



ACCOUNTABILITY REPORT
THIRD QUARTER 2016



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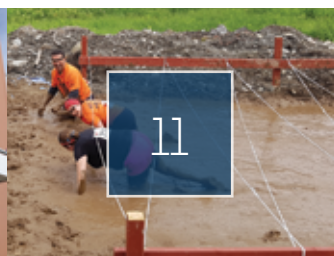
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The client is the priority.

This is WorkSafeNB's core value.

As a Crown corporation, we believe in continuous improvement. We update processes and practices as technology changes, we train and educate staff to provide the best service possible, and we monitor health and safety trends and recommend legislative changes to adjust to the ever-changing needs of New Brunswickers.

We are a caring and responsive organization. But we know we can always do more. WorkSafeNB has made significant investments to improve client service in Q3.

In this quarter, we met with several employers and advisers on the assessment rate changes, discussing why we need to make adjustments now, the benefits, and how it protects all New Brunswickers for years to come.

Also in Q3, we saw the growth of the MyServices portal. This online service will be expanded to allow injured workers and annually assessed employers to securely log in to view their employer or claim details, and perform some functions that historically required mail or a phone call.

WorkSafeNB has been working behind the scenes on this project for some time, but we're seeing fruits of our labour now, during the final layout stages. MyServices will be available to all annually assessed employers and to a focus group of workers in early 2017.

We're also revising our website, worksafenb.ca, in response in part to changing client needs. The site will offer improved navigation and tools to help workers and employers get the information they need quickly and efficiently.



We have also been developing a strategy to implement the board's new service goal. Creating an exceptional service experience for each of our clients requires an understanding of their expectations, how we compare to other high-performing service organizations and an appreciation for the gaps we need to address. In the third quarter, we started working with an external provider to help us develop a road map for modernizing our approach to service with an emphasis on people, processes and technology.

I thank our talented team for always making the client the priority. As we head into Q4, I expect our efforts will help us further solidify our commitment to New Brunswick's workforce.

A handwritten signature in black ink, appearing to read 'Tim Petersen', written over a horizontal line.

Tim Petersen
WorkSafeNB acting president and CEO

Among the world's best

WorkSafeNB's rehabilitation centre shows 'dedication and commitment': CARF International



WorkSafeNB's Rehabilitation Centre received a three-year accreditation from CARF International in Q3.

For the fourth time in a row, WorkSafeNB's Rehabilitation Centre (WRC) received a three-year accreditation from CARF International – its highest level of accreditation.

And Eileen Keating, manager of its Work Recovery Program, credits the success to her incredibly motivated and caring employees who work with clients with complex health needs.

"We are challenged to be far more creative in the way we deliver service because we are presenting it to this exceptionally complex group, and I think we do a really good job," she said.

CARF (Commission on Accreditation of Rehabilitation Facilities) International is widely acknowledged as the global gold standard in accreditation of rehabilitation facilities. It accredits

more than 50,000 programs and services at 23,000 locations around the world.

In July, three CARF surveyors visited the WRC, located near Grand Bay-Westfield, for two days and came away impressed with the centre's staff, programs and approach to helping clients in their journey back to work.

"The achievement is an indication of your organization's dedication and commitment to improving the quality of the lives of the persons served," stated Brian Boon, president and CEO of CARF Canada. "Services, personnel and documentation clearly indicate an established pattern of conformance to standards."

Tim Petersen, acting president and CEO of WorkSafeNB, said the accreditation acknowledges what he's known all along.



“This achievement demonstrates our commitment to service excellence for the injured workers of New Brunswick,” he said. “This is made possible through the dedication and hard work of all staff at the WRC.”

The WRC has succeeded in receiving CARF accreditation since 2007. Before that, it received accreditation from other professional organizations.

In 2007, however, WorkSafeNB’s executive leadership decided to seek accreditation through CARF, which requires facilities to commit to quality improvement, focus on the unique needs of each person it serves and monitor the results of its services.

