

# AGM 2024


MAKING  
New Brunswick  
THE SAFEST  
PLACE  
TO WORK







# AGENDA

- **Who we serve**
  - **2023 Year-end results**
  - **Where we are today**
  - **Where we are going**
  - **2025 Assessment rate and performance refund**
- 

# MEL NORTON

- **First appointed in April 2019; reappointed for another 5 years in 2024**
- **Partner: Lawson Creamer law firm**
- **Former mayor, Saint John**
- **Served on boards: Abbey St. Andrews Mixed Income Housing Project, Saint John Theatre Company**
- **Former member of the executive of the Labour and Employment Group**
- **Based in Saint John**





# BOARD MEMBERS



**MEL NORTON**  
Chairperson



**HALEY FLARO**  
Vice-chairperson



**TIM PETERSEN**  
President and CEO  
Non-voting member

## MEMBERS REPRESENTING WORKERS



**CHANTAL LAFLEUR**



**MIKE MacMULLIN**



**JAMES STANLEY**



**DENNY VAUTOUR**

## MEMBERS REPRESENTING EMPLOYERS



**BERT CYR**



**ADAM DONNELLY**



**JASON GREEN**




**GAËTAN GUÉRETTE**



A portrait of Tim Petersen, a middle-aged man with short grey hair, glasses, and a goatee. He is wearing a blue textured blazer over a black shirt and a brown leather bag. He is standing outdoors, leaning against a grey concrete pillar with his arms crossed. The background is a blurred building facade.

# TIM PETERSEN

- Served as president and CEO since June 2022
  - WorkSafeNB since 1995
  - Native New Brunswicker
  - Previous roles:
    - Vice-president of Prevention Services
    - Vice-president of Corporate Services
    - Controller and Manager of Internal Audit
  - Chartered professional accountant
- 
- A decorative graphic in the bottom right corner consisting of a network of light blue lines connecting various points, resembling a molecular structure or a data network.

# SAFETY SHARE

## USE REFLECTIVE TAPE OR GLOW STICKS

- ▶ Halloween is one of the most dangerous days for children and pedestrians.
- ▶ To keep your kids safe, have your child wear a brightly coloured costume, put reflective tape on their costume or candy bag, and carry around a flashlight or glowsticks.
- ▶ And be extra careful if you're driving!







**15,641\***

REGISTERED  
EMPLOYERS

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**30,031\***

WORKPLACES

---

**369,635\***

WORKERS

(FULL-TIME EQUIVALENTS)

## THREE LARGEST SECTORS

(BY PAYROLL)



RETAIL TRADE



CONSTRUCTION



HEALTH CARE &  
SOCIAL ASSISTANCE

(DOES NOT INCLUDE SELF-INSURED)

## ASSESSED EMPLOYERS BY SIZE

SMALL

(<12 FTE)

11,561

MEDIUM

(12-55 FTE)

3,214

LARGE

(55+ FTE)

955



ANNUAL REPORT  
2023

WORKSAFE  
TRAVAIL SÉCURITAIRE NB

# YEAR IN REVIEW

## FOCUS AREA

### PEOPLE

WE WILL CREATE A PEOPLE-FIRST CULTURE RESULTING IN AN EXCEPTIONAL EMPLOYEE AND CLIENT EXPERIENCE.



At WorkSafeNB, it's people first. We're all about our people and the people we serve. Our clients are stakeholders, looking after their people and making their business the safest place to work. It's not just a job for us, it's a passion.

We are dedicated to supporting a great service and that begins throughout their recovery journey, helping employees receive workplace safety and return-to-work programs, and helping us understand where our clients' needs are. From WorkSafe to WorkSafeNB, it's people first.

#### OBJECTIVES



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



Evolve an accessible, personalized client service experience.



Focus service delivery that is high quality, efficient, delivers intended outcomes, and is resource appropriate.

## CONNECT 2023

In 2023, for the first time in 1000 days, staff were asked to participate in our annual staff meeting with the theme Resilience.

In 2023, 390 employees gathered to connect, meet, support and celebrate and put our values of Accountability, Collaboration and Trust into action. We kicked off the AC Connect day this year under the theme Connect by celebrating our values at 100 tables. We saw across the table through a networking event at the beautiful Sheraton Hotel, and enjoyed the keynote by Greg Stimpert, a leader and writer who has been named Canada's Most Influential Person in the World. The celebration is a testament to our values, meeting the world with a smile and all our hearts and an inspiring culture we can all take to heart for years to come. The Party was over, but the connection is not.

celebration in both Atlantic Canada, Quebec and Acadian Metros in Canada, to support WorkSafe NB.

