



“The Program”

Programs and Services Provided
by WCB NS Funding Agreement
2017 Year End Results

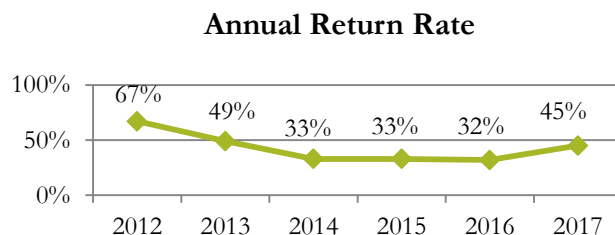
The Program - Service Evaluation Results

Over the past decade, employers have completed Service Quality Feedback Evaluations to tell us about their navigation experience when working directly with one of our experienced Employer Advisors. Very truthfully, we are often overwhelmed by the emotional, powerful, positive and heartfelt written comments that employers write to us. Thank you from everyone at OEA NS Society for your time to provide us with this feedback!

As a not-for-profit our objective is to navigate employers. Providing employers with exceptional service and expert advice is what we consistently work to do, whether it's at 6 pm or 6 am, we'll make sure you have the help you need. OEA NS Society staff work tirelessly to achieve outcomes that matter to business in this province.

Navigation assistance from OEA NS Society comes in many forms including coaching an employer dealing with complex and a very difficult WCB or OHS situation, developing and preparing safe and healthy return to work plans, attending meetings with employers or developing policies and safe work procedures. We assist so that Nova Scotia workers can work free of harassment, work safely at heights, workplaces can enjoy productive JOHS committees and so there is successful performance management improvements, to name a few. It is all about achieving positive changes and at OEA NS, We Know the Way!

- 100% of the employers who contacted OEA NS Society in 2017 received the assistance they were looking for.
- 96% of employers rated their own subject knowledge 4 or above (on a scale of 1 being poor and 5 being excellent) after receiving assistance from OEA NS Society. This was an increase of 49% compared to their rating of their knowledge prior to speaking with an Employer Advisor.
- 60% of employers who completed the survey in 2017 were returning employer clients.
- The average return rate on the distributed surveys was 45% which is an increase of 15% when compared to 2016 return rate.



The Program - Service Evaluation Results

Summary of Service Quality Surveys Questions Rated 4 or above (1=Poor & 5=Excellent)	2017
How would you evaluate the professionalism of the service when you contacted OEA?	100%
How would you rate the timely handling of your inquiry when you contacted OEA?	100%
How well did the OEA staff listen to and understand your needs?	100%
How would you rate the accuracy and relevance of the information provided to you by the OEA staff member you spoke to?	100%
How would you rate your knowledge of the subject matter before contacting OEA ?	47%
How would you rate your knowledge of the subject matter after OEA assisted you ?	96%
If the Advisor provided written documentation, how satisfied were you with the work done?	98%
Please rate your overall satisfaction of your recent experience with OEA NS.	97%

Summary of the types of navigation that Employer's surveys stated they received:	2017
Advice, recommendations only	18%
Drafted correspondence	15%
Reviewed file information and discussed	14%
Reviewed policies / providing feedback	11%
Participated in agency conference call with employer	8%
Made phone calls on the employer's behalf	6%
Reviewed claim decisions / provided interpretation, recommendations, and feedback	6%
Completed and filed appeal documents for employer	5%
Legislation review, interpretation re: issue	5%
Provided OHS resource materials	4%
Participated in a case management meetings	3%
Completed site visits	3%
Appeal preparation, drafted appeal materials	1%

