



# 2010

REPORT TO  
STAKEHOLDERS



**HEALTHY AND SAFE WORKPLACES**  
IN NEW BRUNSWICK

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# MESSAGE FROM THE CHAIRPERSON AND PRESIDENT AND CEO

ON BEHALF OF THE BOARD OF DIRECTORS AND THE management and staff of WorkSafeNB, we are pleased to share with you our activities of the past year in this *2010 Report to Stakeholders*.

WorkSafeNB's vision of healthy and safe workplaces in New Brunswick is guided by goals and targets defined by its board of directors, and executed by WorkSafeNB's management and staff. This report outlines not only our successes in meeting these goals and targets, but also our shortcomings.

We are happy to report that WorkSafeNB met the targets for safety in 2010. Although, at 3.25, the provincial accident frequency rate increased slightly over 2009, it was lower than the 2010 target of 3.48. Lost-time injury frequency continues to remain below the national average, and, in fact, is one of the lowest in Canada.

In support of our safety goal, WorkSafeNB launched three major campaigns in 2010. Our social marketing campaign, *Little Things Matter*, is a reminder that when it comes to workplace safety, little things can make a big difference. Our *Buckle Up and Stay Alive* campaign urged drivers of motorized vehicles to wear their seatbelts by reminding them what's important in life and that they are not the only ones "along for the ride."

A campaign to promote the new fall protection legislation was launched late in the year. To help employers better understand their responsibilities under the new laws, WorkSafeNB hosted fall protection workshops and provided information through a number



of avenues, including letters to employers, newsletter stories, radio and newspaper ads, and through a fall protection portal on our website.

We are happy to report that WorkSafeNB met its targets under our return to work goal. The average paid compensation days for claimants with a return to work goal was 60.3 days, below the target of 63.3 days, and the duration of lost-time claims decreased by 9%. We are proud of the creativity, sensitivity and personalization used by our staff to help injured workers get back to work quickly and safely.

By attaining a funding level of 111.5%, we exceeded the target of a 100% funded liability under our balance goal. And while the assessment rate increased in 2010, it still remains the lowest in Eastern Canada.

We also met our targets for staff satisfaction and engagement, with 91% of our employees indicating they find WorkSafeNB "a good place to work," and 94% indicating they are committed to their

*We thank our stakeholders – the workers, employers, safety associations and health care providers – for helping keep New Brunswick below the national average for accident frequency.*

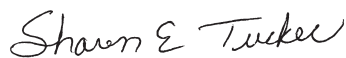
work, and believe it is valuable, makes a difference and contributes to our goals.

While we did not meet the targets for client satisfaction, we are committed to improving upon these results in 2011.

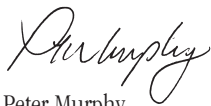
Despite these challenges, our board of directors and staff remain dedicated to meeting our corporate goals. Their hard work and commitment is paying off, and the proof is in the pages of this report.

Through 2011, we will continue to strive toward achieving our goals and targets with the support of you, our stakeholders. With your help, we will persevere to find new ways to efficiently deliver our products and services, generating stakeholder value in both the short and long term.

Sincerely,



Sharon Tucker  
Chairperson, Board of Directors



Peter Murphy  
Acting President & CEO



*In 2010, Doug Stanley, our president and chief executive officer, retired and the term of our outgoing chairperson, Roberta Dugas, expired. WorkSafeNB would like to acknowledge Doug and Roberta for their selfless commitment to the health and safety of New Brunswick's workers and employers. Their tireless work has helped make our province one of the safest in which to work in Canada. Thank you Roberta and Doug.*

# BOARD OF DIRECTORS



*Front row, left to right*

*Michèle Caron, Worker Representative*  
*Doug Stanley, President & CEO\**  
*Roberta Dugas, Outgoing chairperson\*\**  
*Conrad Pitre, Vice-chairperson*  
*Mary Martell, Employer Representative*

*Back row, left to right:*

*Brad Brinston, Worker Representative*  
*Dan Hughes, Employer Representative*  
*Danny King, Worker Representative*  
*Maureen Wallace, Worker Representative*  
*Keith Rogers, Employer Representative*  
*Ronald Gaffney, Chairperson, Appeals Tribunal*  
*David Ellis, Employer Representative*

*Missing:*

*Incoming chairperson, Sharon Tucker; Morris Mendelson, Worker Representative.*

\* Retired January 14, 2011

\*\* Term expired November 23, 2010

WORKSAFENB IS GOVERNED BY A BOARD OF DIRECTORS WHOSE members are appointed by the Lieutenant-Governor in Council. Under the board's stewardship, WorkSafeNB administers four acts governing workers' compensation and workplace health and safety in New Brunswick. These are:

- The Workers' Compensation Act
- The Occupational Health and Safety Act
- The Workplace Health, Safety and Compensation Commission Act
- The Firefighters' Compensation Act

The board is comprised of a chairperson, a vice-chairperson, four members representing employers, four members representing workers, and two non-voting members – WorkSafeNB's president and chief executive officer and the chairperson of the Appeals Tribunal. This mix provides a level of expertise that ensures balance in the interest of all stakeholders.

# VISION, MISSION, MANDATE AND VALUES

## VISION

Healthy and safe workplaces in New Brunswick

## MISSION

WorkSafeNB will promote a safe and healthy work environment to the workers and employers of New Brunswick and efficiently provide quality services, just adjudication, and fair administration of the legislation.

## MANDATE

Promote the creation of a workplace safety culture in which all employees and employers view all occupational diseases and accidents as being preventable.

Provide timely compensation benefits, medical aid, rehabilitation, and safe return-to-work services to injured workers.

Provide sustainable insurance and insurance-related services to the employer community.

Represent stakeholders and provide recommendations and advice to government with respect to legislation and publish such reports, studies, and recommendations.

## VALUES

We dedicate ourselves to the provision of prompt, effective, efficient, and caring services to each of our clients.

We believe that a team approach ensures that all members of WorkSafeNB are working towards a shared Vision, Mission, Values, and Goals.

We are committed to providing competent and energetic leadership that is focused on a clear direction for WorkSafeNB.

We ensure that our decisions are made with integrity, credibility, and accountability.

We ensure that our communications are based on trust, mutual respect, openness, and clear and reliable information.

We manage our human, material, and financial resources effectively in responding to our mandate and established priorities.

# GOALS

## SAFETY

Our vigorous pursuit of a safe work culture will lead to a decline in the overall frequency of workplace injuries, and a decline in the perception of the inevitability of workplace injuries in New Brunswick.

## SERVICE

We will provide effective programs and services, implemented with care, compassion, efficiency, promptness, and fairness, to benefit both workers and employers.

## RETURN TO WORK

We will decrease the time by which injured workers return or are ready to return to employment.

## BALANCE

We will provide the best possible benefits to injured workers while maintaining the lowest possible assessment rates for employers.

## STAFF SATISFACTION AND ENGAGEMENT

Our employees will feel their work is valuable and makes a difference, motivated by the understanding of how their role and individual contribution is critical to achieving our Vision, Mission, Mandate, Values, and Goals.



# THE FOUNDATION OF THE WORKERS' COMPENSATION SYSTEM



IN 1910, JUSTICE William Meredith was appointed to a Royal Commission to study workers' compensation in Ontario. In his report, published three years later, Meredith proposed a trade-off where workers gave up the right to sue their employers in exchange for no-fault compensation benefits.

Meredith's concepts, known as the Meredith Principles, became the basis for workers' compensation legislation in Canada.

Canada's first workers' compensation act was proclaimed in Ontario in 1915, while New Brunswick's *Workmen's Compensation Act* was enacted in 1918. Although the Act has evolved to reflect a changing economy and workforce, the roots of our workers' compensation system continue to be solidly embedded within the Meredith Principles.

## THE MEREDITH PRINCIPLES

### No-fault compensation

Workers are eligible to receive benefits for work-related injuries or occupational diseases, regardless of fault, while workers and employers waive the right to sue.

### Collective liability

All registered employers share responsibility for fully funding the cost of workers' compensation insurance, and for the system's financial liability.

### Security of payment

The system is operated to ensure its long-term stability, availability, financial security, and cost-effectiveness. Compensation benefits should be fair and account for the nature of the injury as well as the impact on employment earnings. Employer premiums should be fair, competitive and account for the full cost of the system including claims, reserves and administration.

### Exclusive jurisdiction

WorkSafeNB has final decision-making authority – it is not bound by legal precedent, and must judge each case on its individual merits.

### Board independence

The governing board is stakeholder-driven, autonomous, non-political, and financially independent of government or any special interest group.

**GOAL** *Our vigorous pursuit of a safe work culture will lead to a decline in the overall frequency of workplace injuries, and a decline in the perception of the inevitability of workplace injuries in New Brunswick.*

## SAFETY

### TARGETS

- The workplace injury frequency rate per 100 full-time employees (FTE) will be lower than the previous five-year average.
- The lost-time workplace injury frequency rate per 100 FTE in New Brunswick will be lower than the Canadian average.
- The percentage of workers and employers agreeing that workplace injuries are inevitable will be lower than the previous five-year average.

