



ACCOUNTABILITY REPORT

FIRST QUARTER 2017



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WorkSafeNB employees donate time and money to help residents dig out.



WorkSafeNB will enhance engagement in 2017

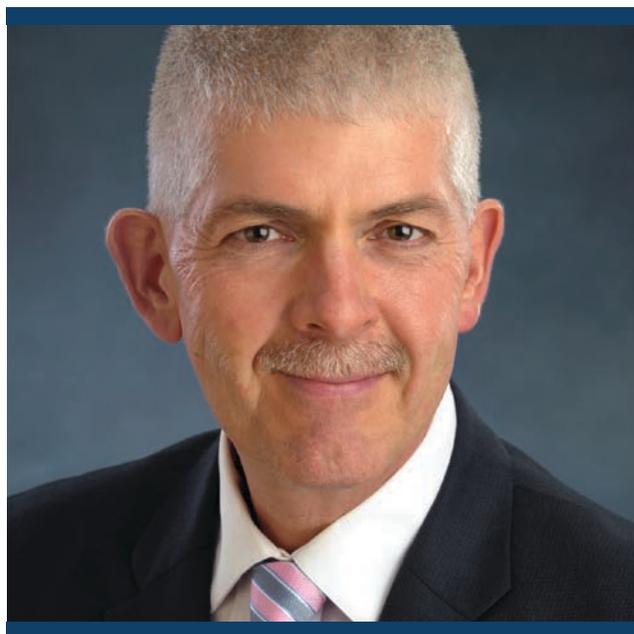
At WorkSafeNB, our people take pride in the work they do to keep New Brunswickers safe from workplace injuries and disease. We are also deeply dedicated to helping people get back on their feet when workplace accidents do happen. Not only that, we are making investments to help us improve our service delivery.

In Q1 we continued to implement the initial phases of a service delivery roadmap that will streamline processes and enhance services for all our clients. We are already seeing a positive uptake in our new online services for workers and employers, and expect clients will continue to take advantage of these offerings as time goes on.

We know one of the best ways to create an improved service experience is to better understand what our clients expect from us. That being said, it's also imperative that our clients have a firm understanding of our business. That's why we are hosting face-to-face engagement sessions around the province to create meaningful and constructive discussions that will enhance our stakeholders' understanding of the workers' compensation system in today's environment.

Not only are these meetings a chance for WorkSafeNB and our clients to better understand each other, they are also an excellent opportunity for our two main stakeholder groups – workers and employers – to hear from each other as well. The board of directors is committed to engaging with you and bringing workers, employers and their advocates to the table to ensure everyone's voice is heard.

This quarter we will also introduce you to our board's new vice-chairperson, Haley Flaro. Mrs. Flaro's passion for social policy and experience



working with non-profit organizations will be very beneficial as we continue on our service improvement journey, with the ultimate goal of realizing our core value, **the client is the priority.**

Our success depends on you – not only by sharing your views on legislative issues, but by working every day to embed health and safety into our society's daily culture. By reading this report, you're already taking a step to better understand how WorkSafeNB is your partner for safer, healthier, more productive workplaces in New Brunswick.

I also encourage you to share your ideas with us – after all, you've helped create one of the safest places to work in the country. With your continued partnership, we know the future is bright.

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

Tim Petersen
WorkSafeNB acting president and CEO

MyServices

Service at our client's convenience

“We will create an exceptional service experience for each client we serve.”

In 2016, WorkSafeNB revised its Service goal to reflect this more focused approach on client service. And the MyServices web portal is an example of this continued commitment to service excellence.

Launched on January 6, MyServices makes it easier for our clients to do business with us. MyServices provides convenient 24/7 online access to the services they need most.

For employers, MyServices allows them to view their current balances, statement of accounts and assessment notices; monitor claims and their costs; and review their payroll filing history.

And while annually assessed employers previously were able to file their Form 100 - *Employer Payroll Report's* through Service New Brunswick, MyServices allows them to do this more easily and quickly, since some information fields are already populated.