We see our connected network in the day, a day everyone connects each other through support and resources, including meetings at 7, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, and 20 events, including all workers.



# FOCUS AREAS



## PEOPLE

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

**AN EXCEPTIONAL  
EXPERIENCE**



## PREVENTION

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

**A PROVINCE WITHOUT  
WORKPLACE INJURY  
AND DISABILITY**



## INTEGRITY

We will protect the integrity of the system.

**OUR GUIDING  
PRINCIPLE**



# PEOPLE

## OBJECTIVES



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



Evolve an accessible, personalized client service experience.



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

# PEOPLE

## EMPLOYEE ENGAGEMENT

2021

53%

2022

61%

2023

63%

“ Our journey toward enhancing employee engagement has yielded exciting results. Through various initiatives and programs, we continue to experience positive momentum, and by prioritizing the well-being and development of our workforce, we are not only cultivating a positive workplace culture but also driving improved outcomes for you, our stakeholders.”

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



# PEOPLE

## CLIENT SATISFACTION

### INJURED WORKERS

2021

2022

2023

n/a

69.3%

70.6%

### EMPLOYERS

2021

2022

2023

n/a

76.3%

74.4%



# WRC

In 2023, WorkSafeNB rolled out a new rehabilitation care model that allowed clients to remain in their homes and closer to their support networks.

- ▶ This care model was first tested in 2020, when the COVID-19 pandemic forced WorkSafeNB to suspend our services at our WRC in Grand Bay-Westfield.
- ▶ **Care Closer to Home** model was adopted following a trial period and consultation with New Brunswick's stakeholders, workers, and employers.
- ▶ Hosted a commemorative event for staff who served injured workers for over 50 years.
- ▶ Recently announced building will be converted to a K-5 school for Grand Bay-Westfield.