### RESULTS

#### Province-Wide

The estimated workplace injury frequency rate of 3.25 for 2010 increased slightly (2%) over 2009. This result is lower than the 2010 target of 3.48, based on the previous five-year average.

There were five workplace fatalities, and an additional two workers died in 2010 from previous years' injuries or diseases. Two other fatalities were accepted under the *Firefighters' Compensation Act*.

#### Provincial Accident Frequency Rate (Rate per 100 FTEs)

|         |      |
|---------|------|
| 2005    | 3.61 |
| 2006    | 3.52 |
| 2007    | 3.46 |
| 2008    | 3.40 |
| 2009    | 3.24 |
| 2010    | 3.25 |
| Target* | 3.48 |

\* Before 2008 no target had been defined.

### Jurisdiction

Lost-time injury frequency continues to remain below the national average (1.82) as reported by the Association of Workers' Compensation Boards of Canada. In fact, the frequency of 1.29 is the lowest in the country for 2009. (2009 is the latest year available for comparison information for the Canadian jurisdictions.)

### Perceptions of workplace injuries

WorkSafeNB surveys workers and employers in New Brunswick to understand their perceptions of workplace injuries. In 2010, the percentage of those who agreed that workplace injuries are inevitable declined overall, a positive result from 2009, although there was a slight increase for general workers.

### Activities

In 2010, WorkSafeNB worked with three focus industries (industries with high injury frequency, costs or work risks): nursing homes, supermarkets and restaurants. WorkSafe Services Division staff met with employers in these industries to discuss injury issues,

#### Fatalities by Year of Accident\*

|      |    |
|------|----|
| 2005 | 13 |
| 2006 | 9  |
| 2007 | 10 |
| 2008 | 15 |
| 2009 | 12 |
| 2010 | 5  |

Note: Represents workplace fatalities by year of accident or disease, regardless of date of death.

\* Has been restated from the 2009 Annual Report to reflect new information.

## SAFETY PROFILE

The goal of the New Brunswick Forest Safety Association (NBFSA) is to create a positive, proactive safety culture within the forest industry, while significantly reducing workplace accidents. And while the goal seems simple enough, the task of achieving it is a challenging one, said Barbara McFarlane, NBFSA's executive director.

"The forestry industry is very dangerous, and while technology has improved, many hazards remain," McFarlane said.

"The biggest challenge is changing the culture to one that adopts safety wholeheartedly, and not just as an add-on. The current culture is more often one of production and safety, as opposed to just being safely productive," she said. "We need industry to realize that companies that manage safety well are typically well-managed companies overall."

Part of the NBFSA's mandate is to provide quality, standardized health and safety training to the province's sawmill workers. It provides more than 30 courses, on topics such as yard loader safety, conventional logging, core forestry, spring safety, fall protection and lockout. NBFSA also offers courses specific to supervisors.

"By offering standardized training, we facilitate the migration of workers, and cut down on duplication of training costs. Before we began operating in 2005, there were no provincial standards in forestry-related training. The training of a sawmill worker in Chipman would be completely different than that of one in Saint-Quentin, for example," she said.

"Through our courses we work hard to impress upon workers and employers why you should work safely in the first place, and to change their attitude toward training from 'have to' to 'want to'. And why they should want to, is to go home to their family and loved ones at the end of the day. When you talk about family the light bulb goes off, and they realize who they are doing it [the training] for."



Barbara McFarlane  
Executive Director, NBFSA

Because improper guarding and lockout techniques are resulting in many hand and finger injuries, NBFSA is working on developing a hand safety program. They are also currently working on a SAFE Certification Program. The SAFE Certification Program is a voluntary, multi-stage audit program for companies to opt in. A third party does an audit, and companies can become "SAFE certified." This is similar to CSA Z1000 and ISO certification, but a lower cost alternative.

The NBFSA was established in 1963, but disbanded in 1982, and re-established in September 2005 when an increase in severe accidents and deaths sparked a renewed interest in restarting the association. Since then, accident frequency has shown a downward trend. "Although it's still double the provincial average, it has gone down," McFarlane said. In fact, compared to 2006, the accident frequency (based on 100 full-time workers) has declined by 41%, while claims have been reduced by 49%. "We can attribute this in part to our [NBFSA's] efforts, and our stakeholders take ownership in that as well."

"Safety associations are an integral component to the overall provincial strategy for injury reduction," said Shelly Dauphinee, WorkSafeNB's vice-president of WorkSafe Services. "The leadership shown by the NBFSA in taking control and responsibility for the health and safety of its industry is evident in the results. We are proud to support and partner with this association."

recommend improved practices, and encourage active promotion of health and safety. Health and safety officers increased their visits and inspections to these industries.

While injury frequency in nursing homes and supermarkets decreased from 2009 (by 17% and 14% respectively), restaurants saw a 10% increase in frequency.

Since initiating the focus industry program in 2002, WorkSafeNB has selected a number of industries for intervention. The following are no longer active focus industries: logging, potato farming, aquaculture, pre-fabricated buildings, logging, sawmills, highway/street/bridge construction and seafood processing.

WorkSafeNB continues to monitor former focus industries to determine the long-term impact of our interventions. Although these former focus industries experienced an increase in injury frequency over 2009 (9%), they are still below the five-year average.

Enforcement and education are key to prevention. Our health and safety officers and occupational hygienists conducted 8,765 workplace inspections (a 2% increase over 2009) in 2,454 firms, and wrote 7,271 orders under the *OHS Act* and Regulations.

Our education consultants presented 503 workplace health and safety workshops across the province, on topics including due diligence, worker/employer responsibilities, lockout and tag, WHMIS and young worker health and safety. We also provided Joint Health and Safety Committee (JHSC) training workshops to more than 2,000 workers from 756 companies.

A partnership with the New Brunswick Community College (NBCC) network resulted in New Brunswick becoming the first province in Canada to include a minimum of 14 hours of health and safety training in all their community college programs. This new curriculum is taught as part of an NBCC essential skill called 'Work Safely,' which requires students to achieve competencies in a variety

#### Workplace injuries are inevitable (% agreement)

|                          | 2008 | 2009 | 2010 |
|--------------------------|------|------|------|
| Injured workers          | 65%  | 71%  | 66%  |
| General workers          | 55%  | 52%  | 55%  |
| Registered employers     | 57%  | 61%  | 57%  |
| Non-registered employers | 51%  | 61%  | 60%  |

#### Industries: Accidents per 100 workers

|                         | 2006 | 2007 | 2008 | 2009 | 2010 |
|-------------------------|------|------|------|------|------|
| Current Industries      |      |      |      |      |      |
| Nursing Homes           | 7.05 | 6.29 | 7.26 | 7.70 | 6.41 |
| Supermarkets            | 4.70 | 5.09 | 4.61 | 4.43 | 3.79 |
| Restaurants             | 2.90 | 2.61 | 2.78 | 2.55 | 2.93 |
| Former Focus Industries | 7.51 | 5.55 | 5.56 | 5.23 | 5.69 |

Data as at 2010/12/31

*Because of strong partnerships between WorkSafeNB and its stakeholder groups, including associations such as the NBFSA and NBCSA, New Brunswickers benefit from working in a province with one of the lowest injury frequency rates in Canada.*

of health and safety topics. By the time students complete their studies, they will have been exposed to the fundamentals of health and safety specific to their occupation.

WorkSafeNB continues to work closely with the Department of Education by being involved in curriculum writing, providing support resources and introducing new programs. Throughout the 2009-2010 school year, students from Grades K-2 were provided with approximately 104,000 exposures to health and safety, through resources and programs such as Stella the Safety Skunk, Progressive Agriculture® Safety Days, the Lost Youth Tour, and through our ongoing partnership with Service Canada Youth Job Centres. Our YouthSafe website had 1,777 visits in 2010, with 7,670 page views.

The 30<sup>th</sup> Annual Health and Safety Conference provided additional opportunities to educate New Brunswickers. About 700 participants attended the conference, featuring workshops on topics such as Interviewing Skills for Incident Investigation; Electrical Safety for Non-Electricians; Compensation Fraud; Dollars and Sense of Safety; Confined Spaces; Safety in Retail; and, How to Start and Measure a Wellness Program. The conference also featured a trade show, with 38 booths.

#### Prosecutions

##### Occupational Health and Safety Act

|                        | 2007     | 2008     | 2009     | 2010     |
|------------------------|----------|----------|----------|----------|
| Number of Prosecutions | 12       | 17       | 7        | 8        |
| Number of Convictions* | 12       | 14       | 4        | 5        |
| Value of Fines**       | \$61,300 | \$56,505 | \$11,500 | \$23,500 |
| Complaints             | 8        | 19       | 8        | 6        |

\* Does not reflect the number of individual counts for which a defendant was found guilty or entered a guilty plea.

\*\* Includes cases begun in previous years but only concluded in 2010.

