

***Welcome. Thank you
for joining.***

The meeting will begin at 2 p.m.

LINKED
CONNECTED
UNITED...
FOR OUR FUTURE



AGENDA

- Welcome, Mel Norton, board chairperson
- Tim Petersen, president and CEO
- Strategic Plan: 2022-24
- 2022 in review
- 2024 average assessment rate
- Your WorkSafeNB: Get involved!
- My commitment



MEL NORTON



- WorkSafeNB chairperson since April 2019
- Partner: Lawson Creamer law firm
- Former mayor, Saint John
- Served on boards: Abbey St. Andrews Mixed Income Housing Project, Saint John Theatre Company
- Former member of the executive of the Labour and Employment Group
- Based in Saint John



15,472*

REGISTERED EMPLOYERS

29,428*

WORKPLACES

355,535*

WORKERS
(FULL-TIME EQUIVALENTS)

BOARD MEMBERS

Members representing workers



Mel Norton
Chairperson



Mike MacMullin



Donna McNeill



James E. A. Stanley



Denny Vautour

Members representing employers



Haley Flaro
Vice-chairperson



Tim Petersen
President and CEO
Non-voting member

Vacant



Bert Cyr



Adam Donnelly

Vacant

LARGEST THREE SECTORS



CONSTRUCTION



HEALTH CARE &
SOCIAL ASSISTANCE

(DOES NOT INCLUDE SELF-INSURED)



RETAIL TRADE

EMPLOYERS BY SIZE

(BY FULL-TIME EQUIVALENT)

LARGE

6%

APPROXIMATELY
55 EMPLOYEES OR MORE

MEDIUM

20%

APPROXIMATELY
12-55 EMPLOYEES

SMALL

74%

FEWER THAN
12 EMPLOYEES

TIM PETERSEN, ABOUT ME

- Served as president and CEO since June 2022
- WorkSafeNB since 1995
- Native New Brunswicker
- Previous roles:
 - Vice-president of Prevention Services
 - Vice-president of Corporate Services
 - Controller and Manager of Internal Audit
- Chartered professional accountant



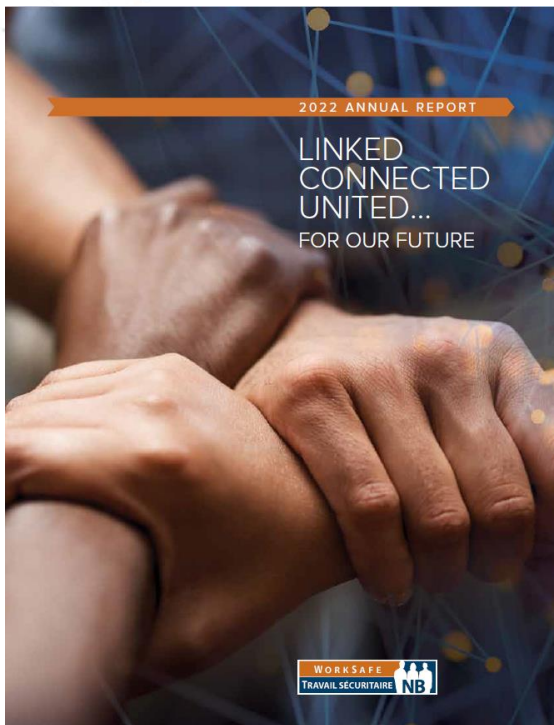
MY VISION



WorkSafeNB is a trusted partner delivering world class workers' compensation and occupational health and safety services.

- Best benefit and RTW programs
- N.B. is the safest place to work
- Low assessment rates
- Financially stable
- THE employer of choice

2022 ANNUAL REPORT



When Loch Leonard Villa chief executive officer Cindy Croves announced for her past 22 years ago, the word safety never came up in the meeting. "I thought that it must be because it wasn't a problem for them. Everything was good and they had no concerns," she recalled of stalling work at the long-term care facility in Saint John.

But a couple months later on Jan. 5, she awoke to learn that their worker's compensation assessment rate had gone up above the usual industry rate they paid. It doubled overnight to over \$10,000 per payroll. "I realized we did not have a safety culture and that needed to change," Cindy said.

44 WorkSafe 2022 Annual Report

FOCUS AREA PEOPLE

THE PEOPLE WHO SERVE YOU

OUR PEOPLE – A BIG-HEARTED BUNCH



KACIE SEARLE, CLAIMS MANAGEMENT
Fundy Female Hockey Association, 2 years

HEIDI QUINN, CHANGE LEAD
Girl Guides Canada, 31 years

SARA PARSONS, CASE MANAGER
Saint John SPCA Animal Rescue, 5 years



BEVERLY STEARNS, COMMUNICATIONS
Shing Horseback Therapeutic Riding, 6 years

ANGELA KIPPERS, COMMUNICATIONS
Carterton Community Centre Garden, 6 years



SCOTT FELMORE, HEALTH AND SAFETY OFFICER
Volunteer Fire Department, 34 years



STRATEGIC PLAN 2022-24





Our vision:

**Making New Brunswick the safest
place to work.**



Our mission:

**Collaborate with all stakeholders to design,
build and manage an effective continuum of
safety and care.**

PEOPLE

We will create a people-first culture resulting in an exceptional employee and client experience



