



REPORT TO STAKEHOLDERS

2002

Our vision

*Healthy and safe workplaces
in New Brunswick*

Mission

The Workplace Health, Safety and Compensation Commission is dedicated to the promotion of a safe and healthy work environment and the provision of services to workplaces, employers and the injured workers of New Brunswick.

Mandate

Promote the creation of a workplace environment where all employers and workers view all occupational disease and accidents as being preventable.

Provide insurance and insurance related services to the employer community.

Provide compensation benefits, including rehabilitation, medical, vocational, counseling and safe return-to-work services to injured workers.

Our values

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

We believe that a team approach ensures that all members of the Commission are working towards a shared vision, mission and goals.

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

We ensure that our decisions are made with a sense of 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.

www.whscc.nb.ca

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HOW TO CONTACT THE APPEALS TRIBUNAL

Board of Directors

2002 BOARD OF DIRECTORS



Standing from left to right:

| | | | |
|---------------------|---------------------|----------------------------|---------------------|
| Pat Darrah | Gerry Cluney | Douglas C. Stanley | John Murphy |
| <i>Member</i> | <i>Member</i> | <i>President and Chief</i> | <i>Member</i> |
| <i>representing</i> | <i>representing</i> | <i>Executive Officer</i> | <i>representing</i> |
| <i>employers</i> | <i>employers</i> | <i>(non-voting member)</i> | <i>workers</i> |

Seated from left to right:

| | | | | | | |
|---------------------|---------------------|---------------------|--------------------|----------------------------|---------------------|---------------------|
| Robert Davidson | Norman Bernard | Donna McNeill | Robert M. Scott | Bernice Doiron Chiasson | John Mahar | Fraser MacLeod |
| <i>Member</i> | <i>Member</i> | <i>Member</i> | <i>Chairperson</i> | <i>Member representing</i> | <i>Member</i> | <i>Member</i> |
| <i>representing</i> | <i>representing</i> | <i>representing</i> | | <i>the general public</i> | <i>representing</i> | <i>representing</i> |
| <i>workers</i> | <i>workers</i> | <i>workers</i> | | | <i>employers</i> | <i>employers</i> |

The following individuals also served on the Board of Directors during the year 2002:

Chairperson: Raymond P. Campbell
(term as Chairperson expired November 22)

Members Representing Employers: Gérald Clavette
(term expired January 14)

Missing:

Paul M. LeBreton, *Chairperson of the Appeals Tribunal (non-voting member)*
Lin Hupman, *Member representing employers*

Message to Stakeholders

MESSAGE FROM THE CHAIRPERSON AND THE PRESIDENT & CHIEF EXECUTIVE OFFICER



*Above: Robert M. Scott
Chairperson,
Board of Directors*

We are pleased to present the Workplace Health, Safety and Compensation Commission's *2002 Report to Stakeholders*. This important document is designed as a companion to our Annual Report, and allows us to celebrate our successes and illustrate the kind of services we provide. It will also allow us, over time, to chart our path towards achieving our goals.

This year's *Report to Stakeholders* shows the Commission has made significant progress despite economic and fiscal challenges. Our progress is illustrated throughout this document in a series of profile articles, which give a voice to WHSCC staff members and stakeholders – including employers, injured workers and Commission partners around the province. These stories, combined with reports and statistics drawn from all WHSCC Divisions and Departments, work together to create a meaningful context for our achievements in 2002.

In the pages of this report, you will read about the Commission's challenges in 2002. Maintaining our funding ratio – ensuring that we have sufficient funds invested to pay future benefits for accidents happening now – in this economic climate, is a challenge we are struggling to meet. Getting injured workers back to work in an environment where employment opportunities are limited is another challenge we work to overcome every day.

Despite these challenges and others generated by our current climate, our Board of Directors and staff members remain committed to meeting our corporate goals. Their hard work and commitment is paying off.

This report showcases 2002's achievements. It shows that 2002 provincial accident frequency rates went down – particularly for focus industries and companies. You will read about the Commission's client and employee satisfaction ratings, which remain above 80%. You will also see the creative and personalized ways we're helping injured workers get back on the job in the shortest, safest timeframe possible.

We are having a definite impact.

In the next year, we will continue to strive towards achieving our goals, and as always we look to you, our stakeholders, for guidance. We value your contributions – your feedback helps us find new ways to efficiently deliver our products and services, generating stakeholder value in both the short and long term.

We look forward to continuing our journey together.

Sincerely,



*Above: Douglas C. Stanley
President and CEO*

A blue ink signature of Robert M. Scott, written in a cursive style.

Robert M. Scott
Chairperson, Board of Directors

A blue ink signature of Douglas C. Stanley, written in a cursive style.

Douglas C. Stanley
President and CEO

[message to stakeholders]

OUR STAKEHOLDERS



Employers

New Brunswick's employers fund a no-fault insurance program through the payment of annual premiums. In exchange, they are protected from legal action in the event of an injury, accident, or occupational disease at their jobsite. The WHSCC's activities, including both prevention and compensation functions, are funded by the premiums paid by the province's employers – from heavy industry to small business – and the Commission sees them as integral partners.



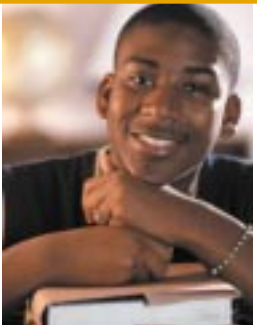
Workers

New Brunswick's workers gave up the right to sue in the event of a workplace injury, accident, or occupational disease, in exchange for participation in a fully-funded compensation system. The WHSCC sees the province's workers as integral partners, and administers this system on their behalf – giving workers the tools they need to prevent injury at work, and access to benefits payments and rehabilitation services if an accident does occur.



Health Care Professionals

The WHSCC sees the province's health care community as an important partner in the return-to-work process. The Commission is directly responsible for payment related to the provision of health care services for injured workers, and strives to achieve a balance between timely and cost-effective health care decisions, and the interests of the injured worker.



The General Public

The general public – including the youth segment of the population – is an important partner in the prevention of accidents. The WHSCC works to proactively prevent accidents and foster a culture of health and safety in the province – and looks to the general public for continued support.

WHSCC Corporate Overview



David Greason
VP, Prevention
Services Division

Prevention Services Division:

The Prevention Services Division administers New Brunswick's *Occupational Health and Safety Act (OHS Act)*, and promotes workplace health and safety through accident prevention. The Division offers a variety of services, including awareness education and consulting, health and safety inspections and investigations, and arbitration hearings under the *OHS Act*.

INCOMING REQUESTS FROM STAKEHOLDERS:

- education and consulting services;
- health and safety committee support;
- requests from educators for youth-oriented health and safety programs;
- accident reports; and
- legislation queries.

OUTGOING SERVICES TO STAKEHOLDERS:

- workplace health and safety inspections;
- accident and fatality investigations;
- education and training;
- health and safety consulting services;
- delivery of youth education programs in the schools;
- delivery of television advertising campaigns and prevention promotion materials; and
- targeted prevention efforts for focus industries and employers.



Richard Tingley, Q.C.
General Counsel

General Counsel's Office:

The General Counsel's Office provides legal advisory and court representation services to the Commission. The Department is responsible for handling inquiries and governmental consultations relating to all three acts administered by the Commission, and overseeing investigatory services including fraud and abuse detection and prevention.

INCOMING REQUESTS FROM DIVISIONS / STAKEHOLDERS:

- internal requests for legal opinions; and
- external requests for the Commission's interpretation and application of its legislation.

OUTGOING SERVICES TO WHSCC DIVISIONS / STAKEHOLDERS:

- education services related to WHSCC-administered legislation;
- legal support for WHSCC arbitration services; and
- court representation.



R. Brian Connell
VP, Compensation
and Rehabilitation
Services Division

Compensation and Rehabilitation Services (CARS) Division:

The Compensation and Rehabilitation Services Division administers the New Brunswick *Workers' Compensation Act*, offering return-to-work assistance for injured workers. Services provided by the Division include: claims adjudication, benefits payments to injured workers and/or their families, case management services, and a wide variety of world-class rehabilitation programs and services.

INCOMING REQUESTS FROM STAKEHOLDERS:

- claims from injured workers; and
- physician requests for information.

OUTGOING SERVICES TO STAKEHOLDERS:

- claims adjudication services;
- delivery of rehabilitation services to injured workers;
- delivery of case management services;
- health care community liaison; and
- Disability Management and employer relations programs.

[WHSCC corporate overview]



Heather Cossaboom
Director of Human Resources

Human Resources Department:

The Human Resources Department oversees the Commission's internal health, safety and wellness programs. The Department is also responsible for providing services to the Commission's employees, including: performance management procedures, the development and maintenance of human resources policies and processes, collective bargaining, staffing, an Employee Assistance Program, and training and development services.

INCOMING REQUESTS FROM DIVISIONS:

- internal staffing requests.

OUTGOING SERVICES TO WHSCC DIVISIONS:

- administration of WHSCC health and safety and wellness programs; and
- training, development and policy maintenance.



Tim Petersen
Manager, Internal Audit Department

Internal Audit Department:

The Internal Audit Department provides internal audit services to the Commission, and is responsible for providing objective analyses, observations and recommendations designed to improve and establish appropriate internal controls and systems.

INCOMING REQUESTS FROM DIVISIONS / STAKEHOLDERS:

- audit requests from the Financial Services Evaluation Committee, internal staff, and external auditors.

OUTGOING SERVICES TO WHSCC DIVISIONS / STAKEHOLDERS:

- audit reports and recommendations.



Peter Murphy
VP, Corporate Services Division

Corporate Services Division:

The Corporate Services Division provides the financial framework on which the Commission carries out its legislated mandate. The Division is responsible for the WHSCC's revenue-generation process, including rate-setting, asset management, assessments, and liaison with more than 13,000 New Brunswick employers. The Corporate Services Division also provides administration services to the Commission, including facilities management, information technology services including software development and support, internal and external financial reporting, as well as strategic planning services, policy research and development.

INCOMING REQUESTS FROM STAKEHOLDERS:

- requests for information on rate setting, premiums, and more.

OUTGOING SERVICES TO STAKEHOLDERS:

- collection of assessed premiums;
- management of the Experience Rating System;
- management of the WHSCC's investment portfolio; and
- liaison with NB employers.



Mary Tucker
Manager, Communications Department

Communications Department:

The Communications Department oversees the Commission's internal and external communications initiatives. The Department is responsible for creating – in consultation with all WHSCC Divisions – high-quality communication products such as reports, brochures, booklets and Web sites. As well, the Department plans and coordinates various events throughout the year.

INCOMING REQUESTS FROM DIVISIONS / STAKEHOLDERS:

- requests for comment from the media;
- publication requests; and
- Internet inquiries.

OUTGOING SERVICES TO WHSCC DIVISIONS / STAKEHOLDERS:

- writing, editing and print management services for WHSCC publications;
- development and maintenance of the WHSCC Web site;
- press releases to media;
- translation services; and
- event planning.

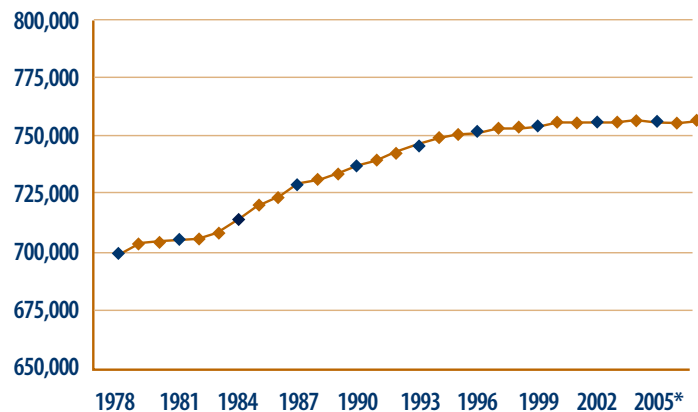
Our Current Environment

OUR CURRENT ENVIRONMENT

Population of New Brunswick

In 2002, there were approximately 756,600 inhabitants of New Brunswick. The province has one of the lowest annual population growth rates in the country, second only to Newfoundland. Since 1992, the population of New Brunswick has increased by about 1%, which is lower than most other provinces (which vary between 2.8% and 19.5% growth over the same time period) and the national average (10.7%). New Brunswick's population growth is expected to level off over the next five years, with average annual growth for 2003 to 2007 expected to be slightly more than 100 people per year.

Population of New Brunswick



* Projected

Source: Conference Board of Canada and Statistics Canada

New Brunswick's population growth is expected to level off over the next five years.

Population by Region (WHSCC REGIONS)

More than 40% of New Brunswick residents live in the Southwest region of the province. The remainder of the population is spread throughout the other three regions, with approximately 25% residing in the Northeast region, 25% in the Southeast region and 10% in the Northwest region.