The Program - Employer Testimonials

- “OEA always provides timely, relevant and up to date information on a variety of topics, that are important in today's fast paced work environments, no matter what they may be”
- “Excellent advice. Very thoughtful. Once again, thank you”
- “OEA is a great resource to have and offers a lot to the employers. Very knowledgeable and experienced staff”
- “First time I used the OEA, or for that matter advocates, such as the OEA. Results were great, saved me money!”
- “Jeannette is amazing! So helpful and knowledgeable.”
- I was assisted by Mary Morris, and she provided effective, relevant, information to me in a timely manner (actually turnaround time was faster than expected)”
- “Mary Morris and the OEA are an excellent resource for employees of NS. Mary's knowledge and help is outstanding. I have learned so much from Mary and am confident in the direction she provided our company! Mary and the OEA is a necessary service for NS Employers”
- “Mary Morris and the OEA team are a fantastic resource for NS employees. They are so knowledgeable and their timely responses is outstanding. Nova Scotia cannot lose this resource”
- “We appreciate the hard work and excellent presentation prepared on our behalf by Bernadine MacAulay. We should have won the appeal! Unfortunately, WCB continues to cover surgeries for chronic conditions where a small injury aggravates an already existing injury!! Denial is by no means the fault of the OEA presentation”
- “The OEA is always very supportive and prompt in their reply”
- “Mary Morris and Jeannette Combes are a wealth of information! The assistance and advice is extremely valuable. Thank you!”
- “I was wandering in the dark, trying to work through a complicated case. OEA provided the guidance and insight I needed to get through it. There is no better service available for employers dealing with the WCB”
- “In dealing with my two particular situations I found the Workers' Compensation personnel I dealt with to be vague and did not listen to me. Had preset views. In my humble opinion, they are just collecting a pay cheque, not doing their job and just doing the easy way and giving out TERB to anyone who had a complaint. Therefore for me, the Employer is forced to pay higher premiums for false claims by the employee.”

The Program - Employer Testimonials

- “Mary and her team are always able to provide guidance on how to handle what can appear to the employer to be complicated matters, when in actual fact they are very simple. They are able to advise employers of the rights and obligations in any situation – information that is not readily available unless you know exactly where to look for it. Simply explaining to employers that they have options and explaining what they are, can be a huge relief when the employer is involved with the WCB. Employers can then ensure that the best outcomes of the situation are achieved, ones that are operationally sustainable and that ensure a safe workplace for all”
- “I am very happy with the guidance and services that the OEA has provided. I received help almost immediately after my first contact and was assisted every step of the way. Thank You”
- “Mary Morris (OEA) was extremely helpful and assisted with the navigation from first enquiry to resolution”
- “Highly recommend the service of the OEA”
- “The information that was provided to me, was what made dealing with a bad situation seem so much easier to deal with. I would highly recommend Employer Advisor to everyone that has to deal with work related incidents. Thank you greatly to Mary and Jeannette. “
- “Mary Morris has been my contact since receiving my new role as a case manager and her professionalism efficiency, patience and knowledge is exceptional.”
- “The response to my inquiry was very quick and the information I obtained was very helpful.”
- “Those who know Mary Morris at the OEA know she is a force to be reckoned with, and that she knows her stuff and is always willing to help manufacturers. Those who do not know Mary Morris really need to meet her.”
- “Excellent service – not certain why it has not been common knowledge of your services, just learned about it this summer – perhaps a stronger advertising / communications method should be explored.”
- “We are always hugely grateful for Mary and her team at OEA and thankful for their patience, wise counsel and their support. “
- “OEA brought peace of mind, during a time of great stress. OEA staff were professional and confident in their knowledge, providing as much or as little support as needed, thank you!”
- “Every question I asked in regards to WCB was answered in a professional, yet easy to understand manner. And there were things I had not thought of or did not know to ask that were mentioned to me, helping me to get a fuller picture of my issue. “

The Program - Employer Testimonials

- “As a small non-profit, having the advice, assistance and drafting of letters sent by the employer to employee was of tremendous benefit and value for our organization. Thank you Mary!”
- “In all my dealings with Mary of the OEA, I have been very impressed. Professional, thorough and honest. I always know the direction we are going and how we would get there”
- “Very professional! Exceptional service. Tenacious!”
- “The information and advice provided was extremely informative and valuable. It’s lovely to have this trusted resource at my fingertips”
- “Mary was amazing, and such an expert in her field. I could not have pulled together the information that I needed without her”
- We were involved in a situation with NS Labor Dept. with an individual who was very unreasonable. We could not understand what she wanted and were threatened with the closure of our company. Mary’s advice and assistance on the complaint matter was immeasurable. Her knowledge and insights were methodical and measured to highlight important / key issues to be considered in bringing resolution to the matter. She was accessible, patient, and considerate. I learned a great deal from Mary, as she guided me through the process.”
- “The experience of the OEA was fantastic. All my questions were answered very professionally. Anything I was not sure of, they were able to explain in detail that I was able to understand. “
- “Jeannette was amazing! (knowledgeable and sharp!) Just wish we had contacted her at the beginning of the claims process”
- “I can always count on advice from the OEA.”
- “Jeannette is very knowledgeable in the areas that I required help. She knew exactly what I needed and was a huge help in the documentation. This employee terminated his position within our company. Thank you very much for the help. At this time, WCB is still refusing to pay him based on his unwillingness to comply with the physio recommendations and the WCB Return to Work Policy.