“One of our goals for MyServices was to increase the number of employers who fast-file their Form 100s,” said Jean Landry, manager of assessment services. And WorkSafeNB is achieving this goal.

“Last year, about 50% of our annually assessed employers filed their annual Form 100s online. We were pleased to see that percentage increase to 60% this year (more than 6,500 employers). And that's in addition to 2,600 monthly assessed employers that also use MyServices to file,” he said.

“The new functionalities and the ability to file online means less time spent on paperwork – not only for

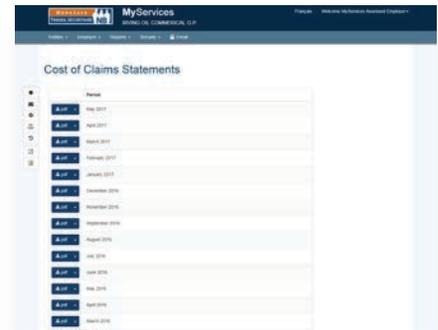


Jean Landry, WorkSafeNB manager, assessment services

employers but for our employees as well. It frees up time for our staff to focus on other business-critical areas. It's a win-win solution, saving time and money for everyone.”

A key functionality of MyServices is the ability for clients to communicate with WorkSafeNB through secure email. Secure email is especially important when dealing with sensitive information.

“We care about our clients' security and follow all government-legislated privacy laws. WorkSafeNB developed MyServices using top industry practices and processes to ensure personal information is protected.”



WorkSafeNB began promoting MyServices in the fall of 2016, through an information pamphlet included with assessment notices. It was also publicized in its electronic newsletter, E-News; through Twitter and through a front page banner on its website. An [FAQ document](#) helps guide users through MyServices.

“We are extremely pleased with the response to MyServices,” Landry said. “The feedback tells us we

are providing a valuable and necessary service for our clients.”

Tina Blair, of OSCO’s Safety Department, appreciates MyServices’ convenience and speed.

“I enrolled in My Services when it was first available,” she said. “As a large company with several entities, I find it very easy to navigate and change entities. It is very user friendly!”

"I appreciate the ability to get my Cost of Claims earlier than waiting for the mail, and access older Cost of Claims. I'm able to get our monthly stats done much earlier in the month," Blair added. "I also like that I'm able to securely email case managers and adjudicators. I think it is a great service and encourage all to give it a try."

MyServices for Workers began its first phase in February, offering online services to a focus group of workers who have been injured on the job. In one convenient online location, workers can learn about services and benefits available to them; see past and upcoming payment dates; review prescription and physiotherapy treatment history; access travel expense and direct deposit forms; and communicate securely with WorkSafeNB through email.

MyServices for Health Care Providers hosts services for physiotherapists, with plans to host services for other health-care providers.

WorkSafeNB invites your feedback and improvement suggestions for MyServices. Email your comments at MyServicesFeedback@ws-ts.nb.ca or call 1 800-222-9775.

MyServices

To make it easy for you to work with us, WorkSafeNB has developed MyServices – convenient 24/7 online access to the services you need most.

Top 5 reasons to register for MyServices

1  Fast file your *Form 100 – Employer Payroll Report*. Saves you time this year and next when some information fields are already populated.

View your current balances, your statement of accounts and your assessment notices anytime.



3  Monitor claims and their costs in real time. Download the information in Excel format so you can identify injury trends and costs, and manage and improve your prevention and return-to-work programs.

Review your payroll filing history.

