |
| Groin             | 2                   | 2%                        |
| Hand              | 1                   | 1%                        |
| Head              | 9                   | 8%                        |
| Heart Attack      | 2                   | 2%                        |
| Hernia            | 0                   | 0%                        |
| Hip               | 1                   | 1%                        |
| Knee              | 12                  | 11%                       |
| Leg               | 2                   | 2%                        |
| Lungs             | 0                   | 0%                        |
| Mental Health     | 1                   | 1%                        |
| Mouth             | 1                   | 1%                        |
| Neck              | 2                   | 2%                        |
| Nose              | 0                   | 0%                        |
| Ribs              | 0                   | 0%                        |
| Shoulder          | 9                   | 8%                        |
| Torso             | 0                   | 0%                        |
| Wrist             | 6                   | 6%                        |
| <b>Totals *</b>   | <b>109</b>          | <b>100%</b>               |

*\*The statistics are developed based on the total number of files involving injuries. There may have been multiple injuries within one file; therefore the total number of injuries will be more than the number of files with injuries.*

| Body Area of Injury | Files with Injuries | % of Injuries / Area |
|---------------------|---------------------|----------------------|
| Left side           | 2                   | 2%                   |
| Right side          | 5                   | 6%                   |
| Bilateral           | 3                   | 4%                   |
| Upper body          | 58                  | 70%                  |
| Lower body          | 4                   | 5%                   |
| Mental Health       | 11                  | 13%                  |
| <b>Totals*</b>      | <b>83</b>           | <b>100%</b>          |

*\*The statistics are developed based on the total number of files involving injuries. There may have been multiple injuries within one file; therefore the total number of injuries will be more than the number of files with injuries.*

| 1 vs Multiple Injuries       | Files with Injuries | % Breakdown |
|------------------------------|---------------------|-------------|
| Files with 1 Injury          | 121                 | 84%         |
| Files with multiple injuries | 23                  | 16%         |
| <b>Totals</b>                | <b>144</b>          | <b>100%</b> |

# Appeals

| Type of Appeal                                      | YTD Appeal Files | % Breakdown |
|---|------------------|-------------|
| Internal Appeals                                    | 37               | 41%         |
| WCAT Appeals  | 45               | 50%         |
| OHS / Labour Board / Administrative Penalty Appeals | 6                | 7%          |
| Human Rights Appeals (related to OHS/WCB issue )    | 2                | 2%          |
| <b>Totals</b>                                       | <b>90</b>        | <b>100%</b> |

| Employer vs Worker Appeal | YTD Appeal Files | % Breakdown |
|---------------------------|------------------|-------------|
| Employer appeals          | 38               | 45%         |
| Worker appeals            | 47               | 55%         |
| <b>Totals</b>             | <b>85</b>        | <b>100%</b> |

| Written vs Oral Appeal<br>(Internal Appeals, WCAT & OHS) | YTD Appeal Files | % Breakdown |
|--|------------------|-------------|
| Written appeals  | 30               | 49%         |
| Oral appeals   | 31               | 51%         |
| <b>Totals</b>  | <b>61</b>        | <b>100%</b> |

| OEA Meeting and Conference Call Activity on Appeals | YTD Appeal Files | % Breakdown |
|---|------------------|-------------|
| Meetings held                                       | 12               | 17%         |
| Conference calls for appeal files                   | 24               | 35%         |
| Appeals with no meetings or conference calls        | 33               | 48%         |
| <b>Totals</b>                                       | <b>69</b>        | <b>100%</b> |

# Appeals

| Appeal Outcomes                   | YTD Appeal Files | % Breakdown |
|-----------------------------------|------------------|-------------|
| Appeals currently in progress     | 52               | 69%         |
| Employer's appeal denied          | 2                | 3%          |
| Employer's appeal granted         | 1                | 1%          |
| Employer's appeal granted in part | 0                | 0%          |
| Employer did not proceed          | 7                | 9%          |
| Employer withdrew appeal          | 1                | 1%          |
| Files moved to legal counsel      | 1                | 1%          |
| Worker's appeal denied            | 7                | 9%          |
| Worker's appeal granted           | 1                | 1%          |
| Worker's appeal granted in part   | 2                | 3%          |
| Worker statute barred             | 0                | 0%          |
| Worker withdrew appeal            | 1                | 1%          |
| <b>Totals</b>                     | <b>75</b>        | <b>100%</b> |

