



# 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:

- » 182 mining certificates issued.
- » 196 industrial safety inspections completed. Issued 420 orders and 19 repeat orders.
- » Conducted 11 inspections at operating mine sites, two at mine reclamation sites, and two at exploration sites.
- » Conducted seven geotechnical and electrical inspections.
- » Delivered 18 safety education courses to 185 students in Hay River, Fort Resolution, Yellowknife, and Iqaluit. These courses included:
  - Asbestos Awareness;
  - Mould Awareness;
  - Safety Awareness;
  - Workplace Hazardous Materials Information System (WHMIS);
  - Incident and Accident Investigations; and
  - Occupational Health and Safety Committees.
- » Participated in the annual GeoScience Forum and Project Management Conference Trade Show in Yellowknife.
- » Attended the Trade, Service & Career Fair in Arctic Bay.
- » Presented WSCC Return-To-Work Toolkit at the annual Association of Workers' Compensation Boards of Canada

(AWCBC) Learning Symposium in St. John's, NF.

- » Delivered a presentation about the Harvesters Program at the Nunavut Conservation Officers conference in Iqaluit.
- » Competed in the annual Skills Canada Nunavut Cardboard Boat Race.

### Upcoming Activities:

- » Go Safe: Work Smart rollout and employers presentations in Iqaluit and Rankin Inlet.
- » Conduct safety inspections in Fort Smith, Hay River, and Gameti.
- » Deliver safety education courses in Pangnirtung, Inuvik, Kimmirut, Tsiigehtchic, Fort Smith, Hay River, and Gameti.
- » Conduct Ice Road tours in the Blackwater and Sahtu regions of the Northwest Territories.



# Organizational Excellence

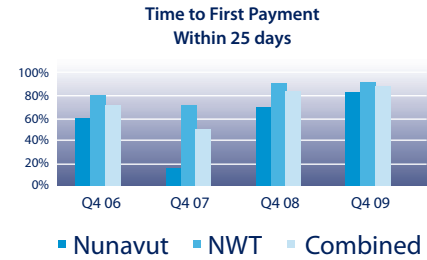
## Maintain an efficient and adaptive organization.

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

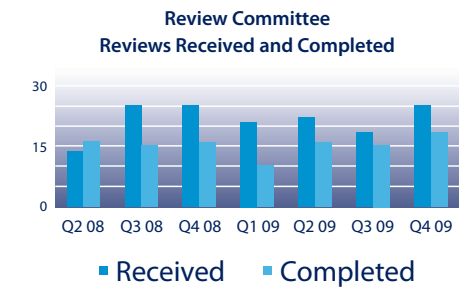
### Performance Highlights:

- » Governance Council approved the 2010-2012 Comprehensive Policy Review Plan.
- » Completed two external policy consultations on 04.11 – Claims Management and 04.13 – Conflicting Medical Opinions.
- » Four policies revised: 04.01 – Payment of Compensation; 04.11 – Claims Management (formerly Early Intervention); 04.13 – Conflicting Medical Opinions; and 10.03 – Purchasing.
- » 91 new employer accounts registered.
- » 882 clearances completed.
- » 220 certificates of compliance issued.
- » Hosted one new physician orientation session.
- » Held two Orthopedic Surgery clinics.
- » 10 job competitions opened, and six employees hired.
- » WSCC employees identified one workplace hazard and reported one incident.
- » 27 employees completed some form of training in Q4; representing 22% employee participation.
- » Hosted Healthy Workplace Month activities for WSCC staff.
- » 803 new claims registered.
- » Employee Engagement Survey released.

- » In Q4, 88% of injured workers received their first compensation payment within 25 days from date of registration.



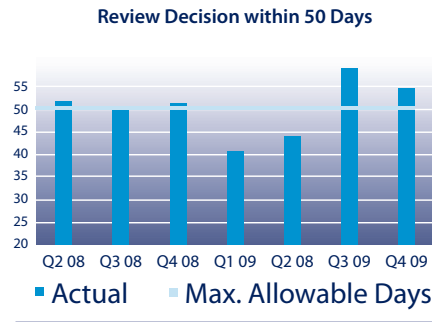
- » Review Committee received reviews decreased by 79% (11 reviews) compared to Q3 2008.



- » Decisions upheld on 87% of the completed reviews.



- » In Q3, the average number of days for review completion was 55 days. 22% of reviews heard within the 50-day benchmark.



### Upcoming Activities:

- » One Orthopedic Surgery and one Physical Medicine Clinic in Q1.
- » Identify internal training needs.
- » Release new employee newsletter.
- » Submit Policies 03.07 – Calculation of Temporary Compensation; 06.03 – Calculation of Permanent Compensation; 04.14 – Return to Work (new); and, Procedure B.4 – Governance Council Delegation of Signing, Spending & Payment Authorities, for Governance Council consideration.

# 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:

- » 46 assessment classification reviews initiated.
- » Governance Council approved 2010 Operations Budget and implementation of Canadian Equity Small Cap Mandate.
- » Phase IV of International Financial Reporting Standards (IFRS) implementation completed. Phase IV started.
- » Hosted annual Rate Setting Information Session in Yellowknife and Iqaluit and released 2010 average provisional assessment rate: \$1.80 per \$100 assessable payroll

### Upcoming Activities:

- » Continue Phase IV IFRS implementation, which includes:
  - Commencing dual reporting, review of system changes, testing the accuracy of information reported, and enforcing new accounting and business processes.
- » Office of the Auditor General of Canada interim 2009 audit.
- » Completion of 2009 Financial Statements.
- » Employers' Payroll Statements submitted and processed, invoicing of 2010 assessment revenue.



# 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 November issue of Insight: A Look at Safety and Service.
- » Fall 2009 issue of Reflections released.
- » 2009 Q3 Activities Report released.
- » Audit Committee and Governance Council meetings held in Yellowknife. Council approved 2010 Balanced Scorecard, 2010 Corporate Plan, and 2010-2012 Internal Audit Plan.
- » Continued website redesign project.
- » Completed focus group consultations on workplace safety and prevention in Norman Wells, Fort Simpson, Yellowknife, and Cambridge Bay.
- » Stakeholder satisfaction telephone surveys completed with employers and injured workers.
- » Tabled 2008 Annual Report.

## Upcoming Activities:

- » Audit Committee and Governance Council meetings in March. Items for the Council's consideration include 2009 Draft Financial Statements and 2009 CEO Performance.
- » Table 2010 Corporate Plan in respective Legislatures.
- » Evaluate stakeholder satisfaction focus group and survey results.
- » WSCC progress presentation to Northwest Territories Standing Committee on Economic Development and Infrastructure (SCEDI) regarding June 2006 OAG Report on the WCB.
- » Evaluate Employee Engagement survey results.
- » Finalize 2009 Employee Performance appraisals and 2010 Divisional Work Plans.

## 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

### Prevention Services

Industrial Safety: (867) 669-4418  
Mine Safety: (867) 669-4412

### Claims Services

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

[www.wsc.nt.ca](http://www.wsc.nt.ca)  
[www.wsc.nu.ca](http://www.wsc.nu.ca)