



# Stakeholder Focus

## Healthy and safe workplace 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.

### Performance Highlights:

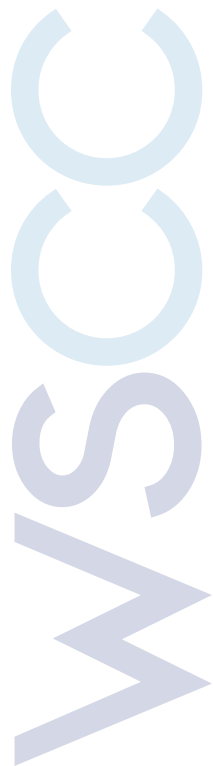
- » Launched the new *Don't be a Number* TV commercials at a premier event in Yellowknife.
- » Held train-the-trainer workshops for new *Go Safe: Work Smart* pilot teachers as part of Our North: Our Successes teacher's conference.
- » Attended the Northern Territories Federation of Labour (NTFL) return-to-work seminar and lunch.
- » Hosted one health care professional education session, and one new physician orientation.
- » Held two Permanent Medical Impairment (PMI) clinics, one Physical Medicine and Rehabilitation clinic, and one Orthopedic Surgery clinic.
- » Promoted new injury reporting forms on our website.
- » Second 2008 Safe Advantage questionnaire sent to employers.
- » 409 mining certificates issued.
- » 132 safety inspections completed. Issued 263 orders, and 22 repeat orders.
- » Eight mine safety inspections, and reviewed and approved five mine exploration site applications.
- » Inspected Winter Ice Road, Miramar/Giant, and Hope Bay.
- » Delivered 43 safety education courses to 450 students in Yellowknife, Fort

Simpson, Inuvik, Behchoko, Fort Smith, Cape Dorset, Arviat, Iqaluit, Pond Inlet, and Fort Resolution. These courses included:

- » Incident and Accident Investigation;
- » Safety Awareness;
- » WHMIS;
- » Internal Responsibility System;
- » Workplace Safety;
- » Asbestos Awareness;
- » Occupational Health and Safety Committee; and,
- » Safety and the Young Worker.

### Upcoming Activities:

- » Territorial Skills Competition in Iqaluit and Yellowknife.
- » National Day of Mourning on April 28.
- » North American Occupational Safety and Health (NAOSH) Week, May 3-9.
- » Mine Rescue Competition, June 13.
- » Four medical clinics scheduled.
- » Verification of Safe Advantage employer questionnaires.



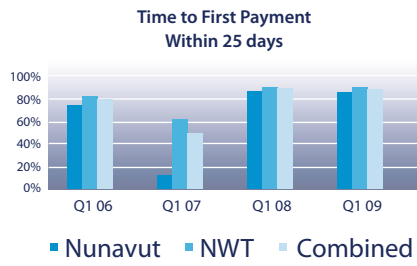
# Organizational Excellence

## Maintain an efficient and adaptive organization.

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

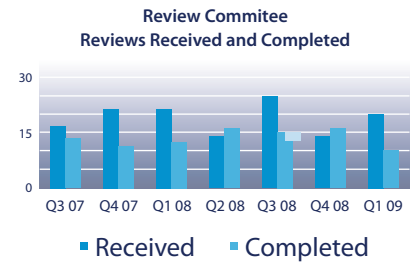
### Performance Highlights:

- » Revised and approved three policies.
- » Three operational procedures revised and awaiting approval.
- » 12 job competitions opened.
- » Three employees hired.
- » Two claims filed by WSCC employees; one time loss, one no time loss.
- » WSCC employees identified four workplace hazards, and reported six incidents.
- » Implemented new Succession Planning program. Six employees selected and paired with six mentors.
- » Two customer service training courses delivered to WSCC employees.
- » 51 employees completed some form of training in Q1. This represents 46% employee participation.
- » 848 new claims registered.
- » In Q1, 91% of injured workers received their first compensation payment within 25 days from date of registration.