**GOAL** *We will provide effective programs and services, implemented with care, compassion, efficiency, promptness and fairness, to benefit both workers and employers.*

## SERVICE

### TARGET

We will maintain or exceed the high level of satisfaction, in excess of 80%, that both our injured worker and employer clients have come to expect.

### RESULTS

#### Client Satisfaction Index: Injured Workers

In 2010, 77% of injured workers indicated satisfaction with WorkSafeNB's service attributes, included in the Client Satisfaction Index. This is a slight decrease from 2009 (78%) and below the target of 80%, but within the statistical margin of error.

#### Client Satisfaction Index: Employers

In 2010, 79% of registered employers reported satisfaction with WorkSafeNB's service attributes included in the Client Satisfaction Index. This is a slight decrease from 2009 (82%) and below the target of 80%, but within the statistical margin of error.

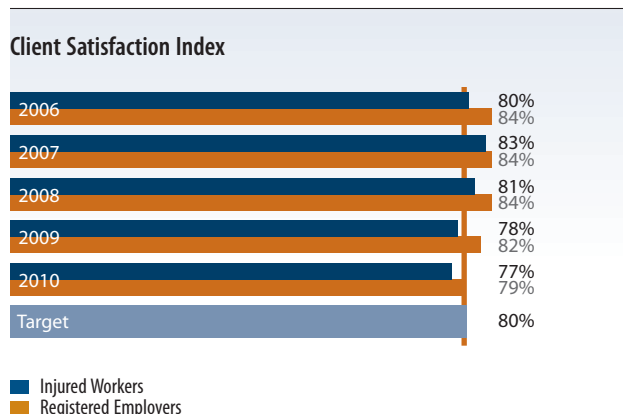
*Note: The Client Satisfaction Index examines injured workers'*

*and employers' satisfaction with WorkSafeNB's service delivery, specifically as it relates to professionalism, willingness to listen, understanding the client's needs, accuracy of information provided, amount of benefits, timeliness of handling claims, prompt service, respect, fairness, competency, communications, and effective handling. The survey is administered by an independent agency.*

### Activities

WorkSafeNB works toward client satisfaction by offering workers fair claims adjudication, timely delivery of benefits, hands-on case management and return to work services, and easy to read and informative communication tools.

In 2010, WorkSafeNB created 24,076 claim files: approximately one-half of these had no application for benefits or involved no claim costs (notification of event only, or billing from physician with no subsequent application from the worker for benefits). We adjudicated 12,507 applications for claims, a 2.2% increase from



## SERVICE PROFILE

As one of the largest employers in northeastern New Brunswick, municipalities are challenged to ensure the health and safety of a workforce involved in a variety of high-risk jobs in areas such as construction, water and sewage, refuse collection, and snow removal. Municipal workers face several hazards, such as those associated with working from heights, in trenches and confined spaces, and with heavy equipment and machinery, chemicals and electricity, to name a few. "No matter what their size, most municipalities must deal with these hazards," said Pauline Roy, director of WorkSafeNB's northeast region, which covers the counties of Northumberland, Gloucester and Restigouche.

Early in 2010, after a thorough review and analysis of their injury data, it was evident that the municipalities in the northeast needed increased attention.

"It was not that there was a high frequency, but rather that when injuries did occur they were severe, and sometimes fatal," Roy said. "We knew there was a need for more education in health and safety management programs and OHS legislation. The problem was, how do you deliver that to an employer that's so spread out?"

The solution was a health and safety conference, featuring workshops tailored to address the issues specific to municipalities in the northeast region.

"We thought the best thing was to bring them under one roof, to provide not only a venue for awareness and information, but also a forum to share their own knowledge and experience. It was an opportunity for both learning and exchange."

Roy said for a health and safety program to work, it's important to get commitment from the highest level, so mayors and those at the governance level were invited to attend, as well as contractors. More than 100 delegates from 24 municipalities participated, attending workshops on zero tolerance, due diligence, building a health and safety infrastructure and the 10 commandments for supervisors.



While the workshops provided valuable information, Caraquet mayor Antoine Landry's personal, heart-wrenching account of dealing with a workplace fatality was invaluable. Landry spoke about what it was like having to deliver the news to the family and how it affected the dead worker's colleagues and the community as a whole. "It was a tragic wake-up call."

Improving health and safety at the municipal level affects more than those running the city or town and working for it, it affects the community as a whole, Roy said. "Municipalities provide a model for the community – by practising and promoting good health and safety, municipalities set the example that will be observed and hopefully adopted by other employers."

Because of the number of participants and positive feedback, the Conference for Municipalities in the Northeast can be deemed a success.

"They received a lot of information – we will follow up to help them put it into practice," Roy said.

"This conference is a perfect example of WorkSafeNB's commitment to meeting its objectives under the service goal by delivering effective program and services to benefit both workers and employers. I commend the northeast region for taking this innovative approach to service delivery," said Shelly Dauphinee, vice-president of WorkSafe Services.

*Using innovation and creativity, WorkSafeNB staff work continuously to develop and deliver programs and services to not only meet our clients' needs, but to exceed them.*

2009; 1,360 were rejected as being unrelated to work, or because the employer was not insured. Of those accepted 5,971 involved lost time of at least one day (a 2% decrease from 2009), and 5,171 were no lost-time claims (medical costs only, and an 1.4% decrease from 2009).

The average number of days from injury to first cheque (in calendar days) for manageable claims decreased by 6.7% when compared to 2009 (18 days in 2010 compared to 19.3 days in 2009).

In addition to maintaining and populating two websites (worksafenb.ca, youthsafenb.ca) WorkSafeNB's Communications Department produces a number of publications for both workers and employers. These include: *E-News*, a monthly electronic newsletter; *Contact*, our print newsletter; a calendar; two annual reports (WorkSafeNB and *Firefighters' Compensation Act's* Disability Fund); a stakeholder report; hazard and risk alerts; posters; pamphlets; pocket cards, etc. All publications are available in both official languages, and, in 2010, Translation Services translated or managed the translation of close to 390,000 words.

To promote and discuss our services, WorkSafeNB's Assessment Services Department hosted 11 information sessions with employers, employer associations and groups.

The WorkSafe Services Division prevention staff conducted 14,519 activities, in the areas of education, ergonomics, occupational hygiene, general consulting and officer interventions, with 2,953 firms.

At the end of 2010, 140 large employers were using the electronic *Form 67, Report of Accident or Occupational Disease*. The online application has improved the efficiency of information gathering for claims adjudication.

In 2009, an e-Consultation platform was designed to allow online stakeholder consultation through an electronic survey and discussion tool. In 2010, the e-Consultation tool was completed and used to collect stakeholder feedback on a variety of topics.



## WORKSAFE NB'S REHABILITATION CENTRE RECEIVES CARF ACCREDITATION NOD

The hundreds of injured workers who turn to WorkSafeNB's Rehabilitation Centre each year for treatment are in good hands. In 2010, the facility was once again accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) International.

The facility, which has been accredited for the maximum three-year period, is the only one of its kind in Atlantic Canada.

"There are more than 1,000 standards we must meet to comply,"

said Work Recovery Manager Eileen Keating. "What this tells us is that we've met and exceeded those expectations."

To earn the organization's stamp of approval, a CARF team comprised of industry peers conducted an on-site survey. In addition to interviews with staff, clients and their families, the surveyors observed organizational practices, reviewed appropriate documentation, answered questions, and suggested ways to improve the provider's operations and service delivery.



Coral Lovesey, manager, Vocational Evaluation, on the left, and Eileen Keating, manager, Work Recovery, proudly display the certificate of accreditation presented to WorkSafeNB's rehabilitation centre in Grand Bay-Westfield by the Commission on Accreditation of Rehabilitation Facilities (CARF) International.

**GOAL** *We will decrease the time by which injured workers return or are ready to return to employment.*

## RETURN TO WORK

### TARGET

The average paid compensation days for claimants with a return to work goal will be lower than the previous five-year average.

### RESULTS

A significant decrease (9%) in duration of lost-time claims occurred in 2010 over 2009, meeting the target set by the board.

In 2010, 96% (4,496 clients) were back to work immediately following their rehabilitation; 1.9% (90 clients) were not re-employed when their claim was closed; and 2.1% (97 clients) were not capable of any employment following their workplace injury and are receiving full long-term disability benefits.

### Activities

In 2010, WorkSafeNB adjudicated 12,507 applications for claims, a 2.2% increase over 2009; 1,360 were rejected as being unrelated to work, or because the employer was not insured. Of those accepted,

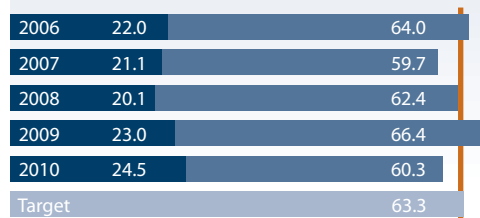
5,971 involved lost time of at least one day (a 2% decrease from 2009), and 5,171 were no lost-time claims (medical costs only, and a 1.4% decrease from 2009).

