

2009

ACTIVITIES REVIEW

To achieve our mission and ensure we meet our commitments to you, we developed the 2009-2011 strategic plan. It demonstrates our commitment to delivering customer service excellence.

We believe open and transparent communication plays an important role in delivering quality customer service. It connects us to, and maintains accountability with, our stakeholders.

The 2009 Activities Review is a new report for our stakeholders. It combines the information from our 2009 quarterly activities reports to provide you with a comprehensive overview of the year's activities and performance highlights.

To view our Balanced Scorecard and quarterly activities reports, please visit our website at www.wsc.nt.ca or www.wsc.nu.ca.

WSCC

Corporate Overview

The Workers' Safety and Compensation Commission administers the *Workers' Compensation Acts*, the *Safety Acts*, the *Mine Health and Safety Acts*, the *Explosives Use Acts*, and associated regulations to protect workers in the Northwest Territories and Nunavut. We are responsible for assessing employers, setting assessment rates, collecting revenues, paying compensation to injured workers, providing rehabilitation and medical aid, as well as promoting safety awareness and safe work practices in northern workplaces.

In 2009, we returned to a three-year strategic plan. It outlines our plans to achieve our goals and objectives, and attain our vision to be recognized as a caring, efficient, and service-focused organization and model and trusted partner in workplace safety.

We are proud to say in 2009, the common thread that linked each of our goals, initiatives, and planned activities was a commitment to service excellence. Through this commitment, we worked to improve our programs and services to meet the needs of our stakeholders.

Incident prevention and safety awareness were also a critical focus for our organization in 2009. We worked with our partners to promote a safety culture where workplace injuries and incidents are preventable, avoidable – unnecessary.

Mission

Promote workplace safety and care for injured workers.

Vision

To be recognized as a caring, efficient, and service-focused organization and a model and trusted partner in workplace safety.

Values

Concern for People

- We demonstrate care and compassion in responding to our clients' needs and to the communities we serve.
- When working with our clients, partners, other stakeholders, and each other, we do so with honesty, fairness, respect, sensitivity, and timeliness, proactively and consistently.

Collaboration & Engagement

- We work with our partners to achieve mutually beneficial outcomes.

Integrity

- We honour the commitments we make to our clients, our partners, other stakeholders, and each other.
- We lead the adoption of and model the workplace safety standards that we promote with employers and workers.

Transparency & Openness

- We will be clear to our clients about how decisions are made and the reasons for those decisions.

Stakeholder Focus

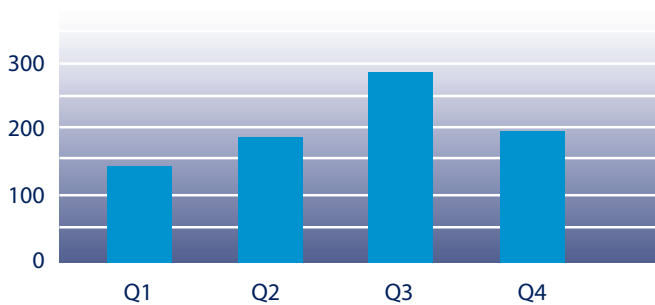
Healthy and safe workplaces in the Northwest Territories and Nunavut.

- » Reduce workplace injuries and occupational disease through an injury prevention culture.
- » Develop partnerships in safety, prevention, and Return-to-Work.

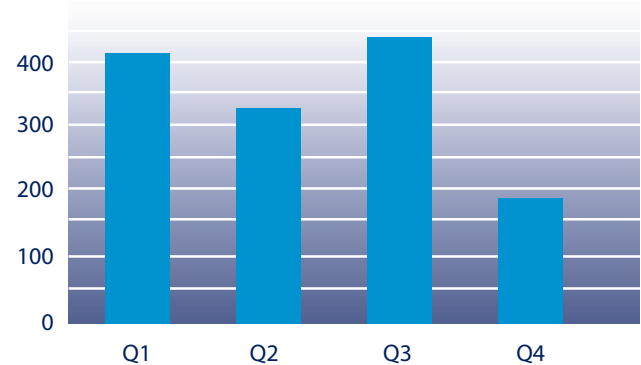
Activity Highlights:

- » 1353 mining certificates issued.
- » 812 industrial safety inspections completed.
- » 1490 orders and 62 repeat orders issued.
- » Completed 35 operating mine site inspections, six reclamation sites, and 10 exploration site visits.