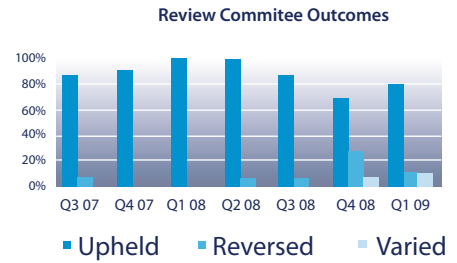


- » Review Committee received reviews decreased by 4.5% (one review) compared to Q1 2008.

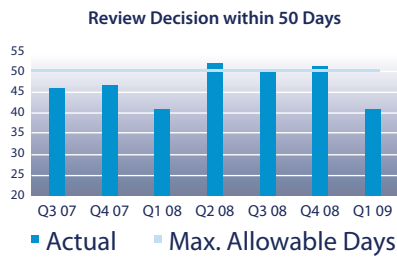
- » Review Committee completed reviews decreased by 23% (three reviews) for the same time period.



- » Decisions were upheld on 80% of completed reviews.



- » In Q1 the average number of days for review completion was 41 days. 100% of reviews were heard within the 50 day benchmark.



- » Attended International Epidemiology Working Group (IEWG) and Canadian Centre for Occupational Health and Safety (CCOHS) meetings.

**Upcoming Activities:**

- » Policy consultation on P.04.11 – Claims Management.
- » Continue plain language and customer service training.
- » Attending: Industrial Accident Prevention Association (IAPA) Conference in Toronto, Association of Chief Inspectors of Mines Annual General Meeting, Association of Workers Compensation Boards of Canada (AWCBC) Safety and Prevention Committee meetings, and Canadian Association of Administrators of Labour Legislation – Occupational Safety and Health (CAALL-OSH) meeting.

# 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.

## Performance Highlights:

- » Collected Employer Payroll Statement (EPS).
- » Office of the Auditor General (OAG) conducted annual audit onsite.
- » 2008 budget variances issued internally. Administration budget was under by 2%.
- » 10 assessment reviews, and nine employer payroll audits completed in Q1.

- » Began work with outside contractor to ensure we comply with International Financial Reporting Standards (IFRS) by 2011.

## Upcoming Activities:

- » 2010-2012 budget preparations.

# 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.

## Performance Highlights:

- » Published February issue of *Insight: A Look at Safety and Service*.
- » 2008 Q4 Activities Report released.
- » Governance Council and Audit Committee meetings held in Iqaluit.
- » Joint Minister Meeting held.
- » 2009-2011 Corporate Plan tabled in the Northwest Territories.
- » 2007 Annual Report and 2009-2011 Corporate Plan tabled in Nunavut.
- » Winter 2009 *Reflections* distributed.

- » Opened new WSCC Library services.
- » Attended the Kitikmeot Trade Show in Cambridge Bay, Mining Symposium in Iqaluit, Hall Beach Trade Show, and Cape Dorset Trade Show.

## Upcoming Activities:

- » April issue of *Insight: A Look at Safety and Service*.
- » Governance Council Strategic Planning Session.
- » Release new WSCC media kit.

# Contact

## Box 8888

Yellowknife, NT X1A 2R3  
T: (867) 920-3888  
TF: 1-800-661-0792  
F: (867) 873-4596

## Box 669

Iqaluit, NU X0A 0H0  
T: (867) 979-8500  
TF: 1-877-404-4407  
F: (867) 979-8501

## Box 368

Rankin Inlet, NU X0C 0G0  
T: (867) 645-5600  
TF: 1-877-404-8878  
F: (867) 645-5601

## Box 1188

Inuvik, NT X0E 0T0  
T: (867) 678-2301  
F: (867) 678-2302  
[www.wcb.nt.ca](http://www.wcb.nt.ca)  
[www.wcbnunavut.ca](http://www.wcbnunavut.ca)