The average payment for claim was \$4,694. The maximum insurable earnings for injured workers with lost-time claims, or their dependants, was \$56,300 based on 85% of their net income (gross income less income tax and CPP/EI contributions).

Some injured workers require more comprehensive support to help recover from their injuries and return to work. This help is provided through case management teams located in the regional offices, and may last for several months, or, in the most severe cases, several years. In 2010, 4,346 claimants received case-managed services.

WorkSafeNB's Continuum of Care model for case management is an incremental care and treatment approach to getting an injured worker safely back to work, as quickly as possible. The ongoing

### Days of Paid Compensation

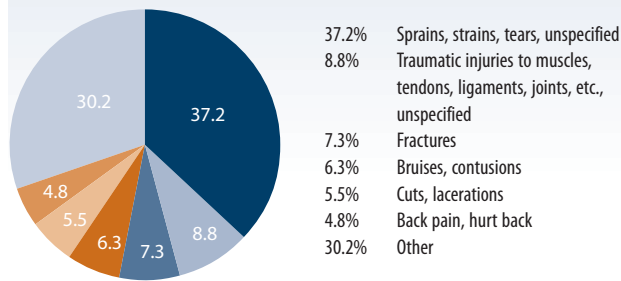


■ Median Days  
■ Average Days

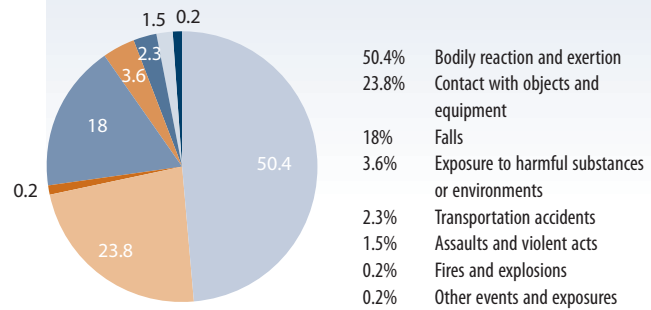


■ Number of Claims

**Nature of Injury – Lost-Time Claims**



**Nature of Event – Lost-Time Claims**



**RETURN TO WORK PROFILE**

In 2010, 81% of our clients who participated in a return-to-work (RTW) program eventually returned to productive work. While this represents a high success rate, it's a figure that has remained relatively stable since 2004.

So with respect to achieving our goal of constant improvement for all services, Heather Murray, a WorkSafeNB occupational therapist and program analyst, has been tasked with examining ways to further improve RTW programs.

"Each case is different," she said. "While we have general guidelines, we want to know if there are different protocols our OTs should follow when dealing with more complex claimants."

Her findings showed that clients who scored higher on the Pain and Activity (P&A) Questionnaire, a screening tool to determine a client's risk factors for prolonged disability, had lower RTW success rates when participating in RTW programs.

"For this reason, we try to analyze how we might be better able to redistribute resources and dedicate more to these at-risk claimants."

Findings also indicated that those who had a transitional RTW (concurrent with in-clinic based active treatment) compared to those who had a gradual RTW (sequential to treatment) were more successful, particularly for those with higher P&A scores. During a transitional RTW, the client has the support of clinicians at the clinic, as well as an OT who supports them at the workplace, she said.

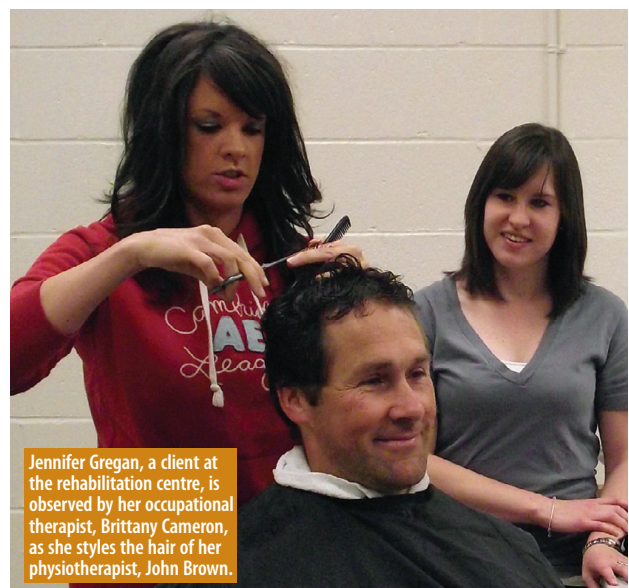
"The OT will generally review the client's functional abilities and set them up on a program that allows the client to gradually increase duties and hours until they reach their full duties.

The OT also ensures employers understand the purpose of the program so they can support their employee in getting back to work safely."

Transitional RTW programs also allow the worker to practise what they learned at the clinic, such as symptom management strategies and body mechanics and apply it in their natural work environment.

The success of transitional RTW programs has been shared with the clinics and programs that treat our clients, as well as case managers who co-ordinate client care, to encourage use of this program, when appropriate.

"Moving forward, this type of program will play a key role in helping injured workers overcome obstacles and get back to their pre-accident lives more quickly."



Jennifer Gregan, a client at the rehabilitation centre, is observed by her occupational therapist, Brittany Cameron, as she styles the hair of her physiotherapist, John Brown.

*WorkSafeNB is committed to advancing and implementing leading practices in medical rehabilitation to help our injured workers in their recovery, and to enable a timely and safe return to work.*

evaluation of this model helps identify areas for improvement in process and services. In 2010, WorkSafeNB evaluated the rehabilitation services of work conditioning, multidisciplinary treatment and gradual return to work. Quality improvements as a result of these reviews include clinical practice revisions to improve return-to-work outcomes.

Shoulder injuries account for a significant number of workplace injuries in New Brunswick and often result in prolonged disability and unnecessary surgery. Through a joint initiative with the NB Medical Society (NBMS) and private physiotherapists, WorkSafeNB developed shoulder injury care maps, based upon best practice physiotherapy and medical management. These were implemented as a pilot in the southwest region from October 2009 to September 2010, and resulted in a significant reduction in claim duration, imaging and surgery. The care maps will be introduced to all regions, and WorkSafeNB is expanding its network of shoulder orthopedic surgeons and physiotherapists to support the rollout. WorkSafeNB is also working with the NBMS to develop care maps for back injuries.

WorkSafeNB completed a second pilot project in 2010: Motivational Enhancement Training (MET). We monitor and evaluate both the shoulder injury care maps and MET programs in relation to our

injured workers' needs, and both programs have demonstrated positive results. Eleven staff have been certified as MET facilitators, and a team manager position was established as a pilot project.

We continued to promote our musculoskeletal injury (MSI) program in 2010 by helping employers implement ergonomic programs, providing MSI-reduction education and monitoring compliance. The focus was on back and shoulder injuries, targeting forceful exertion in the manual handling of materials specific to our focus industries. After three years into the program, results indicate an overall decrease of back, neck and shoulder injuries by 3%, and a 20% reduction in MSIs in supermarkets.

WorkSafeNB provides pension and long-term disability benefits to workers with a residual disability resulting from the injury. At the end of the year, there were 1,072 pre-1982 accident pensioners and widows/dependants, and 2,603 injured workers receiving long-term disability benefits. Pension benefits were provided to 558 spouses and dependants.

We provide injured workers with an intensive, specialized approach to rehabilitation through our Work Recovery and Vocational Evaluation Programs based out of our facility in Grand Bay-Westfield. In 2010,



762 clients were admitted for treatment, with 574 of those clients receiving treatment for one week or longer. Of this number, 12.89% made a full return to work, 51.92% made a gradual or modified return to work, and 17.25% left the facility ready to return to work.

The board of directors undertook a comprehensive review of WorkSafeNB's return to work policies in 2010. Seven policies were updated, including:

- Policy No. 21-413 Return to Work – Responsibilities and Re-employment Obligations, advising workplace parties of their responsibilities, rights and re-employment obligations in the return-to-work process, and ensuring they meet their legislative requirements.
- Policy No. 21-414 Third-party Mediation – Communicating WorkSafeNB's role in mediation to facilitate injured workers' return to work with the accident employer.
- Policy No. 21-417 Identifying Suitable Employment - Identifying occupations that meet the definition of what is "suitable employment" under the *Workers' Compensation Act*.
- Policy No. 21-418 Return to Work Incentives – Determining eligibility for incentives that promote return to work.
- Policy No. 21-419 Communications in Rehabilitation – Facilitating communication between all parties involved in an

injured worker's rehabilitation, and informing employers of their re-employment obligations and duty to accommodate.

- Policy No. 21-420 Return to Work Principles – Advising parties of the principles followed when helping injured workers to return to work.
- Policy No. 21-421 Vocational Rehabilitation – Providing an overview of the vocational rehabilitation process, qualification criteria, and planning tools.