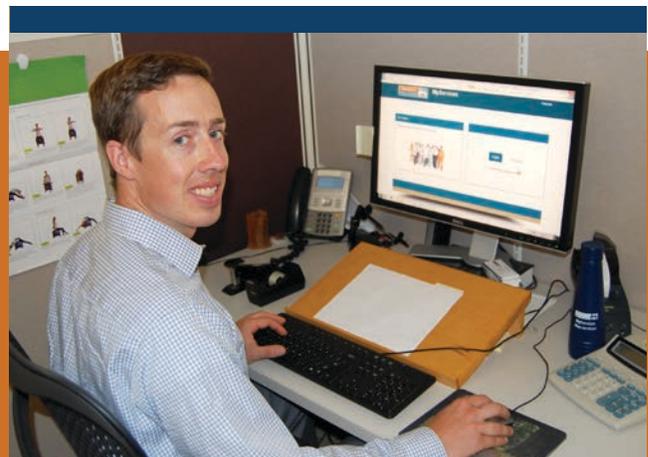


5  Use MyServices secure email to communicate with WorkSafeNB.

MyServices means less time spent on paperwork, timely information at your fingertips and access to your employer's up-to-date claim information to improve your prevention program.

Sébastien Comeau,
Assessment Services WorkSafeNB

Employers can easily benefit from MyServices.



Frequently Asked Questions

MyServices for Employers

How does MyServices help employers?

MyServices lets employers file their Form 100, view current employer balances, communicate securely, access cost of claim statements and more – all in a convenient, easy-to-use and secure online location.

I already have an online account.

Do I need to register?

No, your online account with WorkSafeNB was renamed to MyServices.

What are the steps to register if I don't have an existing WorkSafeNB online account?

Call Assessments at 1 800 222-9775 (option 4) to request an invitation to MyServices. It will provide you with an Access PIN to register.

MyServices for Workers

How does MyServices help workers?

MyServices lets workers check their claim status, see payment dates, communicate securely and more – all in a convenient, easy-to-use and secure online location.

Do workers need to register?

Yes. Call us at 1 800 222-9775 and we'll send an invitation letter by mail. The letter provides detailed instructions for accessing and registering for a MyServices account.

How can I trust MyServices is secure?

WorkSafeNB cares about security and adheres to all government-legislated privacy laws. WorkSafeNB has developed MyServices using top industry practices to ensure personal information is protected. We also depend on our users: we ask that they not share their password, and log off after completing each session. For more details on privacy, see our privacy statement on MyServices or call us at 1 800 222-9775 and ask to speak to the Access to Information and Privacy Co-ordinator.

MyServices Stats

Clearance letters produced through MyServices*



*Excludes online views.



Total Registered Users**

3,960

**As of March 31, 2017



Total User Logins 1st quarter

33,660

Meet Haley Flaro, vice-chairperson of WorkSafeNB's board of directors

Haley Flaro joined WorkSafeNB's board of directors as vice-chairperson on January 18. A sociology graduate from the University of New Brunswick, she has 15 years of leadership experience in the non-profit/community-based sector, specifically health and disability organizations.

Haley said she had several reasons for applying for the position.

"I have a strong interest in governance and public policy and believe in a sustainable workers' compensation system – one that is effective for both workers and employees," Haley said. "I have been employed with Ability New Brunswick (ANB) for 11 years, and this was an opportunity for me to continue to grow personally and professionally while continuing to follow my passion," she said.

Having served on several government committees and boards related to poverty, employment, health and disability, Haley believes her passion for social policy and community development, as well as her skills makes her a good fit for WorkSafeNB's board.

"I believe my skills and experience in governance, planning, public policy and performance management will be assets to WorkSafeNB. As vice-chair, I am committed to providing our chairperson with effective support and to helping guide our board through learning, decision-making and overall good governance," she said.

Haley was not apprehensive in joining the board at a challenging time for WorkSafeNB, a time when employer assessment rates are on the rise.

"I value the board's expertise and experience. They are incredible ambassadors for the organization,



with strong skills as trustees. The board's passion for meaningful and responsive stakeholder engagement will be a powerful tool as we continue to build a sustainable system that is effective for both the province's workers and employers."

Haley says a focus on "innovation, stakeholder relations and partnership development in injury prevention" will help WorkSafeNB support and maintain its vision of health and safe workplaces, and a sustainable workers' compensation system for all of New Brunswick's workers and employers.

Haley has demonstrated the balancing skills so necessary to be an effective board member in her personal life as well, maintaining a healthy work/life balance. While diligently dedicated to her full-time job as executive director of ANB and role as WorkSafeNB's board vice-chairperson, Haley still makes time to pursue her hobby of jewellery-making and exploring the great outdoors of New Brunswick with her husband Brad and their two pugs, Clancy and Gracie.