Education and Learning

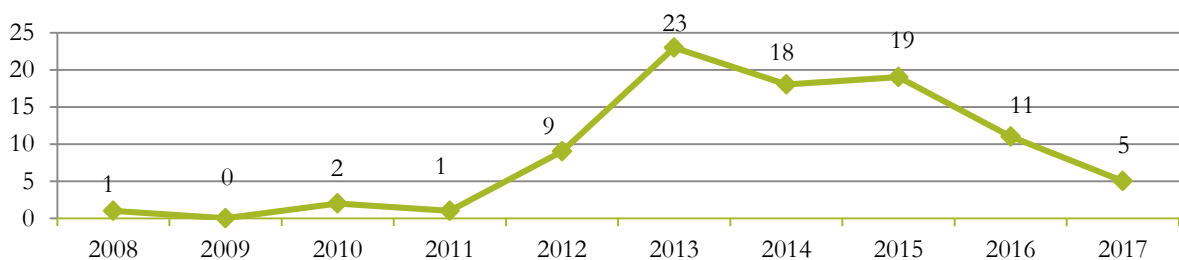
In 2017 OEA hosted 17 Program educational programs with a total attendance of 637 employers:

- Sessions with the Forest Nova Scotia Safety Association
- Nova Scotia Asphalt Users & Producers Association
- Dalhousie University - Occupational Hygiene for Managers
- Hotel Human Resources group
- Chignecto Regional School Board
- Canadian Occupational Health Nurses Conference
- Truro Chamber of Commerce
- Annapolis Valley Chamber of Commerce
- Sessions with EMC
- Confederacy of Mi'Kmaq Leaders Mainland

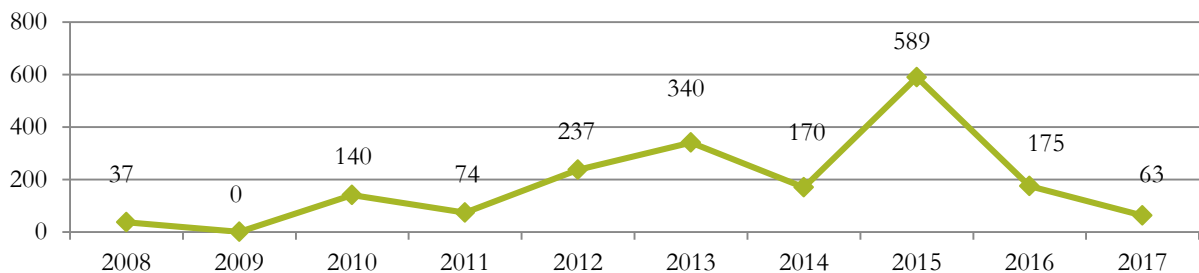
Employer Consultation – WCB/OHS System Issues

In 2017 OEA NS Society organized 5 consultation sessions on key issues with 63 employers participating. In January 2017 the OEA NS Society responded to the WCB's policy consultation on Pre-Existing Conditions with an employer committee and external medical expertise. Thank you to Merit Nova Scotia and CFIB for their participation.

**Consultation Session Held With Employers and Business Associations
by OEA NS Society**



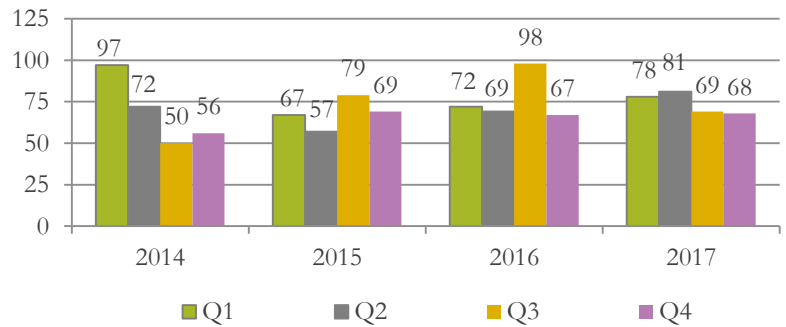
**Number of Employers or Business Association Representatives
Attending OEA NS Society Sponsored Consultations Annually**



The Program - New File Navigation

Over the past 4 years there has been a shift in the peaks of new file intake each year. High intake used to occur early in the year but in recent years has shifted to Q3 and Q4 as the highest intake period. This coincides with appeal files being issued in the summertime and assessment statements coming out in September of each year.