# PREVENTION

## OBJECTIVES



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



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



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

# PREVENTION

## HEALTH AND SAFETY INDEX

- ▶ HSI measures overall health and safety of New Brunswick's workplaces

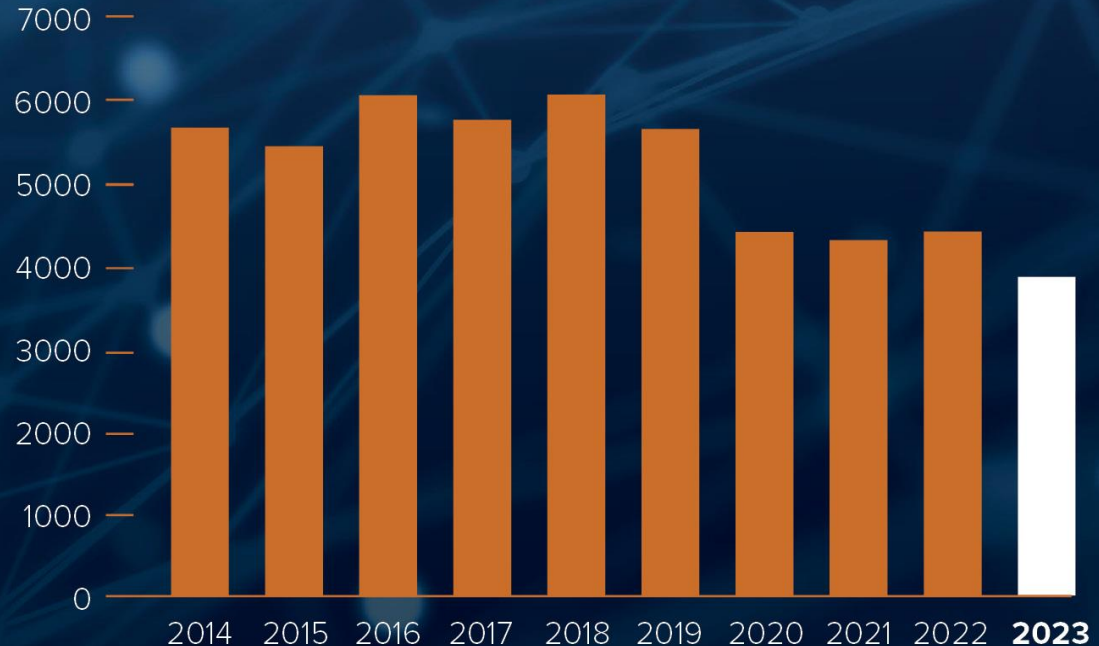




# PREVENTION

## LOST TIME INJURY FREQUENCY LOWEST IN CANADA

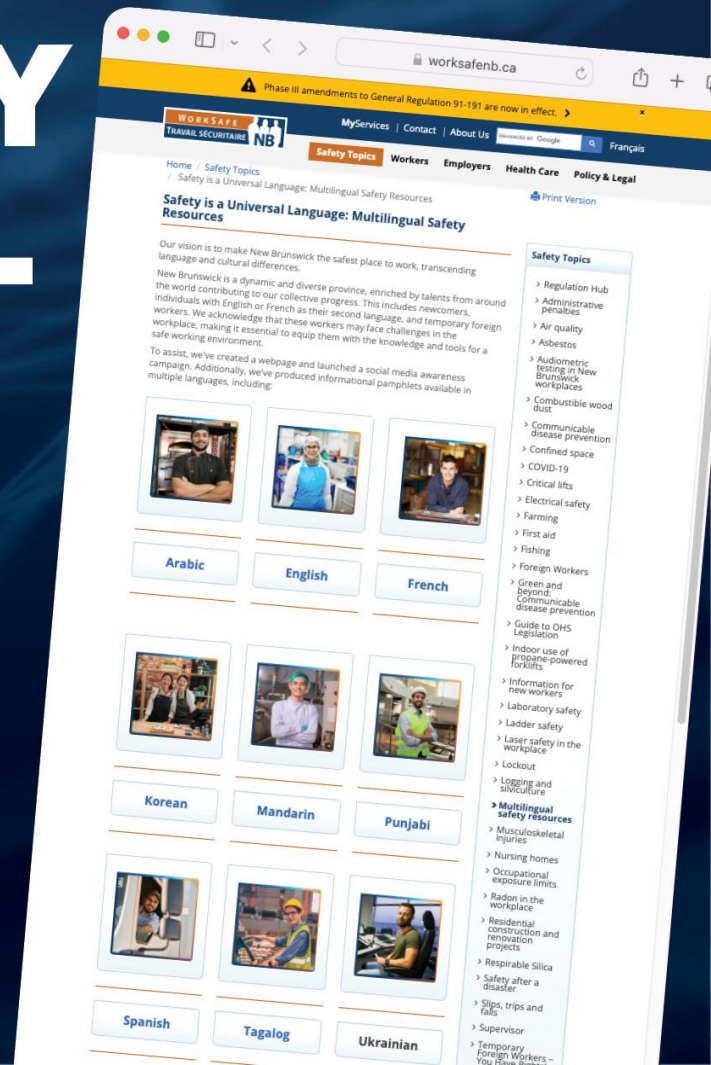
- ▶ In 2023 New Brunswick LTI frequency was 1.1
- ▶ This means fewer New Brunswickers are getting hurt on the job!



# MAKING SAFETY THE UNIVERSAL LANGUAGE

New Brunswick welcomes many newcomers and temporary foreign workers each year. We recognize these workers may face challenges in the workplace, making it essential to equip them with the knowledge and tools for a safe working environment.

**AVAILABLE IN 10 LANGUAGES**





# PREVENTION

## GENERAL REGULATION 91-191

General Regulation 91-191 underwent legislative amendments to enhance occupational health and safety. In 2023, amendments from the Phase II review are now in effect, impacting these areas:

- ▶ Confined space
- ▶ Critical lifts
- ▶ Welding
- ▶ Electrical Safety
- ▶ Pedestrian safety (near forklifts)
- ▶ Lockout for piping
- ▶ Hoisting apparatus standards updates
- ▶ Laboratory safety
- ▶ Hot tapping

# PREVENTION

**PERCENTAGE OF WORKERS  
OFF CLAIM AT 90 DAYS**

**YEAR END 2023 – 66.6%**

| 2021  | 2022  | 2023  |
|-------|-------|-------|
| 66.2% | 69.1% | 66.6% |

**PERCENTAGE OF WORKERS  
OFF CLAIM AT 180 DAYS**

**YEAR END 2023 – 80.4%**

| 2021  | 2022  | 2023  |
|-------|-------|-------|
| 81.3% | 82.7% | 80.4% |



# OPEN CLAIM DURATION CONTINUES TO DROP

- ▶ We measure the success of our efforts in preventing disability by the average time it takes to resolve an open claim.
- ▶ In 2022, the average resolution time for open claims decreased for the first time in more than 10 years.
- ▶ Initiatives such as Stay at Work, Early Intervention and Return to Work, and Care Closer to Home are working!



