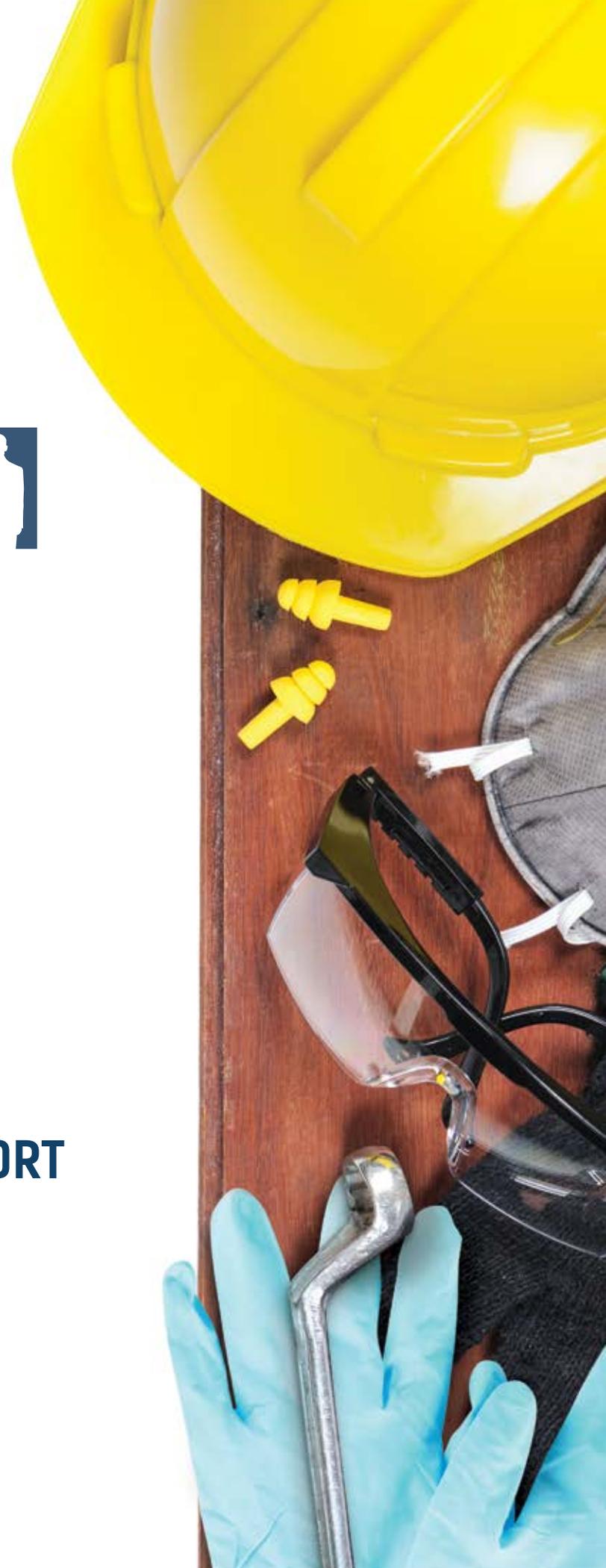




ACCOUNTABILITY REPORT

THIRD QUARTER 2017



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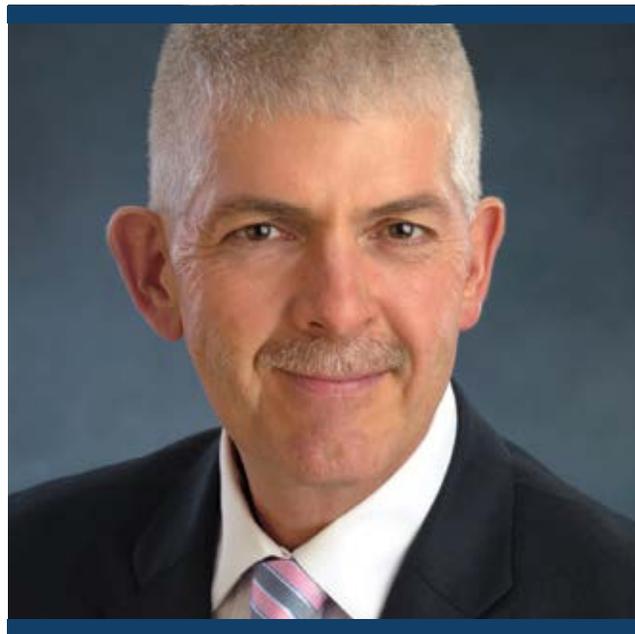


You are WorkSafeNB

Workers' compensation is a complex system built on a historic compromise between two competing yet equal stakeholder groups – injured workers, to whom benefits are paid, and employers, who fund the system. For almost a century, WorkSafeNB's board of directors has aimed to balance the needs of both groups – a feat that can only be accomplished through meaningful engagement and mutual understanding.