**AN EXCEPTIONAL
EXPERIENCE**

PREVENTION

Together, we will prevent workplace injuries, illnesses, death and disability



**A PROVINCE WITHOUT
WORKPLACE INJURY
AND DISABILITY**

INTEGRITY

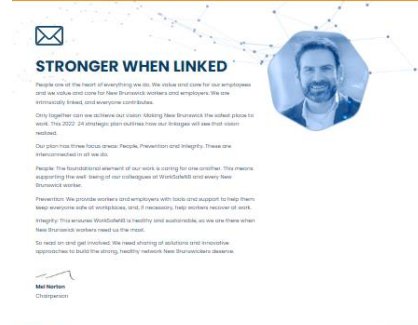
We will protect the integrity of the system



**OUR GUIDING
PRINCIPLE**

PEOPLE-PREVENTION-INTEGRITY.CA

Home to annual plans, objectives, detailed measures and targets



PEOPLE
We will create a people-first culture resulting in an exceptional employee and client experience.

AN EXCEPTIONAL EXPERIENCE
Making New Brunswick a safer, healthier and more inclusive place to work. This includes the employee and client experience. We will continue to invest in our people and our clients, and we will continue to improve our services and our client experience. Together, we will create a culture of safety and care that is shared by all stakeholders.

Objectives
• Foster a high performance culture that is inclusive, engaged and empowered.
• Enhance our onboarding and personalized client experience.
• Increase service delivery that is high quality, efficient, timely and respectful of our clients' time.

Measures
• Employee engagement (Employee Net Promoter Score)
• Client satisfaction (NPS target: 80%)

PREVENTION
Together, we will prevent workplace injuries, illnesses, death and disability.

A PROVEN WORKSAFE RISK AND HAZARD REDUCTION STRATEGY
Implementing a risk and hazard reduction strategy that is based on a thorough understanding of the risks and hazards in our workplace. This includes the identification and assessment of risks and hazards, the implementation of control measures, and the monitoring and evaluation of the effectiveness of these measures. Together, we will create a culture of safety and care that is shared by all stakeholders.

Objectives
• Enhance accountability and ownership by all employees, clients, and stakeholders in the identification, assessment, and control of risks and hazards.
• Increase the number of safety incidents reported and investigated.

Measures
• Incident and injury rates
• Lost time due to injury (LTDI) target: 100% reduction

INTEGRITY
We will protect the integrity of the system.

OUR BUSINESS PURPOSE
As a public servant, we are dedicated to building a strong, stable and resilient economy, while ensuring sustainability in our companies, and ensuring the highest quality of care for our clients. We will continue to invest in our people and our clients, and we will continue to improve our services and our client experience. Together, we will create a culture of safety and care that is shared by all stakeholders.

Objectives
• Enhance governance including board, executive and policy framework, transparency, stakeholder engagement, and communication.
• Enhance and manage our reputation as a responsible organization and a trusted partner.

Measures
• Financial performance (Revenue)
• Customer satisfaction (NPS target: 80%)



2022 IN REVIEW



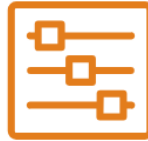
FOCUS AREA

PEOPLE

Foster a high-performance culture that is **inclusive, engaged and empowered**.



Employee Engagement



Evolve an **accessible, personalized** client service experience.

Focus service delivery that is **high quality, efficient**, delivers intended outcomes, and is resourced appropriately.



