

# Board of Directors Meeting Minutes

April 27, 2022 – 9:00 a.m. to 4:00 p.m.

Delta Brunswick, Saint John/Webex

**Attendees:** Mel Norton (Chairperson), Donna McNeill, Gaëtan Guérette, Mike MacMullin, Lucien Sonier, Tina Soucy, James Stanley, Bert Cyr (afternoon only), Tim Petersen (Acting President and CEO)

**Regrets:** Haley Flaro (Vice Chairperson), Bert Cyr (morning only)

**Staff Present for the Meeting:** David Luther, Perry Cheeks, Laragh Dooley, Carolyn MacDonald, Josee Pelletier, Lisa Walker, Cathy Bent, Richard Blais, Monica Mallaley

**Guests:** Kelli Simmonds, Sally Wells

## 1. Adoption of Agenda

The agenda for the Board of Directors of meeting dated April 27, 2022, was adopted as presented.

**On motion duly made, seconded and carried it was unanimously resolved:**

*That the agenda for the Board of Directors meeting dated April 27, 2022, be adopted as presented.*

## 2. Safety Moment

The Board of Directors discussed the importance of driving the speed limit, particularly in construction zones.

## 3. Declaration of Conflicts of Interest

The Chairperson asked Board members if they have any conflicts of interest arising from the meeting agenda and, if so, to declare that conflict. No conflicts were declared.

## 4. Approval of Minutes

### a. Dated February 23 & 24, 2022

The minutes of the February 23 & 24, 2022 meeting were approved as written.

**On motion duly made, seconded and carried, it was unanimously resolved:**

*That the minutes of the Board of Directors meeting dated February 23 & 24, 2022, be approved as written.*

### b. Dated March 9, 2022

The minutes of the March 9, 2022, meeting were approved as written.

**On motion duly made, seconded and carried, it was unanimously resolved:**

*That the minutes of the Board of Directors meeting dated March 9, 2022, be approved as written.*

## 5. Consent Agenda

### a. Mandate Letter Update

The Board of Directors received the mandate letter update for information.

**On motion duly made, seconded and carried, it was unanimously resolved:**

*That the Board of Directors receive the mandate letter update for information.*

## 6. Chairperson's Report

### a. 2022 Workplan

The Chairperson provided an overview of the revised 2022 workplan.

The Acting President and CEO said there is currently a Board of Directors meeting scheduled for May 19<sup>th</sup> to approve the annual report and he asked if it can be moved to May 26<sup>th</sup> instead to allow the Communications team extra time.

He also proposed that the June Board of Directors meeting be moved to August where the Board will review the Annual General Meeting presentation, a stakeholder group will present to the Board and consultation results on benefit improvements will be delivered.

**On motion duly made, seconded and carried, it was unanimously resolved:**

*That the Board of Directors approve the revised 2022 Board workplan and approve the revised Board meeting dates.*

## 7. CEO Report

### a. Quarterly Report

The Acting President and CEO provided an overview of the quarterly report to the Board.

**On motion duly made, seconded and carried, it was unanimously resolved:**

*That the Board of Directors receive the CEO's quarterly report for information.*

## 8. Healthcare Sector Update

The Acting President and CEO provided an update to the Board of Directors regarding ongoing communication with the healthcare sector.

He said WorkSafeNB is having regular meetings with Horizon and Vitalité and there seems to be a renewed commitment to health and safety. They have added resources in that sector and are looking for our help to help them build safety plans. A deputy minister's sub committee has been struck which is dedicated to the health and safety of nurses. The Acting President and CEO is encouraged by what he is hearing.

**On motion duly made, seconded and carried, it was unanimously resolved:**

*That the Board of Directors receive the healthcare sector update for information.*

## 9. Financial Update as of Q1

The Chief Financial Officer provided a financial update as of Q1 2022. He said the funding position is at 146%.

He said we are seeing a continued downward trend with claim payments and expect the trend to level out now as we are beyond some of the COVID-19 impacts.

**On motion duly made, seconded and carried, it was unanimously resolved:**

*That the Board of Directors receive the Q1 financial update for information.*

## 10. Policy

### a. Enterprise Risk Management Policy

The Executive Director of Planning and Policy provided an overview of the changes to the Enterprise Risk Management Policy and said the policy is based on international standards so, whenever there is a change, it triggers a review of the policy.

The Audit Committee recommended that the Board of Directors approve the revised policy.

**On motion duly made, seconded and carried, it was unanimously resolved:**

*That the Board of Directors approved the proposed Policy 45-000 Enterprise Risk Management, release 2; and, rescinded Policy 45-000 Enterprise Risk Management, release 1.*

## 11. Strategic Planning and Risk Assessment

The Executive Director of Planning and Policy provided an overview of the strategic planning and risk assessment and said we look at risk in context to achieving our strategy.

Management has consulted with the divisions and new and existing risks have been identified, then scored based on how likely they will occur and what the impact will be. Ranking is based on residual risk, the risk itself, and the controls in place to manage it.

The Executive Director of Planning and Policy reviewed the high and moderate risk with the Board of Directors.

**On motion duly made, seconded and carried, it was unanimously resolved:**

*That the Board of Directors approve the risk strategies on the five high risks as presented.*

## 12. Health and Safety Index

The Acting Vice President of Prevention said the health and safety index is somewhat new in Canada and is a number that measures health and safety in the province.

He said it's not really about a particular number, but rather looking year over year to see if there is improvement. At least two years of information is required, but five years is ideal.