The board was again faced with the difficult decision to increase the average assessment rate for the coming year, setting it at \$1.70 for 2018. This decision was made in an effort to minimize impacts on the employer community while not affecting benefit levels for injured workers. These were among the critical issues that we heard about when we met with more than 100 stakeholders in Moncton on September 20 to discuss rate-setting. This stakeholder meeting built on engagement sessions held earlier this year, where we outlined the factors that have significantly impacted claim patterns, funding levels, and assessment rates. Many meaningful questions were posed, comments and suggestions provided, and I believe the exercise helped to promote a better understanding of the system, while giving us more insight into stakeholder needs.

Rate setting is just one part of our business. We value your views and opinions on a wide variety of topics, as they strengthen our programs and policies. In the third quarter, we sought your input on a proposed policy on marijuana as medical aid for injured workers. We also held sessions with garage owners around the province after noticing increasing injury rates and fatalities in the auto repair industry. Looking ahead, we are committed to continuing a two-way dialogue with you, through a variety of means, to ensure your voice is heard.



We need your help to find practical solutions to the complex challenges our compensation system faces.

Balance can only be achieved by working together. Workers need employers. Employers need workers. The workers' compensation system belongs to all of you. So please read this report and let us know what you think, because you are WorkSafeNB.

A handwritten signature in black ink, appearing to read 'Tim Petersen'. The signature is stylized and fluid, with a long horizontal stroke at the end.

Tim Petersen
WorkSafeNB acting president and CEO

Progressive Agriculture Safety Days® continues to expand in New Brunswick



Progressive Agriculture Safety Days® are known all over North America for their ability to reach children and youth by teaching them the importance of farm safety. In a province where farming is an important part of the rural economy, Safety Days have become a field trip that kids circle on the calendar every June and September.

Since the first Safety Day was held in a Florenceville farmer's barn in 2006, thousands of young New Brunswickers have participated in the events.

While early Safety Days focused exclusively on farm safety, they have since grown to include a variety of health and safety topics that students deal with in other parts of their lives. Students are divided into groups that rotate through a variety of stations, where they spend about 15 minutes listening to a safety demonstration and asking questions.

Lisa Waugh, a health and safety consultant in WorkSafeNB's Grand Falls office has co-ordinated several Safety Days over the years, including a homecoming event in Florenceville on September 14.

"They're getting a good gamut of all kinds of activities that they could be exposed to daily, not

necessarily just a farm," Waugh said. "For example, we now include topics like Internet safety, hearing protection, drugs and alcohol, you name it. If it's on the kids' radar, we're on it."

Waugh said a typical event sees about 400 Grade 4 and 5 students from dozens of local schools join WorkSafeNB employees and community partners in rinks and community centres.

"The goal is to reach as many youth as possible, and that's what we're doing. Our industry partners are wonderful and the communities and schools are very supportive. The events are fun and because of that, the kids don't even necessarily know they're learning. It's been a wonderful initiative."

It's clear the news has gotten out. After reaching 876 students in 2015, that number more than doubled to 1,837 in 2017. In the last couple of years there has



WorkSafeNB's youth mascot, Stella the Safety Skunk, is always popular with students.



WorkSafeNB employees highlight tractor safety, which has always been a focal point at Safety Days.

been a surge in requests from schools around the province that are looking to get in on the fun.

That's where Ashley Robichaud comes in. A business and community engagement co-ordinator in WorkSafeNB's Dieppe office, she spent a lot of time planning and co-ordinating events that were held in new communities.

"This year marked the first time Progressive Agriculture Safety Days® were hosted in Petitcodiac and Petit-Rocher. In these areas of the province, farming is less prevalent. Therefore, we make efforts to tailor the safety stations to scenarios the kids are familiar with, while ensuring we are still educating students about the importance of farm safety."

Robichaud said that there are plans to host six Safety Days in 2018.

"It's supply and demand. The expansion really speaks not only to how well these events fit with

school curriculums, but to how much the kids actually enjoy themselves."

WorkSafeNB's acting president and CEO, Tim Petersen, agrees. In fact, Petersen regularly attends the events to speak to students directly.

"If we can engage with our youth at an early age, it can have a lasting impact. We're really trying to inspire them as safety leaders. If they share the safety message with their friends and family, we are reaching thousands of people."

The events continue to be a source of pride for WorkSafeNB, he added.

"Safety Days are a hit with teachers and parents, but most importantly, the students. I'd like to thank our employees and our prevention partners for their hard work and dedication to this cause. You continue to do us proud."