Client Satisfaction

EMPLOYEE ENGAGEMENT



- 95% participation!
- Met our 2022 target
- 2023 target: 65%
- 2024 target: 70%



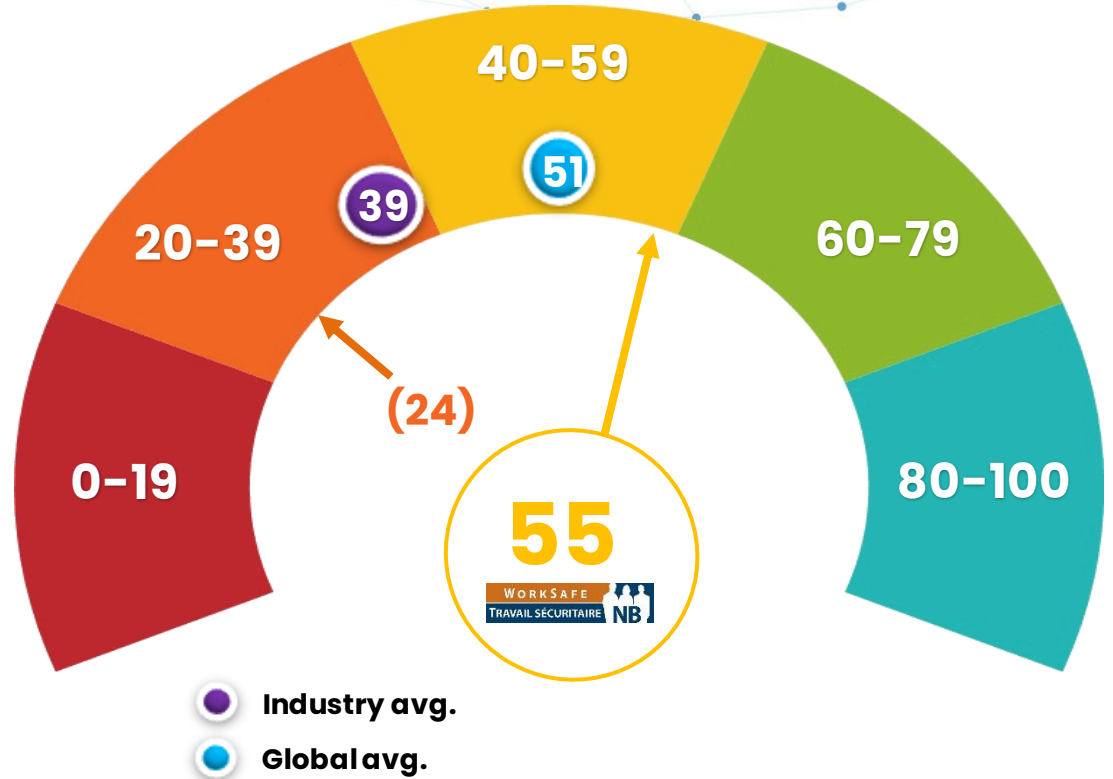
EMPLOYEE ENGAGEMENT DRIVERS

- Building trust, commitment to transparency
- Focus on employee psychological health and safety - new Director, Health and Wellness
- Dedicated work-from-home support
- Increased virtual collaboration
- In-person activities (Re-Connect)
- Hotelling station program
- Culture surveys



CULTURE ALIGNMENT

- Engaged all our employees
- Third party conducted surveys 2021 and 2023 (94% participation)
- Exceptional improvement: from 24 (2021) to 55 (2023), and now above global benchmark
- Values in ACTION



CLIENT SATISFACTION – EMPLOYERS



- 2022 target: 77%
- 2023 target: 78%
- Moved from measurement every two years to an annual survey starting in 2023

DECISION REVIEW OFFICE IMPROVEMENTS

OLD SERVICE DELIVERY MODEL – 7 MONTHS



NEW SERVICE DELIVERY MODEL – 4 WEEKS



- Wait time significantly reduced – currently 2.5 week turnaround
- With timelier decision, the right to appeal (for employers and workers) is not delayed

CLIENT SATISFACTION – INJURED WORKERS



- 2022 target: 72%
- Several Modernization initiatives expected to improve results
- 2023 target: 76%
- Moved from measurement every two years to an annual survey starting in 2023

FOCUS AREA

PREVENTION

Strengthen accountability and effectiveness by offering the right services, at the right time and place, delivered by the right people.



Health and Safety Index



Influence a culture of safety, stay at work and early return to work in New Brunswick workplaces.

Off claim at 90 days

Leverage the capabilities, expertise and accessibility of our service provider networks and strategic alliances.

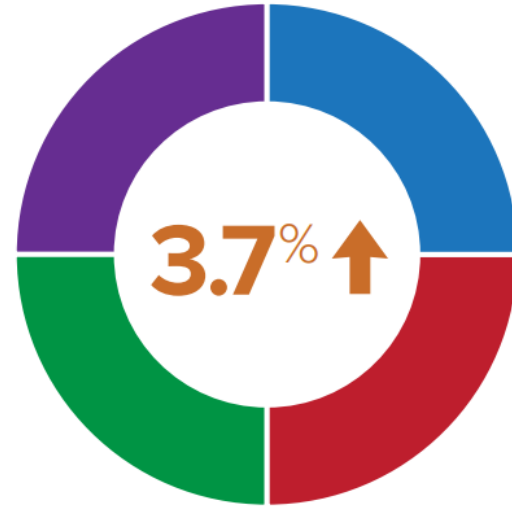


Off claim at 180 days

HEALTH AND SAFETY INDEX



- Target: positive rate of change
- Four components: prevention; injuries; enforcement; and empowerment and workplace culture