Safety first in residential construction

As part of its ongoing commitment to help employers create healthy and safe workplaces for New Brunswickers, WorkSafeNB has increased education and compliance efforts in the residential construction sector.

Health and safety officers are visiting residential project sites to educate employers and employees on legislative requirements and conduct health and safety inspections.

These visits focus on topics such as fall protection, personal protective equipment (PPE), work platforms, ladders, openings and equipment safety.

To help prepare employers for these inspections, WorkSafeNB launched a Safety Excellence NB portal in 2015, and expanded with safety information specific to residential construction in February.

“The portal offers guidelines and other resources to help the industry better understand responsibilities and best practices for residential construction safety,” said Dino Schicilone, WorkSafeNB assistant director, southwest region.

Scichilone and Paul Bourque, WorkSafeNB assistant director, southeast region, have been spearheading the residential construction initiative efforts.

The project extends beyond employer and employee education. Homeowners also have responsibilities.

WorkSafeNB’s Larry Vienneau, occupational hygienist, and Marc Daigle, health and safety officer, prepare to meet homeowners at the Greater Moncton Home Show at the Moncton Coliseum on March 25.



The two assistant directors, along with WorkSafeNB health and safety officers and consultants met with homeowners at two home shows (Moncton and Saint John), answering questions on contractor safety, homeowner obligations and more in March.

“This gave us a chance to chat first-hand with homeowners on their concerns,” Schicilone said.

“Homeowners need to ensure their contractors are insured and working safely. Service providers need to know their obligations, ensuring staff is prepared and knowledgeable on safety.”

An information package, *Build in Safety*, will be available at building permit offices or through WorkSafeNB.



At a glance



WorkSafeNB helps out during ice storm

WorkSafeNB staff rolled up their sleeves and opened their wallets to help New Brunswickers affected by January's severe ice storm. More than 130,000 NB Power customers were without power during the storm. The Acadian Peninsula was particularly affected with downed trees, school closures and shuttered businesses. WorkSafeNB management and staff stepped up offering food, gas cards and other supplies, valuing more than \$4,000, for emergency shelters. Distribution was co-ordinated by Yanic Chiasson, WorkSafeNB health and safety officer and volunteer firefighter, through the Shippagan Firefighter Centre.



Running for the Canadian Cancer Society

WorkSafeNB employees in the Saint John area, their family and friends showed their Irish spirit during the Pete's Pub St. Paddy's Day Dash on March 19 to raise money for the Canadian Cancer Society. Under a shining sun, seven staff members as well as 14 family members and friends walked or ran the four-kilometre route along Harbour Passage. They made up nearly 30% of all participants. Among the WorkSafeNB employees were (pictured from left): Mike MacFarlane, Shawna Wallace, Rebecca Bonnell Connors, Shelley O'Dell, Amber Leclerc, Anne Herrell-O'Neill and Grace Samson.



Partners help farmers stay safe

WorkSafeNB teamed with the Agricultural Alliance of New Brunswick and Province of New Brunswick to help spread the safety message during Canadian Agriculture Safety Week. The three organizations distributed a joint news release and shared social media assets. "The collaboration helps us amplify our safety message," said Manon Arsenault, communications director. "We all have a similar objective – to help keep our farmers safe." Last year, in our province, 130 workers were injured from agriculture-related job tasks. Canadian Agricultural Safety Week takes place every year during the third week of March.

Learn more

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



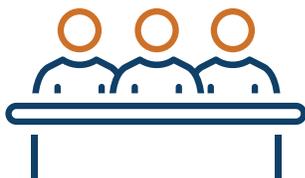
Quick Facts



Contact



Financials



Stewardship



Sustainability



Safety



Support



Service



Staff Engagement

Previous assessment rates

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

**WorkSafeNB's 2016
Annual Report**

**WorkSafeNB's Q3
Accountability Report**