**331 DAYS**  
2021

**295 DAYS**  
2022

**285 DAYS**  
2023

# INTEGRITY

## OBJECTIVES



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



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



Create a culture of accountability.



# INTEGRITY

## FUNDED POSITION

2021

2022

2023

147.5%

147.7%

156.1%



|                  | 2021<br>(\$ millions) | 2022<br>(\$ millions) | 2023<br>(\$ millions) |
|------------------|-----------------------|-----------------------|-----------------------|
| ASSETS           | \$1,988               | \$1,915               | <b>\$2,053*</b>       |
| LIABILITIES      | \$1,348               | \$1,297               | <b>\$1,315*</b>       |
| FUNDING POSITION | 147.5%                | 147.7%                | <b>156.1%</b>         |

# SECOND LOWEST AVERAGE ASSESSMENT RATE IN CANADA





# WHERE WE ARE NOW – 2024



# PREVENTION

## LOST TIME INJURY FREQUENCY LOWEST IN CANADA

| <b>ACCIDENT FREQUENCY</b> | <b>2023</b> | <b>2024 (YTD)</b> |
|---------------------------|-------------|-------------------|
| Self-Insured Employers    | 1.57        | 1.67              |
| Assessed Employers        | 0.58        | 0.59              |
| Total                     | 0.72        | 0.74              |



# PREVENTION

## PERCENTAGE OF WORKERS OFF CLAIM AT 90 DAYS

2023

2024 (YTD)

66.6%

66.7%

## PERCENTAGE OF WORKERS OFF CLAIM AT 180 DAYS

2023

2024 (YTD)

80.4%

82.1%

# BENEFIT IMPROVEMENTS

On July 1, historical benefit improvements came into effect, marking a significant milestone in our commitment to supporting New Brunswick's workforce:

- ▶ Wage loss benefits increase from 85% to 90%
- ▶ Maximum Annual Earnings (MAE) raised from \$76,900 to \$82,100.





**41<sup>st</sup> ANNUAL**

# **HEALTH & SAFETY CONFERENCE**

- ▶ **October 2-4, 2024**
- ▶ **Largest ever – more than 700 participants**



# NEW RESOURCES

- ▶ **New Employee Orientation guide**
  - Especially helpful for small businesses
  - Promoting during Small Business Week
- ▶ **New Silica tool!**
  - Available to all NB employers through our partnership with the New Brunswick Construction Safety Association.
- ▶ **More help for JHSCs!**
  - Interactive Terms of Reference guide
  - FAQs, etc.

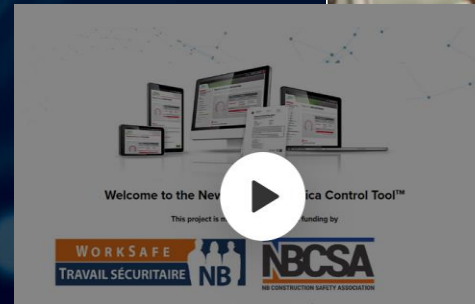


## NEW EMPLOYEE ORIENTATION

BASIC REQUIREMENTS FOR NEW EMPLOYEES



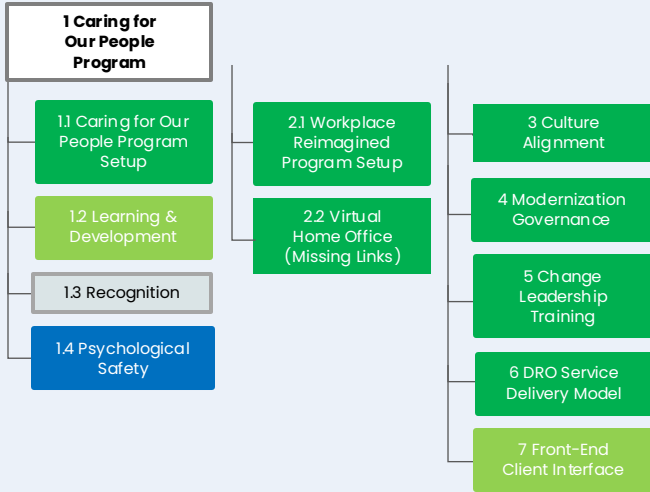
...se health and safety starts with you.  
...ication link between employees and management. They help create and  
...tain a positive health and safety culture.