| Appeal Breakdown by Advisor                                | YTD Advisor 1* | YTD Advisor 2** |
|--|----------------|-----------------|
| Internal Appeals   | 14             | 21              |
| WCAT Appeals   | 16             | 29              |
| OHS / Labour Board / Administrative Penalty Appeals        | 6              | 0               |
| Human Rights Appeals                                       | 2              | 0               |
| <b>Total Appeal Files Split by Advisor</b>                 | <b>38</b>      | <b>50</b>       |
| <b>Total Appeal Files Split by Advisor as a Percentage</b> | <b>43%</b>     | <b>57%</b>      |
| <b>Totals</b>  | <b>88</b>      |                 |

\* File load should be in range of 25 \*\* File load should be in range of 50

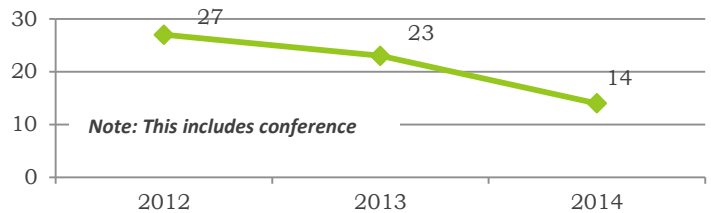
# Employer Training & Consultation

There was 14 training sessions held by the OEA in 2014, which is a decrease of 9 from 2013. There were a total of 296 participants in these session (including the OEA conference).

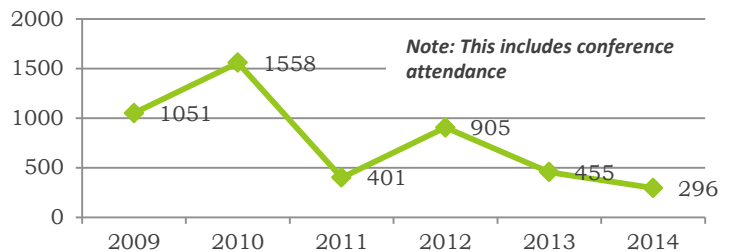
There were 18 consultation sessions that OEA either hosted or sponsored in 2014, which is 5 less than 2013. In 2014, a total of 170 employers/ business association representatives attended OEA sponsored/hosted consultation sessions.

In 2014, OEA sponsored consultations covered 5 specific topics in a range of 18 separate sessions.

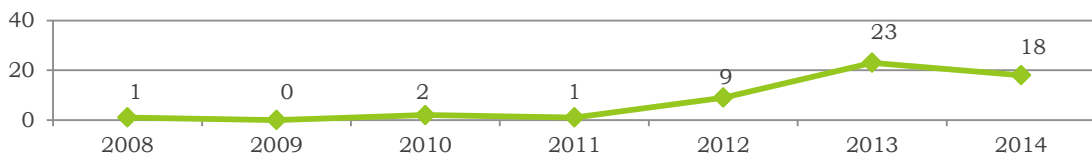
**Year over Year: Number of Training Sessions Held**



**Year Over Year: Total Training Attendance**



**Number of Consultation Sessions Held With Employers and Business Associations in OEA Sponsored Consultations Annually**