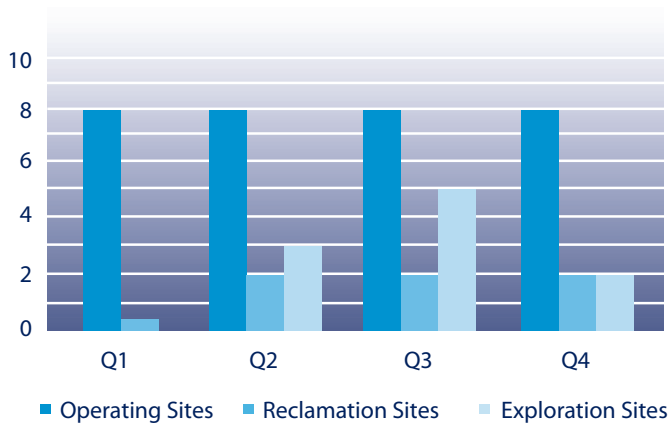
Industrial Safety Inspections



Mining Certificates Issued



Mine Safety Inspections/Visits

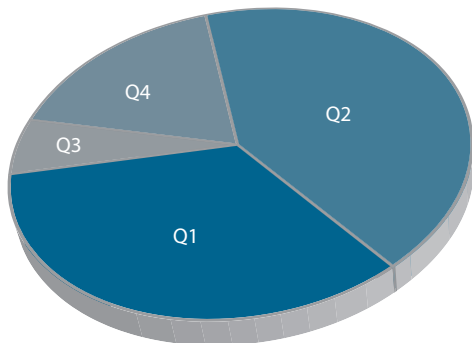


Inspection Orders Issued

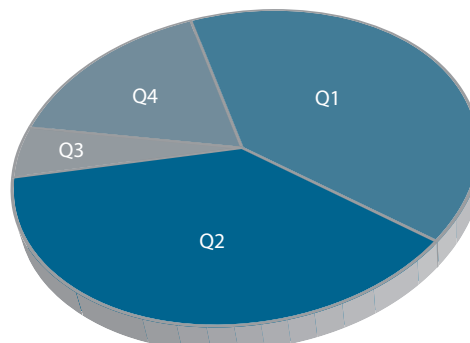


» 100 safety education courses delivered to 1084 students across the Northwest Territories and Nunavut.


Courses Delivered



Students Trained



- » Launched Don't be a Number campaign. This campaign included:
 - TV commercials featuring two northern young workers who suffered workplace injuries;
 - A new website (www.dontbeanumber.ca) that educates young workers about their workplace rights and responsibilities; and
 - Don't be a Number contest that encouraged young workers to share their workplace safety stories.
- » Promoted and rolled-out new Go Safe: Work Smart program that replaced Workplace Safety: Safety and the Young Worker.
 - Curriculum shared with schools across the Northwest Territories and Nunavut.
 - Trained 14 employers at first round of Go Safe: Work Smart education sessions.
- » Sponsored and judged the Workplace Safety competition at the Northwest Territories and Nunavut Territorial Skills Competitions in Yellowknife and Iqaluit.
- » Our Northwest Territories senior Workplace Safety competitor, Keegan Lower, traveled to the national competition in Charlottetown, PE, and won gold!
 - Attended the World Skills Competition in Calgary, AB.
- » Sponsored safety events and contests for North American Occupational Safety and Health Week. WSCC events included:
 - Annual Go Safe safety challenge.
 - Arctic Overhaul.
 - An online Spot Safe T. Same contest.
 - Youth colouring contest.
- » Hosted the annual Mine Rescue Competition in Yellowknife.
 - Diavik Diamond Mine won both the overall surface and underground competition. They went on to represent the Northwest Territories and Nunavut at the 9th Western Regional Surface and Underground Mine Rescue Competition and won the overall underground competition.
- » Released new Return-To-Work (RTW) Toolkit at open house events in Yellowknife and Iqaluit.

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- » Presented RTW Toolkit at Association of Workers' Compensation Boards of Canada (AWCBC) annual Learning Symposium in St. John's, NL.
 - » Completed 2008-2009 reporting year of the Safe Advantage program.
 - 43 verifications completed.
 - 177 employers participated; 51 received a refund, 20 received penalties, 21 were neutral, and 25 forfeited their refund.