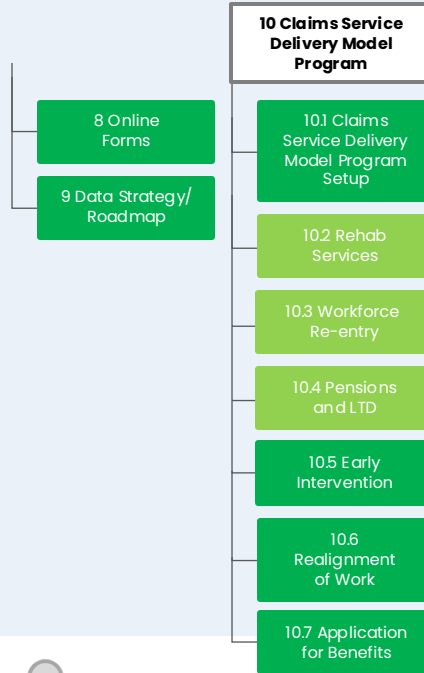


# MODERNIZATION ROADMAP

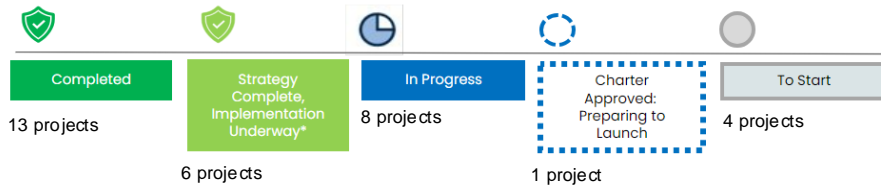
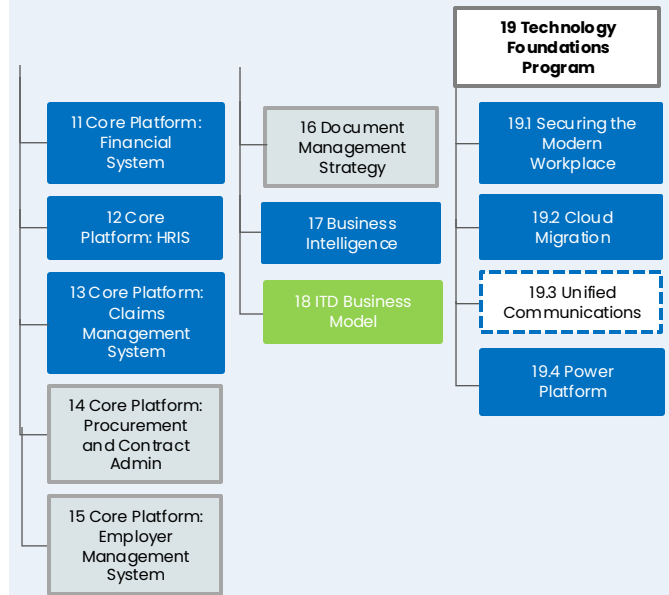
## PEOPLE



## PREVENTION



## INTEGRITY



**3 PROGRAMS**  
**32 PROJECTS**

Data as of Sept. 30, 2024

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

# Understanding International Financial Reporting Standards (IFRS 17) for WorkSafeNB's Financial Statements

**As of Jan 1, 2023, all Canadian insurance companies and workers' compensation boards began using International Financial Reporting Standards for Insurance Contracts (IFRS 17).**

This standard changes how WorkSafeNB prepares and reports financial statements. Specifically, it introduces a different approach to determining the discount rates used in valuing claim liabilities and adjusts how revenue and liabilities are recognized. While the fundamental economics of workers' compensation boards remains unchanged, adopting IFRS 17 may result in increased year-over-year volatility in financial statements. WorkSafeNB operations will not be affected by the reporting changes.





**WHERE ARE  
WE GOING**



# STRATEGIC PLAN

- Same vision
- Same values
- Same focus areas



People,  
Prevention,  
Integrity  
resonates



We're leveraging  
the success of the  
last three years



For a 5-year  
stretch



# Our vision:



**Our mission:**  
We help New Brunswick thrive through an effective continuum of safety and care.

- Our values:**
- Accountability**
  - Collaboration**
  - Trust**



## PEOPLE

We live a people-first culture resulting in an exceptional employee and client experience.

### AN EXCEPTIONAL EXPERIENCE

Keeping New Brunswick workers healthy and safe is more than a job – it's a passion! We are workers too, as are our parents, siblings, children, friends and colleagues. Together, we build a strong network of support.