“It really focuses on the client experience rather than just the operation,” Keating said.

That’s important, especially at WorkSafeNB, where

its core value is “the client is the priority.” With CARF accreditation, WRC clients can be confident in the service they receive because it means the rehabilitation centre has proven its commitment to be among the best.

For Keating, the value of accreditation goes beyond a service distinction. Because it requires an onsite survey by a team of expert practitioners, it also serves as both motivation and affirmation for her and her staff to strive for excellence.

“It’s always good to have a fresh set of eyes look at your programs,” she said. “It’s good for us to undergo peer review, and for the staff to hear affirmation that we are on the right path to improve and enhance our service delivery.”

To be accredited, the WRC must prove (or demonstrate) it conforms to more than a thousand quality standards.



“The expectation is we must meet the standards every single day,” Keating said.

One of those standards requires stakeholder input. For the WRC, the most important stakeholder is the client. It seeks feedback through user surveys, client-focus groups and follow-up calls, with the client’s approval, at three and six months after discharge.

“We check in to see how they are doing,” she said. “Sometimes we use it as an opportunity to remind them to use symptom management strategies, for example. But it also lets the client know we care about how they are doing.

“We listen to what they have to say so we can always look for ways to improve our service.”

It doesn’t take Keating long to name one area where she thinks the WRC excels. She’s quick to name its staff – a finding validated by CARF.

“Our employees see the client as a person in need of help. And they step in and deliver a good service and care,” Keating said. “That’s where we stand out.”

Here are some highlights from the CARF report:

- The organization’s core value, “the client is the priority,” is clearly evident in all aspects. Reinforcing this core value leads to creating an exceptional service experience for the clients.
- The experience of the staff members in the field of occupational rehabilitation program and vocational evaluation services contributes to the high quality of client care.
- In addition to satisfaction surveys and suggestion boxes, client-focus groups are regularly conducted by the program manager to ensure that clients feel welcome to the programs, identifying accessibility challenges and opportunities and sharing information and ideas with clients.
- The occupational rehabilitation program’s physical plant is clean, well maintained and comfortable. It appears to be safe for clients and staff.
- The occupational rehabilitation program employs staff members who are enthusiastic and motivated to provide quality rehabilitation care.
- The clients in the occupational rehabilitation program express satisfaction with the staff and state the staff members are caring, helpful and accessible.
- The clients express great satisfaction with the experiences they have had working with therapists in the vocational assessment program. The therapists are compassionate, intuitive, well-organized and understanding. They made the clients feel very comfortable.

Brian Boon,
CARF Canada president and CEO

This achievement is an indication of your organization's dedication and commitment to improving the quality of the lives of the persons served. Services, personnel and documentation clearly indicate an established pattern of conformance to standards.



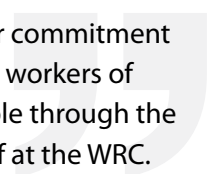
Eileen Keating,
WorkSafeNB Work Recovery Program manager

Our employees see the client as a person in need of help. And they step in and deliver a good service and care. That's where we stand out.

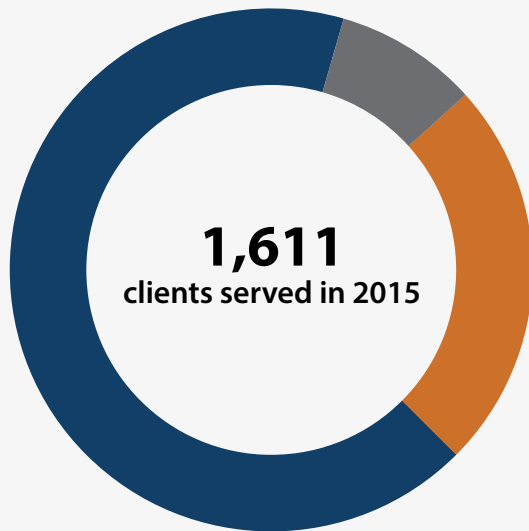


Tim Petersen,
WorkSafeNB acting president and CEO

This achievement demonstrates our commitment to service excellence for the injured workers of New Brunswick. This is made possible through the dedication and hard work of all staff at the WRC.



