

President's Commentary



In 2017, we entered the final year of the WSCC's current three-year strategic plan. Our strategic priorities of *Advancing the Safety Culture*, *Delivering Quality Services and Outcomes for Workers and Employers* and *Sustaining the Workers' Protection Fund* have seen considerable progress and are on track going into year three. Throughout the quarter, we also began envisioning the direction of our next strategic plan. This report provides accountability to our stakeholders on what we achieved in the first quarter of 2017, and provides an update on our key performance indicators.

In early 2017, we received the results of our triennial stakeholder survey. This measures awareness of the WSCC and its services, evaluates stakeholder satisfaction, and strives to understand attitudes about workplace safety and injury prevention. By conducting similar surveys every three years, we can evaluate our performance through the eyes of the stakeholder, identify areas of strength and success, and find opportunities for improvement. I am pleased to report some impressive figures about the WSCC's performance; overall, 96% of employers and 85% of workers are satisfied with their most recent experience with the WSCC.




98% of employers believe that work safety is important for a company to be successful, and we are committed to supporting stakeholders to this end. One of our key accomplishments so far in 2017 has been the development of a web-based and, eventually, smartphone-compatible Occupational Health and Safety application to provide quick, easy reference for stakeholders on safety legislation in both jurisdictions, codes of practice, and resources for the workplace. We look forward to launching the web version next quarter, and the smartphone app thereafter.

The WSCC is continually pursuing new ways of engaging our stakeholders. Q1 saw advancement in our social media outreach, a boost in our presence in communities across the Northwest Territories and Nunavut, and the rollout of additional services onto our e-Business platform. It is our ongoing mission to ensure workplace safety and care for workers and employers, and to make resources accessible and understandable to our stakeholders.

This report is developed to help you, our stakeholders, stay connected to the WSCC. If you have any comments or suggestions for improvement, please share them with me at feedback@wsc.nt.ca.

Dave Grundy
President & CEO

2017 Key Performance Indicators

Strategic Priorities	Key Performance Indicator	Metric	Target	Q1	Q2	Q3	Q4	YTD
 <p>Advancing the Safety Culture</p>	1. Time loss frequency ¹	TL claims per 100 workers	1.99	2.23				2.23
	2. No time loss frequency ¹	NTL claims per 100 workers	5.53	5.29				5.29
	3. Directed inspections	% total inspections that are directed	80%	66.7%				66.7%
	4. Safe Advantage employers in penalty position	% of Safe Advantage employers receiving a penalty	17%	n/a				n/a
	5. Employers passing the Prevention component of Safe Advantage Management Practices Questionnaire ²	% completed questionnaires that pass the Prevention component	88%	n/a				n/a
 <p>Delivering Quality Services and Outcomes for Workers and Employers</p>	6. Time loss duration ³	days (point-in-time measure at end of quarter)	15.5 days	15.7 days				15.7 days
	7. Time to first compensation payment	% of payments made under 20 days	90%	92.2%				92.2%
	8. Employers passing the Return to Work component of the Safe Advantage Management Practices Questionnaire ²	% completed questionnaires that pass the return to work component	90%	n/a				n/a
	9. e-Business client satisfaction (e-business client tracking to start in 2016)	% very satisfied and satisfied	Employers: 80% Workers: 80%	84%				84%
	10. Stakeholder satisfaction with overall WSCC services ⁴ (Stakeholder Survey results updated in Q1 2017)	% very satisfied and satisfied	Employers: 80% Workers: 80%	96% 85%				96% 85%
	11. Stakeholder agreement that WSCC needs to improve communication of WSCC services ⁴ (Stakeholder Survey results updated in Q1 2017)	% stakeholders strongly agree or agree	Employers: 30% Workers: 40%	49% 73%				49% 73%
 <p>Sustaining the Workers' Protection Fund</p>	12. Funded position (annual measure, 2016 results available in Q2 2017)	Assets as a percentage of liabilities	105% - 135%	n/a				n/a
	13. Bad debts ratio (annual measure, 2016 results available in Q2 2017)	Bad debts as a percentage of assessment revenue	0.3%	n/a				n/a

¹Quarterly injury frequencies may change overtime to reflect the updated status of claims since the last reporting period. No time loss frequency for Q1 2017 includes MAID0s.

