

2013

Workers' Compensation Board of Nova Scotia Annual Report



What matters most

WORK SAFE. FOR LIFE.
WORKERS' COMPENSATION BOARD OF NOVA SCOTIA

2013: Year at a Glance

- Injury rate dropped to **1.86** - lowest since time-loss claims have been measured this way.
- Time-loss injuries declined by 4.8 per cent to **6,034**. Nearly a **35%** decrease in serious injuries since 2005.
- **29,000** fewer working days lost to workplace injury than in 2012 - the equivalent of 79 people working full-time for a year.
- **34** fatalities - 17 deaths classified as “chronic” and 17 deaths classified as “acute.”
- **Eight** of the 17 acute fatalities occurred in the fishing industry.

What
matters
most



Financial Results

- Funded percentage is **71%**.
- The WCB is still on track to retire the unfunded liability in about 10 years.
- Achievement of this goal will continue to be affected by financial markets.

What
matters
most





A Workplace Safety Strategy for Nova Scotians 2013–2017

VISION

Together, workers and employers will make Nova Scotia the safest place to work in Canada.

4 GOALS

1

Safety performance
among the best
in Canada

2

Safety leadership
commitment

3

Safety culture
continuous
improvement

4

Improved access
to safety
resources

SIX STRATEGIC PRIORITIES

1

Leadership

2

Safety
Culture

3

Small and
Medium-sized
Enterprises

4

Education
and Training

5

Inspection
and
Enforcement

6

Performance
Management and
Measurement

Leadership

Leaders must emerge from all sectors and throughout organizations to champion and advocate safe workplaces.



- Planning underway for Leadership Matters fall 2014

-120 delegates attend Leadership presentation at Safety Services Nova Scotia's Conference

-Discussion with Employer Roundtable April 17, 2014

- Mainstay Awards Gala Luncheon May 6, 2014

-Leadership Matters video on YouTube

Safety culture

Success will arrive when safety practices are second nature – the only way to do business – and safety permeates every workplace in the province.



- Social marketing
Day of Mourning April 28, 2014
- WCB Website redesign in progress
- \$3.2 million assessment rate rebate
cheques issued in April/May
- Strategy Updates via Twitter
- Strategy focus of NAOSH Week launch May 5, 2014
including news release

Small and medium enterprises

Providing smaller businesses with access to tools that will help them enhance safety in their workplaces is a priority



- Small business brochure distributed in coming weeks
- Safety associations reviewing draft small business toolkit
- Enhanced partnership with SNS to provide OHS information at business registration
- 'Target Zero' program with NSCSA underway

Education and training

Deeper and broader understanding ... is vital in changing a culture where workplace injury has been accepted as part of the job.



- JOSH Committee Training Regs
(consultation in 2014)

- New education team at OHS Division
(Roger Brown, Manager)

Inspection and enforcement

Workplace inspection and enforcement of safety laws and regulations are valuable opportunities to promote better safety practices



- Admin Penalty Implementation
- Special Prosecutor Recruitment underway
- OHS Division Reorganization (5 new Officers hired)
- WCB modules in new Officer training program

Performance management and measurement

From measuring by failure to leading indicators



- ***Workplace Safety Climate Index work continues with Dr. Kevin Kelloway***

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-
-
- Baseline measures in development including how to measure “safest place to work in Canada”.

Fishing Safety Action Plan: Progress & Plans

April 2014

**MAKING A
DIFFERENCE
TOGETHER**



The Goal

**To reduce fatalities and
improve the safety culture
in the fishing industry**

**MAKING A
DIFFERENCE
TOGETHER**



Partnership and collaboration between:

- WCB
- NS Department of Labour & Advanced Education
- NS Department of Fisheries & Aquaculture
- Other government departments and agencies
- Nova Scotia Fisheries Sector Council
- Fisheries Safety Association of NS
- Industry and communities

are critical to the initiative's success.

**MAKING A
DIFFERENCE
TOGETHER**



A Model for Change

- **Education**
 - e.g. on-the-ground education of current requirements, regulations, laws
- **Enforcement**
 - e.g. increased enforcement, enforcement in new ways
- **Engineering**
 - e.g. PFD designs, vessel requirements

The initiatives will be determined by industry leaders themselves.