Employment

With the creation of more than 11,000 new jobs in 2002, New Brunswick reported the highest level of annual employment growth (3.3%) in Canada, equal to Quebec. In total, approximately 345,600 people were employed in 2002, an increase of 16% since 1992. The Conference Board of Canada projects continued employment growth in New Brunswick over the next five years, with a cumulative increase of more than 6%.

The unemployment rate in New Brunswick declined by 7% in the past year, and by approximately 20% since 1992. Despite this, the provincial unemployment rate remains high compared to other provinces. A recent Statistics Canada report placed New Brunswick's unemployment rate third highest among the provinces and almost 3% higher than the national average.

Type of Employment

One key indicator of the strength of any economy is the relationship of full-time to part-time employment. Recently, the proportion of full-time to total employment decreased slightly, while the proportion of part-time to total employment increased. The increase in part-time positions may create some challenges for return-to-work and prevention activities.

The Aging Workforce

In New Brunswick and throughout Canada, the population is aging. In 2002, Statistics Canada estimated the median age of the New Brunswick workforce at 38.4 years, and projects an increase to 40.2 years by 2006. This is a little higher than the median age of the workforce in Canada, which was estimated in 2002 at 37.6 years, and is expected to increase to 38.9 years by 2006.

Changes in Duration of Claims

Research shows that older individuals generally require longer healing times. Since the population and workforce are aging, this may suggest that the average duration of claims will increase as well.

Preliminary analysis of return-to-work rates for 1997 to 2001 show that injured workers under the age of 45 were more likely than injured workers 45 years and older to return to work following a workplace accident. In 2002 however, this trend changed. Injured workers 45 years of age and older were slightly more likely to return to work than those under the age of 45. Although this change is interesting and will be tracked over time, deviation from year to year and between the two population groups may be due in part to the difference in group size.

Changing Gender Composition

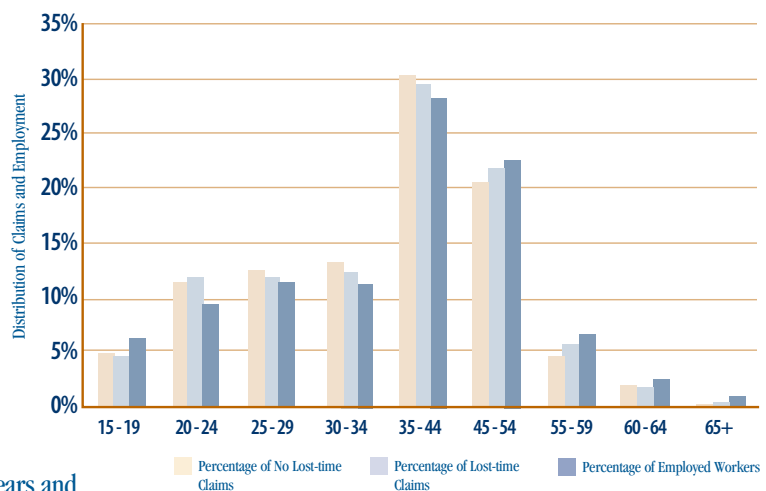
Today there are almost as many women as there are men in the workplace. Women account for approximately 47% of the labour force, and 48% of those employed in New Brunswick in 2002 – an increase of slightly more than 1% from last year.

Younger Workers Have a Greater Propensity for Injuries

Research suggests young workers are more likely to be injured while working than older workers – due to inexperience, and a lack of knowledge and

understanding of the risks involved in their work. A sustained focus on prevention, specifically awareness and knowledge, is key in trying to rectify these situations.

Percentage of Injuries Compared With Percentage Employed and Injury Rate by Claim Type



Source: WHSCC Internal Data 2002

Changes to Provincial and Federal Income Tax

Both the federal and provincial governments have announced personal income tax reductions. Since lost-time benefits paid by the Commission are based on net income lost, changes to the tax rate will result in an increase in the lost-time benefits payable.

Health Care Trends

Over \$100 billion is spent on health care each year, making it one of Canada's largest expenditures. Federal and provincial governments have increased funding for health care over the last few years in order to provide the necessary services to those in need. Health care expenditures for those injured in a workplace accident have also increased. In 2002, the Commission reported health care payments for current year injuries at over \$8.2 million.

Year at a Glance

YEAR AT A GLANCE

| | 2002 | 2001 |
|---|----------|----------|
| Maximum assessable earnings | \$47,600 | \$46,200 |
| Assessable payroll (in billions) | \$5,929* | \$5,729 |
| Number of assessed employers | 13,530 | 13,431 |
| Average assessment rate (provisional) | \$1.90 | \$1.64 |
| Income – assessed employers (in millions) | \$109.2 | \$89.8 |
| Income – self-insured employers (in millions) | \$33.5 | \$32.8 |
| Claims costs (in millions) | \$167.4 | \$167.3 |
| Fund balance (in millions) | \$(41.7) | \$(6.6) |
| Percentage funded | 94.3% | 99.0% |
| Total claims adjudicated | 26,811 | 28,442 |
| • lost-time claims | 6,323 | 6,924 |
| • no lost time | 5,887 | 6,158 |
| • recorded, no benefits paid | 14,589 | 15,349 |
| • work-related fatalities occurring | 12 | 14 |
| Average payment per claim | \$3,777 | \$3,861 |
| Average days lost per lost-time claim | 77 | 72 |
| Number of workers in New Brunswick | 345,600 | 334,000 |
| Number of workers covered by the <i>Workers' Compensation Act</i> | 291,000 | 285,000 |
| Number of workers covered by the <i>Occupational Health and Safety Act</i> (excludes workers covered by federal legislation) | 333,000 | 328,000 |
| Number of workplace health and safety inspections | 5,943 | 6,756 |
| Number of orders (violations of the <i>Occupational Health and Safety Act</i>) written | 4,077 | 4,761 |
| Number of serious accident investigations | 159 | 147 |
| Number of health and safety awareness / training sessions | 702 | 636 |
| Appeals received | 595 | 666 |
| • initiated by workers (or their representative) | 533 | 612 |
| • initiated by employers (or their representative) | 62 | 54 |
| Appeals resolved | 564 | 631 |

*Projected, pending receipt of final figures for 2002.

Note: Certain figures have been restated from previous publications to reflect more up-to-date information.

Key Statistical Indicators

KEY STATISTICAL OUTCOME MEASURES

| | (Unaudited) | |
|--|-------------|-------------|
| | 2002 | 2001 |
| Number of claims reported | 27,151 | 27,974 |
| Number of new lost-time claims | 6,323 | 6,924 |
| Number of fatalities occurring | 12 | 14 |
| Current year claims costs incurred (000s) | \$94,678 | \$98,266 |
| Claims payments made for current and prior years' injuries (000s) | \$111,097 | \$115,803 |
| Claims costs incurred for current and prior years' injuries (000s) | \$167,423 | \$167,305 |
| Total benefits liabilities – assessed employers (000s) | \$628,793 | \$583,948 |
| Total benefits liabilities – self-insured employers (000s) | \$94,774 | \$86,293 |
| Administration costs – Operations, excludes self-insured (000s) | \$16,843 | \$15,825 |
| Administration costs – Occupational health and safety (000s) | \$6,730 | \$6,341 |
| Assessment revenue (000s) | \$109,228 | \$89,845 |
| Total premium revenue (000s) | \$142,699 | \$122,534 |
| Assessable payroll (000s) | \$5,928,611 | \$5,728,555 |
| Provisional average assessment rate | \$1.90 | \$1.64 |
| Actual average assessment rate | \$1.86* | \$1.58 |
| Market rate of return on portfolio | (5.6%) | (0.3%) |
| Percentage funded | 94.3% | 99.0% |
| Average calendar days from injury to first payment issued | 40 | 41 |
| Average calendar days from registration to first payment issued (all claims) | 28 | 29 |
| Average composite duration of claim (days) | 78 | 78 |

*Projected, pending receipt of final figures for 2002.

Note: Certain figures have been restated from previous publications to reflect more up-to-date information.

Goals Overview

... the Commission's goals represent the fundamental values of the organization – a balanced approach to meeting the needs of our various stakeholder groups.

The WHSCC's goals are set by the Board of Directors every five years. In many ways, the Commission's goals represent the fundamental values of the organization – a balanced approach to meeting the needs of our various stakeholder groups. They also speak to the original purpose of the Commission – providing reliable protection for this province's employers and workers.

Our goals are designed to be interrelated, and each year, the work that is done towards them benefits not only our stakeholders, but the Divisions those stakeholders work with, and the Commission as a whole. That synergy has created a positive momentum over the years that the Commission intends to keep building upon, now and in the future.

Goal One

GOAL ONE

“OUR VIGOROUS PURSUIT OF SAFETY WILL LEAD TO A SIGNIFICANT DECLINE IN THE FREQUENCY OF ACCIDENTS.”

TARGET FOR 2002:

A reduction in provincial accident frequency rates – and accident reduction for specifically targeted sectors and employers.

2002 RESULTS SUMMARY:

In 2002, the number of workplace accidents dropped from 4.1 accidents per 100 full-time employees to a projected value of 3.55 accidents. Accident rates for focus sectors are projected to drop by 9.2%, and for focus firms, a drop of 5% is projected.

DETAILED RESULTS:

The following tables and charts displaying the detailed

results of the Commission’s 2002 efforts to achieve Goal One are available in the Goal One Statistics section of this report:

- Prevention / Occupational Health and Safety Statistics
- WHSCC Reported Accidents
- Provincial Accident Frequency Rate
- WHSCC Focus Industries Accident Frequency Rate
- Arbitrations
- Prosecutions

CONTRIBUTING DIVISION:

Prevention Services Division

Executive Summary

Reducing the number of accidents that happen in New Brunswick’s workplaces is perhaps the WHSCC’s most important task. Fewer accidents means fewer injured workers. Fewer injured workers means a reduction in benefit costs. If benefit costs are reduced, then that savings can be passed on to the province’s employers through reduced annual premiums. Financial savings aside – accident prevention saves lives.

“The WHSCC’s Prevention Services Division is responsible for all activities related to Goal One, which demands a proactive, informed approach,” says David Greason, Vice-President of the Prevention Services Division.

The Division examines the New Brunswick working population to effectively identify, measure, and then focus efforts on groups with high accident frequency numbers. The Division:

- selects focus industry sectors and focus firms on an annual basis, and creates a detailed strategy for each, with measurable goals and itemized activities;
- works with large population groups such as youth, to foster a culture of health and safety;

“The WHSCC’s Prevention Services Division is responsible for all activities related to Goal One, which demands a proactive, informed approach.”

David Greason, Vice-President of the Prevention Services Division

- provides education and consultation services for the province’s employers, giving them specific ways to make their workplace a healthier and safer place to work;
- provides inspection services for enforcement of the *Occupational Health and Safety Act (OHS Act)* and promotion of accident prevention;
- provides investigation services once an accident has occurred, to pinpoint the cause, recommend prevention measures, determine if a violation of the *OHS Act* has occurred, and disseminate that information;
- provides arbitration services, giving employees the ability to enforce their rights under the *OHS Act*; and
- provides health and safety consulting services to assist focus employers to implement effective health and safety programs.

[goal one]



*Margie Layden-Oreto
and Dianne Kay,
Education
Consultants,
Department of
Education.*

Margie Layden-Oreto and Dianne Kay, both Education Consultants for the Department of Education, can't say enough about Silvy Moleman and the WHSCC's youth programs.

These initiatives flow from the belief that health and safety isn't just something to concentrate on at work, but something that needs to be incorporated into our lives at home, at school and at play. As a result, education in health and safety starts in the schools, where young people can develop the skills they need to make safe choices when they arrive at the workplace.

"The WHSCC's programs empower our youth," says Margie Layden-Oreto. "When they join the workforce, they'll understand that it's OK to expect and ask for safety at work."

[WHSCC stakeholder profile]

Silvy Moleman, the WHSCC's Youth Program Coordinator, works to design and implement programs and resources that support the curriculum development process at the Department of Education by addressing many of the stated "learning outcomes" at each grade level. The resources are then linked to learning outcomes in health, phys ed, science, guidance, career education and other areas.

"The WHSCC's involvement in curriculum development is huge," says Layden-Oreto. "Other agencies do contribute, but the WHSCC's role is really unique."

Once a WHSCC program is approved for use in the schools, direct contacts are made with the individuals responsible for that area of learning. The program is then delivered directly to the teachers in schools province-wide, through workshops and in-service sessions, to make sure the message gets to students in a way they will understand and remember, Dianne Kay explains.

"A good example is the 'injury survivor' program," says Kay. "Real people, helping teens save their own lives with practical, local information, has a big impact."

"We've had a lot of positive feedback from students on the WHSCC's programs," says Kay. "And the number of teacher-requests for these programs goes up every year."

Overall, reducing accident frequency numbers requires:

- creative, targeted prevention campaigns that demonstrate in-depth industry awareness;
- a commitment to providing accessible, cost-effective education and consulting initiatives; and
- regular inspections, and consistent enforcement of health and safety regulations.