COMPONENT WEIGHING

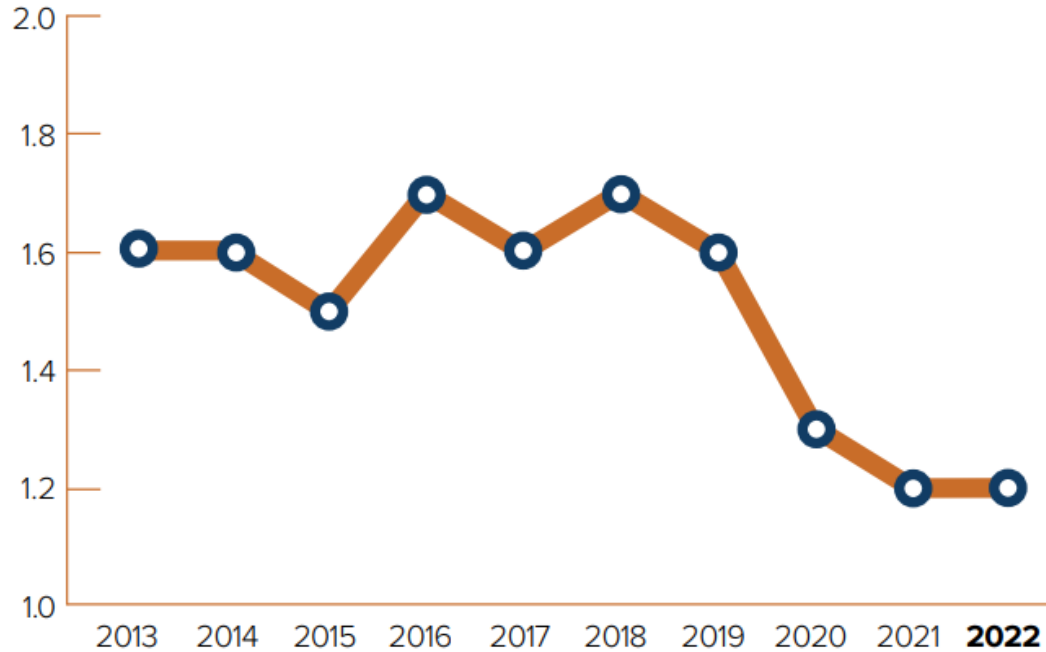
25% PREVENTION

25% INJURIES

25% ENFORCEMENT

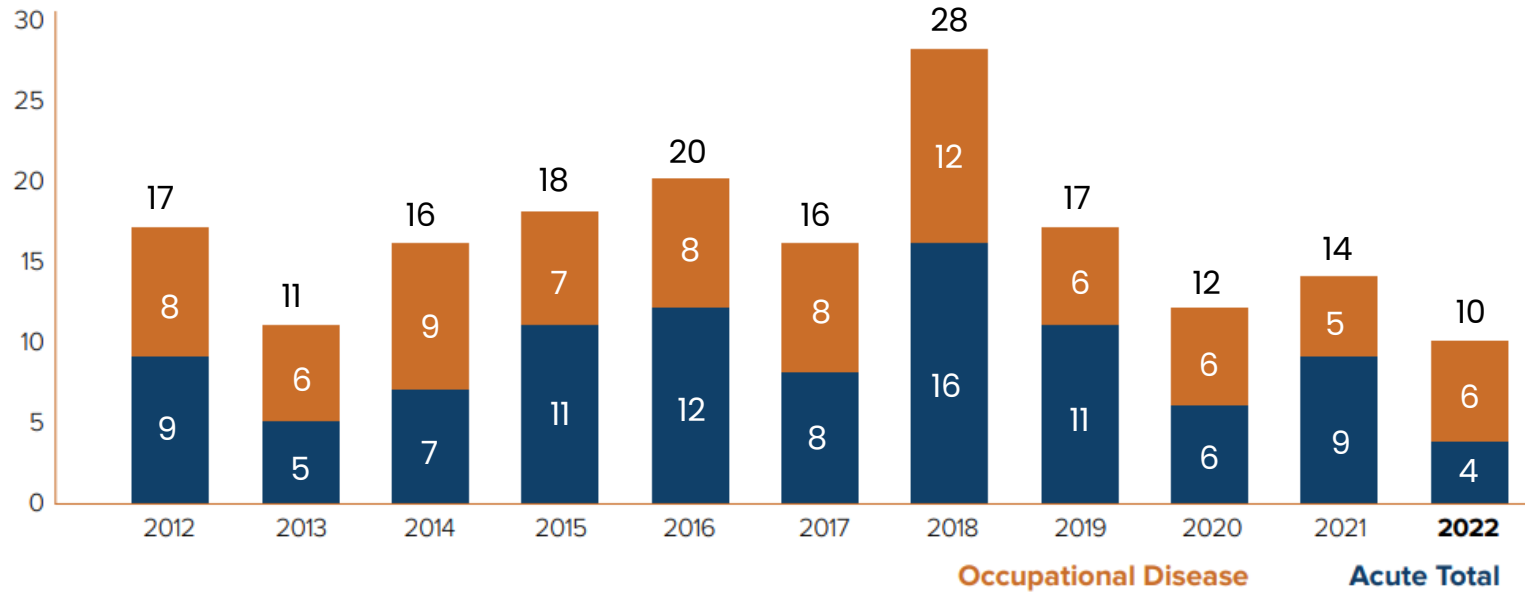
25% EMPOWERMENT AND WORKPLACE CULTURE

LOST TIME INJURY (LTI) FREQUENCY



Maintained lowest level in 13 years @ 1.2 per 100 FTEs

FATALITIES





A FISH HARVESTER'S JOB IS
14X DEADLIER
THAN A POLICE OFFICER'S

GENERAL REGULATION 91-191



- Facilitated multi-phase regulatory review of General Regulation 91-191
- Ensures workplace safety standards are up-to-date and effective in protecting workers from potential hazards
- Three phases to provide adequate time for implementation

SUPPORT FOR JHSCs



4

ONLINE FOCUS GROUPS

(3 English, 1 French)

TOPICS INCLUDE:

- Role, responsibilities, understanding and importance of JHSCs
- Perceived effectiveness of JHSCs in workplaces
- Quality of training and resources provided to JHSCs
- Role and usefulness of the JHSC meeting minutes, template and process