2010 Upcoming Activities:

- » Introduce on-line banking payment access.
- » Identify e-business/commerce initiatives.
- » Launch new WSCC website.
- » Release new Employer Registration Kits.
- » Conduct safety training needs assessment.

Organizational Excellence

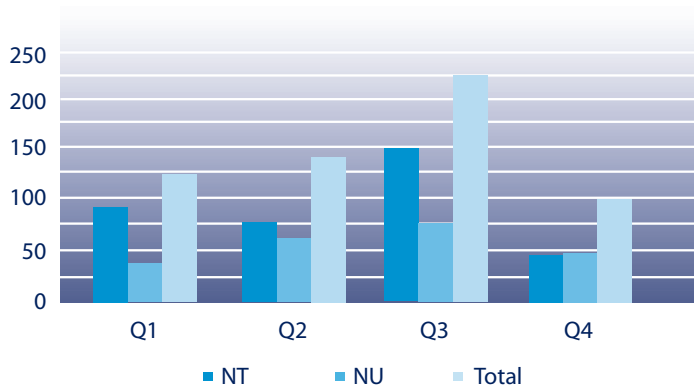
Maintain an efficient and adaptive organization.

- » Deliver timely, professional, and client focused services.
- » Develop modern, effective, and comprehensive legislation and related policies.
- » Attract, retain, engage, and develop a skilled workforce.

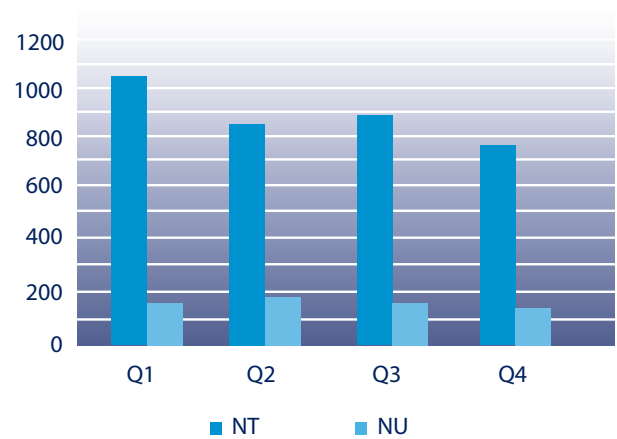
Activity Highlights:

- » 579 new employer accounts registered.
- » 4280 clearances completed.
- » 1128 certificates of compliance issued.