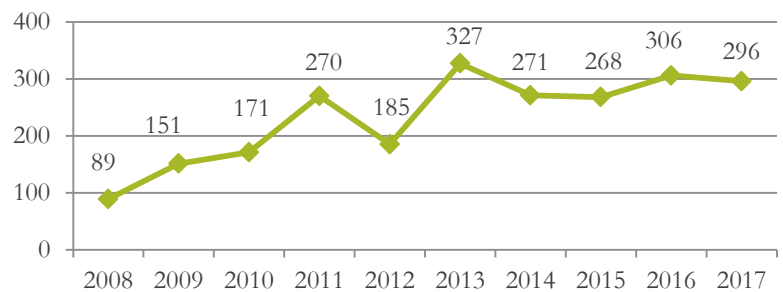
Year over Year: New Files by Quarter



Employers accessing assistance with individual complex claim or OHS issues receive a call back usually the same day and not later than the next day.

New intake files in 2017 for The Program predominantly dealt with return to work efforts.

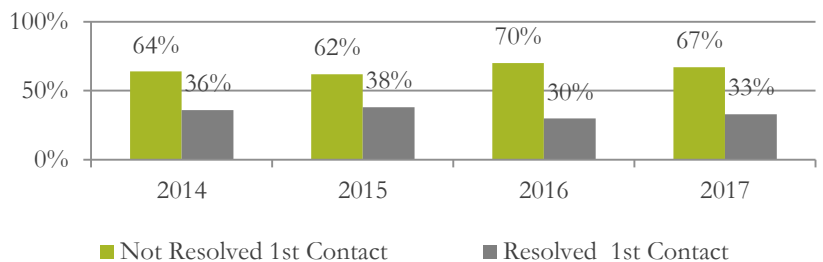
New Intake – Employer Files



Note: OEA NS opened in mid May 2008. Data for 2008 represents 7 months only.

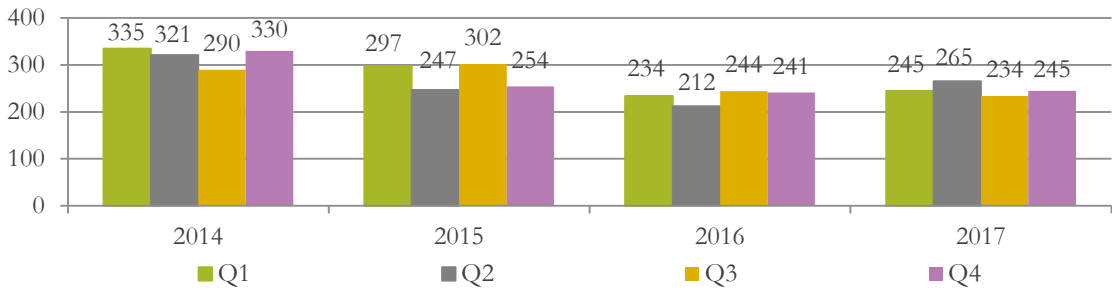
In 2017, 33% of issues for The Program were resolved at first contact with OEA NS Society and 61% required assignment to an Employer Advisor for additional meetings, discussions and assistance. This profile has remained fairly consistent year over year.

Resolution of Issue at 1st Contact with Employer Advisor

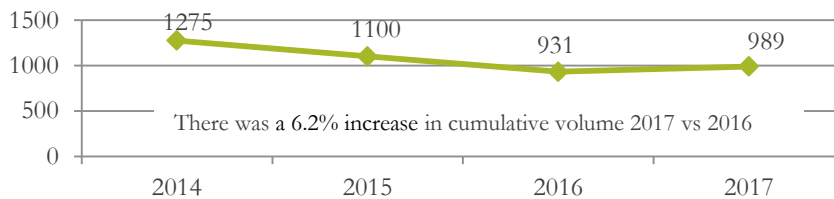


Issues Navigation – the Program (WCB/OHS)