**MAKING A
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TOGETHER**



Fall 2013

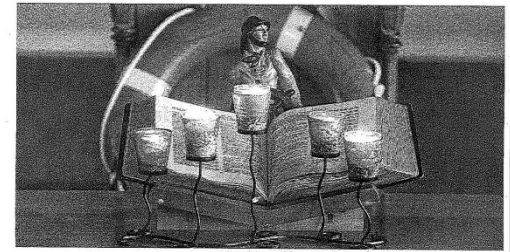
- Project Management Consulting Team hired
- Internal WCB resources secured – dedicated to the project for two years
- Identified key contacts and leaders in the fishing industry
- Presented to NS Fisheries Sector Council and Fisheries Safety Association of NS – both groups committed support

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Winter 2014

- Attended Fisheries Minister's Conference in February
- Alignment between Fishing Action Plan and province's Commercial Fishing Strategy
- Participated in media activity around the anniversary of the Miss Ally tragedy



A memorial for five fishermen lost at sea aboard the Miss Ally, photographed in Calvary United Baptist Church in Woods Harbour on Feb. 24, 2013. **DEVAAN INGRAHAM • CP**

Our risk-running culture on high seas must change

STUART MACLEAN

Editor's Note

Stuart MacLean is CEO of the Workers' Compensation Board of Nova Scotia.

A little over a year ago, in mid-February, it was time to catch halibut on the fishing grounds off Nova Scotia.

As boats left port along our southeastern coast, their crews would have been full of excitement, full of hope, full of the confident seafaring energy at the core of our fishing culture. There were fish to be caught, and the time was now.

So spouses, girlfriends and moms said goodbye. And, as Della Sears, mother to 21-year-old Miss Ally captain Katlin Nickerson, recently shared in the news, she cooked her son supper before driving him and his crew to the wharf at Cape Sable Island.

For a couple of days, all was well. But then things changed. As the weather worsened, some other boats started heading for port.

According to media reports, the Miss Ally would have headed in, too—but there was a problem. The crew needed to retrieve their gear. It was dark, and a piece of equipment had broken, so they didn't have light to find it. They waited overnight; they found and hauled the gear in the morning; and they headed for Sambro.

They never made it. A wall of water about 20 metres high—the equivalent to a six-storey office building—struck the Miss Ally on Feb. 17.

You don't need to look any further than the pain in Della Sears' eyes to see the human impact of workplace tragedy, or to

see the reasons things need to change in the fishing industry.

I can't speculate about anything about the Miss Ally. But I do know this: It did not have to happen. This tragedy was preventable.

I don't mean that any one person should have done something differently. But I do mean this: A system of influences and realities—economic, social, mechanical, and natural—left the Miss Ally in harm's way. And as a result, the five young men who were aboard it are lost forever.

This system is not something any one person or any one entity can change. It is a culture. And cultures take time, and the actions of many, to change.

The culture in our fishing industry is something that we, as a province, need to change together. Because it cannot go on like this. Today, in 2014, fishing does not have to come with the possibility of death. It simply does not.

I can't begin to say what Della Sears must be feeling. Her courage in speaking out is beyond words. Unfortunately, it is a courage and heartbreak that I have seen before.

When I visited with Charlene Donnette, who lost her son Michael from the rear of a fishing vessel just a few weeks before the Miss Ally tragedy, I remember a similar tone of voice. I felt a helplessness. I sensed her loss. I saw a gaping hole in the fabric of a family.

It doesn't need to be like this. We can, together, change the outcome for future fishermen, for families, businesses and economies along our coastline.

Della Sears is right that safety-related equipment like beacons can help. I applaud her brave suggestion, as should we all. And while we at the WCB and our partners promote the use of per-

sonal flotation devices because they increase the chance of survival, again, there is no one thing that can make all the difference that is needed.

All of us who care about our people coming home need to change the way we think about fishing.

It's not OK to accept any price of fish as worth the risk of human life. It's not OK to accept the risk of not coming home as part of any job. It's not OK to let this keep happening, year after year.

But change cannot be brought to fishermen and their communities by those of us outside of the industry. Change must come from the communities in which it needs to occur.

That is why over the past year, together with partners like the Fisheries Safety Association of Nova Scotia, the Nova Scotia Fisheries Sector Council, the Department of Labour and Advanced Education and the Department of Fisheries and Aquaculture, we have laid the groundwork for a new conversation.

It is a conversation with industry leaders and with community safety champions about what might be different in fishing. It is a conversation about how the rules of the game might be changed, so that fishing can happen more safely, and so that our proud traditions in this province carry on, in a way that doesn't risk people not coming home to their families. I look forward to talking more about this in the coming weeks.