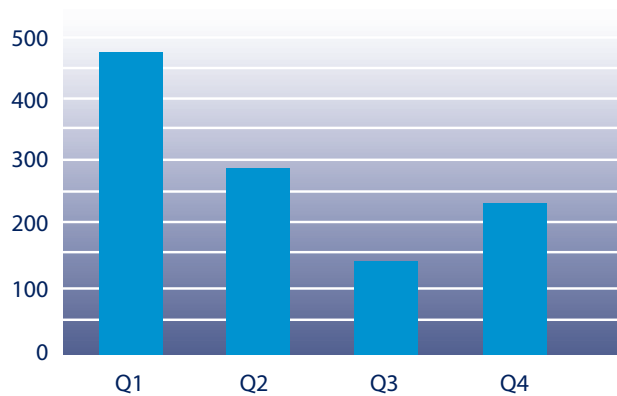
New Employer Accounts Registered



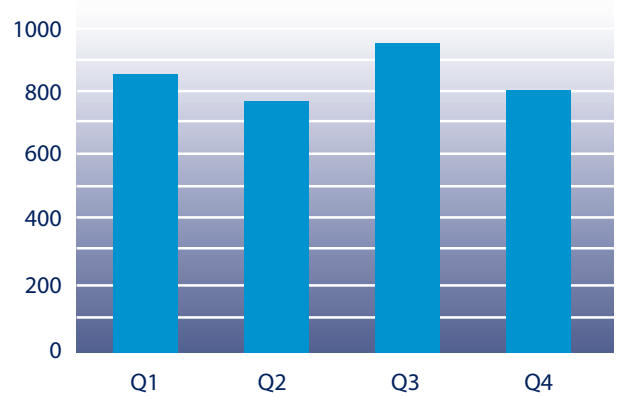
Employer Clearances Completed



Certificates of Compliance Issued

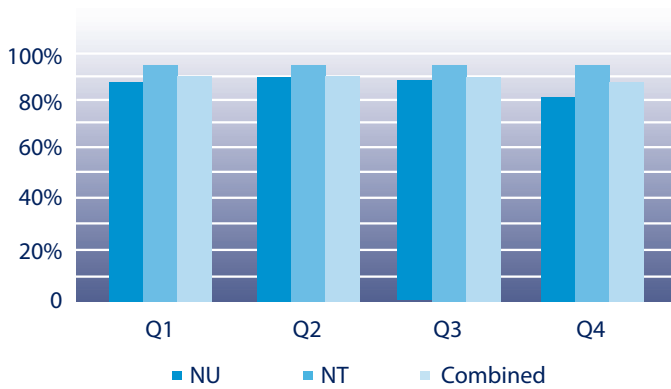


New Claims Registered

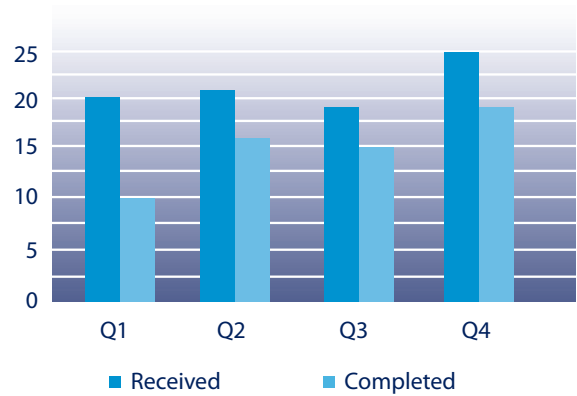


- » 3376 new claims registered a decrease of 10% (330 claims) from 2008.
- » 90% of injured workers received their first compensation payment within 25 days from date of registration.
- » 86 reviews received by the Review Committee, on 96 issues.

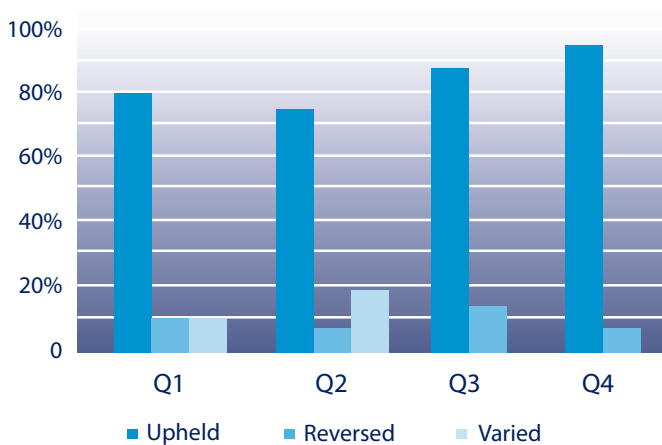
2009 Time to First Payment Within 25 Days