Cumulative WCB/OHS Files by Quarter



Total WCB/OHS Cumulative Files

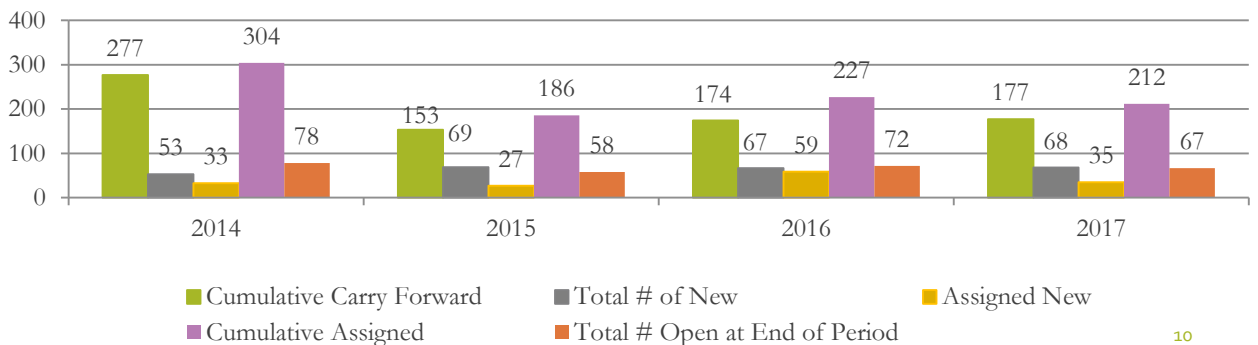


Accessing Our Assistance

Employers who contact OEA NS Society for assistance related to The Program are responded to usually the same day. Employers often express surprise that their calls are answered by a real person. Service excellence has always been of key importance at OEA NS Society and we endeavor to meet the employers needs in a timely way. Employers typically just call us at 902.442.9366 or email at info@oceans.ca and ask “can we talk?”

We receive calls from injured workers as well and navigate them to the appropriate resources as well. As a key stakeholder in the WSIS system, service excellence extends to everyone who contacts us!

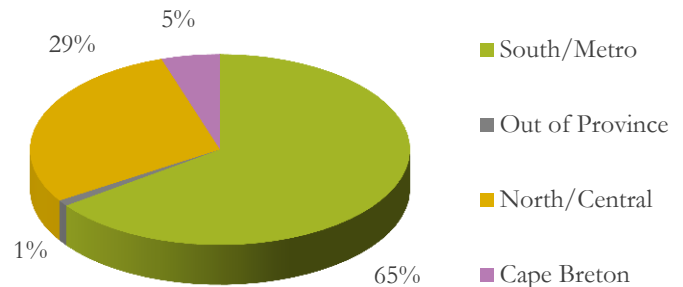
Intake WCB/OHS File Workload



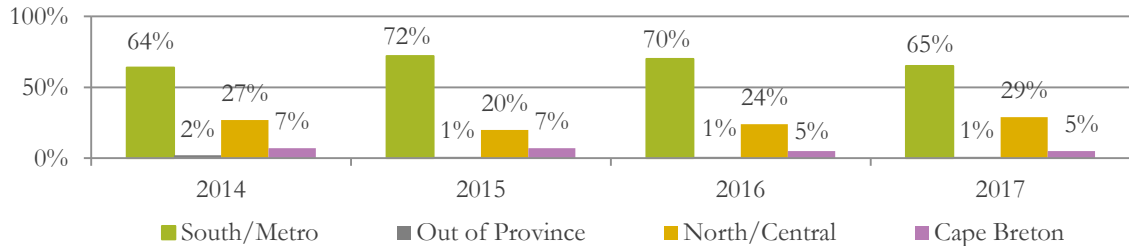
The Program - Employer Information

The majority of employers accessing OEA NS Society programs and services of The Program in 2017 were located in the region of South/Metro. OEA NS Society uses the same regional definitions of WCB NS to collect this location data. South/Metro has large coverage and extends through the Annapolis Valley and some of the South Shore. This is important to understand when considering this data about primary location.