1

IN-PERSON GROUP

(Department of Transportation and Infrastructure)

43

PARTICIPANTS

Participants: members of JHSCs from a variety of businesses/industries throughout New Brunswick

- New JHSC Hub
- Revised JHSC minutes template
- JHSC Self-Assessment Quiz
- Legislative change re. JHSC minutes submission

COLLABORATION – A CORE VALUE

- New Brunswick Forestry Safety Association
- New Brunswick Continuing Care Safety Association
- New Brunswick Construction Safety Association
- Health and Safety Conference
- Regional and national collaboration
- N.B. Multicultural Council
- APPFFA



WORKERS OFF CLAIM: 180 DAYS

AT 180 DAYS



- 2022 target: 80%
- 2023 target: 84%



PREVENTION OF ONGOING DISABILITY WORKERS OFF CLAIM: 90 DAYS

AT 90 DAYS



- 2022 target: 72%
- 2023 target: 76%
- Improving due to programs like early intervention, SUCCEED, care closer to home



STAY-AT-WORK SUPPORT



- Proactive support!
- Stemmed from conversations with stakeholders
- Desired prompt and quality access to support for employees recovering on the job
- Dedicated team of PTs and OTs
- Identify needs, guide duties, set goals, follow-up
- Promotes collaboration amongst all parties

AVERAGE NUMBER OF DAYS FOR CLAIM

OPEN CLAIMS

- Decreased for the first time in more than 10 years: 331 to 295 days!
- Several improvements in claims process and strategy



CLOSED CLAIMS

- Stayed about the same as 2021: 91 to 92 days
- Significant decrease between 2020 and 2021

**DECREASE BETWEEN
2020 AND 2021**



RECOVERY SOONER: EARLY INTERVENTION



EARLY INTERVENTION

- Individualized approach based on needs
- Exceptional client experience
- Early and high-touch support

- Triage at claim start
- Specialized Early Intervention team to prevent work disability
- Optimistic results: from October 2022 to August 2023, 81% of workers supported by Early Intervention team have achieved early and safe return to work or recovery.*

*Workers are on a RTW as part of recovery or their claim is now closed (resolved and off claim).

SUCCEED: OFF TO THE RIGHT START



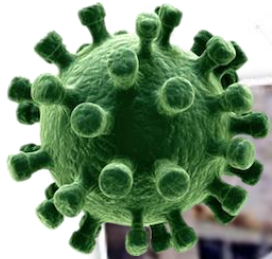
- Treatment for workers with traumatic psychological injury before adjudication
- Access to help within 3 weeks of application
- Six-week (six-session) program
- Virtual or in-person
- Improved outcomes, meeting needs of workers

CARE CLOSER TO HOME: A NEW REHAB MODEL



- Permanently adopted model
- Increased partnership with healthcare professionals across province
- Improved technology, virtual support
- WRC facility no longer needed
- Professionals from WRC offering expertise in revised roles

COVID-19 AND THE FUTURE



WorkSafeNB is supporting employers with [Working Safely Amid COVID-19 and other Communicable Diseases](#) and an accompanying [Four-Step Approach and Template](#) for developing a communicable disease prevention plan.

Step 1 – Assess Risk

Step 2 - Implement Measures

Step 3 - Communicate

Step 4 – Evaluate/Update

GETTING BACK IS PART OF GETTING BETTER



FOCUS AREA

INTEGRITY

Effect good governance, including sound legislative and policy frameworks, **transparent stakeholder engagement and communication**.



Advance and leverage our capabilities in enterprise risk management and quality assurance.

Create a culture of **accountability**.



Funding Position
Target: 115%-125%

FUNDING POSITION

2020
123.6%

2021
147.5%

2022
147.7%

	2020 (\$ millions)	2021 (\$ millions)	2022 (\$ millions)
ASSETS	\$1,726	\$1,988	\$1,915
LIABILITIES	\$1,397	\$1,348	\$1,297
FUNDING POSITION	123.6%	147.5%	147.7%