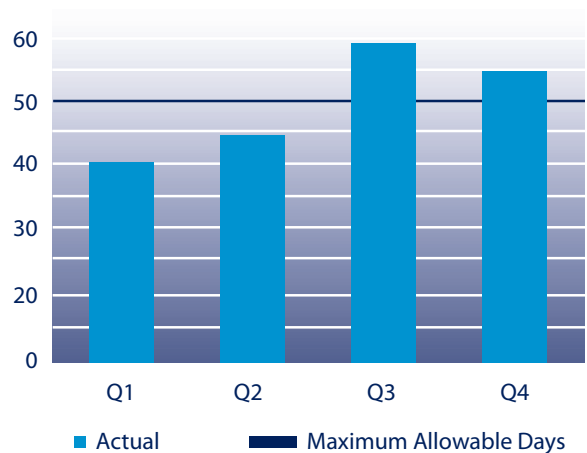
Reviews Received and Completed



Review Committee Outcomes

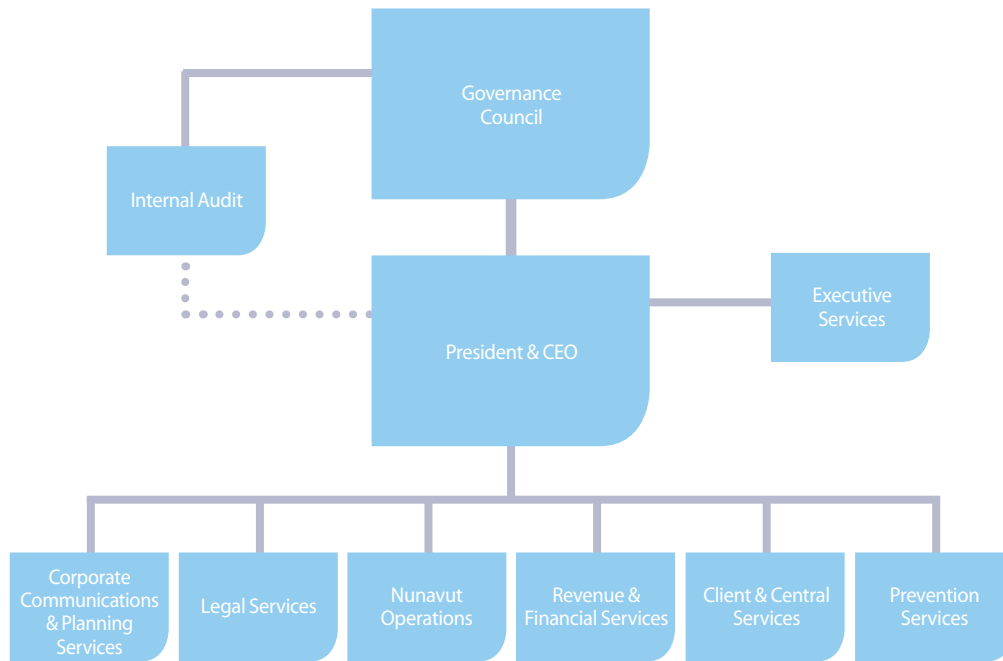


Review Decisions Within 50 Days



- » Heard and concluded 59 requests for review during 2009.
- » On average decisions upheld on 85% of completed reviews.
- » On average it took 51 working days to complete reviews.
- » 16 policies revised, one new policy approved, and two in-depth policy consultations completed.
- » Four new physician orientation sessions, one in each quarter.
- » 12 Permanent Medical Impairment and specialty clinics held.
- » 50 job competitions opened and 21 new employees hired.
- » 72% of our employees participated in training initiatives in 2009.
 - 17 employees received customer service training.
 - 35 employees received plain language training.
- » Employee retention for 2009 was 88.6%.
- » Implemented new Succession Planning program. Six employees selected and paired with six mentors.
- » Evaluated results from 2008 Employee Satisfaction Survey.
 - 72% overall satisfaction.
 - 71% participation rate in survey.
- » Conducted 2009 Employee Engagement Survey.
- » WSCC Health, Wellness and Safety Team spearheaded Healthy Workplace Month and supporting activities.
- » Reorganized the reporting structure of the organization to support service delivery. The reorganization created:
 - Additional manager positions that provide future succession planning and developmental opportunities.
 - A new unit – Planning Services. This unit contributes to the attainment of the WSCC's goals and enhancement through the facilitation of strategic planning processes and provision of research services

Workers' Safety and Compensation Commission



2010 Upcoming Activities:

- » Release new internal newsletter.
- » Update performance management process.
- » Implement new employee recognition program.
- » Draft strategic health and wellness plan.
- » Develop and implement recruitment and retention strategy.

Financial Sustainability

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

- » Maintain accountability for revenues and expenses through proper stewardship of the Workers' Protection Fund.
- » Provide fair and affordable benefits.

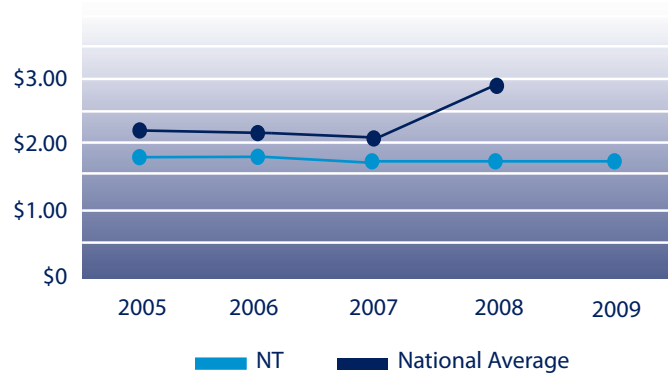
Activity Highlights:

- » 147 assessment classification reviews initiated and completed.
- » Year's Maximum Insurable Remuneration increased from \$70,600 in 2008 to \$72,100.