The Acting Vice President of Prevention provided an overview of how the health and safety index works, what components are looked at, and how they are measured. He said there will be changes to the index next year it and will go from five components to four.

**On motion duly made, seconded and carried, it was unanimously resolved:**

*That the Board of Directors receive the Health and Safety Index update for information.*

### **13. Service Delivery Model**

The Vice President of Claims Management and Rehabilitation provided an overview of two new service delivery models – identifying and intervention.

She said early identification of at-risk clients with underlying conditions (anxiety, depression, job dissatisfaction, etc.) is key. When these clients are blended in with everyday clients, by the time it is realized that they have these issues, they are typically very late in the claim. With the new model, they will be triaged as at-risk right at the beginning, and they can be fast tracked to the early intervention team, which is different from the mainstream team.

The Vice-President of Claims Management and Rehabilitation said early intervention with at-risk clients will help reduce claim duration and improve client outcomes. Specialized case managers will work in conjunction with the family physician, the worker, and the employer – changing the whole tone with clients. If there is no success after 10-15 days, the client will go the WRC for an assessment instead of the 320-day average now.

**On motion duly made, seconded and carried, it was unanimously resolved:**

*That the Board of Directors receive the service delivery model for information.*

### **14. Meeting with Kelli Simmonds**

The Board of Directors met with the Chairperson of the Workers' Compensation Appeals Tribunal.

The Tribunal Chairperson talked about a shift in processes because of the pandemic which allows them to have electronic appeal documents. She also said that due to the backlog, they have started triaging appeals allowing clients with financial burdens to be heard more quickly.

**On motion duly made, seconded and carried, it was unanimously resolved:**

*That the Board of Directors met with the Chairperson of the Workers' Compensation Appeals Tribunal as required by ss 25.2 Workplace Health Safety, and Compensation Commission Act and the Workers' Compensation Appeals Tribunal Act.*

### **15. Respectful Workplace Training**

Ms. Wells from Sally J. Well Inc., provided respectful workplace training for the Board of Directors.

**On motion duly made, seconded and carried, it was unanimously resolved:**

*That the Board of Directors receive the respectful workplace training for information.*

### **16. Finance and Investment Committee Update**

#### **a. Chairperson's Report**

The Finance and Investment Committee Chair provided an overview of their report to the Board.

**On motion duly made, seconded and carried, it was unanimously resolved:**  
*That the Board of Directors receive the Finance and Investment Committee Chairperson's report for information.*

#### **17. Allocation of 2021 Administration Budget Surplus**

The Chief Financial Officer said the Finance and Investment Committee recommended that the Board of Directors approve moving the \$3 million positive variance to restricted cash to support modernization efforts.

**On motion duly made, seconded and carried, it was unanimously resolved:**  
*That the Board of Directors approve the Finance and Investment Committee's recommendation of moving the \$3 million positive variance to restricted cash to support modernization efforts.*

#### **18. Audit Committee Update**

##### **a. Chairperson's Report**

The Audit Committee Chairperson provided an overview of their report to the Board.

The Audit Committee requested that the President and CEO review the Code of Ethics.

**On motion duly made, seconded and carried, it was unanimously resolved:**  
*That the Board of Directors receive the Audit Committee Chairperson's report for information and that the President and CEO review the code of ethics.*

#### **19. Human Resources and Compensation Committee Update**

##### **a. Chairperson's Report**

The Human Resources and Compensation Committee Chairperson provided an overview of their report to the Board and requested that the Board approve the human resources strategy progression.

**On motion duly made, seconded and carried, it was unanimously resolved:**  
*That the Board of Directors receive the Human Resources and Compensation Committee Chairperson's report for information and that the Board of Directors approve the human resources strategy progression.*

#### **20. Update on Board Vacancies**

The Acting General Counsel and Corporate Secretary provided an update on Board vacancies.

**On motion duly made, seconded and carried, it was unanimously resolved:**  
*That the Board of Directors receive the update on Board vacancies for information.*

#### **21. Modernization Roadmap**

The Executive Director of Communications and Business Transformation provided an overview of the modernization roadmap.

She said this is a historic document for WorkSafeNB, as it is about investing in our people and technology, and the efficiencies gained will be significant.

Quarterly updates will be provided to the Board and if there are any material changes, they will be brought forward to the Board for approval.

**On motion duly made, seconded and carried, it was unanimously resolved:**

*That the Board of Directors approve the modernization roadmap so that the implementation phase can begin.*

## **22. Decision Review Office**

The Acting General Counsel and Corporate Secretary provided an overview of a new service delivery model for the Decision Review Office (DRO). He said this new model will result in significantly better outcomes, sustainably improved client experience, and lower costs to WorkSafeNB.

WorkSafeNB is now actively working toward onboarding one main legal service provider (and two alternative redundancy providers) who will assist WorkSafeNB in discharging the legal aspects of decision review and writing. This will result in WorkSafeNB eliminating the backlog within six weeks of implementation, reduce regular wait times to a guarantee of less than four weeks, implement service standards, raise the level of quality of review, and reduce DRO's expected annual service delivery costs by over 12%.

While the DRO will continue to be an internal division at WorkSafeNB, its size will be reduced to an expected two permanent positions, a Registrar and Chief Decision Officer, and an Administrator, allowing for a redistribution of existing talent to areas of greatest need.

***On motion duly made, seconded and carried, it was unanimously resolved:***

*That the Board of Directors receive the Decision Review Office service delivery model for information.*

## **23. New Business**

There were no items under new business.

## **24. In-Camera**

An in-camera session of the Board of Directors was held.

Motion to Adjourn at 3:15 p.m.