

WHSCC News



Inside:

2 Our New Web Site

3 NBCSA Anniversary

4 Rebate for Victoria
Glen Manor

5 West Nile Virus News

6 Mobile Cranes



7 Good News



8 Upcoming Events

WHSCC News
is published by the
**WORKPLACE HEALTH,
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COMPENSATION
COMMISSION OF
NEW BRUNSWICK.**

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NEW CHAIR FOR THE WHSCC

Robert Scott represents the perfect balance of career and family. He is the founder of the R. M. Scott Insurance agency, husband to Sandra, father of three, and a grandfather who prides himself on community involvement.

Appointed in November 2002, Scott comes to the Commission hoping to continue the progress made through the work of Ray Campbell, his predecessor. He is looking forward to leading an aggressive prevention effort, and is brimming with ideas. Increasing the promotion of safety training and continuing to create a school-based health and safety culture are investments he believes will pay long-term dividends.

When Scott was invited to consider the role of WHSCC Chairperson, he says he thought carefully about what he had to bring to the table.

"Throughout my career, I've always looked for ways to generate value," he says. "Before accepting the position, I wanted to be sure I could do that for the WHSCC."

"I'm a competitive business person," the new Chairperson explains, "and I believe the Commission can produce the results our stakeholders expect if we strive to seek a balance between meeting the needs of workers and considering the demands our economic climate makes on employers."

"In addition to facing rising costs for compensation and



rehabilitation services, we are also affected by wait-lists for surgeries, MRIs and other scarce medical services," states Scott. "Combine these cost-drivers with an aging workforce, the ever-increasing threat of occupational diseases, and lower return on

investments – and you can see a pattern that is reflected in rising assessment rates across the country."

"To put a stop to that trend, I see prevention as the key. Along with common sense, my insurance industry background comes in handy in figuring out what I've known for a very long time: *preventing* accidents is the only way to reduce not only the dollars spent, but the human cost of accidents as well."

Now that R. M. Scott Insurance is gearing up for Rob Scott Jr. to take over the helm after his father's retirement, Chairperson

Increasing the promotion of safety training and continuing to create a school-based health and safety culture are investments he believes will pay long-term dividends.

Scott is looking forward to the new challenges he finds at the WHSCC. He is also looking forward to having more time to enjoy his children, including the two he does not see at work everyday: Geoffrey, who lives in Florida where he works in the hospitality industry, and Jennifer, who is married and lives in Campbellton.

Scott is quick to add that he also intends to continue his work

[Continued on page 2]

INTRODUCING THE NEW WHSCC LOGO

Brand, wordmark, trademark, identity: these are all words used to describe logos.

These days, everyone's got one. From your running shoes to your very own business card – logos are everywhere – and it's easy to take them for granted.

Since the WHSCC was formed in 1995, the Commission has operated under a bilingual wordmark. "When our Web site required an update, we decided it was time to look at our corporate identity as a whole," Mary Tucker, Manager of Communications for the

WHSCC, explains.

A committee was formed, consisting of representatives from each division of the WHSCC and two representatives from the Board of Directors. "Once the committee began to examine our inventory of publications," Tucker says, "we realized a symbol with a meaningful "graphic" emphasis would allow us to format our rather long name in a way that uses less space, while making our products more recognizable to our stakeholders."

"We spent a long time considering a variety of options for

"Building consensus on this issue was extremely important to the process, and to the [Graphic Identity Committee] as a whole" — Donna McNeill, Worker Representative, WHSCC Board of Directors

our logo," says Donna McNeill, Worker Representative on the Board. "Building consensus on this issue was extremely important to the process, and to the committee as a whole." After concept development and several rounds of sketches, the Graphic Identity Committee unveiled the new logo for the WHSCC Board of Directors on December 12, 2002.

"The response to our new

identity has been extremely positive," says John Mahar, Employer Representative on the Board. "I think that's because the logo effectively captures the essence of the organization, while imparting a professional feel and a modern look."

The new identity will be applied using a staged rollout. "Once our Graphic Standards

[Continued on page 2]

LOGO COMPONENTS

The 3 Figures ~ The three figures in our logo symbolize the three main aspects of our business: compensation & rehabilitation, prevention, and no-fault insurance. They also serve as a representation of the partnership of workers, employers, and Commission staff members that makes our business work. The three figures are subtly joined to represent a culture of cooperation and effective integration of services.

The Province ~ The silhouette of the Province symbolizes the geographic area the WHSCC serves. When the logo is used in large format: i.e. larger than 1 foot square, geographic detail will be enhanced.

The Colour ~ The dark blue in the logo is universal in appeal, representing worker and employer alike, from coveralls to a blue suit. The secondary colour, a deep orange you will see in our communications materials and in the "WorkSafe" tagline, serves to steer the corporate colours clear of other affiliations, and gives the identity a modern feel by contrasting with the blue.