WRC by the numbers



- 1,080** admitted
- 142** for onsite appointments with physiotherapists, dietitians, etc.
- 389** for offsite appointments, including ergonomic evaluations, return-to-work consultations and home visits

ABOUT 60 STAFF
in the Work Recovery Program

SEVEN STAFF
in the Vocational Evaluation Program

39 YEARS AGO
the WRC opened

12 number of years accredited by CARF at end of August 2018

WorkSafeNB wins AASCIF Communication Award

WorkSafeNB's OHS Guide to Legislation portal and mobile app is a winner.

It took first place in the website category at the American Association of State Compensation Insurance Funds (AASCIF) Communications Awards, held July 28 in Salt Lake City, Utah.

Launched in May 2015, the WorkSafeNB Guide to OHS Legislation portal hosts relevant, up-to-date information on more than 40 topics – topics that affect the health and safety of every New Brunswick worker. Another 10 topics are scheduled to be added in January 2017.

The content is based on New Brunswick's *Occupational Health and Safety Act* and regulations – often written in a language not accessible to all audiences. The OHS Guide takes this information and breaks it down in an easy-to-read format that can be quickly accessed while on the job, accompanied by visuals.

Launched in February 2016, the app, available for Apple and Android products, is an extension of the portal, offering improved usability. From any job site, a worker can look up health and safety requirements, tips and more – all with a few taps of a fingertip.

“We are thrilled that our Guide to OHS Legislation has been recognized internationally,” said Shelly Dauphinee, vice-president of WorkSafeNB's WorkSafe Services. “It's not only testament to a great product, but also to our commitment to engage our stakeholders.



Manon Arsenault,
WorkSafeNB communications director

Since its launch, the portal has seen a 40% increase in usage and the app a 375% increase in its first three months. It is a great tool and is instrumental in helping us toward our vision of healthy and safe workplaces in New Brunswick.

“Construction industry stakeholders told us that communication was an issue, and that they needed to access information more easily and quickly to help them do their job safely,” she continued. “We responded to their concerns and leveraged our close working relationship with the Canadian Centre for Occupational Health and Safety to develop both the app and portal. While the Guide was originally developed in response to construction industry concerns, it’s useful to anybody who wants to promote and maintain a healthy and safe workplace.”