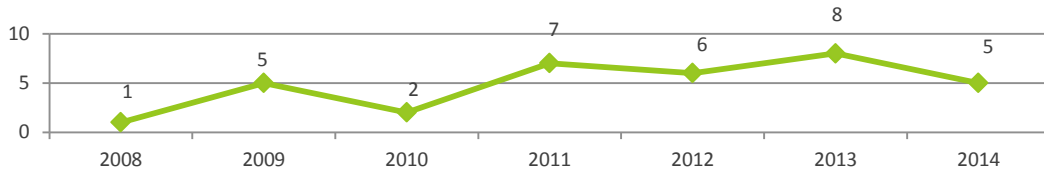


**Number of Employers or Business Association Representatives Attending OEA Sponsored Consultations Annually**

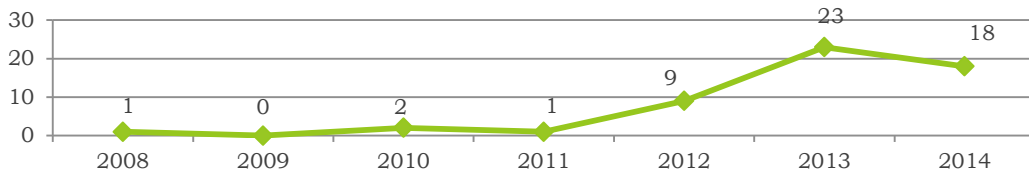


# Employer Training & Consultation

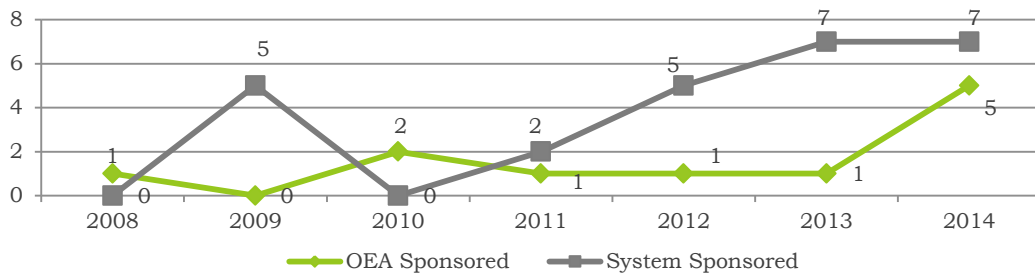
**Number of Topics of Consultation That OEA Has Been Involved In Annually**



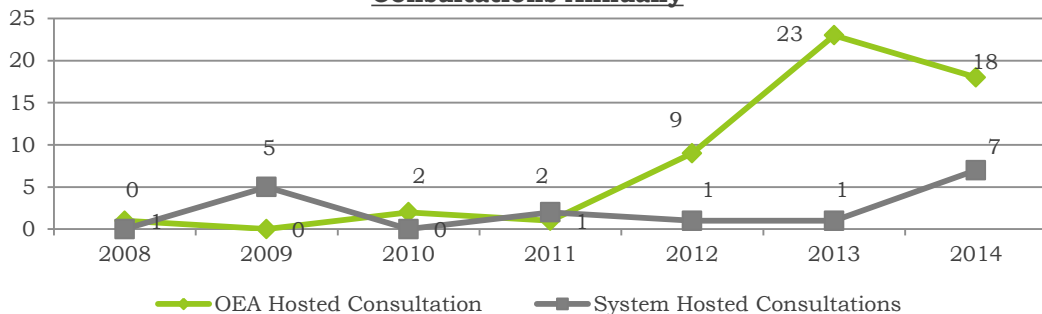
**Number of Consultation Sessions Held With Employers and Business Associations in OEA Sponsored Consultations Annually**



**Number, By Topic, OEA Sponsored vs System Sponsored Consultations Annually**



**Number, By Sessions Held, OEA Sponsored vs System Sponsored Consultations Annually**



# Training Quality Evaluations

OEA offers training programs geared specifically to meet employers changing employment and business needs.

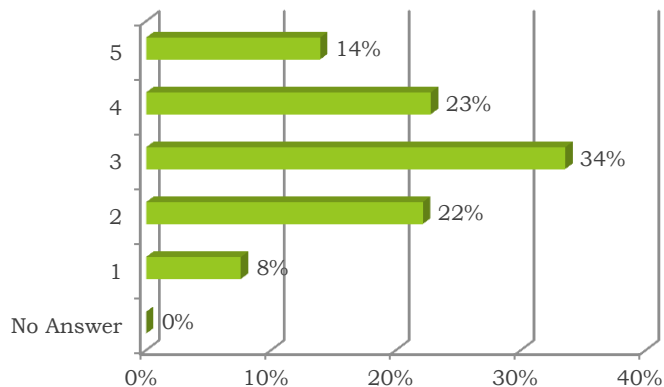
We offer several topics including:

- WCB Navigation
- OHS Navigation
- Employment Legislation
- Disability Case Management
- Accommodation and Return to Work
- Letter Writing for Employers
- WCB/WCAT Appeal Preparation

Employers are surveyed following training in order to enable OEA to evaluate the quality of training.