Tagline ~ The Prevention Services Division will incorporate the "WorkSafe" tagline. This message supports the objectives of the Division – programs and services designed to prevent workplace accidents and diseases and ensure compliance with the *Occupational Health and Safety Act*.

[continued from page 1]

ROBERT SCOTT from page 1 in the community. He has extensive experience working for numerous charities, and serving on Boards such as the Greater Saint John United Way, Saint John Port Corporation, Imperial Theatre, and the Life Underwriters Association. He was recently presented with The Golden Jubilee Medal for community service.

The Commission welcomes Robert Scott and is looking forward to facing the future with such energy and enthusiasm sitting in the "Chair." □

NEW LOGO from page 1 Guide is complete, we will proceed with launching the new look," Tucker says. "Our stakeholders can look forward to an updated Web site and a new look for communications items as the existing inventory depletes." The final stage in the rollout will involve new signage, which is scheduled for development in 2004. □

WorkSafe • Travail sécuritaire



WHSCC WEB SITE RENOVATION

A new WHSCC Web site – reflecting the Commission's new graphic identity – will be launched into cyberspace in early spring 2003.

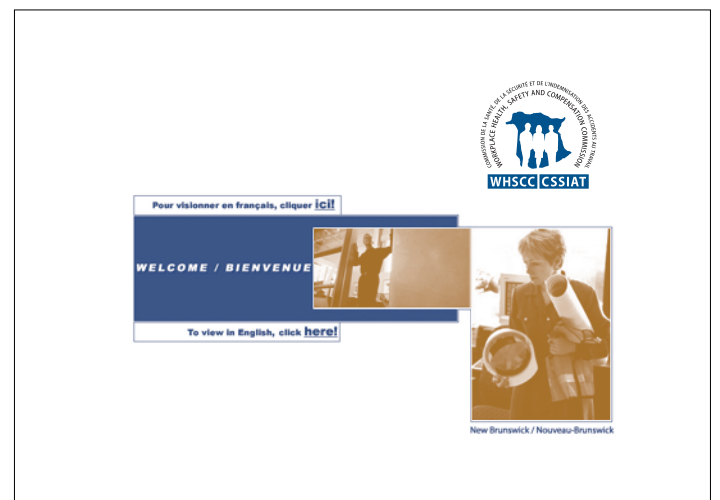
The new site, which will still be available at the www.whscc.nb.ca address, will offer users revitalized content and improved navigation. A sneak preview of new features is listed below.

The overall site design will provide improved access to information.

- The main menu is designed to give user-groups quick access to the information they need.
- Sub-menus use the easy-to-operate Windows® Explorer format for "drilling down" into content.
- The format, look and feel is standardized.

New menu options will provide a more comprehensive view of WHSCC services.

- Main menu items include: Workers, Employers, Health Care Providers, Prevention, Corporate, Legislation, Policies, Resources and Appeals.



Above: The new WHSCC home page, reflecting our new graphic identity.

- All pages provide a "quick link" to the Workers' Rehabilitation Centre.
- All pages provide Helpdesk links including: FAQ, Contact us, Sitemap and Search.

New content will provide users with additional information.

- Each main menu option leads to a comprehensive overview page, and a complete collection of relevant content.
- "Contact us" is broken down by category.
- "Resources" and "Links" sections from the existing site have been incorporated into the new site by category.

The new site will offer improved marketing opportunities.

- Search engines will easily locate the new site, and include it in search results generated for Internet users.
- The new site offers the capacity to support scheduled Web site marketing initiatives. □

NBCSA CELEBRATES FIRST ANNIVERSARY

The New Brunswick Construction Safety Association (NBCSA) is pleased to celebrate the successful completion of its first year of operation.

The year 2002 saw NBCSA staff working hard to introduce the association's mandate and mission to the industry at large – spreading the word by presenting to a wide variety of construction industry associations.

A major component of the NBCSA's mandate is training, and they were able to deliver many more courses throughout the year than forecasted:



more than 3,400 seats in twelve different courses were filled by almost 2,000 people. They are looking forward to breaking this record in the 2003 training year.

The following is a list of NBCSA courses, which were developed and rolled-out to both construction industry workers and management personnel over the last year: *Principles of Loss Control,*

Principles of Loss Control Audit, Leadership For Safety Excellence, Safety Orientation, Train the Trainer, O. H. & S. Regs and Act, WHMIS Generic, First Aid, Fall Protection Generic,

By May of 2003, the NBCSA will be promoting a new Manlift Awareness course that will be offered to all employees that work with this popular piece of equipment.

Confined Space Generic, Workplace Signage (WATCM), and Traffic Control Person.