Q&A with Gaëtan Guérette, WorkSafeNB's newest board member

Gaëtan Guérette joined WorkSafeNB's board of directors as an employer representative effective July 10, 2017. Holding a bachelor's degree in business administration with specialties in management and marketing from the Université de Moncton, and a bachelor of arts with specializations in psychology and history from the Centre Universitaire Saint-Louis-Maillet, he also brings a wealth of health and safety experience to the table as a certified health and safety (H&S) consultant.

We caught up with Gaëtan to ask him about the current state of WorkSafeNB's operating environment and where he sees the organization going.



Q. Why did you join WorkSafeNB's board of directors?

As someone with a lot of experience in health and safety, I have some strong views on what could be done to improve workplace safety from a regulatory perspective. From my time spent supporting and educating entrepreneurs and employees on the front line, I've seen first-hand the pain that shortcuts to safety can cause, so I want to do what I can to make sure they don't continue to happen. Also, having been involved in municipal government and working on the city council in Edmundston I know that effecting change in a meaningful way takes time and strategic planning. Therefore, I view the board position as a strategic way to effect meaningful and effective change. I'm at a time in my career where I want to give back and I see the move as a natural progression toward this goal.

Q. What impresses you about the organization?

I am impressed by a number of things, starting with the quality of the board members I see when I look around the table. There is such a high level of expertise, balance in personality and viewpoints and such a broad scope of knowledge—everyone has something to offer. Members arrive at meetings well prepared and ready to debate their views, but we are all prepared to make concessions as we aim for consensus. The professionalism doesn't end in the boardroom. As part of the fatality review committee I've had the opportunity to meet employees from the WorkSafe Services division and I was very impressed with how dedicated and thorough they are. WorkSafeNB is a complex organization with many distinct disciplines. When you consider the many sides of the business—education, enforcement, compensation, rehabilitation and return-to-work—I'm very impressed by the co-operation as everyone works toward a common vision.

Q. Where do you think we can improve?

It may sound cliché but until we reach a point where there are no accidents, there will always be room for improvement. In that sense WorkSafeNB is not alone—it's the same challenge every workers' compensation board deals with. Like every jurisdiction, we have metrics to measure lost-time injuries, frequency and severity. However, there's no foolproof way to measure the incidents that don't happen (AKA near misses). While New Brunswick's safety record is among the best in the country, we still have to find creative ways to effect change in meaningful increments. That's where I hope I can make my biggest contributions.

As an employer representative, I would like to see more stability with assessment rates. Fewer injuries mean fewer costs, so it's a key part of our approach.

Q. What are your personal goals as a board member?

That's a question I asked myself before taking the position—what do I want to achieve? I've made no secret that a personal goal is to see a mandatory 45-hour course added in the school curriculum for Grade 12 students. The reason kids go to school is for an education, which includes preparation for working in the real world. Many students enter the workforce with no knowledge of their rights and little to no training on safety standards such as WHMIS. Workers should leave in the morning and expect to come home safe, alive and uninjured. WorkSafeNB offers a great youth program and the resources to support such an initiative but it needs to be embedded within our educational system. A case could be made to start as early as Grade 7 for very basic knowledge when some kids start babysitting and mowing lawns. When you look at the statistics, the case for an upgraded safety program when students turn 16 and officially enter the workforce, writes itself. A disproportionate number of accidents happen to workers under the age of 25. Community colleges are leaders in the field as they offer OHS training in all their trades and many other programs. However, all CCNB/NBCC programs, all private colleges and universities should do the same. Safety should not be an option! Being a father and a grandfather, I take youth safety to heart. I am very candid and transparent, and as long as I'm here I'll be pushing to make that a reality.

Q. What do you do for fun?

I always find time to pursue a little golf when the weather is nice with a few friends or family members and try my luck on a few of the great courses we have in Atlantic Canada. It's a great way to get away from it all. I love fishing, even if the lakes and rivers are not what they once were. And as a grandfather, I would be remiss if I didn't say I didn't enjoy the simple things in life, like spending quality time with friends and family.

Take a virtual tour of WorkSafeNB's Rehabilitation Centre

WorkSafeNB's Rehabilitation Centre, better known as the WRC, is a world-class treatment centre located along the St. John River in Grand Bay-Westfield. For more than 50 years, our highly-skilled clinicians have been helping injured workers get back to work – and their way of life.



WorkSafeNB understands that a workplace injury can be life-changing. We also understand the apprehension that can come with attending a medical treatment program. That's why we created a video that allows our clients to take a [virtual tour of the WRC](#), long before they ever arrive for treatment.

Eileen Keating, manager of the WRC's work recovery unit, said when a client is referred to the WRC they are mailed an orientation kit with directions on how to view the video online.