Prevention Services Division Services Related to Goal One:

The Prevention Services Division works towards achieving accident reduction by creating a culture of health and safety in New Brunswick, and offering employers services designed to reduce their accident frequency rates. These services, outlined in further detail below, have a direct effect on Goal One.

Education Services

Education consultants assist workplaces by evaluating their health and safety education requirements, recommending solutions, and providing awareness training. Education consultants also assist workplaces in the formation and ongoing success of Joint Health and Safety Committees.

Consulting Services

The Prevention Services Division employs health and safety and ergonomics consultants, who provide detailed analysis and recommendations to the province's workplaces.

Inspections and Investigations

The Division's occupational hygienists and health and safety officers conduct 6,000 workplace health and safety inspections province-wide each year. They also conduct in-depth investigations of serious accidents and workplace fatalities. These officers have the legal authority to enforce health and safety regulations, and issue more than 4,500 orders per year to correct violations.

2002 Initiatives:

The following list of 2002 initiatives complement the day-to-day work of the Division in its efforts to achieve Goal One.

- Established a new delivery mechanism for health and safety promotion through WHSCC health and safety consultants.
- Performance measures were defined for all levels of Prevention Services Division activity related to workplace injury prevention.
- Client satisfaction reviews were conducted for the youth school programs, and designed for the primary focus companies.
- A successful television promotion campaign was implemented using a hard-hitting theme on workplace accidents.
- Publications and hazard alerts were developed including Potato Farm Safety, 5*22 information kits, and the 2003 Safety Calendar. A number of safety articles were prepared for various publications.
- In 2002, there were 22 prosecutions recommended, and 9 convictions resulting in \$35,120 in fines.

*Standing from left to right – Mike Woodard, Louis Bourque, Gary Carter, Bill Nichol, Archie Steeves, Bruce Harquail, Pierre Frenette, Bill MacLean and Bandu Imbulgoda.
Seated from left to right – Lee O'Brien, Gilles Pelletier, Ron Grenier, Bruce Messer and Ed MacFarlane.
Absent: Roland Bordage, Paul Bourque, Doug Doney, Albert Dubé, Reg Fredericks, Jean-Claude Frenette, Stéphane Hamel, John MacDonald, Hugh Munro, Claude Pitre, Carl Sawyer and Eric Sparkes.*



Lee O'Brien is one of the WHSCC's occupational hygienists – working to prevent and investigate exposures to contaminants in the workplace.

"We are focused on the health of the worker," O'Brien says. "We look for exposures to chemicals or other contaminants at the jobsite, and advise employers on their obligations related to the safety of their workers."

[WHSCC employee profile]

"In the field, we look for both acute exposures, whose effects are immediate, and gradual ones, which can happen over months or even years," O'Brien says. "These exposures can come from chemical, biological, and physical contaminants, such as gases and vapours, moulds and dust, and noise levels."

In a typical week, the Commission's occupational hygienists receive a wide variety of calls for information about exposures in the workplace. In the office, they research and respond to those calls. In the field, they assist health and safety officers to write orders, or write them themselves.

"Anywhere workers are working," says O'Brien, "we are available."

Some of the chemicals used in New Brunswick's workplaces are listed in the American Conference of Governmental Industrial Hygienists' (ACGIH) threshold limit values booklet, which illustrates safe exposure limits. The 1997 version of this booklet is referenced in our *Occupational Health and Safety Act*.

"The 800 chemicals listed give us a great guideline to use when measuring a worker's exposure to a specific substance," O'Brien says. "But there are thousands of chemicals out there. We've got to do our research, and make decisions based on the information at hand."

He sees accident prevention as an extremely important goal, because: "When it comes to a worker's health, the hidden long-term effects of a dangerous exposure can be extremely costly. It can be difficult to connect how the worker is feeling to something that's happening at work, but making that link can be good for everyone."

Goal Two

GOAL TWO

"WE WILL PROVIDE PROMPT, EFFECTIVE, EFFICIENT, AND CARING SERVICES TO OUR CLIENTELE."

TARGET FOR 2002:

Our annual survey of public opinion will produce consistently high results. At a minimum, we will maintain a satisfaction score of 82% for injured workers and 85% for assessed employers.

2002 RESULTS SUMMARY:

In 2002, injured workers indicated they were an average of 80% satisfied with the Commission's performance in the twelve categories surveyed. Employers indicated they were an average of 85% satisfied.

DETAILED RESULTS:

The following charts displaying the detailed results of the Commission's 2002 efforts to achieve Goal Two are available

in the Goal Two Statistics section of this report:

- Employer Satisfaction Index
- Injured Worker Satisfaction Index
- Average Number of Workdays from Accident to First Cheque
- Employers' Satisfaction
- Injured Workers' Satisfaction

CONTRIBUTING DIVISIONS / DEPARTMENTS:

Compensation and Rehabilitation Services Division
Corporate Services Division
Prevention Services Division
General Counsel's Office

Executive Summary

Client satisfaction is an important indicator for the WHSCC. Since the basis of our business is a delicate balance between the needs of our stakeholders, achieving high levels of satisfaction among those that we serve is highly valued, Commission-wide. Goal Two is one that the entire Commission works towards. For the purposes of this discussion, however, we have outlined the efforts of the Divisions and Departments that work directly with the Commission's clients.

"Each of the WHSCC's Divisions and Departments are directly responsible for maintaining a professional, caring working relationship with their clientele, while providing services that accurately reflect their requirements and effectively address their needs."

Douglas C. Stanley, President and Chief Executive Officer

"Each of the WHSCC's Divisions and Departments are directly responsible for maintaining a professional, caring working relationship with their clientele, while providing services that accurately reflect their requirements and effectively address their needs," says Doug Stanley, President and Chief Executive Officer.

The WHSCC works towards achieving client satisfaction by providing exemplary customer service, and finding ways to provide value to employers and injured workers alike. The Commission:

- has established satisfaction benchmarks in each Division;
- works with stakeholder groups to identify opportunities for efficiencies in existing services;

- works with stakeholder groups to find ways to innovate with regard to service delivery; and
- looks to the Board of Directors and its balanced representation for guidance.

Achieving client satisfaction requires:

- a consistent approach to providing services that ensures the long-term viability of the Commission;
- personal, caring customer service;
- a commitment to striking and maintaining a balance between the needs of our stakeholder groups.

CARS Division Services Related to Goal Two:

The Compensation and Rehabilitation Services (CARS) Division works towards achieving client satisfaction through streamlined adjudication services and timely, fair benefits payments. These services, outlined in further detail below, have a direct effect on Goal Two.

Claim Creation and Adjudication

Upon receipt of the appropriate forms notifying the Division of an accident and outlining the treatment provided, a claim number is assigned, and a file created. The adjudication process for each claim involves an analysis of the information provided, and may include a request for further medical assistance for clarification purposes. Once the adjudication process is complete, a decision will be made.

Benefits Payments

Once the WHSCC approves a claim, the injured worker may be eligible for a variety of benefits, including wage loss replacement, medical costs, case management services, rehabilitation services, training, and others.

Case Management Services

The WHSCC utilizes a case management system to provide effective, efficient and caring services to those injured workers who are off work for six weeks or more. Case management is a way of coordinating everyone involved in the rehabilitation of an injured worker – including the worker, employer and health care providers – to get the worker back to work in a safe and

efficient manner. The case management team may include a case manager, an occupational therapist, a medical advisor and a rehabilitation specialist dedicated to an injured worker's rehabilitation.

Corporate Services Division Services Related to Goal Two:

The Corporate Services Division works towards achieving client satisfaction by offering employers a balanced and well-managed assessment system that is designed to reward efforts to improve health and safety. These services, outlined in further detail below, have a direct effect on Goal Two.

Assessment Services

Registered employers are assigned a classification according to their industry. The WHSCC then calculates the annual premium for each employer by taking into consideration the assessment rate associated with their classification, and their projected or actual annual assessable payroll.

Experience Rating System

Employers with an assessed premium of \$1,000 or more also participate in an Experience Rating System, which tailors their assessment by comparing their claim history to that of their rate group as a whole. If an employer's claim history reflects a lower accident costs average than the other employers in their rate group, this will result in a savings on their annual premium.

Monthly Assessments on Actual Payroll (MAAP) Program

In an effort to streamline the reporting of assessable earnings, the WHSCC has implemented the Monthly Assessments on Actual Payroll (MAAP) program, which allows employers to report their actual payroll on a monthly basis, in a variety of convenient ways.

Prevention Services Division Services Related to Goal Two:

[goal two]



*Marie-Josée LeBlanc,
Human Resources
Coordinator,
and Mike Porter,
Safety Coordinator,
Boise Alljoist Ltd.*

In the past two years, Boise Alljoist Ltd., in Edmundston, NB, has undergone a major change.

“When the company was bought by Boise Cascade in August 2000, they shut it down to implement sweeping health and safety changes,” explains Mike Porter, Boise Alljoist’s Safety Coordinator. “At first employees were saying the changes were too expensive, and made the plant unnecessarily safe.”

Then the company’s annual accident rate dropped from 28 accidents requiring medical action per 100 workers, to less than 3.

“Now they feel differently,” Porter says. “There has been a culture shift.”

[WHSCC stakeholder profile]

You can see that culture shift throughout the company’s facilities – from high-quality health and safety literature available in the reception area, to clearly labelled hazardous materials and a commitment to wearing safety gear in the plant.

The atmosphere of health and safety hasn’t put a damper on productivity, either: the company produces 100,000 linear feet of “T” joists – manufactured beams used as supports in flooring installations – per shift.

Porter describes that as “a lot of floors.”

Boise Alljoist’s safety programs and accident reduction initiatives are directly supported by the WHSCC’s Prevention Services Division in the Northwest Region.

“We are very satisfied with our relationship with the WHSCC,” Porter says. “It’s a partnership that has been extremely helpful. Their train-the-trainer approach to health and safety program training is particularly beneficial to us because it allows us to take ownership of their programs, and build upon them. That is good for our business.”

Now that the company’s health and safety programs are bearing fruit, they have aggressive plans for expansion.

“Health and safety is not a cost,” Porter says in closing. “It’s an investment.”

The Prevention Services Division works towards achieving client satisfaction by offering New Brunswick’s workers a forum in which they can exercise their rights under the *Occupational Health and Safety Act*, as well as offering employers services designed to recommend ways to reduce their accident frequency numbers. These services, outlined in further detail below, have a direct effect on Goal Two.

Consulting Services

The Prevention Services Division employs health and safety, education, and ergonomics consultants who provide detailed analysis and recommendations to the province’s workplaces.

Health and safety consultants focus on a small number of employers with high accident ratios, and assist in the implementation of complete health and safety programs.

Education consultants provide awareness training on specific topics such as the Workplace Hazardous Materials Information System, accident investigation and Joint Health and Safety Committee roles.

Ergonomics consultants assist workplaces in identifying ergonomic hazards and delivering solutions.

Arbitration Process

The *Occupational Health and Safety Act* protects workers from discrimination in the workplace when they exercise their rights and responsibilities under the *Act*. If workers are discriminated against for exercising any of these rights, the Prevention Services Division provides an arbitration process that acts as an impartial dispute-resolution tool.

General Counsel’s Office Services Related to Goal Two:

The General Counsel’s Office works towards achieving client satisfaction by offering information and support to the stakeholder community on a broad range of topics.

2002 Initiatives:

The following list of 2002 initiatives complement the day-to-day work of the Divisions in their efforts to achieve Goal Two.

- The Planning and Policy Department of the Corporate Services Division conducted an in-depth stakeholder consultation and survey in the Fall of 2002.
- In 2002, the Assessment Services Department of the Corporate Services Division hosted 15 information sessions with employer associations and other groups.
- The Planning and Policy Department of the Corporate Services Division continued its coordination of the Injured Worker Advisory Committee, which met throughout 2002, to discuss recommendations for improving WHSCC services and programs.
- The Compensation and Rehabilitation Services Division delivered 76 in-service and “coaching” sessions to over 239 employer representatives and employees throughout New Brunswick, representing over 68 workplaces. These sessions provided general information on the concept of workplace-based disability management, as well as assistance with program development for individual workplaces.
- The Prevention Services Division conducted client satisfaction reviews for the youth school programs, worked with over 400 companies on their health and safety programs and provided a number of public awareness and speaking sessions.
- In 2002, the General Counsel’s Office delivered a wide variety of information sessions and seminars to employer groups, students, legal organizations, health and safety associations, and many others. In addition, information items were published in the *AASCIF News* and *Quicklaw*, providing valuable insights into compensation issues.



*Jean Landry,
Regional Director for the
WHSCC's Southeast Region.*

Jean Landry, Regional Director for the Southeast Region, sees the WHSCC’s regional offices as an important part of the Commission’s ability to deliver services.

“We are responsible for service delivery in the community we serve,” says Landry, “which makes customer satisfaction something we deal with every day.”

Landry manages the 22 Compensation and Rehabilitation Services Division staff members who work out of the Southeast regional office – including case managers, rehabilitation specialists, occupational therapists, medical advisors, and administrative support staff.