By May of 2003, the NBCSA will be promoting a new *Manlift Awareness* course that will be offered to all employees that work with this popular piece of equipment. The goal of the course will be to create a solid understanding of how the equipment works, and heighten awareness of how it can be safely operated. The employee will still require a hands-on equipment course with a qualified trainer, but the *Manlift Awareness* course will give

them the generic training they need to get to this step.

In 2002, the NBCSA, along with its partners, New Brunswick Training and Employment Development and the New Brunswick Building

Trades Council, were honored to be able to sponsor eight New Brunswick Community College (NBCC) students enrolled in construction-related programs, allowing them to attend the WHSCC Conference 2002. This was a first for the construction industry, and is something the NBCSA would like to do again in 2003.

The NBCSA is looking forward to spending 2003 building on the terrific interest shown over the past year, and serving the training needs of the NB construction industry in the near future. For more information on their services and mandate, please visit their web site at: www.nbcsa.ca. □

WHSCC'S 2003 INTERNAL HEALTH AND SAFETY PROGRAM LAUNCHED

On January 17th Doug Stanley, President and CEO of the WHSCC, launched the Commission's 2003 Health and Safety plan, which uses the 5*22 Health and Safety system. This system, a Commission-developed program, has been adopted by many workplaces in New Brunswick over the past several months.

Heather Cossaboom, the WHSCC's Director of Human Resources, says this year's plan builds upon past initiatives based on the 5*22 program. "A health and safety audit enabled us to identify gaps in our program and then address them in this year's plan," she says.

At the January launch, Doug Stanley emphasized – to representatives from all WHSCC divisions and the Appeals Tribunal – the importance of the WHSCC becoming a "flagship employer" for health and safety. He said the success of the 2003 Health and Safety Plan – which outlines a series of aggressive but attainable goals – is tied directly to the personal responsibility and accountability of each staff member.

The President will be monitoring the Commission's progress through comprehensive progress reports,

delivered quarterly by the Vice-Presidents and the Appeals Tribunal.

"The quarterly reports will be communicated to all employees," says Cossaboom.

The WHSCC's 2003 Health and Safety Plan outlines a series of aggressive but attainable goals.

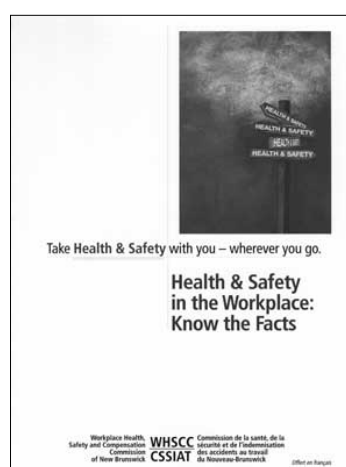
"If we're going to see some real health and safety achievements this year, we all need to monitor our progress very closely."

For more information on how your workplace can improve its safety record, log onto www.whsc.ca. □

HEALTH & SAFETY IN THE WORKPLACE: KNOW THE FACTS

Attention workers and employers: do you have questions about health and safety in the workplace?

If you do, the WHSCC has the publication for you! *Health & Safety in the Workplace: Know the Facts* was published in the spring of 2002 to provide an overview of the fundamentals of occupational health and safety. In an easy to read format, it addresses



common health and safety issues significant to any workplace. Aimed at educators, staff trainers, joint health and safety committee members, and future and current workers, the publication covers:

- employer and employee rights and responsibilities,
- due diligence,
- recognizing hazards in the workplace,

- soft-tissue injuries,
- hazards: signs and symbols,
- preparing for emergencies in the workplace,
- health and safety checklist, and
- training for the new worker.

Health & Safety in the Workplace: Know the Facts is available in both French and English and is free of charge. To order, please call 1 800 222-9775. □

[noteworthy]

Interesting Web site:
www.speakwell.com

Provides a link to *WELL – newsletter for wellness* by Dr. Martin Collis, Ph.D.

LOG CRASHES THROUGH REAR WINDOW OF FORWARDER

The operator of an eight-wheeled forwarder narrowly escaped injury when a log slid forward over the bunk of the load he was transporting and crashed through the rear window of the cab. The operator was travelling to roadside with a full load of logs when the logs shot forward as the equipment drove through the roadside ditch. "I thought the glass was bulletproof and that this couldn't happen to me," stated the operator.

The WHSCC investigation revealed that the rear window was the original one supplied with the machine. It was made of 9mm thick Marguard. This type of Lexan glazing is only designed to take the shock of protruding branches and not the full force of a log.

RECOMMENDED PREVENTATIVE ACTION

- Don't overload the machine. Logs should be contained inside the bunk area.
- Don't rely solely on glazing as a safeguard against injury. Although glazing materials have improved over the years, their strength can decrease over time with the effects of UV rays and contact with hydraulic oils or petroleum-based products.