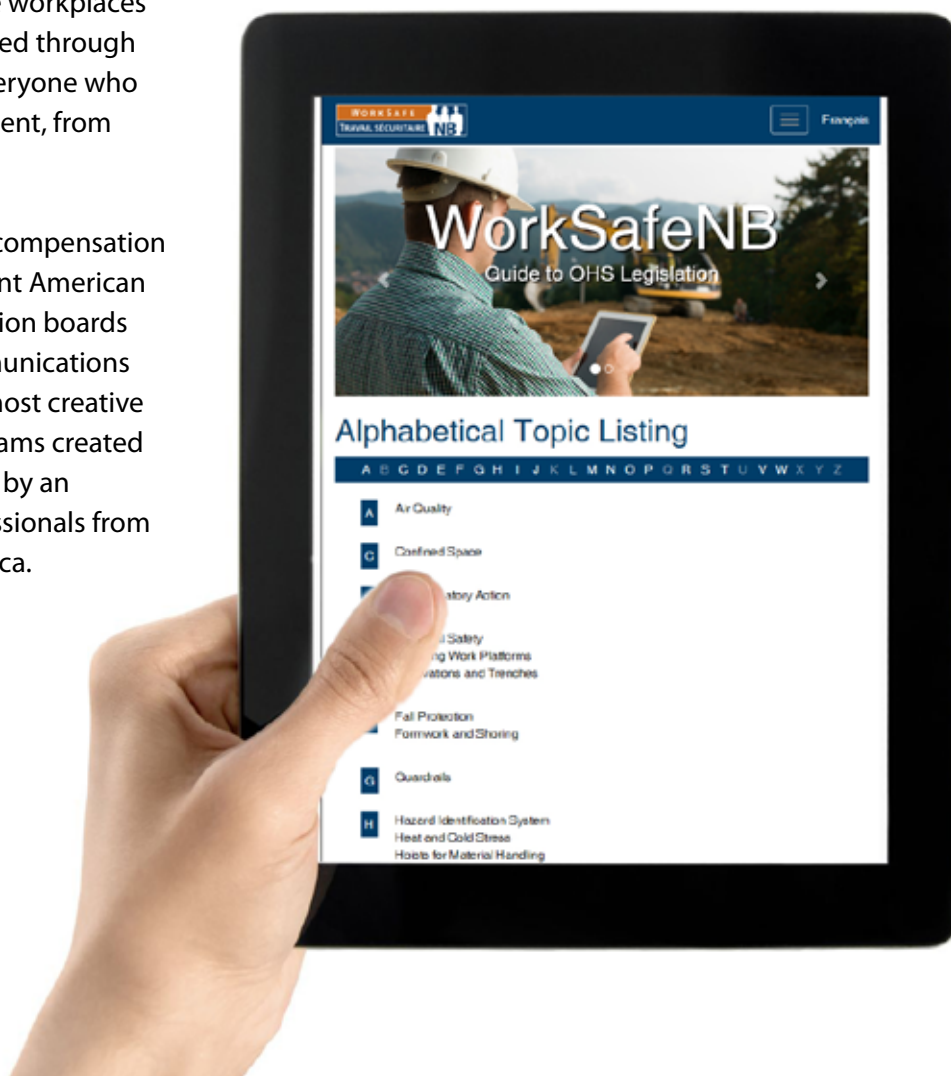
WorkSafeNB’s communications director believes the real winner is New Brunswick’s workforce.

“Since its launch, the portal has seen a 40% increase in usage and the app a 375% increase in its first three months,” said Manon Arsenault. “It is a great tool and is instrumental in helping us toward our vision of healthy and safe workplaces in New Brunswick. “This was developed through a team effort, and I want to thank everyone who contributed to the Guide’s development, from concept to final product.”

AASCIF is an association of workers' compensation insurance companies from 26 different American states and eight workers' compensation boards in Canada. The annual AASCIF Communications Awards awards recognize the best, most creative and effective communications programs created by AASCIF members, and are judged by an independent committee of PR professionals from the Public Relations Society of America.

Shelly Dauphinee,
WorkSafeNB WorkSafe Services vice-president

It’s not only testament to a great product, but also to our commitment to engage our stakeholders. Construction industry stakeholders told us that communication was an issue, and that they needed to access information more easily and quickly to help them do their job safely.



At a glance

WorkSafeNB officer talks safety at mine

Mario Lagacé, a health and safety officer based in the northeast region, presented a one-day session on workplace health and safety to about 290 employees, employers and contractors at Trevali's Caribou Mine on August 9. Topics included internal responsibility system, employee rights and responsibilities and the hazards of "five-minute jobs," those quick, unexpected tasks added into a shift. Lagacé also addressed cross-shift syndrome, when workplace tools and equipment are left unsafe by one shift but the next shift's employees choose not to report the hazard. "It's all about hazard identification and making it safe for everyone," Lagacé said.