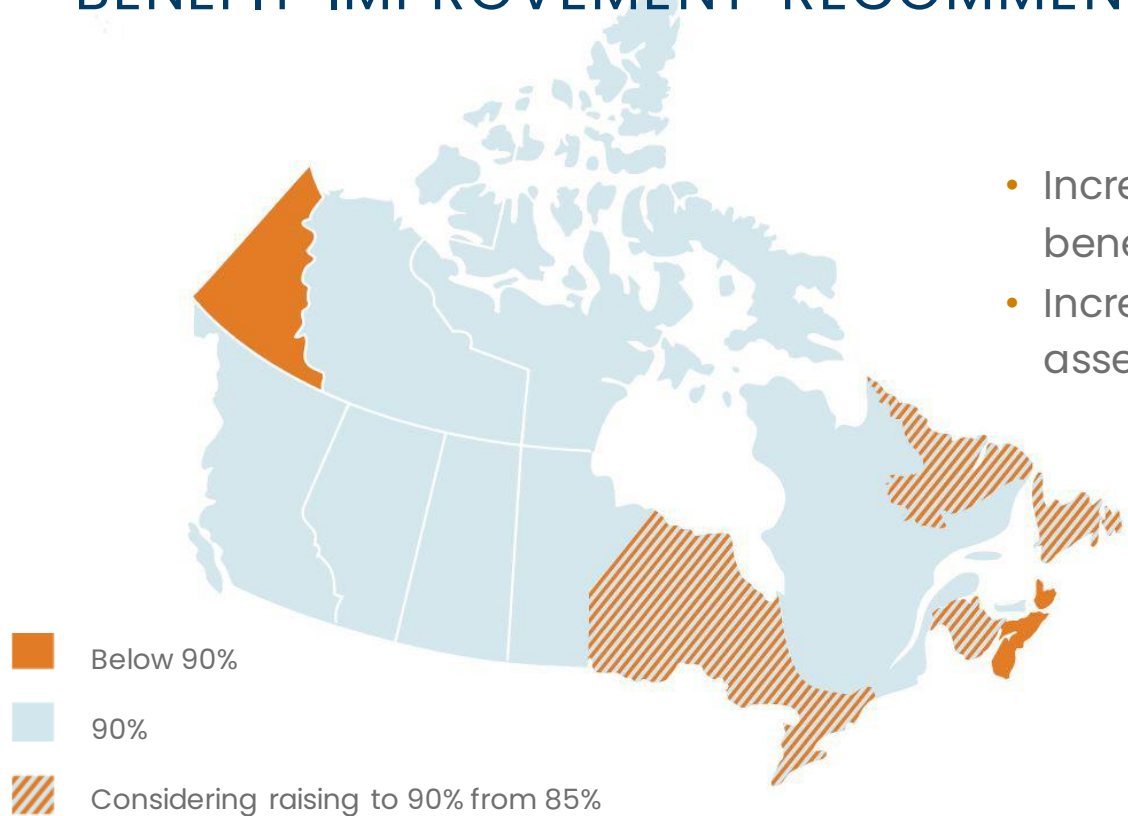


FUNDED POSITION AND INVESTMENTS

- Estimated funded position as of June 30, 2023 was 154.3%
- Investment return year-to-date to June 30, 2023 was 5.43%



BENEFIT IMPROVEMENT RECOMMENDATION



- Increasing the loss of earnings benefit from 85% to 90%
- Increasing maximum assessable earnings

STRIKING A BALANCE

2022 LEGISLATION REVIEW

- Proposed changes to the *Workers' Compensation (WC) Act and Occupational Health and Safety (OHS) Act* – largely *housekeeping*
- Joint Health and Safety Committee requirement to send minutes to WorkSafeNB



NEW REPORTING REQUIREMENTS FOR FINANCIAL STATEMENTS

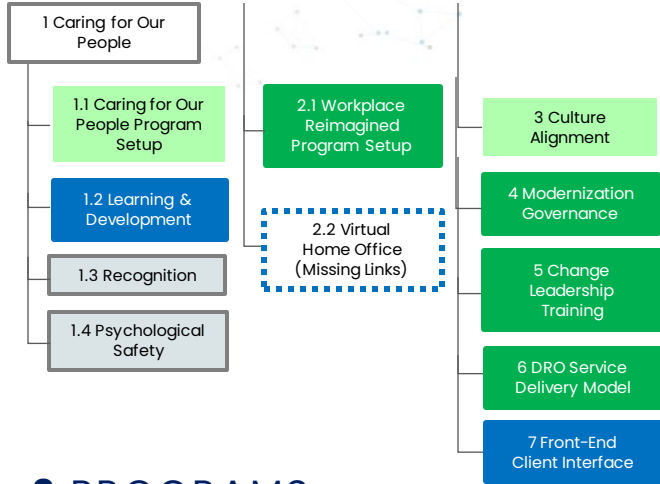
- International Financial Reporting Standards for Insurance Contracts (IFRS 17)
- Different look to this year's financial statements (increase in balance sheet liabilities)
- No change to how we measure funding level and set assessment rates