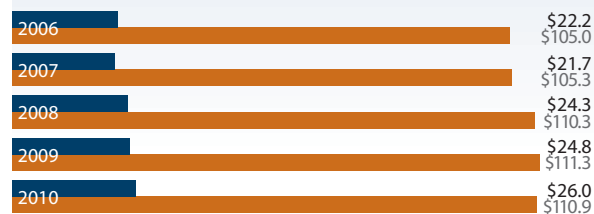
In addition, the board allocated resources to evaluating two return-to-work incentives pilot projects that were intended to help more injured workers return to work and/or to advance in their employment. Through a series of focus groups held with clients and an analysis of the costs and benefits of the pilot programs, the board determined that the Job Search Incentive Program was achieving its intended outcomes and therefore made it a permanent benefit, while the Long Term Disability Incentive was not meeting its objectives and was discontinued.

**Short-term Disability and Rehabilitation, and Health Care Payments**  
(in millions)



■ Short-term Disability and Rehabilitation Payments  
■ Health Care Payments

**Benefits Payments**  
(in millions)



■ Current Year Injuries  
■ Prior Years' Injuries

**GOAL** *We will provide the best possible benefits to injured workers while maintaining the lowest possible assessment rates for employers.*

## BALANCE

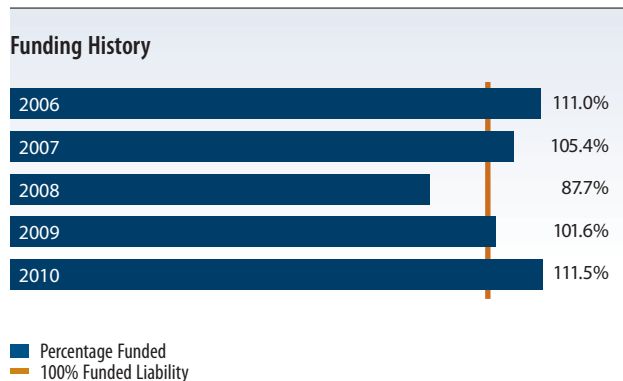
### TARGET

At a minimum, we will maintain a 100% funded liability.

### RESULTS

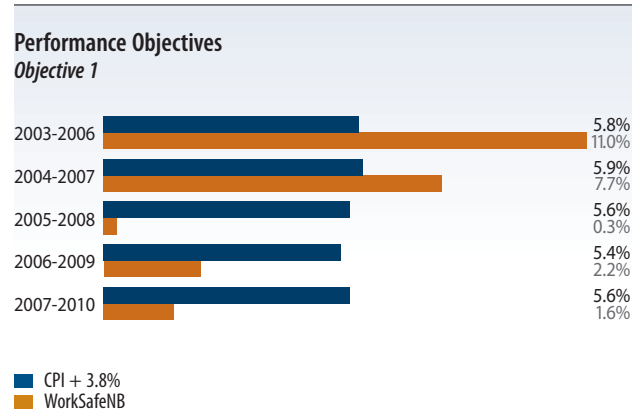
#### Funded Liability and Investment Portfolio

Investments held to meet future benefit obligations arising from past injuries reached \$995 million at the end of 2010, representing a 111.5% funded liability. WorkSafeNB's investment portfolio produced an annual return of 10.68%.

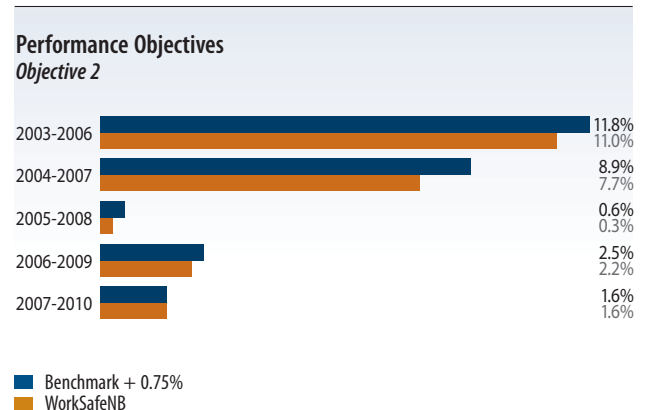


### Performance Objectives

**OBJECTIVE 1:** The investment portfolio's rate of return is to exceed the increase in the Consumer Price Index (CPI) + 3.8%, on a four year moving average basis. (Before 2006, the objective was CPI + 4%.)



**OBJECTIVE 2:** The investment portfolio's rate of return is to exceed the return generated by the investment policy defined benchmark portfolio by 0.75%, on a four year moving average basis.



## BALANCE PROFILE

In early January each year, WorkSafeNB's Assessment Services Department mails out the *Form 100 - Employer Payroll Report* to each registered, annually-assessed employer. Employers report their actual assessable wages for the previous year and estimated assessable wages for the current year. This pre-printed form must be completed and returned no later than February 28 to avoid a late filing penalty.

As part of WorkSafeNB's ongoing efforts to improve client services, in 2007 we initiated a special project to expand the annual Form 100 process to allow online entry, validation, and receipt of data. The eForm 100 filing option was introduced in 2008.

In addition to simplifying the reporting/filing function for annually-assessed employers, the eForm 100 has streamlined the internal business processes for WorkSafeNB's Assessment Services.

"This increase in efficiency has afforded staff more time to provide support services to the employer community", said Claude Savoie, manager of Assessment Services.

"The main objective of the eForm 100 is to improve efficiency by automating the updating of employer tombstone and other non-billing information. This objective is achieved by providing an online option for completing the annual Form100 and filing it electronically to WorkSafeNB," Savoie explained, adding that employers access the site from early January to April by using their employer number and the access code printed on the Form 100.

"Use of the eForm 100 filing option has grown every year, from 11.56% in 2008 to 17.50% in 2010. Assessment Services is confident that use of the eForm 100 will only continue to grow".



*Strong leadership from the board of directors is critical to protecting WorkSafeNB's future by balancing the best possible benefits to injured workers while maintaining the lowest possible assessment rates for employers. Board members are appointed from the stakeholder*

### **Assessment Rate**

The 2010 provisional assessment rate of \$2.08 represents a \$0.05 increase over the 2009 rate. Despite this increase, New Brunswick's rates continued to remain the lowest in Atlantic Canada.

### **Overview of Financial results**

WorkSafeNB recorded a surplus of \$105.5 million in 2010, compared with a \$129.2 million surplus in 2009. The surplus is the result of better than expected investment returns, claims costs and administration costs. Actual investment returns were 10.68%, compared to budgeted returns of 7.12%. Actual claims and administration costs were \$188.7 million, which is 24% lower than the budgeted claims and administration costs of \$248.2 million. These operating results improved the funded position to \$122.2 million, or 111.5%.

### **Activities**

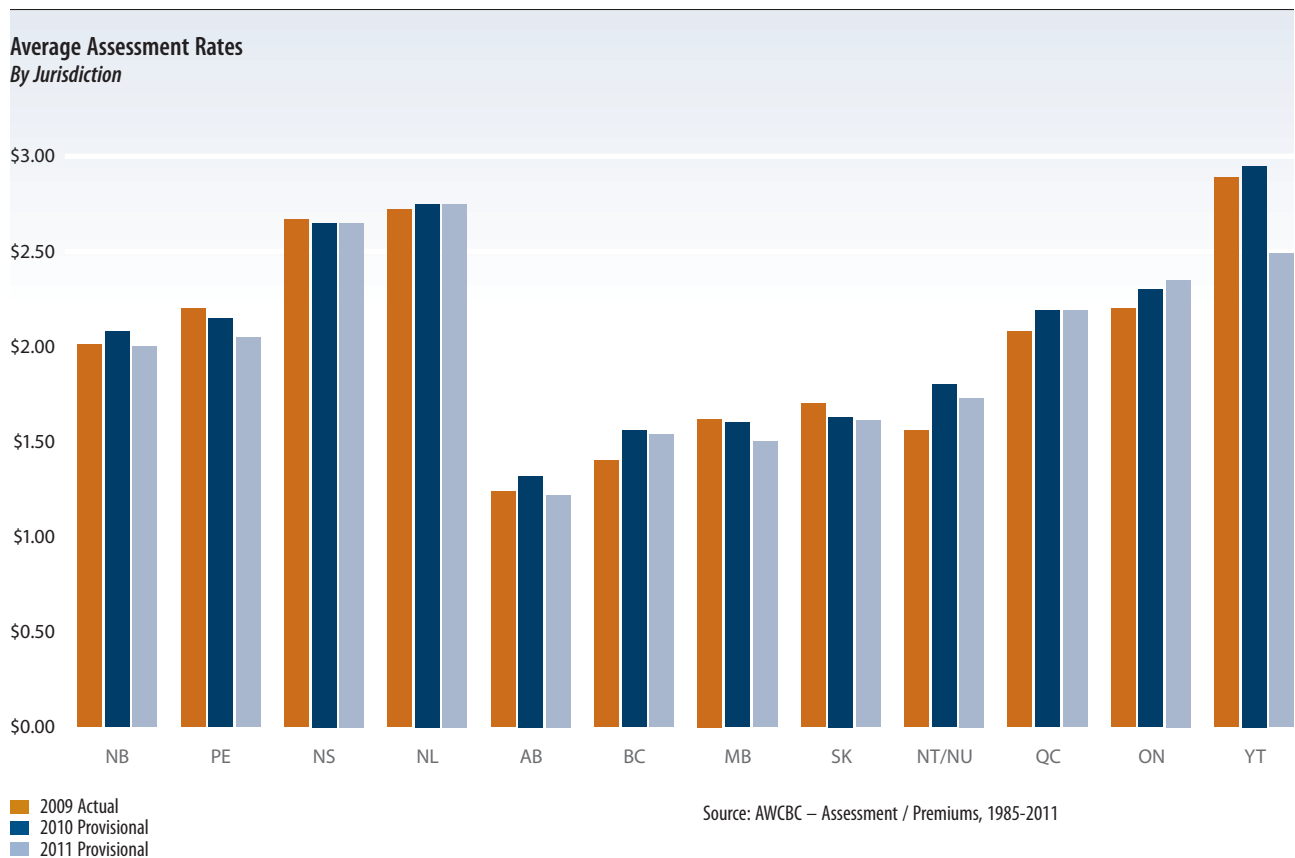
Payments to injured workers or third parties on their behalf totalled \$136.9 million, a 0.6% increase over 2009 payments of \$136.1 million.