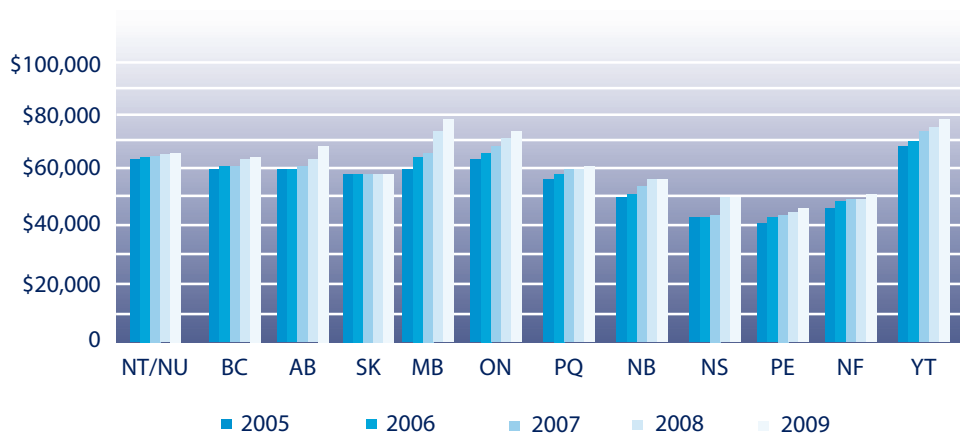
Assessment Classification Reviews



Average Assessment Rate



Year's Maximum Insurable Remuneration 2005-2009



- » The average provisional assessment rate remained at \$1.71 per \$100 of assessable payroll.
- » Office of the Auditor General conducted annual financial audit.
- » Began implementation of International Financial Reporting Standards (IFRS). Completed first three phases and recently began Phase IV, which includes: commencing dual reporting, review of system changes, testing the accuracy of information reported, and enforcing new accounting and business processes.
- » Governance Council approved 2010 Operations Budget and implementation of Canadian Equity Small Cap Mandate.
- » Adopted new Capital Planning process that delegates the management of capital spending to the President. This eliminates the need for annual approval of individual capital items by the Governance Council.

2010 Upcoming Activities:

- » Complete implementation of IFRS.
- » Rollout Investigations Strategy.

Effective Governance

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

- » Meet transparency requirements and raise public confidence.
- » Educate, engage, and communicate with our stakeholders.

Activity Highlights:

- » Thanked Mr. Denny Rodgers for his commitment to the WSCC. Mr. Rodgers served as Governance Council Chairperson from October 25, 2005, to April 30, 2009.
- » Welcomed Mr. William Aho as Chairperson as well as two new members:
 - Lynda Gunn, Public Interest (NU)
 - Doug Witty, Employer (NT)
- » Mr. Doug Witty accepted position as Audit Committee Vice Chair, and Mr. John Vander Velde accepted position as Governance Council Vice Chair.
- » Opened new WSCC library services. Stakeholders can frequent the onsite library, borrow resources, and request videos online.
- » Website redesign project initiated.
- » Won first place in the American Association of State Compensation Insurance Funds 2009 Communication Award for Radio/TV Broadcast Advertising.
- » Completed Stakeholder Survey and Focus Group Consultations.
 - Focus groups held in Iqaluit, Arviat, Cambridge Bay, Inuvik, Norman Wells, Fort Simpson, and Yellowknife.
 - Telephone satisfaction survey targeted both employers and injured workers.
- » Completed 2009 Internal Audit plan
 - Out of the 47 compliance areas identified, six were non-compliant. However, an explanation for each area was provided.
 - To date 41 out of the 75 weaknesses identified in the September Status report were resolved.
 - Two new weaknesses have since been identified.

2010 Upcoming Activities:

- » Look forward to newly designed Activities Report.
- » Table 2010 Corporate Plan and post on website.
- » Evaluate and share results from Stakeholder Survey and Focus Group Consultations.
- » Evaluate results from Employee Engagement Survey.

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Mine Safety: (867) 669-4412

Claims Services

Northwest Territories: (867) 920-3801
Nunavut: (867) 979-8511

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