### OBJECTIVES

1. Foster a high-performance culture that embraces accountability collaboration and trust.
2. Evolve an **accessible and personalized client service** experience.
3. Focus on **service delivery** that is high-quality, efficient, delivers intended outcomes and is resourced appropriately.

### KPIs



Employee engagement  
– 2029 target: **70%**

Assessment Rate Stability – annual target: **Less than 15% from the prior year.**

One of the three lowest assessment rates in the country.

Time to first decision – 2029 target: **80% within 14 days.**

Time to first payment – 2029 target: **80% within 14 days.**



## PREVENTION

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

### A PROVINCE WITHOUT WORKPLACE INJURY AND DISABILITY

Traditionally, when we think about prevention, we think of injuries and illnesses. WorkSafeNB, however, is changing this mindset. We also define it as helping injured workers recover at work when possible, keeping them involved and productive to help prevent disability.

### OBJECTIVES

4. **Strengthen accountability** and effectiveness by offering the right services, at the right time and place, delivered by the right people.
5. **Influence a culture of safety**, stay at work and early return to work in New Brunswick workplaces.
6. **Leverage the capabilities, expertise and accessibility** of our service provider networks and strategic alliances.

### KPIs



Percentage of workers off claim within 180 days – 2029 target: **85%**

Total injury frequency – 2029 target: **1.25 per 100 workers**

Severe injury frequency – 2029 target: **30 per 100,000 workers**



## INTEGRITY

We will protect the integrity of the system.

### OUR GUIDING PRINCIPLE

As a trusted steward, we are dedicated to building a strong, stable and sustainable system. While financial sustainability is a key component, system integrity also includes good governance, privacy protection, modern technology, cybersecurity and sound legislative foundation.

### OBJECTIVES

7. **Effect good governance**, including sound legislative and policy frameworks, transparent stakeholder engagement and communication.
8. **Advance and leverage our capabilities** in enterprise risk management and quality assurance.
9. **Execute on our Modernization Roadmap**, reshaping both employee and client experiences, as we fully embrace the transformative power of technology.

### KPIs



Funding position – annual target: **115%-125%**





A**ccountability**



C**ollaboration**



T**rust**

# PREVENTING PSYCHOLOGICAL INJURIES

- ▶ Established new team of additional health and safety officers, focusing on the prevention of traumatic psychological injuries (TPI).
- ▶ In recent years increase in reporting more TPis.
- ▶ Between 2021 and 2023, the number of accepted TPI claims at WorkSafeNB increased by more than 60%.
- ▶ TPI prevention team will focus on high-risk industries, providing specialized services with trauma-informed approaches.