"The virtual tour offers an inside look at the state-of-the-art programs and services used to get injured workers back to good health. It goes a long way for a new client's peace of mind."

Tim Petersen, WorkSafeNB's acting president and CEO, said the video showcases the WRC and the people who work there in a way a pamphlet cannot.

"We have always been proud of our staff and the work they do. They ensure the highest standards in our programs, respecting current medical practices and research, and continue to add and improve

services to meet our injured workers' needs. And rather than tell you about it, this video allows us to show you."

The WRC at a glance

- Beginning in 1965 the WRC operated out of what is now called Ridgewood before relocating to its current site in 1977.
- The WRC is the only treatment centre of its kind in Eastern Canada.
- The WRC consistently meets the more than 1,000 internationally-recognized standards to earn the highest level of accreditation by the Commission on Accreditation of Rehabilitation Facilities (CARF) International.
- It's estimated that more than 25,000 injured workers have been treated at the WRC.

WorkSafeNB unveils Strategic Plan

WorkSafeNB is pleased to share with you our *2017-2019 Strategic Plan*, which was recently approved by Gilles LePage, the Minister of Labour, Employment and Population Growth. This document outlines our goals for the next three years and the strategies that will help us achieve these goals.

Here are a few highlights:



Our Vision

While our vision of *Healthy and Safe Workplaces in New Brunswick* remains steadfast, you'll note it has been expanded to include *"and a sustainable workers' compensation system."*

Without sustainability, there can be no system. As stewards of the system, the board of directors is engaged in a number of initiatives to transform the organization, which will secure a sustainable system for future generations of New Brunswickers.



Stakeholder Engagement

As the system undergoes this significant transformation, we are turning to you, our stakeholders, for your input. The board has initiated a series of stakeholder engagement meetings to discuss key factors driving these system changes and to fully understand your needs and priorities. To demonstrate our ongoing commitment to working closely with you as we strive to maintain a sustainable system, WorkSafeNB has adopted a **new corporate goal** focused solely on stakeholder engagement. This is why the board also expanded on our teamwork value to include working with our community partners.



Effective Return-to-work Program

One significant cost driver is a recent increase in claim duration. While injury prevention is the optimal way to keep workers safe and reduce overall costs, putting an effective return-to-work program in place is one of the best ways to manage the impact of an injury. The *2017-2019 Strategic Plan* reinforces WorkSafeNB's commitment to furthering safe and sustainable work arrangements for injured workers.



Service Excellence

WorkSafeNB's commitment to fostering a culture of service excellence remains steadfast—we must always strive to exceed the expectations of every person who looks to us for service. To better serve our clients, we have undertaken a significant initiative to transform our services and programs, including modernization of our systems.



Looking Ahead

This plan is the product of our effort to determine how we should focus WorkSafeNB's resources and energies over the next few years. Our collective success will depend on our ability to work together as we adapt to a changing environment.

Again, we'd like to thank you for your continued collaboration as we strive to make the workers' compensation system both stable and sustainable.



[Click to read the 2017-2019 Strategic Plan](#)

At a glance

WorkSafeNB consults stakeholders for views on proposed medical cannabis policy



WorkSafeNB asked injured workers, employers, labour groups and the medical community for feedback on a proposed policy outlining marijuana for medical purposes in August and September.

The proposed policy aligns with best practices for prescribing medical marijuana and supports our commitment to ensuring workers get the most appropriate treatments for their workplace injuries and diseases, at the right time and at an appropriate cost. The board will review and consider all feedback before deciding if revisions are required before the policy is approved.



WorkSafeNB consults garage owners to explore safety improvements

Due to the high number and severity of injuries, including fatalities, in the auto repair industry, WorkSafeNB met with garage owners around New Brunswick to identify opportunities to improve safety. We hosted sessions in Moncton, Saint John, Fredericton, Grand Falls, St-Basile and Caraquet.

This is part of our ongoing commitment to collaborating with employers to help keep workers safe. Our prevention staff offer many services including industry-specific resources and education.



WorkSafeNB meets with firefighters and municipalities

WorkSafeNB announced the 2018 assessment rate under the *Firefighters' Compensation Act* at \$515 per active firefighter. The new rate is effective January 1, 2018.

WorkSafeNB met with municipalities and firefighters to get their input before making the announcement.

The 25% drop from \$690 per active firefighter to \$515 will affect approximately 100 municipalities and 70 local service districts that employ full-time and volunteer firefighters.

Learn more

Click the icons below for the latest data on our corporate goals



Quick Facts



Contact



Financials



Stewardship



Sustainability



Safety



Support



Service



Staff Engagement

Previous assessment rates

**Strategic Plan
2017-2019**

**WorkSafeNB's 2016
Annual Report**

**WorkSafeNB's Q2
Accountability Report**