“Our staff work with injured workers who are still off work at around week six of their claim and require case management services,” explains Landry.

[WHSCC employee profile]

As soon as a case manager is assigned to assist an injured worker, one of the first things they do is work with them to establish a realistic set of expectations related to the services the WHSCC provides.

“Many workers only learn about the details of their workplace injury coverage once they need it,” explains Landry. “As a result, one of our challenges is to provide clear information about the coverage and services available through the compensation system.”

Landry and the team in the Southeast regional office have made a concerted effort to help narrow what he calls the “expectation gap.”

“We give claimants the information they need in face-to-face meetings and by phone,” he says. “And we have recently put a special emphasis on improving our correspondence.”

For example, case management decision letters were recently redesigned to ensure they clearly outlined the information considered and the rationale used when coming to a decision on a claimant’s case.

“It’s a complex system,” says Landry. “And the better we are at helping our claimants and their families understand it, the more likely they are to be satisfied customers.”

Goal Three

GOAL THREE

“WE WILL DECREASE THE TIME BY WHICH INJURED WORKERS RETURN TO PRE-ACCIDENT, MODIFIED OR ALTERNATE EMPLOYMENT.”

TARGET FOR 2002:

To return 59.2% of claimants to work within 20 days of claim acceptance at the WHSCC, and 89.8% of claimants within 260 days.

2002 RESULTS SUMMARY:

In 2002, more injured workers than ever before safely returned to work within twenty days of claim acceptance at the WHSCC: almost 64% in the first six months of the year. 77% returned within 60 days,* and 93.5%** returned to work within 260 days.

*Data is calculated to the end of second quarter 2002

**Data is calculated to the end of the second quarter 2001

DETAILED RESULTS:

The following tables and charts displaying the detailed results of the Commission’s 2002 efforts to achieve Goal Three are

available in the Goal Three Statistics section of this report:

- Summary of Benefits – 2002
- Claims Created
- Short-term Disability and Rehabilitation, and Health Care Payments (in Millions)
- Number of Injured Workers Receiving Long-term Disability Benefits at December 31
- Benefits Payments (in Millions)
- Average Payment per Claim
- Number of Claims Adjudicated
- Nature of Injury
- Number of Claims Adjudicated by Type
- Return to Work

CONTRIBUTING DIVISION:

Compensation and Rehabilitation Services Division

2002 highlights

Executive Summary

The return-to-work process can be a stressful time for an injured worker. The struggle to heal, and to find new ways to perform everyday activities, combined with the financial and emotional pressure of being off work, make it a trying time. The WHSCC’s Goal Three speaks directly to alleviating those pressures by accelerating the injured worker’s return to the work force in a safe and timely way.

“[Our] Division is responsible for meeting the target associated with Goal Three, and we do it using a three-pronged approach – working with employers, injured workers and the province’s health care community.”

R. Brian Connell, Vice-President of the Compensation and Rehabilitation Services (CARS) Division

“The WHSCC’s Compensation and Rehabilitation Services Division is responsible for meeting the target associated with Goal Three, and we do it using a three-pronged approach – working with employers, injured workers and the province’s health care community,” says Brian Connell, Vice-President of the Compensation and Rehabilitation Services (CARS) Division.

The Division works with health care providers and employers to ensure a smooth return-to-work process. Getting injured workers back to work in as short a time as possible requires:

- appropriate, timely medical treatment;
- appropriate occupational rehabilitation services, if necessary;

[goal three]

- education to protect them from aggravating their injury in the future;
- effective case management, which measures progress at regular intervals;
- an innovative yet cost-effective approach to rehabilitation; and
- a tailored approach to getting back to work, which can include training, counselling, and other methods.

CARS Division Services Related to Goal Three:

The Compensation and Rehabilitation Services Division works towards achieving a safe, timely return to work through the provision of innovative rehabilitation programs and the maintenance of a strong relationship with the province's health care community. These services, outlined in further detail below, have a direct effect on Goal Three.

Health Care Community Liaison

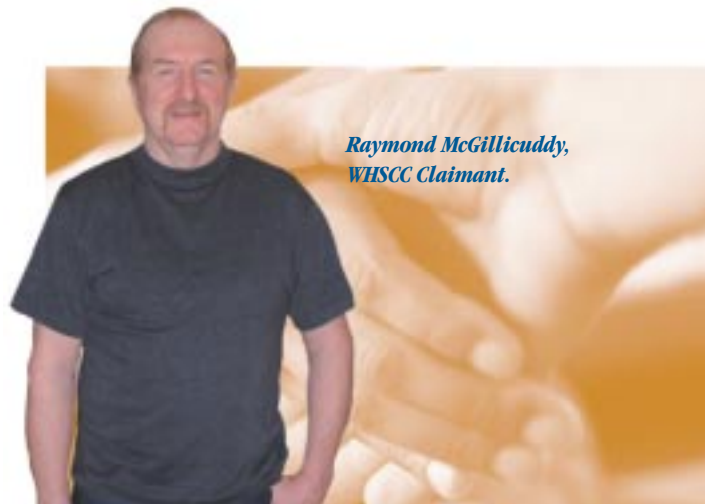
The Division works with treating physicians to gather progress report information for each injured worker, provide lists of pre-approved health care service providers and prescription drugs, and establish guidelines for disability durations and expected healing times. The services of the Workers' Rehabilitation Centre (WRC) are also made available to aid in the recovery process.

Benefits

Once the WHSCC approves a claim, the injured worker may be eligible for a variety of benefits, including wage loss replacement, medical costs, case management services, rehabilitation services, training, and others.

Case Management

Any claim expected to last more than 6 weeks, or those related to serious injuries, are assigned case management services. In these cases, a case manager and the case management team's internal medical advisor will work with the treating physician to discuss treatment recommendations, payment approvals, and progress reports.



*Raymond McGillicuddy,
WHSCC Claimant.*

In October 2001, Raymond McGillicuddy was injured while working for BPB Westroc in McAdam, New Brunswick.

He injured his back while lowering a 150-pound shaft from chest-height to the floor – something he needed to do several times per shift.

“The next afternoon I went to the doctor, who treated me with muscle relaxers and pain killers,” says McGillicuddy. “I could hardly move for two months.”

As part of his WHSCC claim, McGillicuddy was enrolled in the Work Conditioning Program in May 2002, at the Kingswood Clinic in Fredericton. There he joined a group of twelve other claimants, many of whom worked in the homecare or foodservice industries. He was expected at the clinic four hours per day for the duration of the eight-week program.

[WHSCC stakeholder profile]

“It was very physically demanding,” McGillicuddy says. “I couldn't do all the activities the physiotherapist wanted me to do.”

He describes the program as a “day's work.”

“After the first week, I was really sore,” he says. “But pretty quickly my muscles built up to it.”

At the end of the eight weeks, McGillicuddy was able to return to light duties at work.

When asked if the Work Conditioning Program returned him to the workforce faster than he'd expected, McGillicuddy has this to say: “I would have been off work for much longer if it weren't for the program – I was in a lot of pain, and I didn't know how much effort I could put into my recovery until I had someone there to guide me.”

Today McGillicuddy is still working for BPB Westroc, although he has changed positions since his return to work. He describes his employer as “very supportive” of his recovery process.

[goal three]



**Donald Bernard,
WHSCC Rehabilitation Specialist.**

Rehabilitation Specialist Donald Bernard spends his days guiding claimants through the return-to-work process.

“I get involved when an injured worker’s medical treatment is nearing an end,” he explains. “And it has been determined that they can’t return to work with their pre-accident employer.”

From there – Bernard says – it’s all about the art of the possible.

“I meet with the claimant and we run through several aptitude tests, and discuss their work history, education level, and even their hobbies,” says Bernard. “When you’re suddenly left without a job, deciding what to do for a living can be overwhelming. We start the process by narrowing down the list of options.”

[WHSCC employee profile]

Next, the claimant works with their rehabilitation specialist to select a route to re-employment. The WHSCC offers a variety of return-to-work strategies to help get them there, including retraining and GED equivalency programs, employment search assistance and training-on-the-job initiatives.

“It takes about twelve weeks to draw up a return-to-work plan that fits the claimant’s capabilities,” says Bernard. “It’s critical that the claimant is involved in creating the plan, and committed to seeing it through. I’m there to help, but if they’re working hard at it, it makes a big difference.”

Bernard says many claimants find the return-to-work process gives them an unexpected benefit: improved self-esteem and confidence.

“I often hear claimants who are enrolled in retraining programs say things like: ‘when I was a kid, I hated school, but now at 40 years old, I’m getting A’s, and I can’t believe it.’” Bernard says with a smile. “When a claimant has a goal in mind, it makes all the difference.”

Occupational Rehabilitation

The Workers’ Rehabilitation Centre (WRC) provides comprehensive multidisciplinary occupational rehabilitation services to assist the injured worker in a safe return to work.

Vocational Rehabilitation Services

Injured workers that are job-ready can benefit from the Division’s Vocational Rehabilitation Services, including job search assistance, training-on-the-job, formal education programs, and more.

2002 Initiatives:

The following list of 2002 initiatives complement the day-to-day work of the Division in its efforts to achieve Goal Three.

- The Division recognized the need to develop standards around Work Capacity Evaluations. Following the development of the standard, the Commission issued a request for proposals to establish a Work Capacity Evaluation Network.
- In 2002, standards for work hardening were also developed.
- The Work Conditioning pilot program was converted into a general approach for managing all injuries through Continuum of Care protocols.
- In 2002, the new Form 8 ~ *First Physician’s Report of Accident or Occupational Disease*, was forwarded to all physicians in the province.
- Physiotherapy services at WRC were resurveyed by the Canadian Physiotherapy Association and received the maximum award, a three-year accreditation.
- The WRC’s amputee team services were enhanced to include the use of biofeedback for myoelectric training. The WRC summarized this work in a case review article titled “Biofeedback: An Enhancement of Amputee Rehabilitation.” The article was submitted to *Alignment*, the magazine of the Canadian Association of Prosthetists and Orthotists, for publication in 2003.

Goal Four

GOAL FOUR

"WE WILL HOLD THE ASSESSMENT RATES TO EMPLOYERS AT THE LOWEST LEVEL POSSIBLE, CONSISTENT WITH THE BEST POSSIBLE BENEFITS TO CLIENTS."

TARGET FOR 2002:

At a minimum we will maintain a fully funded liability.

2002 RESULTS SUMMARY:

The provisional 2002 average assessment rate rose by \$0.32 per \$100 of assessable payroll over last year's actual value. As well, the Commission's funded position dropped to represent a 94.3% funded liability.

DETAILED RESULTS:

The following charts and tables displaying the detailed results of the Commission's 2002 efforts to achieve Goal Four are available in the Goal Four Statistics

section of this report:

- Payrolls by Sector
- Investment Returns by Asset Class for the Year Ended December 31, 2002
- Performance Objectives
- Funding History – Dollar Amounts (in Millions) and Percentage Funded
- New Brunswick Actual Average Assessment Rates
- Canada – Average Assessment Rates
- Third Party Actions

CONTRIBUTING DIVISION / DEPARTMENT:

Corporate Services Division
General Counsel's Office

Executive Summary

Keeping employers' assessment rates as low as possible, while maintaining the best possible benefits for injured workers, is a significant challenge. Goal Four demands the Board of Directors strike and maintain a balance between these competing requirements. The Commission's ability to do this over the long term is critical to its success, and will serve as a firm indication that Canada's historic principles of compensation are safeguarded for the benefit of all New Brunswickers.

"The WHSCC's Corporate Services Division is responsible for implementing, from an assessment perspective, the balance outlined by Goal Four, in order to maintain the long-term viability of the Commission."

Peter Murphy, Vice-President of the Corporate Services Division

"The WHSCC's Corporate Services Division is responsible for implementing, from an assessment perspective, the balance outlined by Goal Four, in order to maintain the long-term viability of the Commission. We do it using sophisticated financial and actuarial projections, and a disciplined investment philosophy," says Peter Murphy, Vice-President of the Corporate Services Division.

The Corporate Services Division works towards achieving Goal Four through careful investment, proactive strategy development, and streamlined management of the assessment process. The Division:

- provides the Board of Directors with recommendations related to rate setting on an annual basis;
- manages the industry classification and Experience Rating System for employers;
- collects assessed premiums, and manages the Monthly Assessment on Actual Payroll (MAAP) program;
- educates employers about the premiums they pay and how they are calculated; and
- conducts in-depth stakeholder consultations.

[goal four]



*Mike Lee, Moosehead's
Vice-President of
Human Resources,
and Kevin Hooper,
Moosehead's
Manager of
Industrial
Relations.*

“We’re a West Side landmark,” says Mike Lee, Vice-President of Human Resources for Moosehead.

The 137-year-old company has called the West Side of Saint John home for more than 80 years.

“We do everything from the art of brewing to the science of packaging and retailing right here,” says Lee. “And an important part of all those processes is accident prevention.”