WorkSafeNB conducted 316 investigations in 2010, resulting in present and future claim cost savings estimated at \$1.6 million. These investigations not only serve to detect, prevent and deter fraud and abuse, but to gather information for the Adjudication and Benefit Services Department to assist in making decisions.

Third party action recoveries provided cost relief to employers of approximately \$773,152, with injured workers receiving \$245,974 in excess damages.



*community to share their knowledge, experience, and expertise to advance the best interests of WorkSafeNB within the parameters of legislation and to promote the health and safety of all New Brunswickers.*



*Note: The average assessment rate is influenced by the mix of industries, varying benefit levels and earning ceilings, the extent of industry coverage, the degree of funding liabilities, and the methodology used to calculate the average. Therefore, caution should be exercised when drawing comparisons across the jurisdictions.*

**GOAL** *Our employees will feel their work is valuable and makes a difference, motivated by the understanding of how their role and individual contribution is critical to achieving our vision, mandate, values, and goals.*

## STAFF SATISFACTION AND ENGAGEMENT

### TARGET

Employee satisfaction and engagement levels will meet or exceed the previous five-year average.

### RESULTS

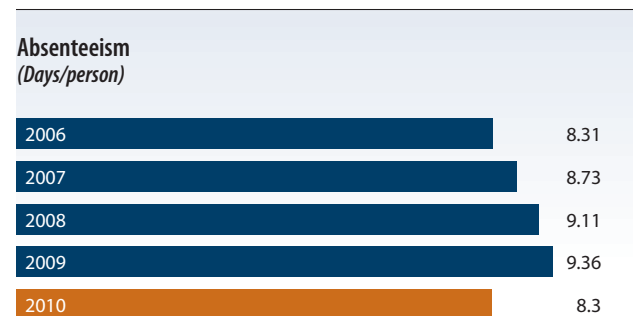
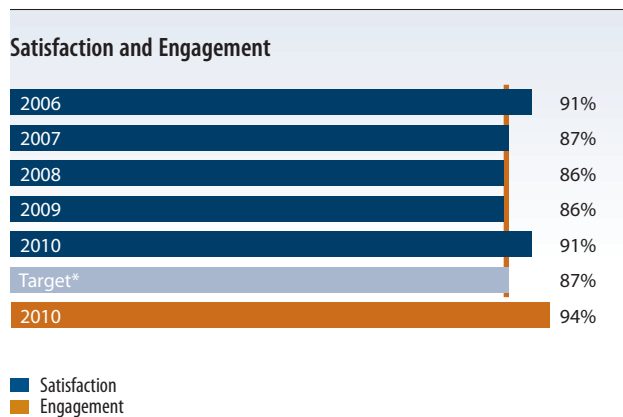
#### Satisfaction and Engagement

In 2010, 91% of employees indicated that they find WorkSafeNB “a good place to work,” as measured by respondents to the annual staff satisfaction survey. This is an increase from the previous two years, and up from the five-year average of

87% (2005-2009). Employee engagement also increased in 2010. Responses to a survey question that measures employee engagement indicate that 94% of our employees are committed to their work and believe it is valuable, makes a difference and contributes to the organizational goals. (Only three years of data is available to measure employee engagement.)

#### Absenteeism

On average, employees were absent from work 8.3 days, a slight decrease over the five-year average of 8.4 days.



\* Target is for Satisfaction only. Engagement was only added as a measure in 2009.

## STAFF SATISFACTION AND ENGAGEMENT PROFILE

When it comes to attracting and keeping a skilled workforce, you cannot ignore the benefits of a solid wellness program, said Edith Savoie, WorkSafeNB's director of human resources.

"To draw the best and the brightest to an organization you need to show that you care about your employees. It's important to understand the connection between employee satisfaction and employee wellness. A staff that believes their employer cares about their general well-being shows greater job satisfaction," she said. And at WorkSafeNB, job satisfaction is high. In 2010, 91% of employees responded in an employee satisfaction survey that they found WorkSafeNB a good place to work.

WorkSafeNB supports a very active wellness program. Debbie Kay, chair of WorkSafeNB's wellness committee in Saint John, said the program addresses all aspects of well-being – mental, physical, emotional, social and spiritual.

"Since most people spend a large part of their day at work, the workplace provides the perfect opportunity to educate employees on healthy lifestyle habits," Kay said. A comprehensive wellness program should address the following: health screenings (glucose, cholesterol, blood pressure, etc.), physical activity, substance abuse, weight management, smoking cessation, time management, financial planning, and stress management.

WorkSafeNB's wellness activities are promoted in a variety of ways, including lunch and learn information sessions, email alerts, collaboration with community services and facilities, and through friendly competitions. For example, one WorkSafeNB office hosted a "Biggest Loser" weight loss competition, with a participation rate of about 13%. It ran for six weeks. Employees were given information kits full of information on nutrition and exercise, and weekly weigh-ins were held, with individual results kept confidential. A prize was awarded to the winner, determined by the highest percentage of body weight loss. Feedback was extremely positive, and the total weight loss was 52 pounds.

Other WorkSafeNB wellness activities include on site screening clinics for blood pressure, glucose and cholesterol, flu vaccinations, lunchtime Tai Chi, yoga, and fitness boot camps and luncheon sessions on topics such as nutrition, Nordic walking, self-defence, positive parenting, and home and fire safety.

"Activities like these are great for building morale and a sense of camaraderie among employees. It provides the opportunity for them to interact in activities unrelated to work, and support each other in a common, constructive goal," Kay said.

"While wellness is a joint responsibility – of the individual, their family, the community, the employer, the government – it is also mutually beneficial. Healthier employees means reduced costs and increased productivity for employers, and less strain on the health care system in general. Healthier employees are happier employees and this translates to home as well as work; at work they tend to have greater job satisfaction and increased engagement, and, with less stress, personal relationships and the quality of time spent with family and friends improves."

And an active, supportive wellness program is one reason why employees find WorkSafeNB a good place to work.



Employees Shane Dickie (left) and Chad Humphries (right) prepare to get weighed by Debbie Kay, chair of WorkSafeNB's wellness committee in Saint John.

*To achieve our goals and deliver the best service possible to our stakeholders, WorkSafeNB must maintain a satisfied and engaged workforce. One way we do this is by offering our employees a relevant*

### Health and Safety

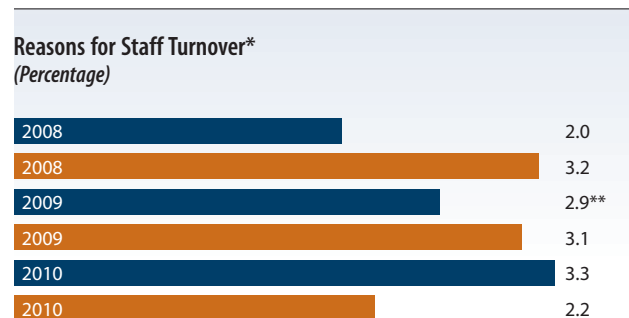
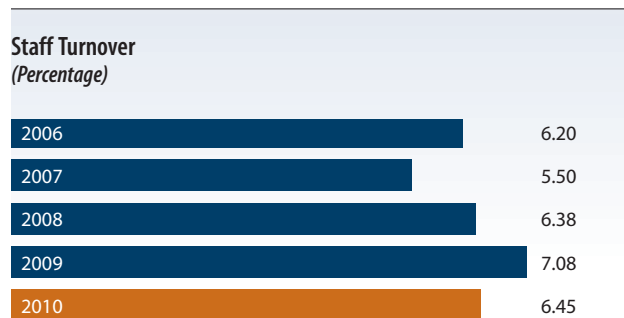
There were 12 accepted claims in 2010, representing 2.66 accepted claims per 100 full-time equivalent (FTE) workers. The accepted claims per 100 FTE is lower than the five-year average of 3.42. Two were lost-time claims totalling 77 days, and costing slightly more than \$28,000. In 2010, the health and safety index from our survey was 87%. Managers will review individual results to work on improving this average.