WorkSafeNB hires new chief medical officer

WorkSafeNB welcomed Dr. Paul Atkinson as its new chief medical officer in early September. Dr. Atkinson comes from Saint John Regional Hospital's Department of Emergency Medicine where he has served as research director. Over the past decade, he has also held a number of academic appointments, including professorships at Dalhousie University in Halifax and Memorial University in St. John's, N.L., as well as chairing Dalhousie University's Emergency Medicine Research Committee. Dr. Atkinson obtained his Bachelor of Science and his Bachelor of Medicine, Surgery and Obstetrics from the Queen's University of Belfast, and completed his postgraduate studies in emergency medicine at Cambridge University. In his new role, Dr. Atkinson will oversee clinical standards, treatment protocols and practice guidelines for the rehabilitation of injured workers. He will also serve as medical spokesman to external agencies. He will continue his role at the hospital two days per week. Dr. Atkinson lives in Rothesay with his wife and three teenage children. He enjoys cycling and hiking.



WorkSafeNB launches Safety Day in St. Stephen

WorkSafeNB's first youth-oriented Safety Day in southwestern New Brunswick took place September 29 at the Garcelon Civic Centre in St. Stephen. WorkSafeNB and its safety partners shared the Careful message with more than 250 students and their teachers in Grades 4 and 5 from St. Stephen Elementary and Milltown Elementary schools. The day was made possible through the ongoing strategic partnership with Department of Education and Early Childhood Development. This year marked the 10th anniversary of WorkSafeNB's participation in Safety Day events. Other events have been held in the northwestern region in collaboration with the Progressive Agriculture Foundation. WorkSafeNB expects to expand the Safety Day event even more in 2017.

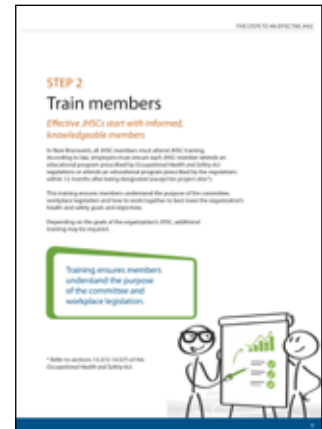
Inspiring young safety champions in Saint John

Jessica MacDonald, WorkSafeNB's business and community engagement co-ordinator, and student intern Vanessa Cormier spoke to a group of about 45 youngsters (ages ranging from 1.5 to 12 years) about sun safety in Saint John in July. Co-ordinated with the YMCA, the presentation included the basics of UV rays, properly applying sunscreen and the importance of hydration. WorkSafeNB health and safety officers Jason Waye and David Joyce also spoke to the same group in August about construction safety. The officers wore personal protective equipment and explained the importance of each piece of gear. They also demonstrated the dos and don'ts of ladder safety.



WorkSafeNB employees get muddy

There were no sticks-in-the-mud among the WorkSafeNB staff participating in the annual Mud Run for Heart at Mont Farlagne on July 9. They crawled through culverts, scaled heights, slid through mud and climbed obstacles to get to the finish line. "The day was excellent," said Nancy Boutcher, director of the northwest region, who assembled the team that conquered the event's five-kilometre course. "We crawled, climbed and laughed our way up and down the ski hill, helping each other along the way." The event was one of two held this summer to raise money for the Heart and Stroke Foundation of New Brunswick. The other was held June 15 at Poley Mountain in Sussex.



New five-step guide to JHSCs

WorkSafeNB introduced a new booklet in July to help workers better understand the joint health and safety committee process. The *Five Steps to an Effective JHSC* includes tips for developing a terms of reference, conducting smooth and productive meetings, following up on recommendations and seeking outside consultation, when necessary. The booklet also lists resources, including social media tools, to help JHSC members stay informed about health and safety news in their area. Comments from recent JHSC training participants include: "It's easy to understand"; "For a small booklet, it has a lot of information"; and "I like the simplicity – it's not bogged down with text." *Five Steps to an Effective JHSC* can be downloaded from worksafenb.ca.

Learn more



Quick Facts



Contact



Financials



Stewardship



Sustainability



Safety



Support



Service



Staff Engagement

Previous assessment rates

**Strategic Plan & Risk Assessment
2016-2021**

**WorkSafeNB's 2015
Annual Report**

**WorkSafeNB's Q2
Accountability Report**