²Includes COR certifications

³Time loss duration target is calculated using average monthly Total Temporary Disability

⁴Stakeholder survey results were updated in Q1 2017 from original Q4 2016 results

Q1 2017 Corporate Plan Update

Objective	Activity/Project	Q1 Update	Divisional Accountability
Advancing the Safety Culture			
Take a proactive approach to the prevention of workplace incidents through directed services	Begin implementation of the Business Intelligence redevelopment plan as determined jointly by Policy and Corporate Reporting and Information Services in 2016.	Data Dashboards is an initiative to improve data reporting capabilities at the WSCC. Data dashboards are built using Excel Powertools (Power Pivot, Power View and Power Query) to visualize data. Expertise for these tools does not currently exist in the organization. In Q1, training was approved for the Data Analysts to bring the skills to use these tools in-house. This training will be scheduled in Q3.	Executive Services
	Launch the 2017 high-risk population campaign (target group to have been determined by end of 2016).	2017 high-risk campaign will be focused on psychological health, and employers or occupations identified as high-risk are included as part of directed inspections.	Stakeholder Services
	Develop occupational health & safety initiatives for young and new workers.	The Occupational Health and Safety Education Specialist position is set to be filled in Q2 2017, at which time a work plan will be developed for 2017 to include a "Young Worker Ready to Work" program. This will include e-Learning, developed in partnership with the Canadian Centre for Occupational Health and Safety.	Stakeholder Services
Develop and implement an education/training framework for employers	Develop a Canadian Centre for Occupational Health and Safety (CCOHS) application to support employers in accessing legislated requirements.	Development of topics for the Occupational Health and Safety Web Tool Application were finalized in Q1. The web-based "APP" will go live on May 8, 2017, with 21 topics, resources and full French translation. The APP will be ready in Q2 2017.	Stakeholder Services

Objective	Activity/Project	Q1 Update	Divisional Accountability
Drive awareness of incidents and information sharing.	Support the development of a social media strategy to increase social media engagement and the meaningfulness of those engagements, review social media successes to date, and review industry best practices to identify opportunities to increase the meaningfulness of those engagements.	While most of the work on the strategy will be developed and completed in Q2 2017, Communications continually explores ways to increase social media engagement. In Q1, the launch of our coffee sleeves contest, as a component of the Worth It! campaign, was specifically intended to reach populations beyond the major centres and to trigger social media discussions. Another tactic to extend social media reach was to connect to events and activities that are important to various communities and have a connection back to the WSCC. For example, we invited people to attend our booth at the NU Mining Symposium, using the event's hashtag. Also, connecting with Skills Nunavut on social media led to new opportunities to advance our annual youth video contest.	Executive Services
	Broaden implementation of the plan to provide employers with statistics, both personalized and industry-wide.	Communications continues to work with Policy and Corporate Reporting to share monthly statistics on social media. During Q1, initial planning was taken to expand the presentation of our statistics to include infographics. This initiative is ongoing.	Executive Services
	Full implementation of the social media strategy into Communications' ongoing project planning.	Social media continues to play an important, and expending, role in our communications efforts. Full implementation will take place following the completion of the strategy, scheduled for Q2 2017.	Executive Services

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Delivering Quality Services and Outcomes for Workers and Employers			
Promote safe and timely return to work	Evaluate the effectiveness of the return to work program (communication plan and tools) for promoting safe and timely return to work.	Release of the CAAPS Return to Work module will allow for better tracking by Claims staff. Staff reviewed the <i>Safe Advantage</i> employer Return to Work programs as part of their preparations for verification. The Return to Work position was filled at the end of Q1 2017.	Stakeholder Services
Review WSCC Legislation	Research and development of the Comprehensive Legislative Review Plan (CLRP).	The first legislative proposal on the <i>Workers' Compensation Act</i> is before both the Northwest Territories and Nunavut Legislatures. Work on the next phase of this project will continue through to Q4 2017.	President's Office
	Develop a recommendation for the ticketing of OHS offenses.	The President's Office conducted an analysis of consultation results, and made a recommendation to the Governance Council.	Stakeholder Services/ President's Office
Increase access to WSCC services	Continue to update and implement the Service Improvement Plan and review results to date.	Stakeholder engagement is ongoing as the Service Improvement Plan is developed to ensure that the outcomes of the plan effectively meet stakeholder needs. Continuous monitoring and evaluation plans are in place.	President's Office
	Implement Phase 2 of the external services communication plan, with a focus on specific services.	During Q1, Communications launched the coffee sleeve component of the <i>Worth It!</i> campaign. The sleeves provide low-cost impressions that extend beyond the major centres, while providing opportunities for our audiences to help share the message of workplace safety. During Q1, the plan was also refined for the duration of the year. Highlights include the eventual redirect of <i>worth-it.ca</i> to a dedicated page on the WSCC website. This will ensure that web visitors are surrounded by the other tools, resources, and information that the WSCC offers. <i>Worth It!</i> was also the main message delivered at our booth at the Nunavut Mining Symposium. During the quarter, Communications finalized the mirror cling initiative for Q2, to gain further	Executive Services