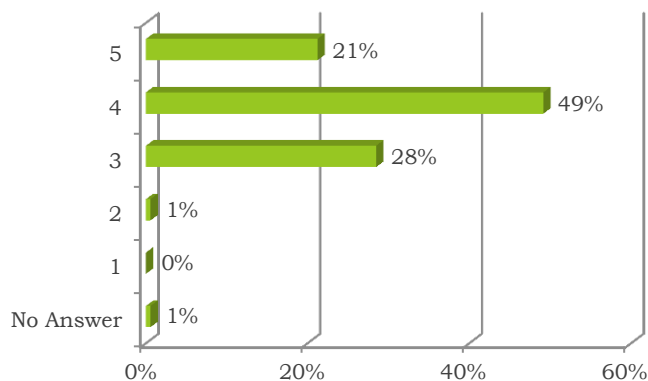
- There was a 33% increase in employer knowledge as a result of training with OEA.
- OEA issued 112 surveys in 2014 and had a response rate of 64% which was 1% less than 2013.
- 100% of employers rated the instructor's knowledge of the content as 4 or higher.
- 99% of employers rated the instructor's ability to relate and respond to questions as 4 or higher.

## Year End Results: Employer's Rating of their Knowledge Level Before Training with OEA\*



*37% of Employers rated their knowledge of the subject as 4 or above.*

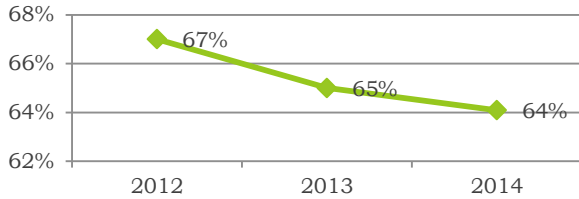
## Year End Results: Employer's Rating of Their Knowledge Level After Training with OEA\*



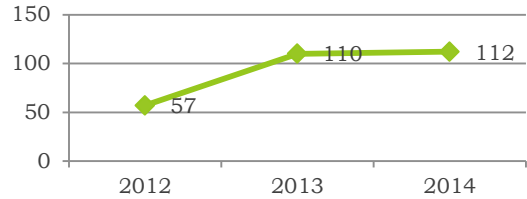
*70% of Employers rated their knowledge of the subject as 4 or above.*

# Training Quality Evaluations

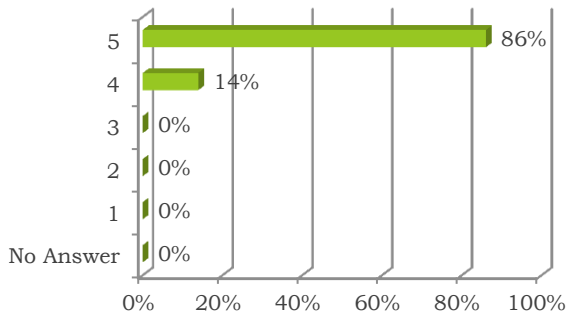
**Year End Results: Return Rate on Completed Training Surveys**



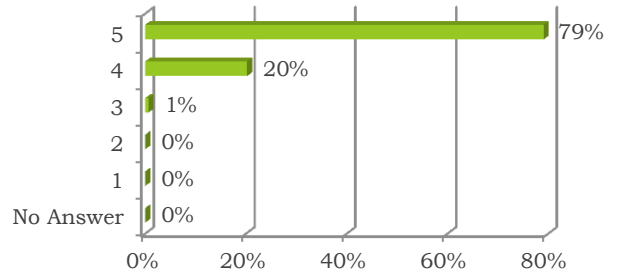
**Year End Results: Number of Training Surveys Issued**



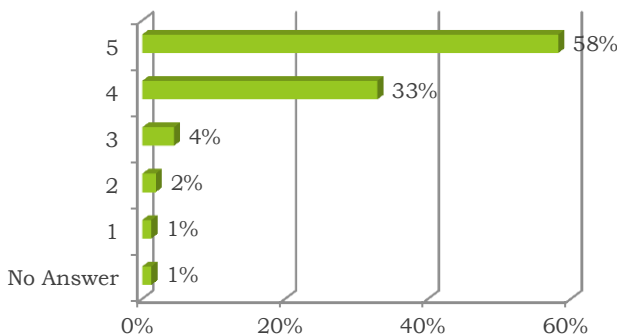
**Year End Results: Employer Rating of the Instructor / Presenter's Knowledge of the Content**