Above: a forwarder with a bunk.

- Replace Lexan that:
 - Becomes hazy or yellow,
 - Has a scratch on either side that can be felt with a fingernail, or
 - Has small cracks coming from the edges or mounting holes.
- For unguarded Lexan material, install appropriate metal guarding if there is a likelihood that the window will be struck with severe impact.

A complete listing of WHSCC Hazard Alerts is available at www.whscc.nb.ca.

[appointments]

The WHSCC Board of Directors is pleased to welcome:

ROBERT M. SCOTT
founder of the R. M. Scott Insurance Agency, as *Chairperson*

LIN HUPMAN
of Shaw Brick in Fredericton, as *Employer Representative*

Paul LeBreton, Chairperson of the Appeals Tribunal, is pleased to welcome:

ROBERT CYR
appointed for a three year term as *Vice-Chairperson*



Left: The staff at Victoria Glen Manor receive their WHSCC rebate cheque.

NB NURSING HOME RECEIVES REBATE

When it comes to paying the WHSCC's annual premiums, New Brunswick's nursing homes are among the most heavily assessed businesses in the province. At more than three times the provincial average for assessment rates, primarily due to the frequency of soft-tissue injuries, it can be a heavy financial burden.

Lise Malenfant, the WHSCC's Manager of Regional Services for the Northwest Region, is there to help. "We're working with nursing homes around the region to help them reduce their rates," she says. "The WHSCC offers them a variety of specific ways to do that."

Victoria Glen Manor, a 65-bed nursing home in Perth-Andover, is a good example. They've participated in the WHSCC's Risk Management Program since 1994. "We saw this initiative as a means to use the WHSCC's resources to become better at providing a safer, healthier workplace for our staff," says Rick Haddad, Executive Director.

The Manor worked in partnership with the WHSCC to offer their staff in-service education opportunities, ergonomics assessments, infection control procedures,

"they've become a safer, healthier workplace...[and for them] that meant a \$4,904.21 rebate on their annual WHSCC premium" — Lise Malenfant, Manager of Regional Services

and fire safety programs. They also implemented Prevention Services' *Back In Form* program.

"Over the course of our participation in the Risk Management Program," Haddad says, "we've improved our risk management score by 8%."

As a participant in Assessment Services' Experience Rating System, the Manor has parlayed their success in the Risk Management Program into an improved

experience rating. "They've become a safer, healthier workplace when compared to the other members of their classification group," Malenfant explains. "For Victoria Glen Manor, that meant a \$4,904.21 rebate on their annual WHSCC premium." □

WEST NILE VIRUS: THE FACTS

Summer may seem like a long way off, but mosquito season will soon be upon us.

This year it is more important than ever to protect yourself from that pesky insect, due to the rapid spread of the West Nile virus (WNV) in North America.

To date, Health Canada has reported a total of 394 (80 probable, 314 confirmed) human cases of the West Nile Virus in Canada. In Ontario and Quebec, 13 deaths have been attributed to it. So far no WNV activity has been identified in NB, however WNV infected birds have been found in the neighbouring jurisdictions of NS, PQ and the State of Maine.¹

While everyone should know the facts, if you're an outdoor worker in particular, you should take steps to protect yourself.

Here is what Health Canada tells us:

The West Nile virus is spread to humans by the bite of an infected mosquito. The mosquito becomes infected by

feeding on the blood of a bird that carries the virus.

While anyone exposed to mosquitoes – in an area where the West Nile virus has been detected – is at risk of infection, your chance of being bitten by an infected mosquito is small. Studies have shown that even in areas where mosquitoes carry the virus, less than 1% of them can transmit it.

New research shows that human-to-human transmission is possible through blood transfusion, organ donation, and breast milk.

Most people who become infected have no symptoms at all, or may experience only mild flu-like symptoms.

Certain people, including seniors, the young, and those with weak immune systems, are at greater risk for serious health effects, including meningitis or encephalitis and sometimes death. In these cases, symptoms could include the rapid onset of severe headache, high fever, stiff neck, vomiting, drowsiness, confusion, muscle weakness, and loss of consciousness. Anyone who experiences the sudden onset of these symptoms should seek immediate

medical attention.

There is no specific treatment, medication, cure, or vaccination for illness due to WNV. However, many of the symptoms and complications of the disease can be treated, and most people infected with WNV recover.²

Need More Info?

The WHSCC is available to answer your questions, and will continue to liaise with the NB Department of Health and Wellness to keep you apprised of new developments.

Please contact us at: 506 453-2467, or 1 800 442-9776.

