

Stakeholder Focus

Foster stakeholder relationships in safety and care through customer service excellence.

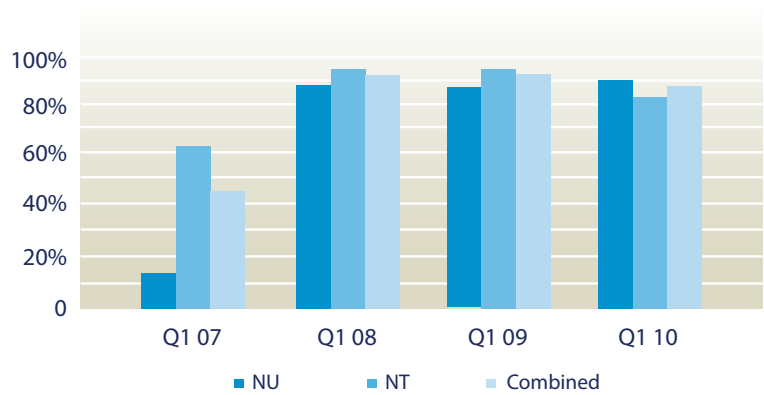
- ▶ Deliver fair and consistent service.
- ▶ Strengthen customer trust and respect through open and clear communication.
- ▶ Deliver and promote safety education and awareness to create and maintain a safety culture.

Activity Highlights

- New WSCC Website launched February.
- Governance Council-approved policies: 03.07 – Calculation of Temporary Compensation, 06.03 – Calculation of Permanent Compensation, and Operational Procedure B.4 – Governance Council Spending, Signing, and Payment Authority.
- Released Insight e-Newsletter March 5.
- WSCC Vehicle Wrap.
- Held two Orthopedic and two Physical Medicine clinics.
- Presented Go Safe: Work Smart at Northern Construction Safety Association “Boot Camp.”
- 38 Safety Education Sessions held in 11 communities (Ft. Simpson, Gameti, Hay River, Yellowknife, Inuvik, Norman Wells, Tsiigehtchic, Iqaluit, Rankin Inlet, Pangnirtung, and Kimmirut).
- 264 mining certificates issued.
- 248 industrial safety inspections completed; 616 orders issued.
- Conducted nine mine site, two winter road, and two reclamation site inspections. 36 orders issued.
- Three exploration sites inspected; three orders issued.
- Three project compliance reviews.
- Two industrial investigations completed.
- Awarded First Aid delivery contract.
- Safety legislation review ongoing.
- 138 Safe Advantage Management Practices Questionnaires distributed.
- 159 employer accounts registered; 1157 clearances completed; and 407 compliance certificates issued.
- 820 claims registered.
- Processed 34 routine disclosure requests; 21 for workers and 13 for GNWT departments.

- 86% of injured workers received their first compensation payment within 25 days from date of registration.
- Review Committee Statistics: At January 1, 2010, 31 cases under review (18 in progress, four client deferrals, and nine Review Committee deferrals). Nine requests for review on nine issues; heard and concluded 19 reviews – 15 of which within 50 days (average turnaround time 47 days). 16 upheld, one reversed, and two varied.

Time to First Payment Within 25 Days



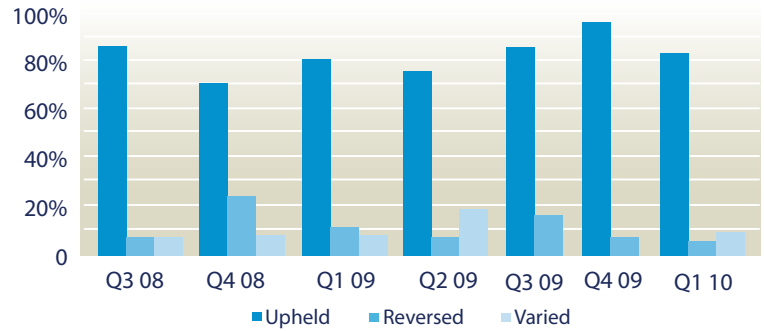
Review Committee				
Requests Outstanding as of December 31, 2009				31
Active ¹	18			
Deferrals	13			
		Appellant ²	4	
		Review Committee ³	9	
Q1 Requests for Review				
New				9
Cancelled				(5)
Concluded				(19)
Requests Outstanding as of March 31, 2009				26
Active ¹	14			
Deferrals	12			
		Appellant ²	5	
		Review Committee ³	7	
1. Active – Requests within the 50-day review cycle.				
2. Appellant – Requests delayed by worker or employer to allow for additional submissions or due to time constraints.				
3. Review Committee – Requests delayed by Review Committee for analytical/ investigative purposes in fairness and best interests of the appellant.				

- Decisions upheld on 84% of completed reviews.
- Q1 average number of days for review completion was 47 days. 79% of reviews heard within the 50-day benchmark. Review Committee completed reviews increased by 53% over Q1 of 2009.