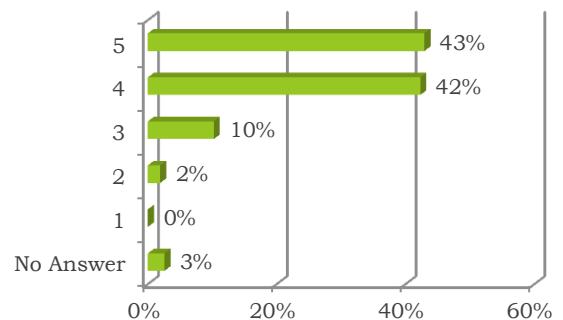
**Year End Results: Employer Rating of the Instructor / Presenter's Ability to Relate to the Participants and Respond to Questions**



**Year End Results: How would you evaluate the OEA registration process for this training?**



**Year End Results: If the training facility was arranged by OEA, how would you evaluate it for learning?**



# Training Feedback

**Question: What did you like best about this training and what might make it better?**

## **Job Demands Analysis – Mary Morris & Ruth Duggan**

- The small setting / open discussion.
- All day session.

## **Disability Case Management – Mary Morris**

- Case studies, specific examples, templates and "real world" examples.
- I'm building my knowledge in this area so it was all useful. More application maybe as I'm trying to figure out how to apply this to a number of WCB claims I've inherited, so in appeal at various stages.
- I liked the amount of discussion with attendees.

## **Psych Injury Policy, GEBA and WCAT Consultation**

- Perhaps question could be sent in ahead of time so that the presenters have to address the issues without feeling time constraints.
- Setting up a return to work program for construction workers. It is very difficult for labourers to adjust to other activities and they are on of the higher risk groups. Lower literacy levels present a problem for learning new jobs.
- I like that it is fairly informal but still provides a lot of information and the group comment/feedback/questions.
- I always find the knowledge of the presenter, (usually Angela) to be superior. Her grasp of the subject matter and her ability to translate it into terms for employers is excellent.
- Presenter was very knowledgeable. Enjoyed the overall informal atmosphere and open communication with other employers.



# Training Feedback

## **Navigating WCB – Mary Morris**

- Mary's enthusiasm and real life examples.
- Nice to be able to stop and ask questions.
- Mary is very knowledgeable and an excellent speaker.
- The conversation with other employers.
- Speaker has superb knowledge.
- Participation by attendees welcome.
- I appreciated the "real life" issues and examples.
- Casual and two way.
- A LOT of information crammed into one afternoon ! Case studies would be helpful more interactive group work to reinforce content. Great instructions, very knowledgeable & able to provide "real world" relatable examples. Useful handouts. Great quality of instruction. I will look to take part in offerings in the future.
- It was a great help.
- Real life situations.
- The trainer's knowledge.
- Lots of useful, first hand knowledge, great use of examples.
- Small group so able to ask question as items came up.
- I really liked the small group setting and lots of personal anecdotes shared by the instructor.
- The information shared and nice to know that other employers have similar situations.
- A lot of material to cover in a short period of time.
- Love the new office! Great to get an update on new WCB things. I learn something new every time. Might want to make this session longer, as participants questions can sometime be long/complex and stretch the session over it time.

## **Navigating Occupational Health & Safety - Mary Morris**

- Mary is so knowledgeable and such a good speaker. I feel I have a much better understanding of OHS. Thanks.
- Interactive approach. More time.
- Excellent! I will have a lot of work!

# Training Feedback

## **WCB & WCAT Appeal Preparation for Employers - Mary Morris, Angela Peckford, WCB & WCAT**

- Attended prior, but found it a lot "newer" up to date.
- The mock conference call and hearing were beneficial as they made the process seem less intimidating. Having representatives from IA and WCAT was good to have as they answered many questions and clarified processes.
- Mock trial, conference call and debrief. Also helpful to talk with WCB IA manager.
- Mock session. Some info passed over due to time constraints.
- Participation from persons employed by WCB and WCAT.
- The afternoon mock presentation.
- Mock conference call and mock appeal were excellent. The beginning of form fill out should be a pre-requisite.
- The mock conference call and hearing were very good.
- Really liked it!
- The presentations and documentation are amazing - it is one of the most comprehensive sessions I have ever attended - very thorough and detailed. Hopefully Wade will follow up on some changes that will improve things significantly. Update at a future session would be great.
- Was great!
- Mock case - a bit more of what can be introduced or not. Expectations of what can come up unexpectedly.
- Mock presentation. Guest presenters - Wade Hynes.

## **Managing Mental Health Disability & RTW - Angela Peckford**

- I really enjoy the smaller group sessions - so much opportunity for feedback and idea bouncing!