For general information on the West Nile virus in Canada, visit: <http://www.bc-sc.gc.ca/pphb-dgspsp/wnv-vwn/index.html>.

For specific information on West Nile virus activity in your area, contact your provincial and/or local public health authority. ☐

¹ *West Nile Virus Weekly Newsletter for November 12, 2002*, published by the New Brunswick Department of Health, Provincial Epidemiology Service.

² *Government of Canada Department of Health Web site: http://www.bc-sc.gc.ca/pphb-dgspsp/publicat/info/wnv_e.html.*

[protect yourself]

If infected mosquitoes or infected dead birds have been reported in your area, take the following precautionary steps:

- Minimize time outdoors at dawn and dusk, when mosquitoes are most active.
- Whenever possible, wear pants and long-sleeved tops when outside.
- Use insect repellents.
- Make sure that door and window screens fit tightly and are free of holes.
- Mosquitoes need pools of standing water to breed. Take steps to reduce mosquito populations in your area.¹

Safety tips on using personal insect repellents:

- Always read the entire label carefully before using.
- Never use a product labelled as an insecticide on your body.
- Reapply the product as required, according to the concentration of the active ingredient.

A guideline for adult use of DEET insect repellent products is shown below:

- Products should contain no more than a 30% concentration.
- Protection periods for various levels of concentration are:
30% DEET = 6.5 hours of protection
15% DEET = 5 hours of protection
10% DEET = approximately 3 hours of protection
5% DEET = approximately 2 hours of protection

A guideline for adult use of insect repellent products containing citronella or lavender oil is shown below:

Citronella oil products = less than one hour protection
Lavender oil products = half an hour protection or less²

¹ Government of Canada Department of Health Web site: http://www.bc-sc.gc.ca/pphb-dgspsp/publicat/info/wnv_e.html.

² Excerpted from the Government of Canada Department of Health Web site: http://www.bc-sc.gc.ca/pphb-dgspsp/publicat/info/repell_e.html.

[employer information]

CONTRACTORS FROM ANOTHER JURISDICTION

When a contractor from another jurisdiction is awarded a contract for work to be carried out in New Brunswick, they are required to register with the WHSCC if:

- the contractor has three or more workers; **and**
- the duration of the job exceeds one week.

If the duration of the job is less than one week, or the contractor has fewer than three workers, registration is not mandatory.

Contractors from another jurisdiction whose registration is not mandatory, become the responsibility of the principal New Brunswick employer, since contractors are regarded as regular workers.

While a non-resident contractor would receive benefit coverage from their own Workers' Compensation Board, they would not be immune from litigation within New Brunswick unless they register for coverage with the WHSCC.

An up-to-date clearance certificate should be requested before making any agreement with a broker or contractor.

Without registering a non-resident contractor with the WHSCC, the principal employer will not receive either:

- 1) immunity for himself and his workers
- 2) immunity for the non-resident contractor

To ensure benefit coverage has been extended while work is being conducted in New Brunswick, the principal employer should request from each non-resident contractor a letter from the resident jurisdiction's Workers' Compensation Board or Commission indicating that the contractor's account is in good standing. A copy of the

letter should be submitted with the list of contractors reported on the *Employer's Payroll Report* (Form 100) to avoid further assessment in New Brunswick.

Reminder: An up-to-date clearance certificate should be requested before making any agreement with a broker or contractor. The Principal is liable for (i) any unpaid assessment of a registered broker or contractor; and (ii) any assessment related to work carried out by an unregistered broker or contractor.

MOBILE CRANE INSPECTION & CERTIFICATION

A June 2001 amendment to the *Occupational Health and Safety Act* now requires annual inspections for all mobile cranes in the province of New Brunswick. Employers and owners should take note that both the inspection and certification of this equipment must comply with the following list of requirements in order to be complete:

Mobile crane inspections must be conducted in accordance with the requirements of Clause 4.3.5.1 of CSA standard Z150-98, "Safety Code on Mobile Cranes", and:

- the engineer performing or supervising the inspection must be competent in the inspection of cranes;
- a visual weld inspection must be performed to CSA Standard W59-M1989, "Welded Steel Construction" by a person qualified to CSA Standard W178.2-96,

"Certification of Welding Inspectors;"

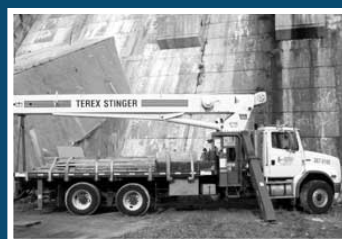
- nondestructive testing of critical and suspect areas must be performed. This testing must be conducted by a person qualified to Standard CAN/CGSB 48.9712-95, "Qualification and Certification of Nondestructive Testing Personnel."