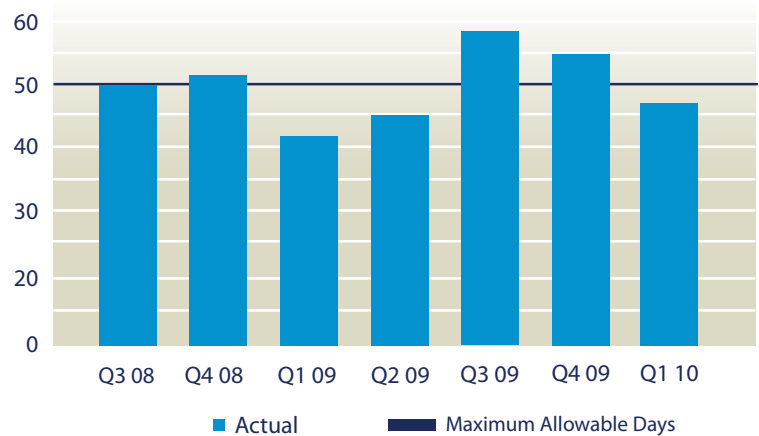
Upcoming Activities:

- 21 Safety Education Sessions planned in three communities – check Safety at www.wsccl.nt.ca or www.wsccl.nu.ca.
- Day of Mourning: April 28.
- NAOSH Week: May 3 – 7.
- Inuvik Petroleum Show: May 28.
- Skills Canada Competitions: NWT/NU – April 20; National – May 21.
- Mine Rescue: June 11 & 12.
- WSCC Website User Survey.
- Release Spring 2010 Reflections Magazine.
- Stakeholder Safety Training Needs Analysis.

Review Committee Outcomes



Review Decisions Within 50 Days



Organizational Excellence

Maintain an efficient and adaptive organization that supports service delivery.

- ▶ Promote employee growth and development.
- ▶ Continuous process improvement.
 - ▶ Provide a healthy and safe workplace.
 - ▶ Cultivate a positive WSCC culture.
 - ▶ Improve internal communication, and access to information and services.
 - ▶ Invest in staff and systems.

Activity Highlights:

- 12 job offers; three to internal candidates.
- 2010 Succession Program targets finance/accounting, safety professionals, and management skills. Five learners enlisted.
- HR Coordinator registered for NCSA COR Program.
- Allocated 2010 employee training budget.
- Employees reported four incidents, identified two workplace hazards.
- Two Safety Officers attended CCOHS Conference.
- Developed a tracking system for fraud investigations, prosecutions, third party actions, and legal opinions.
- Completed five legal opinions and 12 contract reviews.
- Processed two referrals for third party actions; proceeded with one.

Upcoming Activities:

- Internal Communication Review.
- Infrastructure & Software Upgrades.
- Communications Strategy and Clear Language Process development.
- Safety Program Rollout for Employees.

Effective Governance

Provide efficient, accountable leadership and governance that represents the interests of the northern workforce.

- ▶ Align goals and maintain accountability.
- ▶ Engage employees.
- ▶ Enhance public image.

Performance Highlights:

- Tabled 2010 WSCC Corporate Plan February 16 in the NWT and March 19 in Nunavut.
- Governance Council and Audit Committee meetings held March 22 – 25 in Yellowknife. Items of business included: Small Cap Investment Manager appointed; Succession Planning Program report; Client Satisfaction Study results, Human Resources update; and CEO Succession Planning and 2009 Performance.
- Auditor General of Canada annual financial audit continued.
- 2009 Annual Report initiated.
- Received 2009 Employee Engagement Survey results.
- Senior Management and Planning Unit attended strategic planning training.
- 2009 Q4 Activities Report released; 2009 Activities Review drafted; and 2010 Activities Report template developed.
- Supported NWT and NU Ministers responsible during Sessions.
- Evaluated Leadership Committees and revised Terms of Reference.
- Medical First Responders volunteered at three events.

Upcoming Activities:

- 2010 Q1 Leadership Stewardship meetings.
- Leadership Meetings and Labour Relations Training in April.
- Governance Council and Audit Committee meetings scheduled June 14 – 18 in Iqaluit. Business items include: Policies 04.03 – Choice of Physician or Other Health Care Professional, 04.04 – Compensatory & Alternative Treatments, 04.05 – Dental Treatments, and 09.01 – Safety Education, Actuarial Report, 2009 Balanced Scorecard Performance Report, and Governance Council evaluation.
- Crisis Communication Plan.
- Risk Management Process review and Risk Tolerance verification.
- Employee Long Service Awards in Iqaluit and Yellowknife.
- Receive Hay Job Evaluation results.

Financial Sustainability

Meet the needs of workers and employers without compromising financial sustainability.

- ▶ Manage resources and identify operational efficiencies.
- ▶ Maintain fair and appropriate benefits.
- ▶ Monitor budgets, costs, and investments.

Activity Highlights:

- Two assessment classification reviews in Q1; 2009-10 assessment classification cycle completed with 116 reviews in NWT and 31 in NU.
- Processed 2010 Employer Payroll Statements – 2513 for NWT and 680 for NU.
- Processed 2010 Deemed Assessments for Employers who did not file payroll statements – 341 for NWT and 208 for NU.
- Received three fraud investigation referrals for two employers and one worker.
- Finalized 2010 Capital Plan.
- International Financial Reporting Standards (IFRS) Phase IV completed: system changes reviewed and information and new accounting and business requirements identified.

Upcoming Activities:

- Commence IFRS dual reporting (opening balance sheet for 2010).
- Complete 2009 Financial Statements.
- 2010-11 assessment and classification review cycle begins.

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