# Training Feedback

## **Navigating NS Employment Legislation – Mary Morris & Angela Peckford**

- Clarification.
- The sharing of incidents / experiences.
- Good refresher and knowledgeable instructors.
- The ability to ask questions / meet people from other sectors.
- I learnt a lot of good tips to help me to make the WCB process easier.
- Tips and tricks to avoid trouble.
- Actual examples are best way to learn. "Here is the situation" - what do you do and what act / regulation / etc. do you start with?
- Mary is engaging and superbly knowledgeable. Handout is great!
- I liked the fact that questions were addressed as they came.
- Need more time to cover the subject matter.
- Ability to ask questions.
- Angela is a great presenter and extremely knowledgeable. I learnt so much!! Thank you.
- Best: Discussion of WCB Policy / Procedures. Make it better: Case examples / studies.
- Trainer.
- Longer - too much content for the time allocated.
- Very knowledgeable about content
- We covered a lot and great information but it varied from the agenda greatly. Not sure what if anything wasn't covered that might have been on the agenda.
- Angela is never boring! Instructor is very knowledgeable and an excellent instructor. Communication is very clear and in a manner that is easily absorbed by the learner. Answers all questions! Fastest 3 hours of training I've had in a long time!

## **Appropriate Implementation of Discipline - Angela Peckford**

- Case studies .
- Tribunal decisions information is very interesting.
- Liked discussion of cases.
- Knowing or learning there is a lot more to it.
- Interactive and informative.
- Topics discussed are very relevant to the position I have currently.
- Needs to be a full day.
- Very informative session. Made a great session and lots of interaction and discussion by participants always improves presentations.

# OEA 2014 Employer Conference

## **Thank you to everyone at McInnes Cooper!**

Every year, OEA partners with McInnes Cooper for the Annual Employer's Conference. Our success each year in delivering this educational program is due in large measure to their contributions and ongoing support.



## **Thank You to Speakers**

In recognition of our guest speaker's contribution to the Annual Employer's Conference, a donation was made to *Dress for Success Halifax.*



*Going Places. Going Strong.*

# OEA Conference Feedback

Interesting regarding what is & is not covered in HR Act.

Really interesting- like how really the legal aspect supports need of employee to try and be accountable.

Excellent presentation, very interactive.

Could have used more time.

Good discussion.

Thanks, Excellent 2 days!

Great conference overall- new to the field of Disability Management, found this very educational! Thanks.

Very good, enjoyed.

I did not receive agenda ahead of time, no handouts.

I think there was too much material for time allotted- very interesting though.

Very hard to hear.

Excellent presentation!

Very good; very knowledgeable. Wish he could influence in WCB!!

# OEA Conference Feedback

---

Instructor could have spoken a bit louder. Hard to hear at the back of the room.

Slides could have been larger print for future reference.

Always so interesting to listen to Dr. Burnstein speak!

Found Dr. Davey's topic very interesting, would like to have the opportunity to hear him again.

Dr. Burnstein was great as usual.

Would love to hear presentation again.

Fascinating!

Too daily for employer use.

No handout or PowerPoint print off available.

Would like full slides for the presentations.

# OEA Partnerships and Events

In 2014 OEA had the pleasure of joining a number of partners at their events and speaking to their audiences. We would like to thank the following organizations for inviting us:

**Construction Association of Nova Scotia (CANS)**

**Dalhousie University**

**IMP Group Ltd.**

**SPL Learning**

**GBS Communications**

**Municipality of Colchester**

**Alderwood Rest Home**

**EMC**

**Dress for Success Halifax**

# Marketing & Social Media

OEA would like to acknowledge and thank the following organizations for ensuring Employers are made aware of OEA NS:

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



## **Workers' Compensation Appeals Tribunal (WCAT)**



In 2014, OEA initiated the following activities to reach out to employers and business associations across the province, in order to keep them informed of the programs and services that the OEA offers.