The inspection must also include:

- a verification of all items listed in the daily inspection (section 4.3.3.1);
- a verification of all items listed in the periodic inspection (section 4.3.4.1);
- a load test, if recommended by the manufacturer, and
- inspection of all accessible structural elements of the crane (items (a) to (j) in 4.3.5.1).

Required components of a mobile crane certification document are:

- The certification document must state that the inspection was conducted in accordance with clause 4.3.5.1 of CSA standard Z150-98, "Safety Code on Mobile Cranes."
- The certification document must state that the crane is in safe working order.



For more information, please refer to *General Regulation 91-191*, section 213.21 of the *Occupational Health and Safety Act*.

To order a copy of the standards relating to mobile crane inspections and certifications, please contact:

- Canadian Standard Association (CSA) Standard Sales at:
phone: 416 747-4000
fax: 416 747-4149
e-mail: sales@csa.org,
or online at:
www.csa-international.org
- Canadian General Standards Board (CGSB) at:
phone: 1 800 665-CGSB, or
fax: 819 956-5644.

- The certification document must provide details on the conditions under which the mobile crane was inspected.
- The certification document must be accessible to the operator.
- The certification document must be made available to a WHSCC Health & Safety Officer upon request. (It should be noted that a mobile crane can come into NB with a certification from another jurisdiction, provided the crane was inspected and certified by a professional engineer in that jurisdiction, and the inspection and certification was conducted as described above.)

[in the courts]

Southwest Concrete Ltd. of St. Stephen – During the winter the company used a portable conveyor to move material into a basement. As an employee walked by, he slipped on some ice and fell. He reached out to grab something to prevent the fall, and his arm came into contact with an unguarded moving part of the conveyor. The employer did not report this accident to the Commission. The employer was required to have the moving parts of the conveyor guarded from contact. The company was fined \$1,200 for failing to report the accident and \$3,600 for the failure to guard the conveyor.

M.A.J.S. Entreprise Ltée of St. Leonard – The company was working in the Belledune area installing a membrane on a large roof. Instead of using a warning line as required by the regulations, the employer placed a scissor lift at the edge of the roof. An employee was instructed to move the lift as the workers on the roof progressed. The employee on the ground had other duties as well. At one point the lift had not been moved to match the workers' progress and an employee backed off the roof, falling almost twenty feet. The employer was fined \$2,520.

Ville de Dieppe – During the summer, the Town hired students to help maintain the sports fields in the area. The students were supervised on-site by a permanent employee. Among the equipment the students used was a small, motorized utility vehicle that could carry two people and their equipment. One day the supervisor was on vacation and was not replaced. While a student employee was operating the vehicle that day, it rolled over in a turn, pinning the passenger's ankle between the roll-bar and the ground. The passenger suffered a broken ankle. The Town was charged with not advising seasonal employees of the hazards associated with this machine, especially that it may roll over in turns. The Town was fined \$1,500.

McLean Chimney Co. Ltd. of Cobourg, Ontario – The company was working in Dorchester removing the top ten feet of a tall chimney. Staging was set up around the chimney that could be lowered as the work progressed. At the point where the access ladder met the staging, the staging was narrow. While working in that area an employee lost his balance and fell approximately 110 feet to his death. He was wearing his safety harness but was not connected to the platform at the time of the accident. The company was fined a total of \$11,500.

Atlantic Wholesalers Ltd. of Moncton – After an employee's clothing became entangled in a conveyor he was found unconscious by a co-worker. An immediate call was placed to 9-11, but no first aid was attempted, as no one was trained to provide it. The investigation did not find the company at fault in the actual accident, but it was charged for failing to ensure that there was the required equipment and trained personnel in the store. The employer was fined \$4,000.

Sea Coast Fishing Supplies Ltd. of Grand Barachois – During a break from cutting wood for lobster traps, one employee opened the saw to brush away the sawdust that had collected there. Another employee, anxious to start work but unable to see that his co-worker had his hand in the saw, started the machine to prepare to recommence work. The employee suffered an amputation of two fingers. The employer was charged with failing to ensure that employees lock out a machine before cleaning it. The company was fined \$3,000.

FYI – The latest "In the courts" news can now be found on our Web site: www.whsc.nb.ca.

Cobourg • Dieppe • Grand Barachois
Moncton • St. Leonard • St. Stephen

In 1999, the WHSCC undertook a multi-year initiative to improve the medical management of soft-tissue injuries. This initiative began with a successful pilot program using the clinical services of the Workers' Rehabilitation Centre (WRC).

INTRODUCING THE WORK CONDITIONING PROGRAM

The pilot program involved "work conditioning" – an active physiotherapy approach which focuses on exercise, education, and early, safe return to work – and has been shown to be more effective in returning clients to work in a timely manner than traditional approaches to physiotherapy. When compared to a control group, 30% more WHSCC claimants – starting the work conditioning program between week 8 and 11 – returned to work by week 30. This represents an average cost-saving of \$7,000 per claimant.