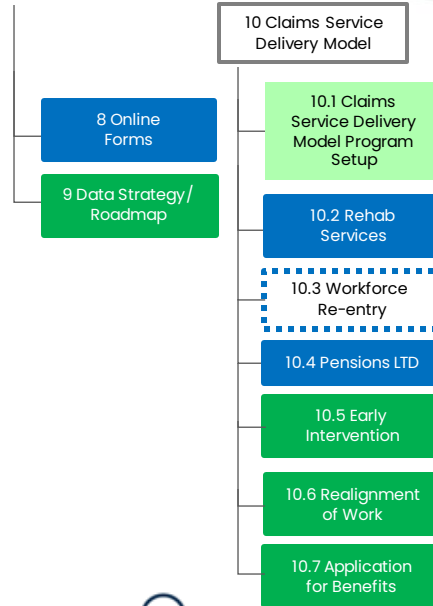
MODERNIZATION MAP

October 5, 2023

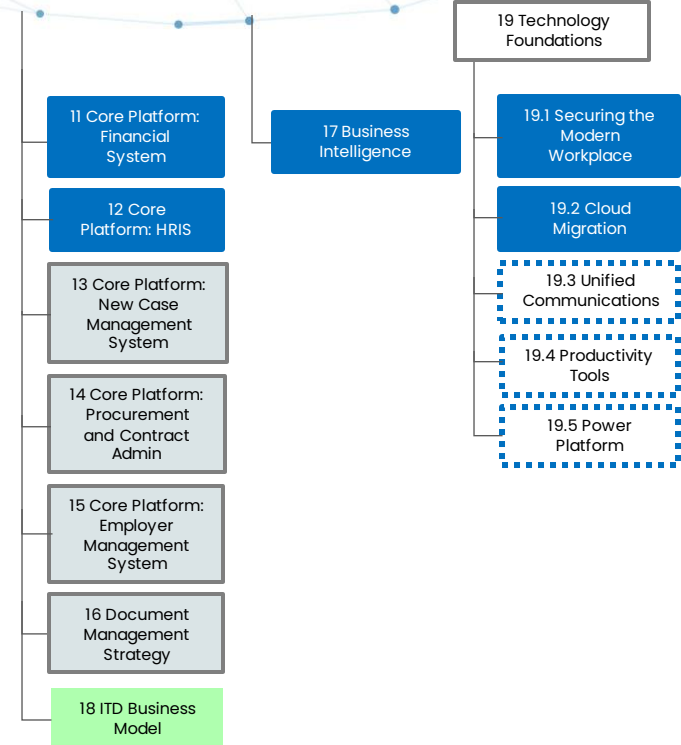
PEOPLE



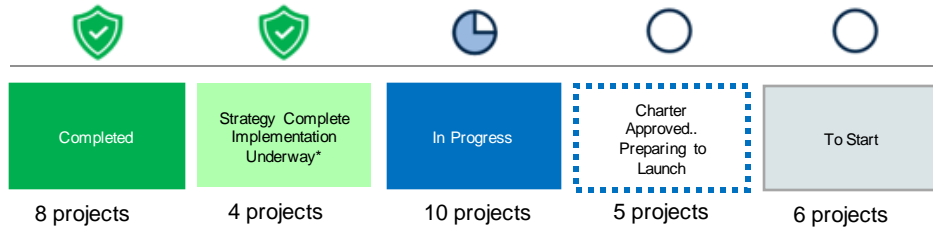
PREVENTION



INTEGRITY



3 PROGRAMS
33 PROJECTS

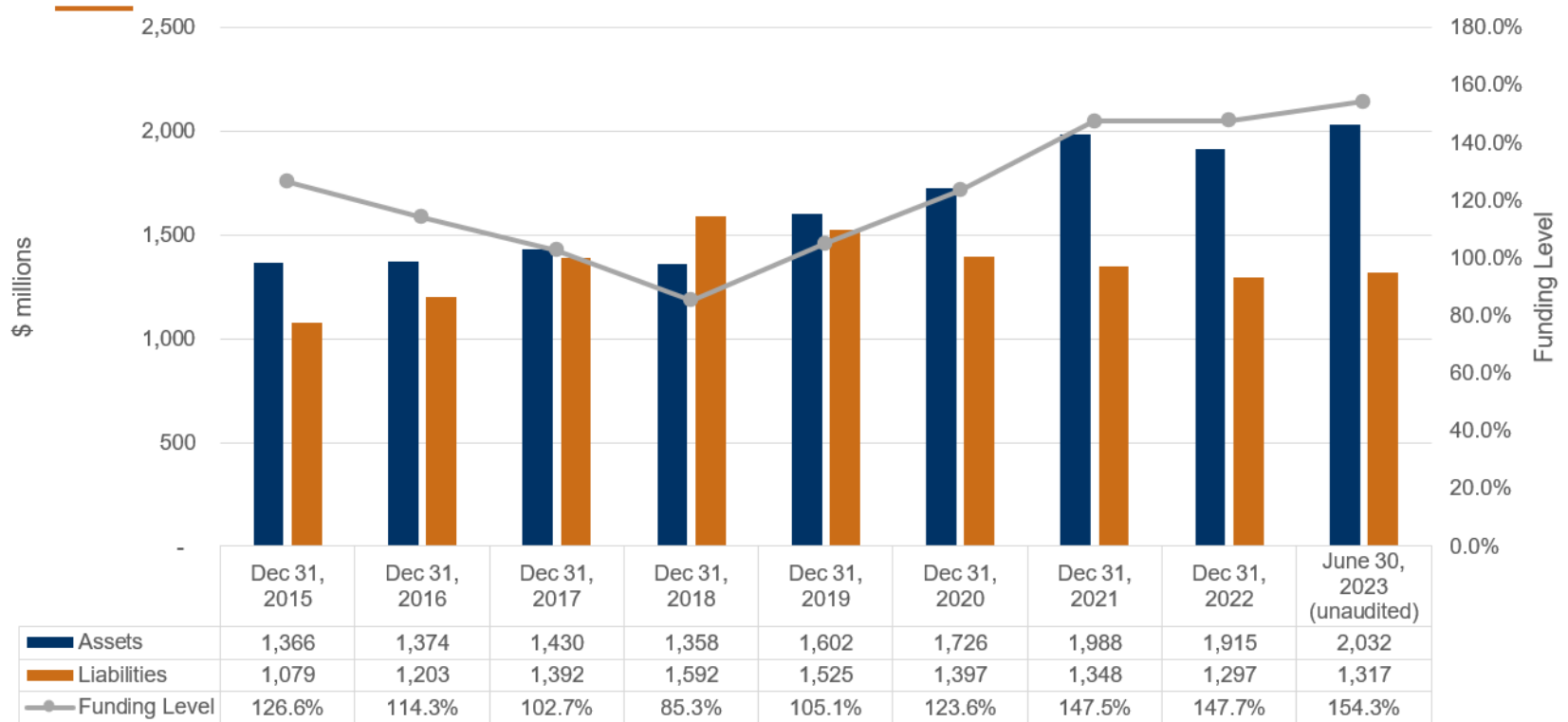


*While the project has ended, activities are underway for implementation.