OEA NS initiated the following activities in 2014:

2797 Marketing  
Emails sent out

3226 Twitter  
Impressions

Implemented  
Google Maps  
Navigation to  
Website

Advertisement in  
Sackville  
Business  
Association 2014  
Calendar

OEA Conference,  
training,  
consultation, and  
guest speaking at  
external  
gatherings

Utilized  
promotional  
programming to  
build an  
increased contact  
list



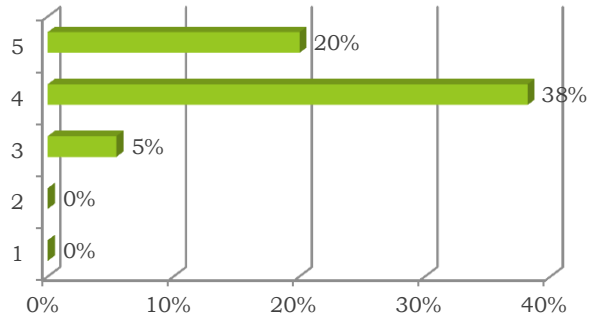
# OEA Website

The OEA Website is an invaluable tool allowing OEA to keep employers informed of the programs and services we offer and give them access to useful and informative information.

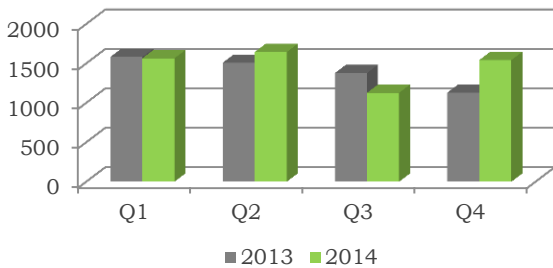
In 2014, 58% of surveyed employers rated the OEA website a 4 or above.

37% of surveyed employers that visited the OEA website, did not rate it.

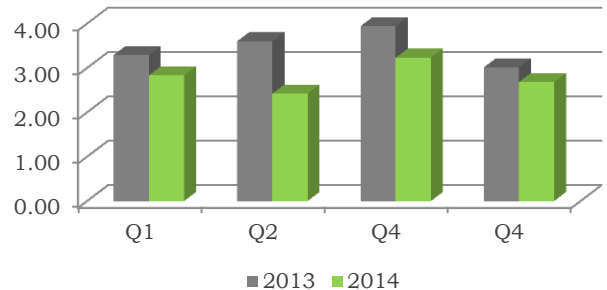
**Year End Results: Employer Rating of the OEA Website as a Source of Information\***



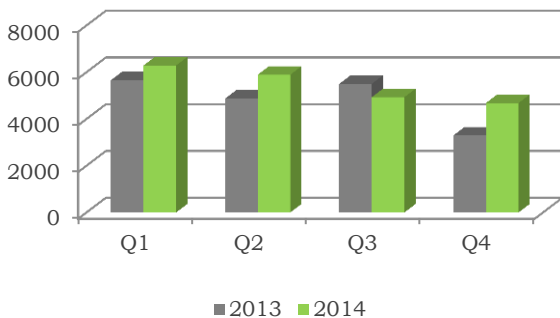
**Average Number of Site Visits Per Month 2014 vs 2013**



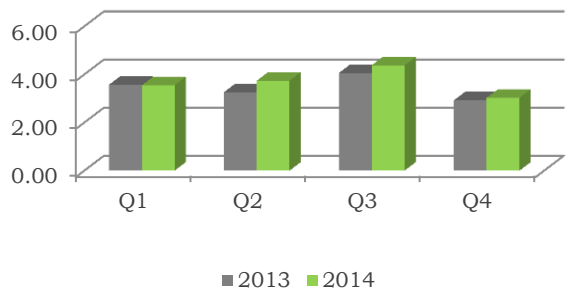
**Average Visit Duration to Website Per Month (Minutes) 2014 vs 2013**



**Total Number of Page Views Per Month**



**Total Number of Pages Per Visit Per Month**



\*Note: 1=Poor and 5=Excellent

# Service Providers

**ADT Security**

**Dash Creative**

**McInnes Cooper. Lawyers/Avocats**

**Bell & Grant Ltd. Insurance Specialists**

**DSM Telecom**

**Nova Scotia Power**

**Altimax Courier**

**Eastlink Fax/ Internet Services**

**SLP Development Services Inc.**

**Bell Mobility**

**Eastern Building Cleaners**

# Service Providers

**Tandus Flooring Limited.**

**Canada Post Corporation**

**Forestry Safety Association of Nova Scotia**

**Teachers Plus Credit Union**

**Corporate Impact Inc.**

**Minuteman Press**

**Touchstone Bookkeeping**

**WBLI Chartered Accountants**

**Workers' Compensation Board of Nova Scotia**

**Workplace Essentials**

**Brookshire Developments Limited**

**NS Dept. of Labour and Advanced Education**