Moosehead has recently renewed its commitment to accident prevention and wellness for its 300 employees.

“We have a vibrant Joint Health and Safety Committee with both union and company representatives, and buy-in on both sides,” Lee explains. “We have also stepped up our investment in training and accident prevention programs, and now have a full-time staff member responsible for safety coordination and wellness initiatives.”

[WHSCC stakeholder profile]

As a result of these efforts, the company has seen an impressive drop in the number of workplace accidents.

“Our accident frequency rate is now one-third of the provincial rate, and less than half of the rate assigned to the brewery industry in Canada as a whole,” says Lee.

That translates into a significant drop in their WHSCC premiums.

“There are so many costs related to an accident at work – the premium we pay to the WHSCC is just one of them,” explains Lee. “We see accident prevention as the part of the equation we can do something about.”

As a result, the WHSCC is an integral part of Moosehead’s accident prevention efforts.

“I don’t think the Commission offers a service to employers that we haven’t made use of,” says Lee. “We see it as a successful partnership that we look forward to building upon in the future.”

Maintaining a balance between assessment rates and benefit levels requires:

- a knowledgeable and disciplined approach to investing for the future;
- a balanced commitment to setting competitive assessment rates and fair benefit levels;
- proactive strategy and policy development; and
- a close relationship with the Board of Directors.

Corporate Services Division Services Related to Goal Four:

The Corporate Services Division provides employers with the following services related to achieving Goal Four – balanced and efficiently managed to ensure client satisfaction.

Assessment Services

The Assessment Services Department is responsible for liaison with New Brunswick’s more than 13,000 employers. They manage the assessment process, and find ways to reward positive claims histories in a fair and balanced manner.

Treasury Department

The Treasury Department takes the premiums paid by employers and invests them over the long term, creating a fund from which benefits to injured workers are paid. Managing this fund, and finding ways to create a stable, reliable revenue stream through variable markets, is part of their challenge.

Planning and Policy

The Planning and Policy Department is responsible for proposing strategies relating to the future requirements of our stakeholder groups. They coordinate the creation of the Commission’s quarterly reports, and conduct regular stakeholder consultations, often resulting in recommended changes to the legislation and regulations under which the WHSCC operates.

General Counsel's Office Services Related to Goal Four:

The General Counsel's Office supervises the third party action recoveries resulting from certain workplace accidents. As well, the Office's fraud and abuse investigations result in detection of unpaid employer assessments and termination of non-entitled worker benefits.

2002 Initiatives:

The following list of 2002 initiatives complement the day-to-day work of the Division / Department in its efforts to achieve Goal Four.

- The Corporate Services Division continued roll-out and marketing of the MAAP program, with 170 new businesses signing on in 2002.
- Employer services representatives from the Assessment Services Department conducted 1,800 on-site visits in 2002 to perform audit and classification reviews, and discuss Commission issues with employers.
- The total recovered from third party actions supervised by the General Counsel's Office for the year 2002 was \$1,135,427. Legal fees paid to recover this amount were \$106,745. In addition to compensation benefits, injured workers received \$642,547 from the monies recovered by the Commission from the at-fault party. Employers received cost relief attributable to \$492,880, representing approximately \$0.01 on the average assessment rate.

Carrie Smith, WHSCC Senior Investment Analyst, and Mike MacFarlane, WHSCC Treasurer.



Goal Four describes the kind of balance the WHSCC needs to achieve.

On the one hand, Goal Four requires the lowest possible assessment rates, while on the other, it demands the best possible benefits for clients. These two concepts are linked together – but they are also “intertwined” with the returns earned by the Commission's investment fund, Mike MacFarlane, WHSCC Treasurer, explains.

Each year, the Assessment Services Department collects premiums from employers, which are designed to pay all current and future benefits for claims accepted in that year.

[WHSCC employee profile]

“Some payments take place right away, and others will take place at various points in the future,” says MacFarlane. “Money that is not required immediately is put into an investment fund.”

The fund is managed in accordance with the policies and directives set out by the Board of Directors and senior management.

“The Board sets the policy on how to invest assessments so they provide an acceptable level of return at an acceptable level of risk,” MacFarlane says.

The investment strategy that the Board chooses can affect assessment rates or benefit levels, depending on how they wish to allocate the income and gains or losses from the investment portfolio.

“It's my job to implement the strategy that the Board sets out in policy,” MacFarlane says. “To do that, professional investment managers are hired, given a specific amount of money to invest, and a mandate for the investment,” he says.

The managers and the portfolio in general are monitored to ensure that the funds are being managed in accordance with WHSCC policies and directives. A sub-committee of the Board periodically reviews the investment policies to ensure the documented strategy is consistent with the Board's goals with respect to assessment rates and benefits.

Goal Five

GOAL FIVE

"OUR EMPLOYEES WILL CONSIDER THE COMMISSION A GOOD PLACE TO WORK."

TARGET FOR 2002:

Employee satisfaction surveys will produce a consistently high rating.

2002 RESULTS SUMMARY:

Employee satisfaction survey results indicate 92% of our employees find the WHSCC a "good place to work."

DETAILED RESULTS:

The following charts and table displaying the detailed results

of the Commission's 2002 efforts to achieve Goal Five are available in the Goal Five Statistics section of this report:

- Accepted Claims for Commission Staff
- Absenteeism (Days per Person)
- Staff Turnover
- Employment Milestones and Retirements

CONTRIBUTING DEPARTMENT:

Human Resources Department

2002 highlights

Executive Summary

The WHSCC places special emphasis on Goal Five, knowing that employee satisfaction levels have a direct impact on the Commission's ability to achieve all of its goals. Providing a good place to work gives WHSCC employees the support they require to meet and exceed our aggressive targets.

"The Commission has always viewed its human resources as the foundation on which we build our business," says Heather Cossaboom, Director of Human Resources. "Goal Five demands that we not only consider the physical environment, but all other aspects of the employee's psychological, social and emotional environment."

The Human Resources Department works with staff to develop and maintain a work environment that is supportive and safe. The Department:

- provides training and education opportunities for staff members;
- gives employees advancement opportunities through internal job postings;
- supports all labour and compensation areas;
- supports and maintains, in the most effective and efficient manner, the human resource needs of the Commission;
- monitors the Commission's health and safety record;
- regularly monitors employees' physical day-to-day environment, and supports employees' efforts to improve their personal wellness; and
- recognizes retirees and employees with long-service records at an annual recognition event.

"The Commission has always viewed its human resources as the foundation on which we build our business."

Heather Cossaboom, Director of Human Resources

Achieving a high level of employee satisfaction requires:

- the development and maintenance of consistent, equitable human resources policies;
- an holistic approach to an employee's well-being;
- a healthy and safe work environment; and
- an open-door policy, when it comes to answering questions, ensuring compliance, and providing guidance.

Human Resources Department Services Related to Goal Five:

The Commission supports the basic principles of equity, opportunity, recognition, compensation and development; the spirit of equal opportunity and human rights; and the intent of the *Public Service Labour Relations Act* and the *Occupational Health and Safety Act*. The above-noted principles and legislation are the foundation the Human Resources Department builds upon to achieve employee satisfaction. The services outlined in further detail below have a direct effect on Goal Five.

Health and Safety

The Department is responsible for creating and executing the WHSCC's Health and Safety programs with the goal of reducing accidents and occupational disease Commission-wide.

Employee Assistance Program (EAP)

On behalf of the Commission, the Human Resources Department subscribes to an EAP offered through an external service provider. This program gives staff access to a wide array of confidential support and counselling services.



Malcolm Burns, WHSCC
Database Administrator /
Analyst

Malcolm Burns, a Database Administrator / Analyst in the WHSCC's Information Technology Department, was a little skeptical when he first learned he was a diabetic.

He had just passed his five-year anniversary with the Commission when he participated in a blood pressure, blood glucose, and cholesterol testing program, which was part of the Human Resources Department's 2002 Wellness initiatives.

"I thought I'd participate in the program to get a quick check-up," Burns says. "It was pretty convenient."

The on-site nurse pricked his finger, and then tested a drop of Burns' blood. The results of a blood glucose analysis were clear: he had diabetes.

"I felt fine," he says. "I had none of the classic symptoms."

[WHSCC stakeholder profile]

At the nurse's suggestion, he made an appointment with his family physician.

"My doctor confirmed the diagnosis," Burns says. "I have type-2 diabetes, which means my body produces insulin, but does not use it properly."

Burns was immediately put on medication to manage his diabetes.

"If I had gone undiagnosed, there could have been some serious health implications for me," he says. "My liver, kidneys, and blood vessels could have been damaged."

Burns says he's grateful the Commission has a Wellness Program, and is thankful that he participated in the check-up.

He's got this to say to WHSCC employees: "Even if you think you are healthy, you should take advantage of our Wellness Program. You don't have to get in your car and drive to the doctor's office and then wait for an hour – you can have a quick check-up right here. It takes just minutes to participate in something that can diagnose illnesses before any serious or long-term damage has occurred."

[goal five]



*Rose-Anne Comeau,
WHSCC Staffing Manager,
and Dana Brown,
WHSCC Labour
Relations and
Compensation
Manager.*

Heather Cossaboom, the WHSCC's Director of Human Resources, heaves a large red binder onto the table. It is at least two inches thick.

"Our orientation process used to consist of this book," she says. "Which was a lot for a new employee to digest."

In October 2002, the Human Resources Department launched a new Orientation Program to eliminate the need for all that reading.

"The new program is more about personal contact," Cossaboom says. "We give staff the information they need right away, and show them where to find the information they might need in the future."

The program is a one and a half day session, starting on the second Thursday of each month, that includes a personal introduction from each member of the WHSCC's Executive Committee and an Appeals Tribunal representative, a tour of the Saint John office and the Workers' Rehabilitation Centre in Grand Bay-Westfield, and a detailed overview of the Commission's health and safety initiatives.

[WHSCC employee profile]

"I've had staff members tell me the new Orientation Program makes them feel important and valued, because the Commission's senior executives take time from their day to meet them, and explain what they do in a comfortable, accessible way," Cossaboom says.

The Human Resources Department is responsible for coordinating the event for new employees, staff members who have recently changed positions, and casual workers who haven't received an orientation within the last three years.

Cossaboom, along with Dana Brown and Rose-Anne Comeau, present the Human Resources-related sections of the program, and collect feedback from participants through the Orientation Checklist.

"The new program gives staff members useful information and provides valuable resources to assist them in knowing where to direct their questions," says Rose-Anne Comeau, Staffing Manager. "It's also a great way to help them understand where they fit in the Commission as a whole."

Other Departmental services having an impact on Goal Five are:

- Internal Job Postings
- Wellness Program
- Awards and Recognition Banquet

2002 Initiatives:

The following list of 2002 initiatives complement the day-to-day work of the Department in its efforts to achieve Goal Five.

- A total of \$810,705 was budgeted in 2002 for educational development and enhancement of staff. These initiatives were supported through the Staffing Directive and the Performance Review Process.
- A revised Performance Review Process was initiated in 2002 and over 90% of our staff received a Performance Review with their supervisor.
- The 2002 Wellness Program was created to develop an awareness of and support for four wellness fundamentals. These include: physical, nutritional, and psychological states, as well as basic health.
- Early in 2002, a review and analysis of 2001 accidents was completed and demonstrated that repetitive strain injuries remained the most prevalent type of injury at the Commission.
- To maintain a high standard of health and safety, in 2002 the implementation of a health and safety plan based on the Commission's 5*22 platform commenced.

Goal One Statistics

GOAL ONE STATISTICS

The following tables and charts display the detailed results of the Commission's 2002 efforts to achieve Goal One.