This success story has since formed the basis of a general approach for managing soft-tissue injuries, called the Work Conditioning Program.

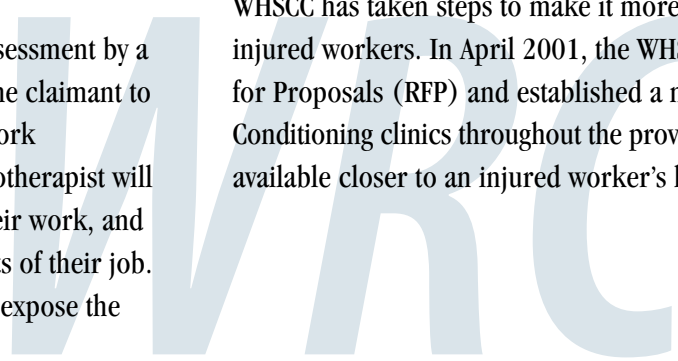
The Program starts with a detailed two-part assessment by a physiotherapist. The physiotherapist will assess the claimant to determine the type of treatment needed, and if Work Conditioning is an appropriate option. The physiotherapist will also ask the claimant specific questions about their work, and check their ability to perform various components of their job. From there, the Work Conditioning program will expose the injured worker to:

Exercise to improve movement, strength and physical fitness – to help the client safely return to work. They may also practice components of their job to improve their abilities.

Information to help the client understand their injury, their expected recovery time, and safe work techniques to help prevent a similar injury from happening again. The physiotherapist will also help them find ways to control their symptoms at home and at work.

The Work Conditioning Program also includes a collaborative return to work process. As soon as the client is able to perform some of the tasks associated with their job, for at least part of the day, they will return to work. An occupational therapist will work with the client and their employer to plan a program of tasks they can safely perform. As the client is able, they will gradually expand the range of tasks they are able to perform, until they are once again able to assume full responsibility for their duties.

The Work Conditioning Program has been so successful, the WHSCC has taken steps to make it more widely available to injured workers. In April 2001, the WHSCC tendered a Request for Proposals (RFP) and established a network of Work Conditioning clinics throughout the province, making the program available closer to an injured worker's home. □



A RESTAURANTEUR – AND A ROLE MODEL

[good news]

When Pascal Thebeau was injured at work in 1999, he never imagined the road to recovery would lead to such success.

From his restaurant in Salmon Beach near Bathurst NB, he looks out over Chaleur Bay and says he would not change a thing. Thebeau says a workplace accident can be a setback, or it can push you forward to new things. "If it weren't for my accident," he says, "I would not be here, in a place I love and call home."

But it wasn't an easy road. In October 1999, Thebeau was working for a salmon farm in Temperancevale when he developed both tennis elbow and golfer's elbow, requiring surgery. His first operation was in November, and a second followed in February 2000. Thebeau then went home to recuperate for the following 18 months.



Above: Pascal Thebeau and his wife Debbie at their restaurant in Salmon Beach, NB.

"I feel my success in overcoming my injury may have motivated others to give their rehabilitation their best shot." — Pascal Thebeau

In May 2001, he enrolled in the Work Recovery Program at the Workers' Rehabilitation Centre (WRC) operated by the WHSCC. "After surgery I was afraid to try new things," Thebeau says, "but the staff at the WRC were very helpful." While enrolled in the Work Recovery Program, Thebeau participated in many therapeutic activities,

with the goal of building strength and confidence.

At the end of the program, he applied for and was accepted into the position of Rehabilitation Assistant at the WRC. While on staff, Thebeau worked with physiotherapists to treat other injured workers, and helped out with the

ceramics program. He also introduced sculpting to the program, an activity that offers many therapeutic benefits to participants.

Thebeau was considered a valuable asset to the WRC. He says he felt he offered something special to the injured workers there because he was an injured worker himself: "I feel my success in overcoming my injury may have motivated others to give their rehabilitation their best shot."

In June of 2002, Thebeau and his wife Debbie moved to Salmon Beach to take on a new challenge. Together they purchased and re-opened a restaurant that had been closed for more than two years. Debbie took on the duties of cook, bookkeeper and accountant, while Pascal became the waiter, business manager, and jack-of-all-trades. Since opening, the restaurant has been a great success, and Thebeau has

enjoyed the support of his new community.

Despite his move, Thebeau has kept in touch with the staff at the WRC, and has become a role model for other injured workers. He showed that they could recover and find new employment, even if it was doing something completely new. He has this to say to injured workers enrolling in the programs at the WRC: "Go with an open mind."