# 8 RECOMMENDED AMENDMENTS TO WCA

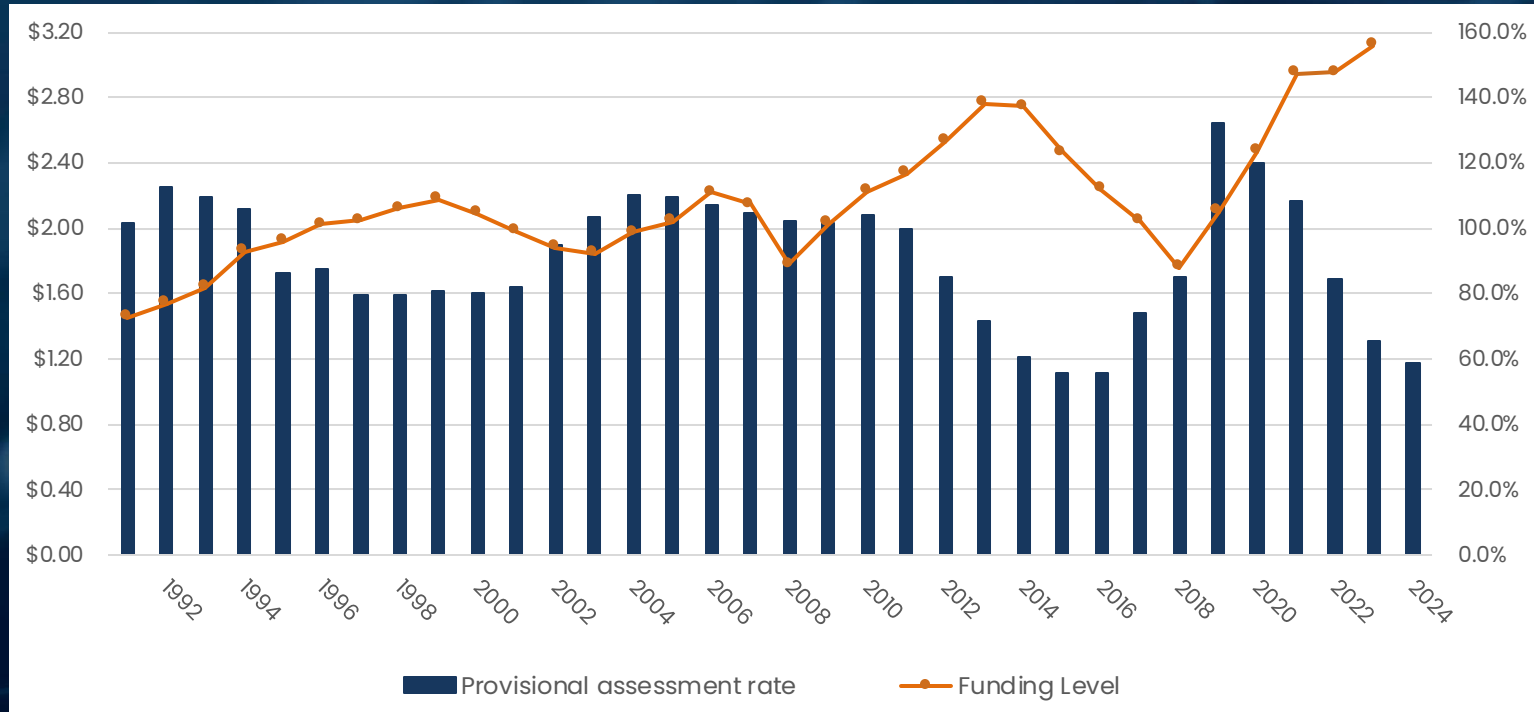
- ▶ Survivor Benefits
- ▶ Young Workers
- ▶ Annuity Payouts
- ▶ PPI Rating Schedule
- ▶ Overpayments
- ▶ Cost Relief
- ▶ Prior Year Funding
- ▶ Modernization and Clarification



**FOLLOWING A 2023 CONSULTATION: ADDING CORRECTIONAL OFFICERS TO THE LIST OF WORKERS BENEFITTING FROM PRESUMPTIVE PTSD LEGISLATION**

# WORKSAFENB'S FINANCIAL POSITION

## FUNDING LEVEL AND ASSESSMENT RATE



# 2025 RATE

- ▶ Historic low
- ▶ Expected to maintain the second lowest average assessment rate in Canada
- ▶ Lowest average assessment rate in Atlantic Canada



**\$1.10**



# ASSESSMENT RATES

## 2025 AVERAGE ASSESSMENT RATE – \$1.10

|                            | 2017     | 2018     | 2019   | 2020   | 2021   | 2022   | 2023     | 2024     | 2025<br><i>Recommendation</i> |
|----------------------------|----------|----------|--------|--------|--------|--------|----------|----------|-------------------------------|
| New accident costs         | \$1.10   | \$1.47   | \$1.66 | \$1.47 | \$1.33 | \$1.20 | \$1.08   | \$0.93   | \$0.81                        |
| Administration and other   | \$0.55   | \$0.46   | \$0.60 | \$0.58 | \$0.49 | \$0.49 | \$0.46   | \$0.46   | \$0.43                        |
| Funding level adjustment   | (\$0.17) | (\$0.23) | \$0.39 | \$0.35 | \$0.35 | \$ -   | (\$0.23) | (\$0.21) | (\$0.14)                      |
| Provisional average rate   | \$1.48   | \$1.70   | \$2.65 | \$2.40 | \$2.17 | \$1.69 | \$1.31   | \$1.18   | \$1.10                        |
| Annual revenue in millions | \$134    | \$158    | \$259  | \$246  | \$216  | \$179  | \$158    | \$150    | \$158                         |