Prevention / Occupational Health and Safety Statistics

| General Health and Safety | 2002 | 2001 |
|------------------------------------|-------------|-------------|
| Workplace inspections | 5,799 | 6,470 |
| Orders written | 3,950 | 4,548 |
| Stop-work orders | 102 | 133 |
| Accident investigations | 159 | 147 |
| Fatalities investigated | 7 | 7 |
| Court cases | 7 | 14 |
| • Charges laid against an employer | 7 | – |
| • Charges laid against an employee | 0 | – |
| Awareness education / Training | 183 | 128 |
| Consultation | 1,513 | 1,676 |

Occupational Hygiene

| | | |
|--------------------------------|-----|-----|
| Workplace inspections | 144 | 275 |
| Orders written | 127 | 213 |
| Stop-work orders | 39 | 9 |
| Awareness education / Training | 8 | 10 |
| Consultation | 65 | 132 |
| Evaluation and analysis | 119 | 155 |
| Tests | 39 | 57 |

Education

| | | |
|--------------------------------|-----|-----|
| Awareness education / Training | 430 | 434 |
| Consultation | 326 | 817 |

Ergonomics

| | | |
|--------------------------------|-----|----|
| Awareness education / Training | 44 | 16 |
| Consultation | 101 | 45 |
| Evaluation and analysis | 78 | 53 |

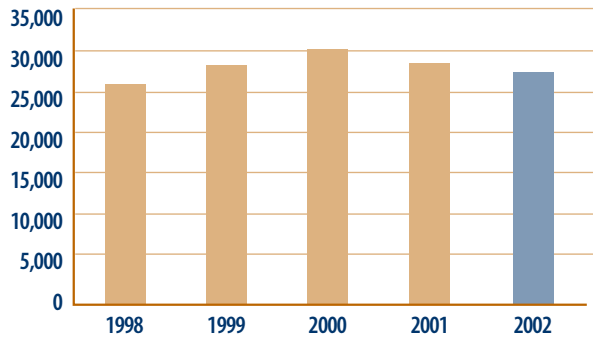
Health and Safety Consultants

| | | |
|--------------------------------|-----|-----|
| Awareness education / Training | 37 | 36 |
| Consultation | 493 | 584 |
| Evaluation and analysis | 434 | 233 |

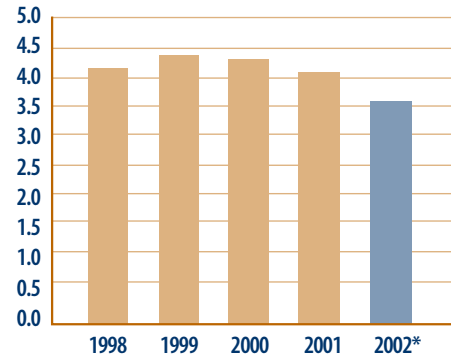
Note: Certain figures have been restated from previous publications to reflect more up-to-date information.

[goal one statistics]

WHSCC Reported Accidents (Number of Reported Claims)



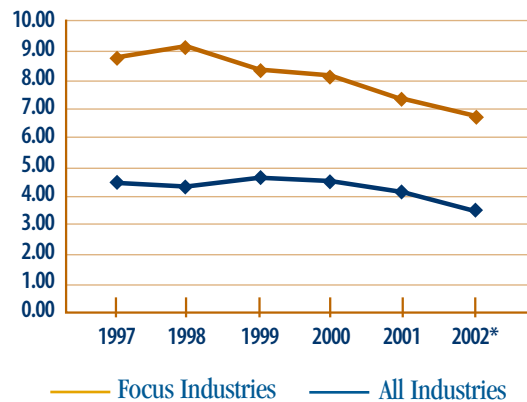
Provincial Accident Frequency Rate (Rate per 100 FTEs)



*Projected

The accident frequency rate is calculated by dividing the number of claims by the number of full-time employees in a given year. A full-time employee or full-time equivalent (FTE) is defined as an employee who works the equivalent of 35 hours per week for 50 weeks of the year.

WHSCC Focus Industries Accident Frequency Rate



*Projected

Arbitrations – Occupational Health and Safety Act

| | 2002 | 2001 |
|------------------------|------|------|
| Number of arbitrations | 24 | 8 |
| Arbitrations allowed | 1 | 1 |
| Arbitrations dismissed | 4 | 3 |
| Arbitrations resolved | 2 | 1 |
| Arbitrations withdrawn | 4 | 1 |

Prosecutions – Occupational Health and Safety Act

| | 2002 | 2001 |
|-------------------------------|----------|----------|
| Number of charges | 22 | 44 |
| Number of employers charged* | 10 | 18 |
| Number of workers charged | – | 2 |
| Number of convictions | 9 | 19 |
| Number of charges dismissed | 2** | – |
| Number of charges withdrawn | 6 | 19 |
| Number of charges outstanding | 5 | 6 |
| Value of fines | \$35,120 | \$51,225 |

*In some cases, more than one charge has been laid.

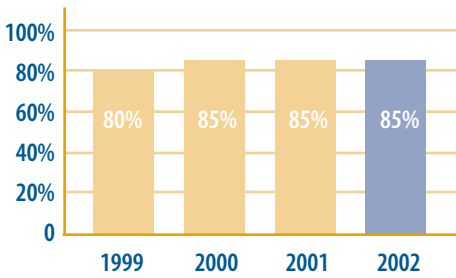
**Appeal filed late 2002

Goal Two Statistics

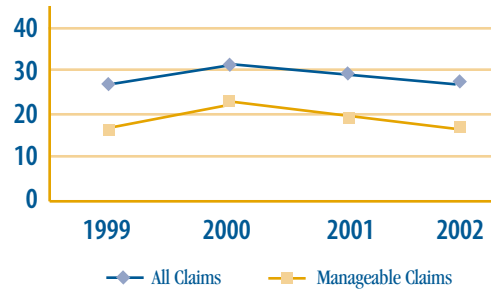
GOAL TWO STATISTICS

The following charts display the detailed results of the Commission's 2002 efforts to achieve Goal Two.

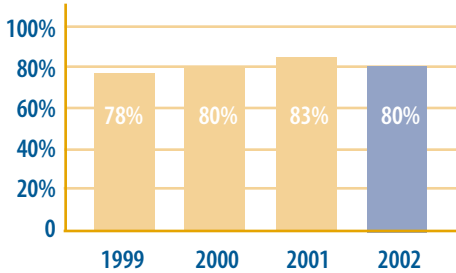
Employer Satisfaction Index



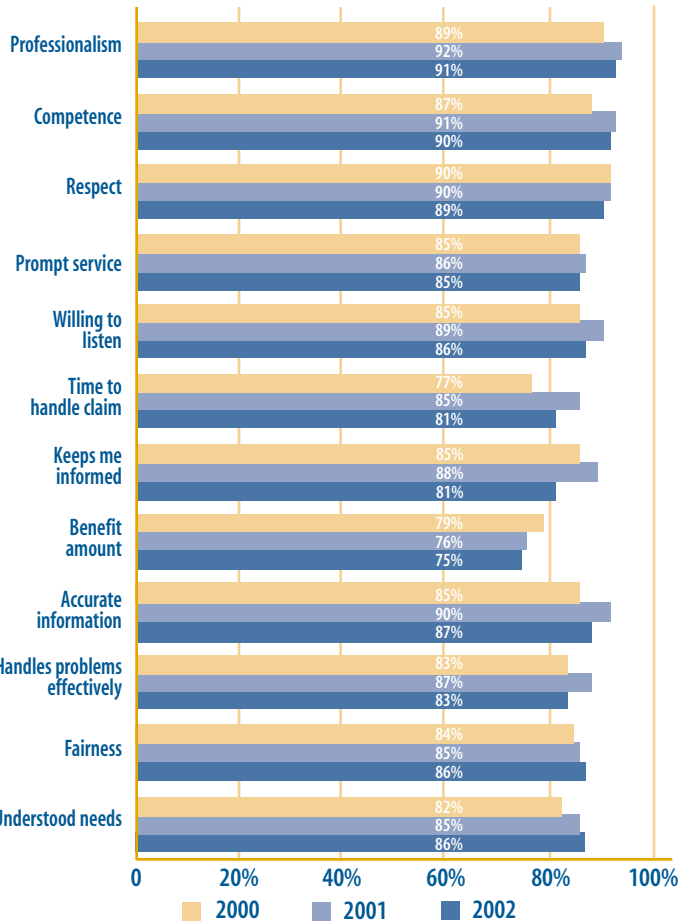
Average Number of Workdays from Accident to First Cheque



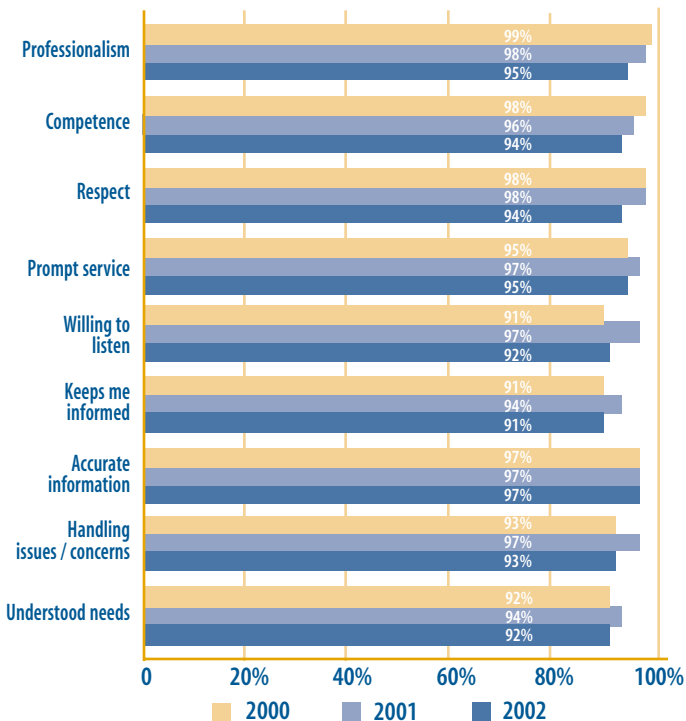
Injured Worker Satisfaction Index



Injured Workers' Satisfaction (completely / mostly satisfied)



Employers' Satisfaction (completely / mostly satisfied)



Goal Three Statistics

GOAL THREE STATISTICS

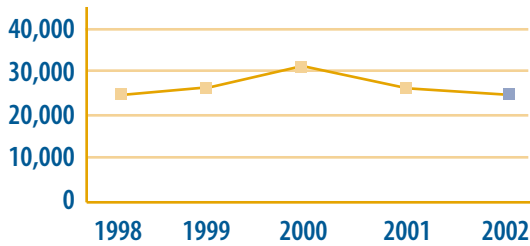
The following tables and charts display the detailed results of the Commission's 2002 efforts to achieve Goal Three.

Summary of Benefits – 2002

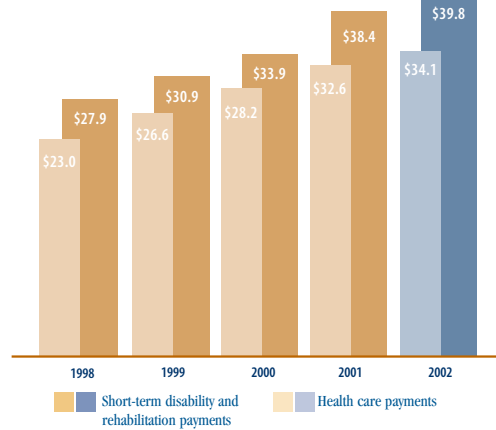
| Maximum Annual Compensable Earnings | Maximum Weekly Earnings | Percentage Rate for Determining Benefits | Maximum Weekly Benefits | Effective Date |
|-------------------------------------|-------------------------|--|-------------------------|------------------------------------|
| \$47,600 | \$915.38 | 85% of net 85% of net | \$532.96* \$561.31** | January 1, 2002 January 1, 2002 |

* No dependents
** Dependent spouse

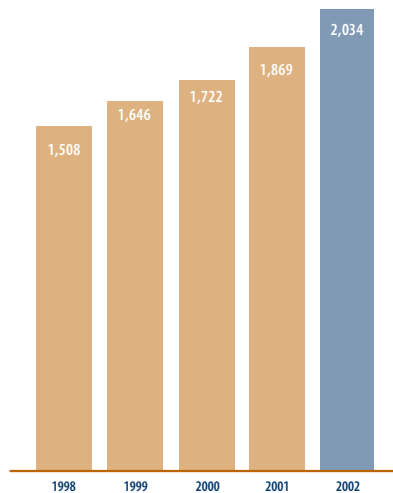
Claims Created



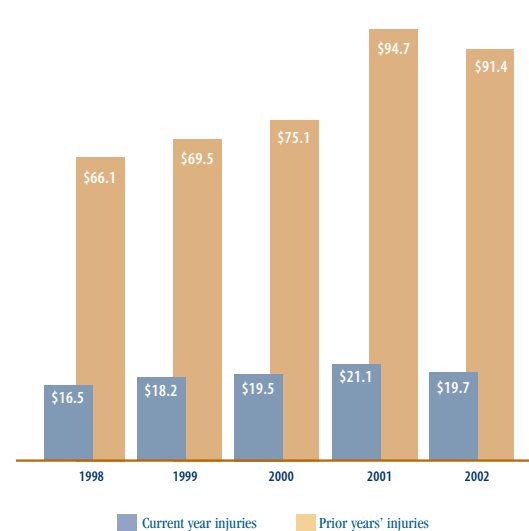
Short-term Disability and Rehabilitation, and Health Care Payments (in Millions)



Number of Injured Workers Receiving Long-term Disability Benefits at December 31

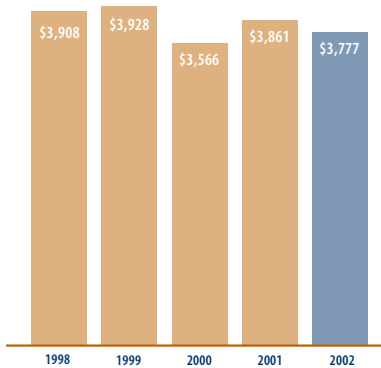


Benefits Payments (in Millions)