Pascal Thebeau knows he will never physically be 100%, but he does feel he is 100% better in terms of his mental health and overall physical shape. For him, the road to recovery was not a trip back to where he was, but a journey towards a new kind of success.

[upcoming events]

Conference: April 5, 2003 Breaking Down the Barriers to Returning to Work: Medical, Employment and Legal Perspectives

This conference will cover the following topics:

- Physician's role and Principles of 3rd Party Medicine
- Human Rights code
- Legal processes when return to work efforts fail
- WHSCC's case management process and disability management program
- Disability management – process, pitfalls and challenges

When: Saturday, April 5th, 2003, 9AM to 5PM

Where: Lord Beaverbrook Hotel, Fredericton NB

Registration Fee: \$120

Information & Registration: Trish Darrach, 1 877 647-0777, or 506 738-4200.

Sponsored by: The New Brunswick Human Rights Commission, the WHSCC, the Canadian Bar Association – NB Branch, and the New Brunswick Medical Society.

Day of Mourning: April 28, 2003

On April 28th, the WHSCC invites you to join workers, their families, employers, and government in paying tribute to those who were injured, killed or suffer from an occupational disease as a result of their work.

NAOSH: May 4–10, 2003

New Brunswick's annual North American Occupational Safety and Health (NAOSH) Week will kick off this year with the theme: "Prepare young workers for the future." As always,

workers and employers are encouraged to get involved to increase awareness about health and safety through workshops and special events. NAOSH Week is an annual initiative led by the Canadian Society of Safety Engineering (CSSE) in partnership with the WHSCC, the Canadian Centre for Occupational Health and Safety (CCOHS), Human Resources Development Canada (HRDC) and others. For NAOSH Week schedules and event details, please refer to the WHSCC Web site at: www.whscc.nb.ca.

WHSCC Job Task Analysis Workshops: May 12–15, 2003

The WHSCC is offering one-day workshops on the topic of completing job task analyses for the purposes of developing a disability management program. Job task analyses are invaluable in developing appropriate return-to-work options for injured or ill employees.

All workshops will be held from 9AM to 3PM, on the dates indicated.

May 12: Coastal Inn, Saint John (*English*)

May 13: Howard Johnson's Hotel, Edmundston (*French*)

May 14: Atlantic Host Hotel, Bathurst (*French*)

May 15: Rodd Miramichi River, Miramichi (*English*)

Registration Details:

Deadline for registrations is May 2nd, 2003, and space is limited.

For English workshops: please contact Richard Grasse.

E-mail: grasser@whscc.nb.ca
Phone: 1 800 222-9775 or 506 451-5627.

For French workshops: please contact Gilles LeBlanc.

E-mail: leblancg@whscc.nb.ca
Phone: 1 800 222-9775 or 506 867-0510.

Disability Awareness Week: June 1–7, 2003

This year's Disability Awareness Week will be held June 1–7, with events Province-wide. Co-Chairpersons Randy Dickinson and Gary Comeau say this year's theme is: "Active Living... Good for Life."

Some of the exciting projects planned to date include:

- Provincial kick-off celebrations (Miramichi, May 31st)
- WHSCC Workers' Rehabilitation Centre open house (Grand Bay-Westfield, June 6th)
- Province-wide Walk and Roll Challenge (Province-wide, June 6th)
- And more!



If you have an idea for a Disability Awareness Week 2003 activity, please share it with the Premier's Council on the Status of Disabled Persons. For more information, contact Disability Awareness Week organizers.

E-mail: pscscp@gnb.ca

Phone: 1 800 442-4412

Details will be posted regularly on their Web site at:

www.gnb.ca/0048.



Information Session on WHSCC Case Management and Disability Management Program Services: How the WHSCC Assists New Brunswick Workplaces

The WHSCC is offering a number of presentations to provide information on its case management and disability management services. These half-day sessions will be offered in different locations around the Province. Topics covered will include:

- WHSCC Case Management Services,
- Current medical management protocols and the importance of early intervention, and
- Workplace Disability Management services and program development steps.

These sessions will be offered at no cost to participants.

For information on dates and locations, as well as registration information, please contact your local WHSCC office:

Bathurst: 506 547-7303

Grand Falls: 506 475-2563

Moncton: 506 847-0501

Saint John: 506 738-4027

Mark your calendar! The WHSCC's 23rd Annual Health and Safety Conference will be held at the Saint John Trade and Convention Centre on October 19, 20 and 21, 2003. □

Dear parents:
Every year in New Brunswick, one worker aged 19-24 dies on the job, and
**How safe will your
1,200 young workers be injured. Don't assume your child is safe.
child be this summer?**

Get the facts. Get involved. For more information or help,

call the WHSCC at 1 800 442-9776.