2024 AVERAGE ASSESSMENT RATE



WC ACT FINANCIAL RESULTS SUMMARY



2024 PROVISIONAL AVERAGE RATE

↓ \$ **1.18**
PER \$100
PAYROLL

- Down about 10% from 2023
- Continued improvement in claims experience resulting in lower expected cost of new accidents

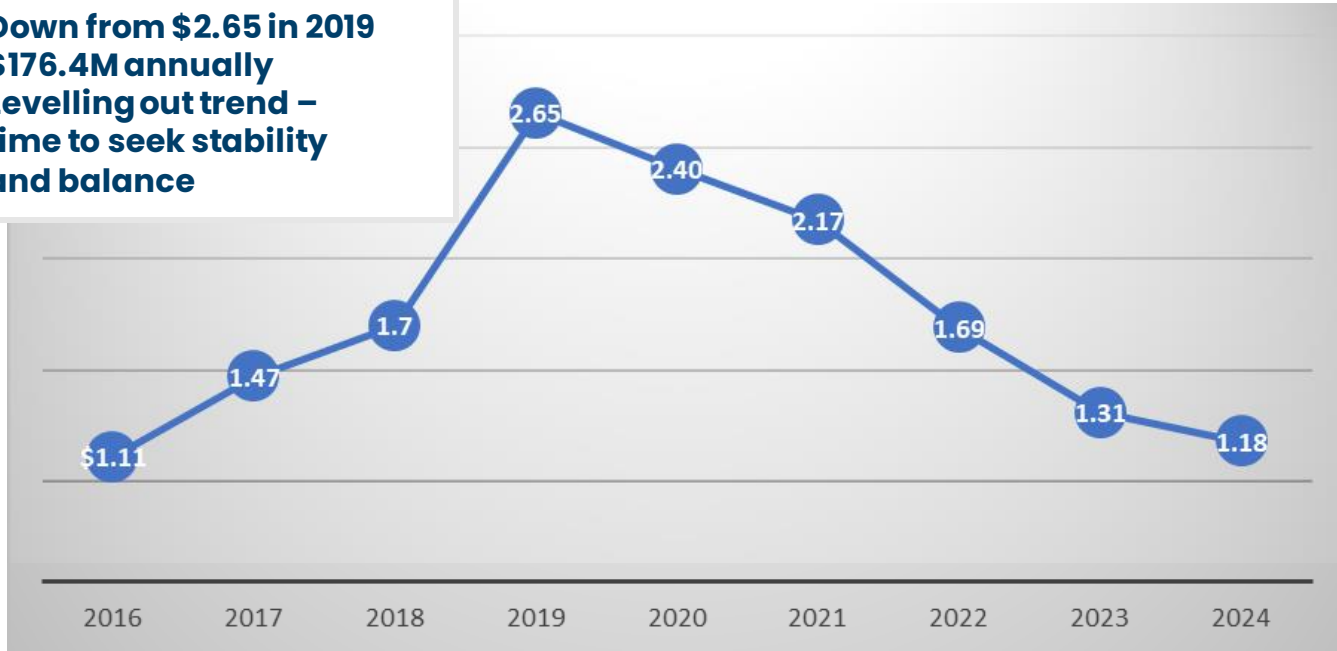


	2021	2022	2023	2024
New accident costs	\$1.33	\$1.20	\$1.08	\$0.93
Administration and other	\$0.49	\$0.49	\$0.46	\$0.46
Funding level adjustment	\$0.35	\$ -	(\$0.23)	(\$0.21)
Provisional average rate	\$2.17	\$1.69	\$1.31	\$1.18

RATE OVERVIEW



- Down from \$2.65 in 2019
- \$176.4M annually
- Levelling out trend – time to seek stability and balance



2024 ASSESSMENT RATES

- Lowest rate in Atlantic Canada*
- Second-lowest rate in Canada!*
- Individual assessment rate notices will be available online at MyServices in early November

* Based on most recent data available



**YOUR WORKSAFENB:
GET INVOLVED!**



STAKEHOLDER ENGAGEMENT

- Current consultation:
 - Proposed legislative change for correctional officers making PTSD claims
- Upcoming consultation (Q1 2024):
 - Additional cancers under coverage for firefighters; merging of *Firefighters Compensation Act* and *WC Act*
- Online survey available now regarding your digital experience with WorkSafeNB
- Subscribe to E-News (quarterly updates)



MY COMMITMENT



Thank you!

*Questions
or comments?*

LINKED
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FOR OUR FUTURE