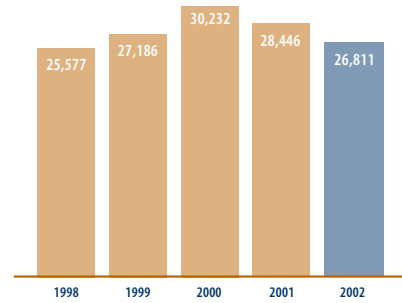


[goal three statistics]

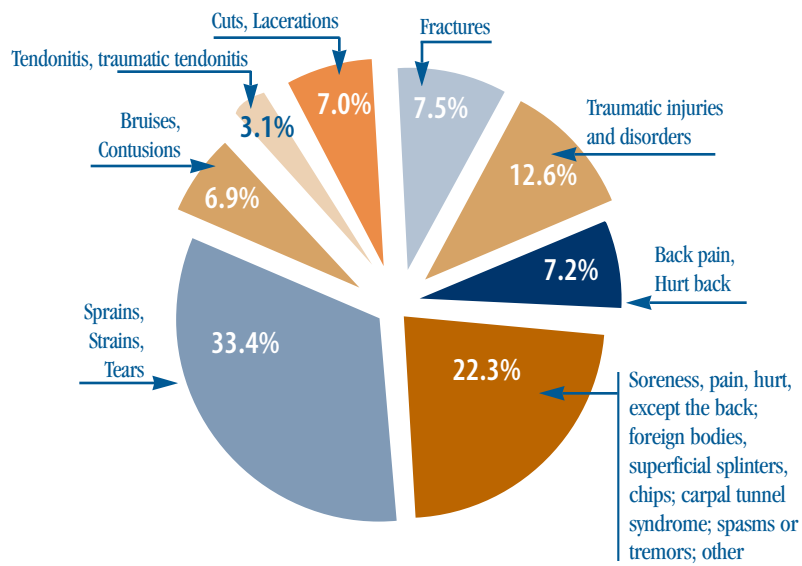
Average Payment per Claim



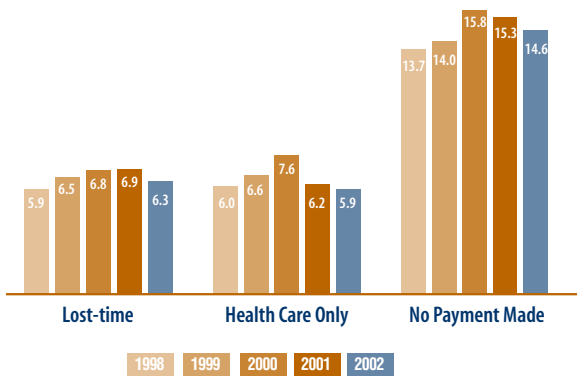
Number of Claims Adjudicated



Nature of Injury



Number of Claims Adjudicated by Type



Return to Work

Injured Workers with Lost-time Claims

| % returning within | 1999 | 2000 | 2001 | 2002 |
|--------------------|------|------|------|----------|
| 20 days | 60% | 59% | 60% | 63.5%* |
| 60 days | 77% | 76% | 76% | 77 %** |
| 260 days | 94% | 93%* | 93% | 93.5%*** |

*Data is calculated to the end of second quarter 2002

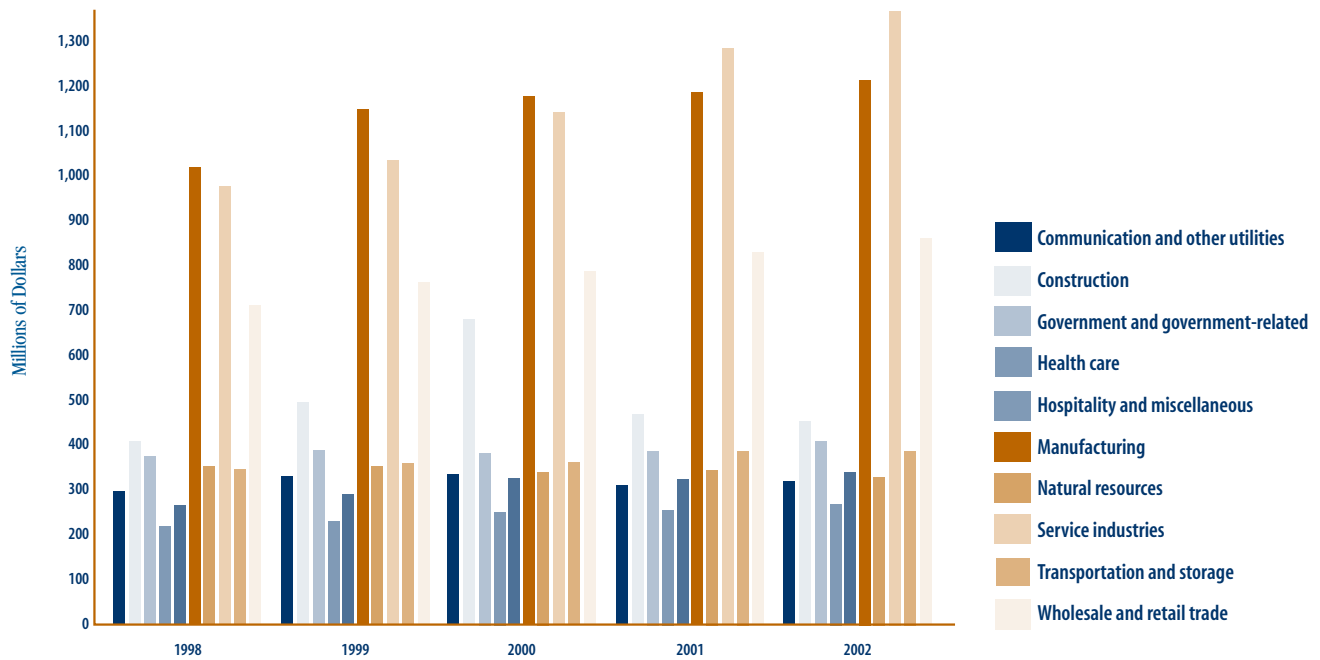
**Data is calculated to the end of second quarter 2001

Goal Four Statistics

GOAL FOUR STATISTICS

The following charts and tables display the detailed results of the Commission's 2002 efforts to achieve Goal Four.

Payrolls by Sector

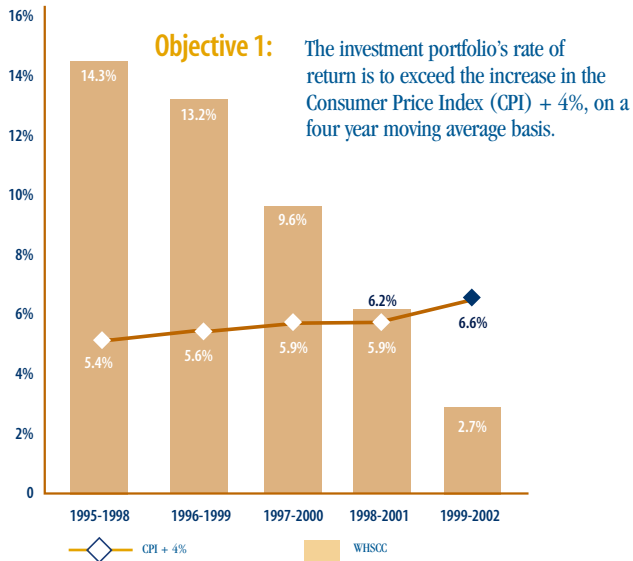


Investment Returns by Asset Class for the Year Ended December 31, 2002

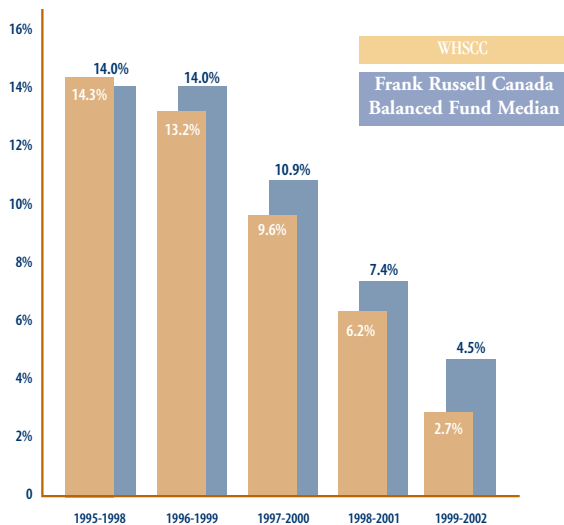
| | WHSCC | Median* | Quartile Ranking |
|--------------------------|--------|---------|------------------|
| Canadian Bonds | 8.7% | 8.9% | 3 rd |
| Canadian Equities | -9.9% | -10.3% | 2 nd |
| U.S. Equities | -18.5% | -22.9% | 1 st |
| EAFE Equities | -13.3% | -16.1% | 2 nd |
| Emerging Market Equities | -3.6% | -4.8% | 2 nd |

* The median return refers to the Frank Russell Median for all asset classes except Emerging Market Equities which refers to the SEI Median.

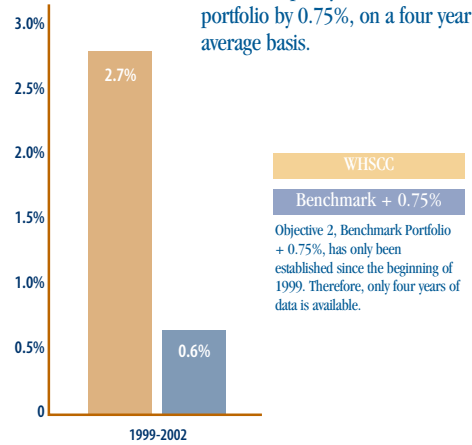
Performance Objectives



Objective 3: The investment portfolio's rate of return is to exceed the median fund return of a recognized universe (Frank Russell Canada Balanced Fund Median), on a four year moving average basis.



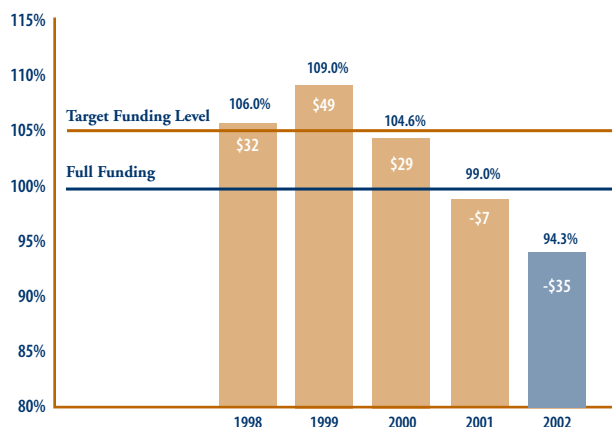
Objective 2: The investment portfolio's rate of return is to exceed the return generated by the investment policy defined benchmark portfolio by 0.75%, on a four year moving average basis.



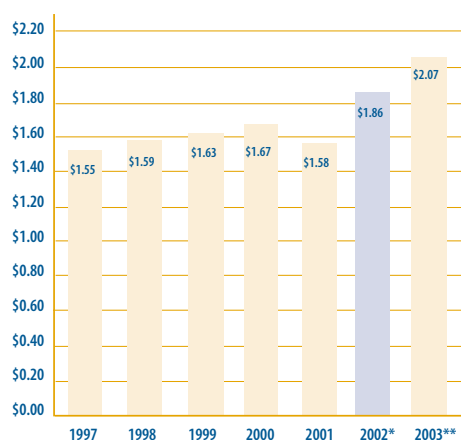
NOTE: The WHSCC Audited Financial Statements are published in the WHSCC's 2002 Annual Report to the Legislative Assembly of New Brunswick – available online at www.whsc.nb.ca. Printed versions are available by calling 506 633-5660 or 1 800 222-9775.

[goal four statistics]

Funding History – Dollar Amounts (in Millions) and Percentage Funded



New Brunswick Actual Average Assessment Rates



*projected, pending final figures for 2002

**provisional average assessment rate

Canada – Average Assessment Rates (in 2003 Ascending Order)

| Jurisdiction | Actual 1998 | Actual 1999 | Actual 2000 | Actual 2001 | Provisional 2002 | Provisional 2003 |
|---------------------------------|-------------|-------------|-------------|-------------|------------------|------------------|
| Yukon | \$1.58 | \$1.41 | \$1.29 | \$1.30 | \$1.25 | \$1.41 |
| Manitoba | \$1.86 | \$1.49 | \$1.49 | \$1.49 | \$1.49* | \$1.56 |
| Northwest Territories & Nunavut | \$1.93 | \$1.20 | \$1.04 | \$1.18 | \$1.18 | \$1.60 |
| Alberta | \$1.34 | \$1.07 | \$1.12 | \$1.31 | \$1.68 | \$1.89 |
| Saskatchewan | \$1.82 | \$1.77 | \$1.73 | \$1.70 | \$1.75 | \$1.91 |
| British Columbia | \$2.01 | \$1.88 | \$1.73 | \$1.78 | \$1.91 | \$1.92 |
| Quebec | \$2.53 | \$2.27 | \$2.12 | \$1.89 | \$1.85 | \$1.93 |
| New Brunswick | \$1.59 | \$1.63 | \$1.67 | \$1.58 | \$1.90 | \$2.07 |
| Ontario*** | \$2.59 | \$2.42 | \$2.29 | \$2.13 | \$2.13 | \$2.19 |
| Prince Edward Island | \$2.12 | \$2.11 | \$2.08 | \$2.29 | \$2.29 | \$2.39 |
| Nova Scotia | \$2.53 | \$2.56 | \$2.55 | \$2.49 | \$2.54 | \$2.54 |
| Newfoundland | \$3.24 | \$3.23 | \$3.23 | \$3.24 | \$3.24 | \$3.24 |

* January 1, 2002 - June 30, 2002

** July 1, 2002 - December 31, 2002

*** Ontario only publishes the provisional average assessment rate

Note: Caution should be exercised in comparing provinces' and territories' average assessment rates. Interjurisdictional differences in extent of coverage, industry mix, benefit levels and assessable maximums can affect average assessment rates. The 2002 and 2003 figures are provisional based on rate setting projections, as actuals were not all available at the time of printing.