### Staff turnover

In 2010, 29 employees left the organization. This represents a staff turnover rate of 6.45% and is higher than the five-year average of 5.75%. There were 10 retirements, accounting for 2.2% of the turnover rate.

### ACTIVITIES

- \$572,025 spent for educational and professional development.
- The department sponsored 30 workshops, courses and information sessions, with 256 participants.
- The Growing Leaders program identifies and develops staff in leadership roles. In 2010, two new employees joined the program.
- Supervisors conducted performance reviews with 95% of the staff.
- Reviewed and revised five human resources related directives or procedures.
- Reviewed and updated 78 job descriptions, which included identifying the appropriate job hazards and their controls.
- The Wellness Program provided employees with a variety of activities in support of the four global objectives of physical, nutritional, psychological and basic health. Activities included:
  - Fitness challenges (fitness boot camp, walking club).

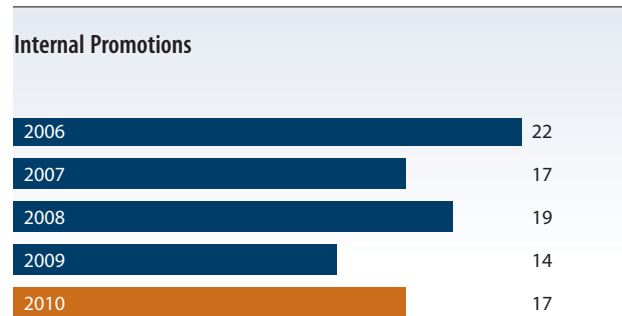


■ Voluntary  
■ Retirement

\* Does not include those who left because of performance issues, or death  
\*\* Has been restated from 2009 Stakeholder Report

*and wide-ranging wellness program that addresses all aspects of their physical, psychological, social and emotional well-being.*

- Distribution of newsletters, information pamphlets and 2010 wellness calendars.
- Lunch and Learn presentations, including: Boosting your positive outlook, self defense, Nordic walking, getting restful sleep, seasonal affective disorder, financial planning, healthy living, yoga, hip hop dance class, blood glucose and cholesterol clinic.
- Usage of our Employee Assistance Program was at 16%.
- The Disability Management Program helped 14 employees: eight employees returned to work through the Gradual Return to Work Program; one employee remained on the job through workplace adjustments; and, two were discontinued and three are still ongoing.
- Health and Safety Program activities included:
  - A review of Violence in the Workplace directives and procedures and creation of a tool to identify and manage violence escalation.
  - Establishment of a program with those departments using tools to assure compliance with legislation.
  - Monitoring of progress to reduce slips, trips and falls and repetitive strain injuries. Review and revision of the Hostage Taking Emergency procedures. Training sessions on how to recognize, prevent and handle situation of abuse and threat.
- The annual staff meeting and recognition banquet was held in April, honouring 62 employees and 11 retirees.



## EMPLOYMENT MILESTONES & RETIREMENTS

### 5 years:

|                   |                   |
|-------------------|-------------------|
| Dianna Allain     | Elesha Milne      |
| Pauline Aubé      | Pierre Rail       |
| Cynthia Clarke    | Denis Rioux       |
| Norma Doucette    | Lance Ritchie     |
| C. Patrick Graham | Nadine Robichaud  |
| Todd Hickey       | Maurice St-Pierre |
| John Hurley       | Pascal Thébeau    |
| Luc Mazerolle     | Tracy VanWart     |



Front row, from left to right: Tracy VanWart, Nadine Robichaud, Elesha Milne, Norma Doucette  
Back row, from left to right: Maurice St-Pierre, Pascal Thébeau, Denis Rioux

### 10 years

|                    |                  |
|--------------------|------------------|
| Mark Allan         | Stephanie Manzer |
| John Baird         | Julie Robichaud  |
| Cindy Losier       | Carl Sawyer      |
| Michael MacFarlane |                  |



From left to right: Stephanie Manzer, Michael MacFarlane

### 15 years

|                  |                 |
|------------------|-----------------|
| Anna Allebone    | Kevin Sears     |
| Claire Blanchard | Julie Thériault |
| Tim Petersen     | Philip Traverse |



From left to right: Anna Allebone, Tim Petersen

### 20 years

|                 |                 |
|-----------------|-----------------|
| Paul Bourque    | Melody Mladineo |
| Dana Brown      | Bill Nichol     |
| Monique Doucet  | Nancy Petersen  |
| Pierre Frenette | Andrea Ryerson  |
| Roger LeBlanc   | Sandra Soucy    |
| Dianne Losier   |                 |



Front row, from left to right: Nancy Petersen, Monique Doucet, Dianne Losier  
Back row, from left to right: Sandra Soucy, Melody Mladineo, Andrea Ryerson

**25 years**

|                  |                      |
|------------------|----------------------|
| Jeanne Burns     | Michel Fournier      |
| Monique Connolly | Gilles Moreau        |
| Michel Daigle    | Rose-Marie Thibodeau |
| Mariette Duguay  | Wanda Woodcock       |



*From left to right: Rose-Marie Thibodeau, Gilles Moreau, Michel Fournier, Monique Connolly*

**30 years**

|                     |                  |
|---------------------|------------------|
| Monique Albert      | Coral Lovesey    |
| Etta Connell        | Lynn Pinfold     |
| Carol Cormier       | Andy Rauska      |
| Marie-Reine Godbout | Dennis Sennett   |
| Susan Hebert        | Jackie Theriault |
| Kathy Logan         | Neil Waddell     |



*Front row, from left to right: Andy Rauska, Carol Cormier, Monique Albert, Dennis Sennett  
Back row, from left to right: Jackie Theriault, Susan Hebert, Marie-Reine Godbout, Kathy Logan, Etta Connell*

**35 years**

Terry Craig

**40 years**

Kathleen Evans



*From left to right: Kathleen Evans, Terry Craig.*

**Those who were honoured for retirement in 2010**

(This is different from those who actually retired in 2010.)

|                     |                   |
|---------------------|-------------------|
| Reginald Arseneault | Murielle Lapierre |
| Ray Blanchard       | Paul LeBreton     |
| Lucille Chamberland | Bruce Messer      |
| Marina Forestell    | Pauline Savoie    |
| Ronald Grenier      | Alice Starkey     |
| Armand Hebert       |                   |



*From left to right: Ronald Grenier, Armand Hebert, Alice Starkey, Reg Arseneault, Marina Forestell*

# APPEALS TRIBUNAL

## OBJECTIVE

To deliver the highest quality services possible, and the fair and timely resolution of appeals.

## TARGET

To reduce the inventory of appeals to be heard and to continue to improve the overall processing time of decisions.

## RESULTS

The Appeals Tribunal experienced some successes and, unfortunately, some setbacks in reducing the inventory of appeals to be scheduled. We were able to increase the hearing schedule during several months, which reduced the inventory to numbers not achieved since 2006. However, due to delays in panel member appointments and the large increase in appeals received, particularly during the latter part of the year, we were only able to decrease the inventory by a modest amount of 3.6%. The time required to schedule appeals was reduced by 17% from 2009, although the overall processing time has now increased due to the higher volume of decisions to process.

The Appeals Tribunal, operating at arm's length from WorkSafeNB, offers employers and workers the opportunity to appeal WorkSafeNB decisions. The Appeals Tribunal's primary responsibility is to provide fair, consistent and impartial decisions in a timely manner.

## The Appeals Tribunal consists of the following:

- Chairperson: reports to the board of directors on the administrative operation of the Appeals Tribunal. He also acts as a chairperson for appeal hearings.
- Vice-chairpersons: at the present time, we have seven part-time vice-chairpersons who chair appeal hearings.
- Appeals Panel members: Appeals Panel members, representatives of workers or employers throughout the province, are appointed by the board of directors. At present, we have 21 part-time members.
- In support of the activities of the Appeals Tribunal, 12 staff members work to schedule hearings, prepare the necessary documentation and ensure decisions are sent to all parties concerned.

*"I believe that 2010 saw the introduction of new methods and efficiencies at the Appeals Tribunal that will pay dividends in terms of our inventory and processing times in 2011. While the Appeals Tribunal will always strive to improve, the dedication and insight of its managers and staff will continue to generate innovative and timely solutions to obstacles we encounter."*

~ Ronald E. Gaffney, Chairperson of the Appeals Tribunal





**Achieving fair, consistent, impartial and timely completion of appeals requires:**

- Well-trained vice-chairpersons, panel members and staff.
- A consistent approach to deciding appeals.
- Supportive legislation and policies.

**The Appeals Tribunal offers the following service:**

Workers, dependants, and employers can appeal decisions of WorksafeNB. As an administrative tribunal, the Appeals Tribunal is a quasi-judicial body that follows the rules of Natural Justice in its decision-making.

**Appeals Panel hearings**

An Appeals Panel will consider an appeal at an Appeals Panel hearing. The Appeals Tribunal holds its hearings in regions throughout the province in the official language chosen by the person submitting the appeal. Appeals Panel decisions are final and delivered in writing, subject only to appeal to the Court of Appeals. The Appeals Panel consists of a Three-Person Panel or a Single-Person Panel.