For right now, though, we at the WCB look back to a year ago in Woods Harbour. We join Nova Scotia in remembering a tragedy that didn't have to happen. And I vow to do everything within my scope of influence to ensure we prevent these tragedies in the future.

MAKING A DIFFERENCE TOGETHER



Winter 2014

- Officially launched Safe at Sea Alliance in March
- Media announcement – joint news release between WCB, LAE and Fisheries & Aquaculture
- Event in Halifax with approximately 30 fishermen
- Secured support from all Task Force partners (Federal Government Departments and NSCC)



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Soteria – Strains

**A Provincial Strategy to Reduce
Musculoskeletal Injuries
in Nova Scotia Health Care**

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Soteria – what or who is she?

- Soteria is the Greek Goddess of Safety and Preservation from Harm.
- For us, Soteria is a philosophy and methodology:
 - for **creating** and **implementing** H&S related strategies and programs in Nova Scotia Health Care



Soteria as a philosophy / methodology

- Soteria Strategies:
 - Endorsed and Championed by Senior Leadership
 - Collaborative , Multi-stakeholder Working Group
 - Based on research - evidence based
 - Integrated with other priorities & strategies
 - Extensive stakeholder engagement
 - Stakeholders very broadly defined
 - Multiple opportunities for meaningful engagement



Soteria as a philosophy / methodology

- Soteria Strategies (continued):
 - Key stakeholders take ownership
 - Evaluation is seen as a foundational component
 - Implementation & Operational
 - Focused on making a sustainable change to organizational culture and individual behaviours
- A model for the future of H&S in health care
 - Employees and those they care for!



Soteria – Strains: Scope

- The first Soteria Strategy, Soteria – Strains, is focused on musculoskeletal injury prevention.
- It was decided that the specific focus of Soteria – Strains would be to:
 - Develop a **common, evidence based** safe patient lift, transfer, repositioning program that will be **implemented** in acute-care facilities operated by the DHAs and IWK.



Soteria – Strains: Scope

- The two primary deliverables of the strategy are:
 - A program document for safe patient movement
 - A program implementation & sustainability guide



Soteria – Strains: Successes to date

- Survey of current state of safe patient handling programs in DHAs/IWK
- Inventory of currently available patient handling equipment
 - Type, number, location
- Communications Sub-Committee has:
 - Created and finalized the Soteria brand
 - Created SoteriaHealth.ca



Soteria – Strains: Successes to date

- Evidence Based Practice White Paper
 - Outlines research findings on successful, sustainable implementation elements for a safe patient lift, transfer, and repositioning program
- Business Case White Paper
 - Outlines research findings on the cost effectiveness of well-implemented safe patient lift, transfer, and repositioning programs



Soteria – Strains: Successes to date

- Extensive stakeholder engagement plan
 - Strong support from all
 - “We really need this”
 - Some concern about if it will happen
- A paper-based & online survey to front-line staff
 - On-line & paper based survey
 - 1799 valid surveys received.
- Survey results were used to design face-to-face meetings with front-line staff.
 - Results being analyzed and will be reported on



Soteria – Strains: Successes to date

- Consultants with expertise in engagement / focus group sessions conducted face-to-face sessions with front line staff
 - Sessions at all DHAs/IWK
 - Met with 724 staff plus 24 staff completed an online engagement questionnaire
- A report documenting the results from completed engagement activities is being finalized.
 - Choice Book to verify understanding will be distributed in late September



Soteria – Strains: Successes to date

- WCB has funded the evaluation of the Soteria – Strains Process
 - Final report on the Process Evaluation Study will be completed by Sept. 23rd
- The Nova Scotia Health Research Foundation (NSHRF) conducted a jurisdictional scan:
 - To identify what other jurisdictions & organizations are doing to evaluate the effectiveness of safe patient handling efforts. Two reports have been added to the website.
 - NSHRF will be assisting in the development of the program evaluation element of the draft Soteria Strains Program



Soteria – Strains: Successes to date

- Dr. Kelloway, SMU, has been contracted to:
 - Create standard H&S related metrics and definitions for use in all DHAs/IWK.
 - Identify the state-of-the art in patient mobility / stability assessment tools, test these, and recommend a tool to be included in the draft Soteria Strains Program



Thank you.