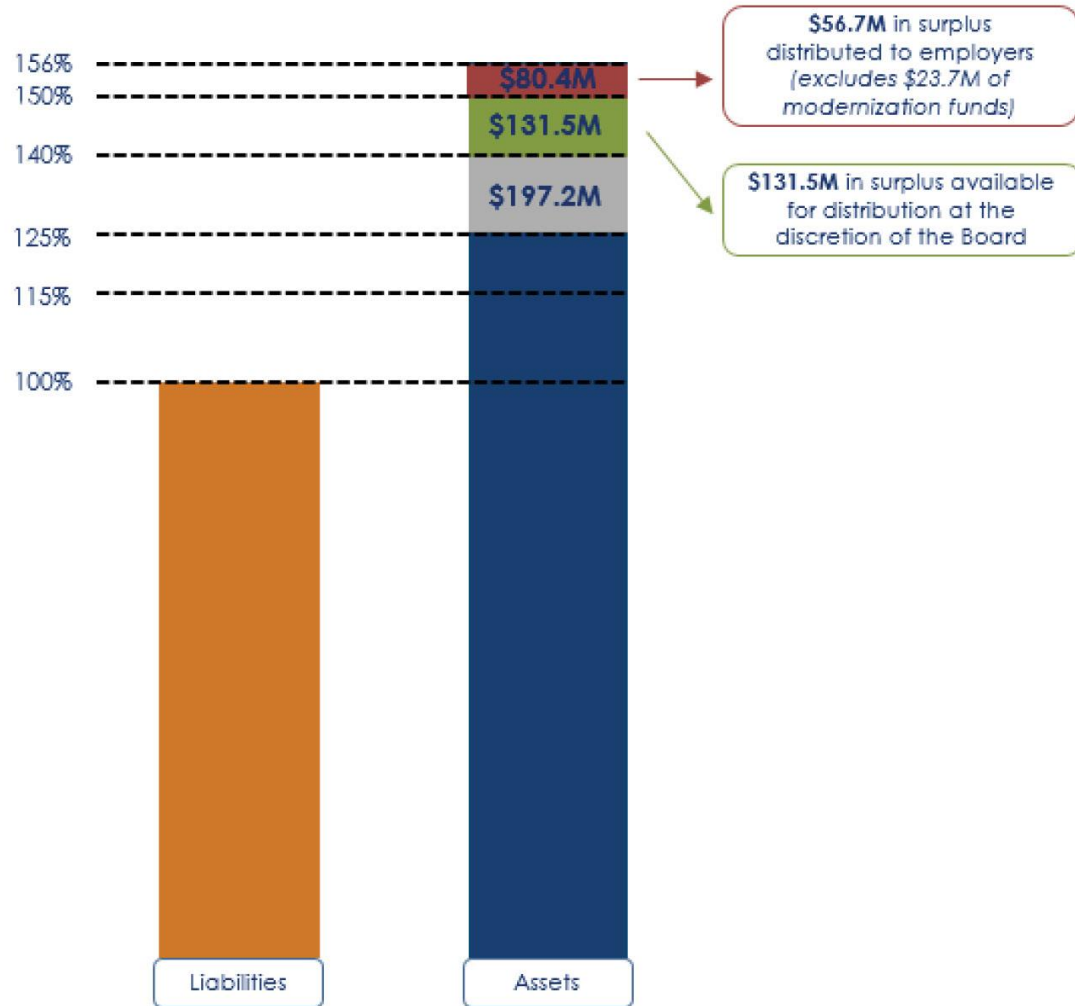
# PERFORMANCE REFUND

**FUNDED AT 156.1%**

**Board approved changes to Funding Policy 37-100 on September 3, 2024:**

- ▶ **Still targeting 115-125% funding**
- ▶ **Still applying surcharges when below 115% funded**
- ▶ **Now only considering surplus between 125-140% when determining rate rebates (decrease in average assessment rate)**
- ▶ **Surplus between 140-150% may be distributed at board's discretion**
- ▶ **Surplus above 150% must be distributed to employers**

# PERFORMANCE REFUND – EXCESS ABOVE 140%







# PERFORMANCE REFUND

## GREAT NEWS FOR NEW BRUNSWICK'S WORKPLACES, AND OUR ECONOMY

- ▶ WorkSafeNB will be distributing **\$180.6** million performance refund for 2024.
- ▶ This surplus is the result of the collective efforts of our province's workers, employers, and WorkSafeNB, leading to lower-than-expected injury frequency, positive return-to-work outcomes, and strong investment returns.
- ▶ In November, keep an eye on your mailboxes for more information. And visit our website at [www.WorkSafeNB.ca/refund](http://www.WorkSafeNB.ca/refund)

**THANK YOU FOR**

# **MAKING NEW BRUNSWICK THE SAFEST PLACE TO WORK**

**FOLLOW US ON SOCIAL MEDIA**