**Three-Person Panel**

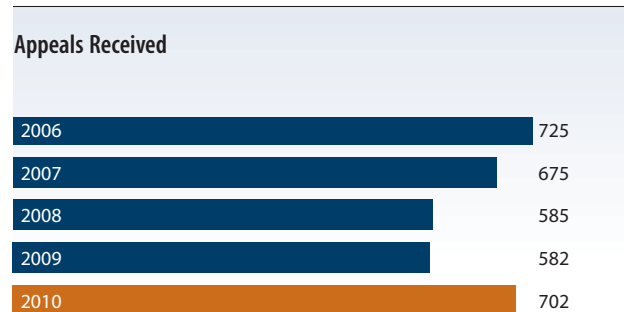
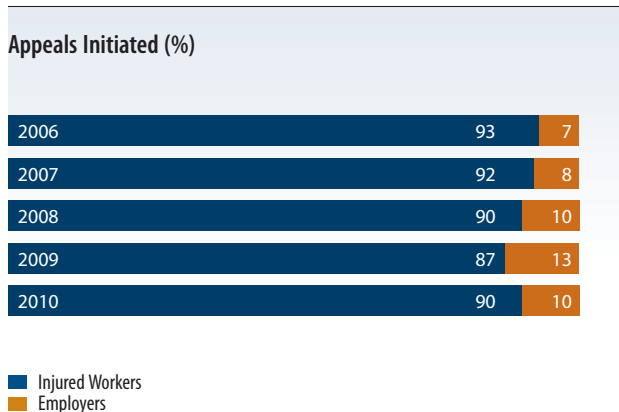
A Three-Person Panel is made up of a chairperson and two panel members. The chairperson is chosen from the Appeals Tribunal’s list of individuals appointed for that purpose. The two remaining panel members consist of a worker representative and an employer representative, also chosen from pre-established lists. Panel members are required to act impartially, and, as such, do not represent any particular group.

**Single-Person Panel**

A Single-Person Panel is subject to the consent of all parties and consists of a chairperson acting alone.

**HIGHLIGHTS:**

- The number of appeals received increased by 20.6% from 2009.
- The number of appeals processed and resolved increased by 24.4% from 2009.
- The inventory of appeals decreased by 3.6% from last year.
- The time required to schedule an appeal was reduced by 17% from 2009.



**Appeals Results**

|                        | 2006 | 2007 | 2008 | 2009 | 2010 |
|------------------------|------|------|------|------|------|
| Accepted               | 68%  | 67%  | 68%  | 68%  | 68%  |
| Partial                | 3%   | 5%   | 6%   | 5%   | 6%   |
| Denied                 | 28%  | 25%  | 25%  | 26%  | 26%  |
| Withdrawn (at hearing) | 1%   | 3%   | 1%   | 1%   | 0%   |

- The overall processing time for an appeal increased by 5.8% from 2009.
- The number of postponed appeals increased by 5% over last year's level, where it had increased by 2.9% and by 29% in 2008. The major reason for the increases in 2008 and 2009 was due to inclement weather experienced in our hearing locations. Although we did not experience many weather-related postponements in 2010, the main reason for the increase was due to the lack of availability of some representatives of parties to the appeal and some panel members. We continue to monitor postponements to avoid the increases of past years and to work toward reducing the overall amount.
- Appeals withdrawn before the hearing decreased by 2%. This is the second year where we have seen a modest decrease in appeals withdrawn. As reported in 2008, there was an increase of 30%. A large percentage can be attributed to an appeal being withdrawn in lieu of postponing due to new information coming in that needs to be seen by the original decision-maker. As well, unrepresented appellants will often submit an appeal application, and then seek assistance with the worker or employer advocates. After seeking assistance, these appeals are sometimes withdrawn

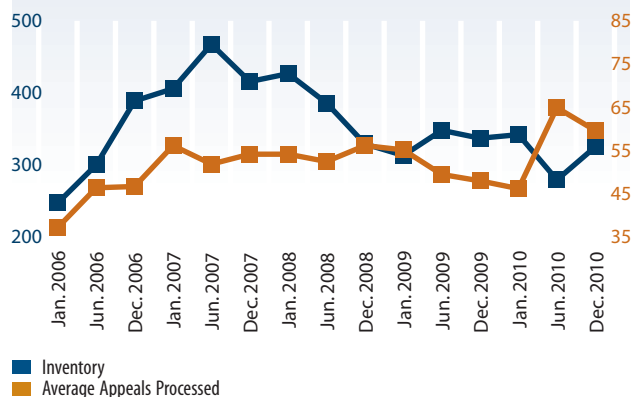
to allow the representative time to review the file and to obtain additional information to be sent to WorkSafeNB for review.

- Vice-chairpersons appointed late in 2009 completed their orientation. Two new panel members were appointed to the Appeals Tribunal in August 2010.

**Appeals Resolved**

|      |     |
|------|-----|
| 2006 | 558 |
| 2007 | 648 |
| 2008 | 672 |
| 2009 | 574 |
| 2010 | 714 |

**Overview of Inventory of Appeals**



## QUICK FACTS

|  |             |
|--|-------------|
| Number of assessed employers   | 14,300      |
| Maximum assessable/insurable earnings  | 56,300      |
| Provisional average assessment rate  | \$2.08      |
| Actual average assessment rate   | \$2.12*     |
| Appeals received:  | 702         |
| Initiated by workers (or their representative)   | 632         |
| Initiated by employers (or their representative)                                       | 70          |
| Appeals resolved   | 714         |
| Total claims created (can include claims with no application for benefits)             | 24,076      |
| Claims recorded, no benefits paid  | 12,818      |
| Total claims adjudicated   | 12,507      |
| Lost-time claims   | 5,971       |
| No lost-time claims  | 5,171       |
| Average days lost per lost-time claim  | 60.3        |
| Average payment per claim  | \$4,694     |
| Average calendar days from injury to first payment issued (manageable claims)          | 19.3        |
| Number of workplace health and safety inspections                                      | 8,765       |
| Number of orders written (violations of the Occupational Health and Safety Act)        | 7,325       |
| Number of serious accident investigations  | 243**       |
| Work-related fatalities occurring  | 9***        |
| Administration costs – excludes self-insured and Occupational Health and Safety (000s) | \$23,861    |
| Administration costs – Occupational Health and Safety (000s)                           | \$8,451     |
| Assessment revenue (000s)  | \$168,427   |
| Total premium revenue (000s)   | \$200,836   |
| Current year claims cost incurred (000s)   | \$118,385   |
| Claims payments made for current and prior years' injuries (000s)                      | \$136,866   |
| Claims costs incurred for current and prior years' injuries (000s)                     | \$148,747   |
| Total benefits liabilities – assessed employers (000s)                                 | \$889,760   |
| Total benefits liabilities – self-insured employers (000s)                             | \$148,064   |
| Assessable payroll (000s)  | \$7,989,086 |
| Market rate of return on portfolio   | 10.68%      |

\* Announced assessment rate for 2011 is \$2.

\*\* Includes fatalities, fractures (excluding fingers and toes) and any injury requiring hospital admission as an in-patient (amputations, burns, etc.)

\*\*\*Five workplace fatalities in 2010; two deaths resulting from previous year injuries/occupational diseases; two accepted under the *Firefighters' Compensation Act*.

Note: Certain figures have been restated to reflect up-to-date information. Reflects most current data as of April 1, 2011.

# CONTACT INFORMATION

## TOLL-FREE NUMBERS

For all WorkSafeNB departments and offices :

1 800 222-9775

Physician Inquiry Line:

1 877 647-0777

Toll-free fax for claims:

1 888 629-4722

## OFFICE LOCATIONS AND FAX NUMBERS

### Saint John

Head Office, Assessment Services, Claims Inquiry

(Mailing address for all WorkSafeNB Offices)

1 Portland Street

P.O. Box 160

Saint John, NB E2L 3X9

Tel: 506 632-2200

### Appeals Tribunal

Tel: 506 632-2200

Fax: 506 738-4104

### Dieppe

30 Englehart Street, Suite F

Tel: 506 867-0525

Fax: 506 859-6911

### Bathurst

Place Bathurst Mall

1300 St. Peter Avenue, Suite 220

Tel: 506 547-7300

Fax: 506 547-7311 or 506 547-2982

### Grand Falls

166 Broadway Boulevard, Suite 300

Tel: 506 475-2550

Fax: 506 475-2568

### Email addresses

Appeals Tribunal: [appeals.tribunal@ws-ts.nb.ca](mailto:appeals.tribunal@ws-ts.nb.ca)

Communications Department: [communications@ws-ts.nb.ca](mailto:communications@ws-ts.nb.ca)

Assessment Services: [assessment.services@ws-ts.nb.ca](mailto:assessment.services@ws-ts.nb.ca)

[www.worksafenb.ca](http://www.worksafenb.ca)

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