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Implement the e-Business strategy		impressions in the communities and expand awareness and discussion.	
	Develop one service window for employer reporting by consolidating the reporting processes for workplace injuries and dangerous occurrences.	A Continuous Excellence Injury Reporting Event was held to evaluate forms, and progress on this included drafting the revised consolidated form and undertaking stakeholder consultation. E-fillable consolidated Employers Report of Incident form will be released May 15, 2017.	Stakeholder Services
	Identify and remove duplicate stakeholder records to improve quality and accessibility of records to employers and workers.	As of the end of Q1, the project team has cleansed 53,000 records, working alphabetically. The application that will support data integrity launches development on May 17, 2017, and development should be complete by Q3 2017.	Stakeholder Services
	Conduct testing on the e-Business infrastructure for security vulnerabilities.	Q1 saw the assessment of the WSCC's e-Business services by external reviewer EWA, which identified possible security concerns. These concerns were addressed by our external contractors, who are responsible for developing e-Services. A final release of the outstanding issues is scheduled for Thursday, May 10, 2017.	Corporate Services
	Implement online services for requesting and managing employers' activity authorization and submission of legislated reports.	Q1 began with the WSCC going live with the Online Payroll Reporting e-Service. Following this, Information Services, with support from external consulting firms, – turned its attention towards providing post-deployment support to the Employer Services unit and to external stakeholders. A new reporting form was developed as an outcome from a Continuous Excellence event in 2016.	Stakeholder Services/Corporate Services
	Develop online tools for Workers' Report of Injury.	Starting at the beginning of Q1, Information Services worked with contractors and relevant businesses to complete the elicitation, analysis, review, and sign-off of the requirements for the upcoming e-Business <i>Build 2</i> major release of WSCC Connect (or " <i>Build 2</i> "). This included requirements for the following e-Services: (1) Online Asbestos Project Notification, (2) Online Employer Account	Stakeholder Services/Corporate Services

Objective	Activity/Project	Q1 Update	Divisional Accountability
Continue and expand implementation of the Continuous Excellence initiative		Management, (3) Online Personal Optional Coverage, and (4) Advanced Pay. A new reporting form was developed as an outcome from a Continuous Excellence event in 2016.	
	Develop online tools for Employers' Report of Injury.	The WSCC information Services unit has supported the eBiz Steering Committee in determining the scope (i.e. Employer Account Management, Advanced Pay, and Various Maintenance and Enhancement changes) and implementation schedule for <i>Build 2</i> (i.e. late March Design Start, with a mid-August Go-Live). A new reporting form was developed as an outcome from a Continuous Excellence event in 2016.	Stakeholder Services/Corporate Services
	Develop online tools for claims cost summary for Employers.	Information Services assisted with this initiative by providing subject matter expertise on the prioritization for defects and enhancements surrounding Claims' CAAPS module, internal business process, and stakeholder cleanup. The intent is to ensure that the integrity of the WSCC claims data is in good standing before moving forward with Claims e-Services.	Stakeholder Services/Corporate Services
	Develop online tools for safety exams and certificates.	This project has been cancelled following analysis by the business unit and the E-biz Steering Committee.	Stakeholder Services/Corporate Services
	Evaluate and maintain a team of internal CE Leaders and introduce new CE Leaders as required.	Continuous Excellence (CE) Leaders are internal WSCC experts on Lean process systems and evaluation. There are currently six active CE Leaders at the WSCC, which is one less than the previous quarter. The number of CE leaders required on an ongoing basis will be determined with the CE program evaluation in Q3.	Executive Services
	Continue to conduct CE events and hold smaller-scale process improvement events (Kaizens) as required.	The CE program is currently in its 4th year, and an evaluation of the program will take place in Q3 2017. This evaluation will identify the current state of the program, including its strengths and opportunities, organizational needs and resource requirements for Lean going forward.	Executive Services

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		There will be no formal CE events conducted in 2017; however, Kaizen events can still be initiated with the VP of Executive Services.	
	Continue the organizational development of CE (programs TBD from 2016 assessment of needs)	Continuous Excellence (CE) Leadership Training was conducted in January. This was an opportunity for managers to receive a refresher on Lean concepts, and to learn tools for incorporating Lean into day-to-day work with their teams.	Executive Services

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Sustaining the Workers' Protection Fund			
Provide responsible stewardship of the Workers' Protection Fund	Pending approval by the Governance Council, initiate preliminary stakeholder engagement in preparation for the development of a legislative proposal towards the review of the WSCC's lifetime pensions program.	A New Pension System Proposal has been drafted for presentation to the Governance Council at their quarterly meeting in June.	Executive Services / President's Office
	Annual review and test readiness of the Business Continuity Plan. Exercise the plan to achieve and main high levels of competence, readiness, and resilience.	A review of the project has taken place, and has identified the vital, critical and important (24-48hrs) elements that must be documented by the end of Q2. Gaps for each business have been forwarded to the business units for solutions or workarounds.	Corporate Services