

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:

- Governance Council approved policies: 04.03 – Choice and Change of Healthcare Provider, 04.04 – Complementary and Alternative Treatments, 04.05 – Dental Treatment, 04.14 – Return to Work, and 09.01 – Safety Education. Appointed one Safety Officer under the NWT and NU *Safety Acts*.
- Released Insight e-Newsletter in April.
- Released one Hazard Alert on Fall Protection.
- Held two Orthopedic and one Physical Medicine and Rehabilitation clinics.
- Held 26 Safety Education Sessions, with 307 students, in seven communities (Ft. Simpson, Hay River, Yellowknife, Inuvik, Tolooyoak, Iqaluit, and Qikiqtarjuak).
- Issued 374 mining certificates and 20 permits.
- Completed 230 industrial safety inspections; issued 339 directives.
- Conducted 10 mine site, one quarry, and two remediation site inspections. Issued 33 orders.
- Inspected five exploration sites, issued 10 orders, and reviewed and approved one NWT and six Nunavut projects in compliance. Included seven events: Written Test, Practical Bench/Field Test, Fire Fighting, Underground Obstacle, Smoke, Rope Rescue, First Aid, and Surface Obstacle/Recovery.
- Completed 2009/2010 Safe Advantage Program cycle: 126 employer results – 58 refunds, 19 penalties, 22 forfeit, and 27 neutral.
- Completed three young worker focus groups for the ongoing Don't Be a Number campaign.
- Registered 143 employer accounts; completed 1118 clearances; and issued 247 compliance certificates.
- Review Committee Statistics: At April 1, 2010, 26 cases under review (14 in progress, five client deferrals, and seven Review Committee deferrals). Received 23 requests for review on 28 issues; heard and concluded eight reviews, all within 50 days. Decisions upheld on 86% of completed reviews.

Review Committee				
Requests Outstanding as at March 31, 2010				26
Active ¹	14			
Deferrals	12			
		Appellant ²	5	
		Review Committee ³	7	
Q2 Requests for Review				
New				23
Cancelled				(5)
Concluded				(8)
Requests Outstanding as at June 30, 2010				36
Active ¹	16			
Deferrals	20			
		Appellant ²	8	
		Review Committee ³	12	
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.				

- Q2 average number of days for review completion was 44 days. The Review Committee decided and communicated 100% of reviews received within the 50-day benchmark. The number of reviews the Review Committee completed decreased by 50%, as compared to Q2 2009.

Upcoming Activities:

- Spring/Summer 2010 Reflections Magazine release – July 5.
- Insight e-Newsletter release – August 6.
- 2010/2011 Safe Advantage Management Practices Questionnaire release.
- Safety Regulations Consultation starts September 1.
- Check Safety at www.wsc.nt.ca or www.wsc.nu.ca for Safety Education Courses, Information Bulletins, and Hazard Alerts.

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:

- Initiated nine competitions for recruitment. Filled four positions, all of which were internal promotions.
- Employees reported three incidents, and identified 20 workplace hazards.
- 104 employees participated in group and individual training.
- Safety Officer attended IAPA Conference.
- Completed five of seven legal opinions and seven contract reviews.
- OH&S Committee met monthly, conducted a workplace safety inspection, and posted its report and recommendations.
- Received one third-party action referral.
- Attended AWCBC All Committee Meetings.
- Delivered May and June editions of *The Tailgater* (internal employee newsletter).
- Promoted Health and Wellness activities – walking/running group, oral hygiene month, Zumba classes, Yoga, and Get Active program.

- Participated in Relay for Life – employees raised \$13,545.55 and 27 team members participated in the Relay.

Upcoming Activities:

- Respectful Workplace Employee Training – July.
- Review and Revise IS Security Procedure – Q3 & Q4.
- Plain Language Employee Training – September/October.
- Train the Trainer Sessions – Succession Planning Program.
- Internal survey for communication needs and required tools.
- Develop effective communications strategy and clear language process – Q4.
- Rollout Employee Safety Program – Q3.
- Release Employer Services procedures updates – Q4.

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.

Activity Highlights:

- Governance Council and Audit Committee meetings held June 14 – 18 in Iqaluit. Items of business included: Actuarial Report, Partnership evaluations, 2009 Balanced Scorecard Performance Report, and Governance Council evaluation.
- Completed Governance Council, Senior Management, and Managers' risk tolerance exercise.
- Completed Follow-up Audit of the Active Directory.
- Attended AWCBC Congress and Heads of Delegation Meeting.
- Completed preparations for Q3 Governance Council 2011 Strategic Planning Session.
- Supported NWT and NU Ministers responsible during Sessions.
- Medical First Responders volunteered at NAOSH Week Safety Street event, Ride for Dad, and 53rd Annual Mine Rescue Competition.
- Submitted 2009 Annual Report to the Ministers responsible.
- Completed risk management process review and verified risk tolerance.

Upcoming Activities:

- 2010 Q2 Leadership Stewardship meetings – July.
- Complete the Pensions Audit.
- Governance Council 2011 Strategic Planning Session for 2011.
- Governance Council and Audit Committee meetings: September 13 – 17 in Yellowknife. Business items include: 2011 Employer Assessment Rates, 2010-12 Internal Audit Status Report, and 2011 Year's Maximum Insurable Remuneration.
- Develop Crisis Communication Plan – Q3.
- Medical First Responders at Folk on the Rocks and the Yellowknife Air Show.

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:

- Completed 46 assessment classification reviews.
- Filled the Assessment Auditor position.
- Appointed Canadian Equity Small Cap Manager.
- Received six investigation referrals – three employer and three worker.
- Completed two worker investigations.
- Received and completed one request under the *Access to Information and Protection of Privacy Act*.
- Received and completed 21 routine requests for disclosure.
- Finalized 2010 Capital Plan.
- Completed International Financial Reporting Standards (IFRS) Phase IV. Reviewed system changes, and identified information, and new accounting and business requirements.

Upcoming Activities:

- Receive and respond to the Office of the Auditor General of Canada's management letter.
- Commence IFRS dual reporting (opening balance sheet for 2010).
- Conduct a request for proposals and appoint an insurance broker.
- Prepare the Management Discussion and Analysis (MDA) – 2010 Annual Report.
- Implement changes to the assessment process for offshore fisheries as directed by an Appeals Tribunal decision.

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