Source: Association of Workers' Compensation Boards of Canada

Certain figures may have been restated to reflect more up-to-date information.

Third Party Actions

January 1, 2002 – December 31, 2002

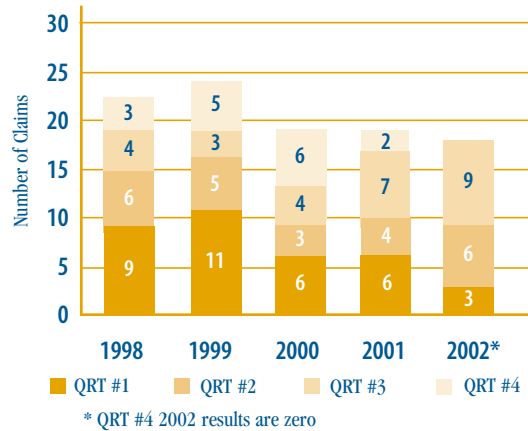
| Number of Cases under Management | Number of Cases Finalized | Legal Fees on Finalled Cases | Worker Benefits Paid | WHSCC Recovery | Excess Paid to Workers | WHSCC % of Recovery | Employer Cost Relief | Legal Fees % of Recovery |
|----------------------------------|---------------------------|------------------------------|----------------------|----------------|------------------------|---------------------|----------------------|--------------------------|
| 75-90 | 28 | \$106,745 | \$397,203 | \$492,880 | \$642,547 | 97.80% | \$492,880 | 9% |

Goal Five Statistics

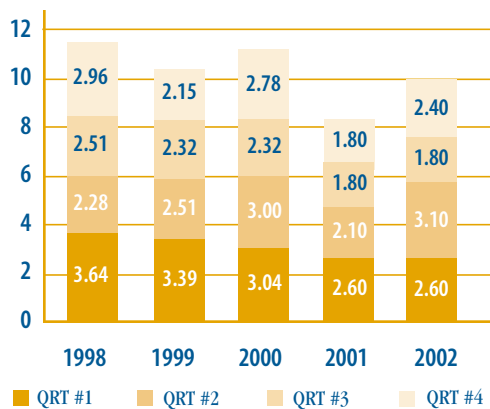
GOAL FIVE STATISTICS

The following charts and table display the detailed results of the Commission's 2002 efforts to achieve Goal Five.

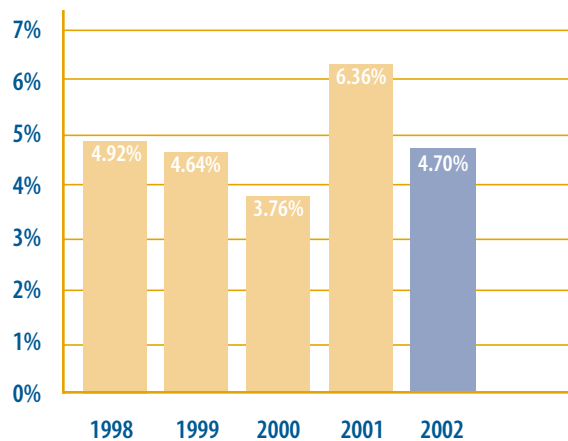
Accepted Claims for Commission Staff



Absenteeism (Days per Person)



Staff Turnover



Note: Certain figures may have been restated to reflect more up-to-date information.

Employment Milestones and Retirements

In 2002, the WHSCC recognized 12 retirees and 49 employees for their long years of public service.

- Those with 5 Years of Government Service**
 Greg Baker, Malcolm Burns, Michael Hallett, Doug Malcolm, Nola McGinn and Delcia Wentzell.
- Those with 10 Years of Government Service**
 Monique Bergeron, John Brown, Line Connors, Joanne Coulombe, Diane Green, Katherine Kennedy, Judith McGrattan, Elaine Moyer, Marilyn Sood, Archibald Steeves and Richard Tingley.
- Those with 15 Years of Government Service**
 Julie Barrette-Cairns, Robert Cormier, Kay Fitzgerald, Leslie Foldi, Louise Godbout, James Gray, Beverly Humphrey, Susan Lagacy, Gisèle Lanteigne, Susan Linton, Lee O'Blenis, Jeannette Richard, John Robertson, Carmélia Savoie, Claude Savoie, Pauline Savoie and Sheila Springer.
- Those with 20 Years of Government Service**
 Patrick Graham, Bandu Imbulgoda, Eileen Keating, Barbara Keir, John Maguire, Linda Matheson, Cindy Phinney, Barry Roberts and Mary Tucker.
- Those with 25 Years of Government Service**
 Valerie Edgett, Gerard Gionet, Bruce Harquail, Welman Liston and Marie-Louise McDonald.
- Those with 30 Years of Government Service**
 Diane Cartwright
- Those who Retired:**
 Martine Cormier, Carey Doucette, Betty Fergus, Lorraine Howe, Edward Lenarczyk, Myrtle McCarthy, William McNulty, Conrad Pitre, Jean-Louis Richard, Denise Ross, Léo Verret and Donna Walker-Wilson.

[emergencies]

Health and Safety Emergencies

Toll free: 1 800 442-9776

Claims Enquiry

Toll free: 1 800 222-9775

Assessment Services

Toll free: 1 800 222-9645

Nova Scotia, P.E.I., Newfoundland, Quebec and Ontario

Toll free: 1 800 222-9775

Saint John Head Office

1 Portland Street
PO Box 160
Saint John NB E2L 3X9
Telephone: 506 632-2200
Toll free: 1 800 222-9775

Appeals Tribunal

Telephone: 506 632-2200
Toll free: 1 800 222-9775
Fax: 506 633-3989

Grand Bay-Westfield Workers' Rehabilitation Centre

Location

3700 Westfield Road
Saint John NB E2M 5Z4
Telephone: 506 738-8411
Toll free: 1 800 222-9781
Fax: 506 738-3470

Postal Address

PO Box 160
Saint John NB E2L 3X9

[offices]

Bathurst Office

Place Bathurst Mall
1300 St. Peter Avenue
Suite 220
Bathurst NB E2A 3A6
Telephone: 506 547-7300
Toll free: 1 800 561-2524
Fax: 506 547-7311
506 547-2982

Grand Falls Office

166 Broadway Blvd.
Suite 300
PO Box 7244
Grand Falls NB E3Z 2J9
Telephone: 506 475-2550
Toll free: 1 800 222-9775
Fax: 506 475-2568

Fredericton Office

500 Beaverbrook Ct.
4th Floor
Fredericton NB E3B 5X4
Telephone: 506 453-2467
Toll free: 1 800 442-9776
Fax: 506 453-7982

Moncton Office

100 Arden Street, Suite 200
Moncton NB E1C 4B7
Telephone: 506 867-0525
Toll free: 1 800 222-9775
Fax: 506 859-6911

How to contact the WHSCC

Appeals Tribunal

APPEALS TRIBUNAL

OUR FOCUS CONTINUES TO BE THE DELIVERY OF THE HIGHEST QUALITY SERVICES POSSIBLE, AND THE FAIR AND TIMELY RESOLUTION OF APPEALS.

TARGET:

A 90 calendar-day completion objective for appeals.

2002 RESULTS SUMMARY:

Although the 90 calendar-day objective for completion of appeals is not yet attained, 2002 saw considerable improvements in processing time.

APPEALS STATISTICS:

The following charts and table display statistics related to the Appeals Tribunal's 2002 workload, and are available in the section following this overview:

- Appeals Received
- Appeals Resolved
- Appeals Initiated
- Appeals Results

Executive Summary

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

"The Appeals Tribunal continues to strive towards completing appeals as quickly as possible with a persistent effort to streamline procedures and generate efficiencies," says Paul LeBreton, Chairperson of the Appeals Tribunal. "And we're doing this while maintaining our commitment to outstanding service where our existing workload is concerned."

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 4 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 16 members who serve on a part-time basis.
- In support of the activities of the Appeals Tribunal, a number of staff work to schedule hearings, prepare the necessary documentation and ensure decisions are sent to all parties concerned.

"The Appeals Tribunal continues to strive towards completing appeals as quickly as possible with a persistent effort to streamline procedures and generate efficiencies."

Paul M. LeBreton, Chairperson of the Appeals Tribunal



[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; and
- supportive legislation and policies.

Appeals Tribunal Service Overview:

Workers, dependents, and employers can appeal decisions of the Workplace Health, Safety and Compensation Commission. As an administrative tribunal, the Appeals Tribunal is a quasi-judicial body that operates on the principles of natural justice.

Appeals Panel Hearings

An Appeals Panel will consider your 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.

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. Members of the Panel act on an impartial basis 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.

2002 Initiatives:

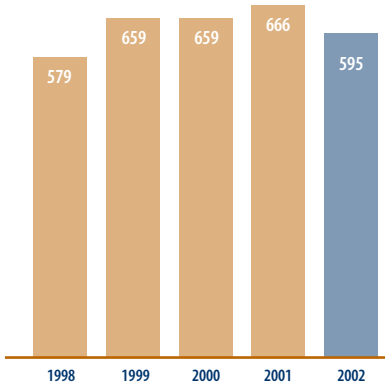
The following list of 2002 initiatives complement the day-to-day work of the Tribunal in its efforts to achieve its goal.

- In early 2002, the Appeals Tribunal developed a process to deal with requests to extend the one-year time limit for requesting an appeal, which was implemented in 2001.
- A pilot project was initiated, allowing Interim Orders to be issued immediately following a hearing, in cases where it is determined by the Appeals Panel that their decision can be quickly and easily implemented by the Commission.
- In 2002, the Appeals Tribunal began insisting that documents to be considered must be filed with the Tribunal at least three weeks prior to a hearing. This avoids delays during the hearing stage and assures that Appeals Tribunal decisions are taken using the same documents on which the Commission based its original decision.
- The Appeals Tribunal continued efforts to enhance information technology systems in order to simplify the appeal process and improve the quality of service.

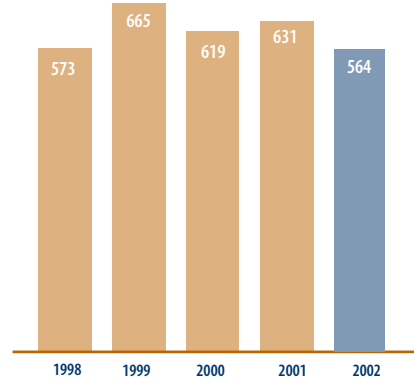
Appeals Tribunal Statistics

APPEALS TRIBUNAL STATISTICS

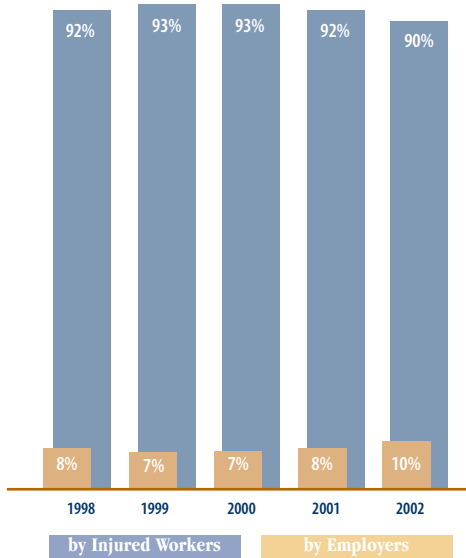
Appeals Received



Appeals Resolved



Appeals Initiated



Appeals Results

| | 1998 | 1999 | 2000 | 2001 | 2002 |
|-----------|------|------|------|------|------|
| Accepted | 45% | 46% | 52% | 49% | 58% |
| Partial | 22% | 23% | 16% | 18% | 8% |
| Denied | 32% | 31% | 32% | 33% | 32% |
| Withdrawn | 1% | — | — | — | 2% |

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