2017 Primary Location of Employers Seeking Assistance through the Program

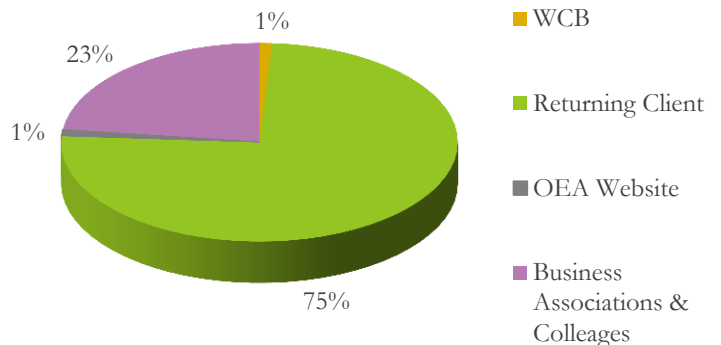


Year over Year: Primary Location of Employers

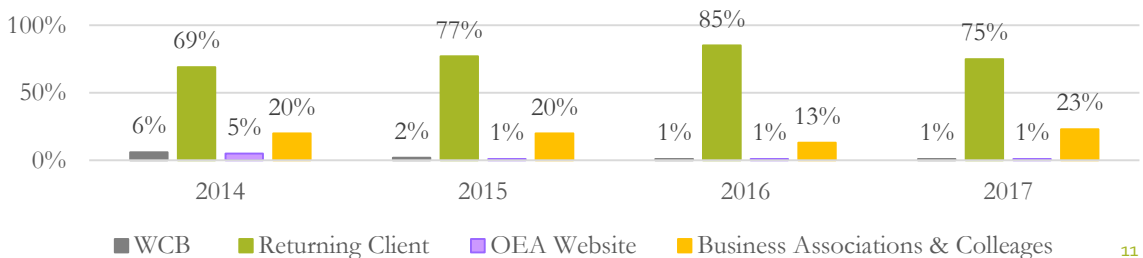


The majority of employers accessing OEA NS Society programs and services for The Program in 2017, were returning clients. In 2017 there was a 10% increase in referrals from business associations and colleagues.

2017 How Employers Found Out About OEA



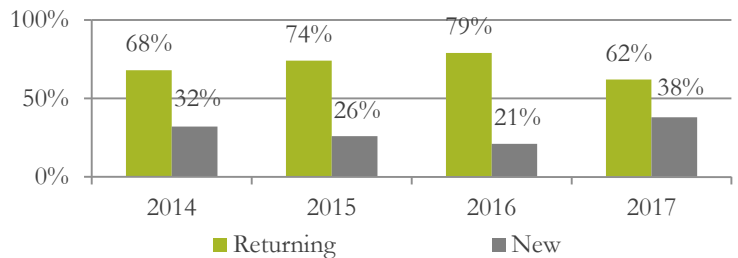
Year over Year: How Employers Found Out About the Program



The Program - Employer Business Profile

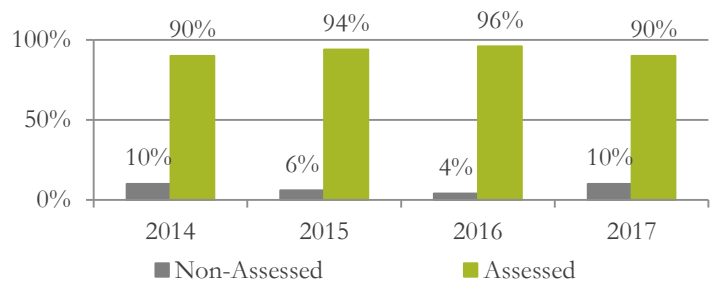
In 2017, 38% of employers who contacted OEA NS Society for The Program were new employer clients. This was an increase of 17% compared to 2016.

Year over Year: New vs Returning Employers



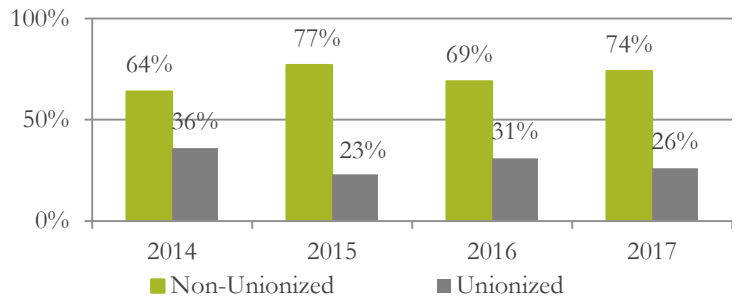
In 2017, 90% of employers contacting OEA NS Society for The Program were WCB assessed employers. This was a reduction of 6%, compared to 2016. In comparing the past 4 years of data, the employer coming to OEA NS Society have consistently been WCB assessed employer and more than 90% of our clients “covered” employers.

Year over Year: WCB Assessed vs Non-Assessed Employers



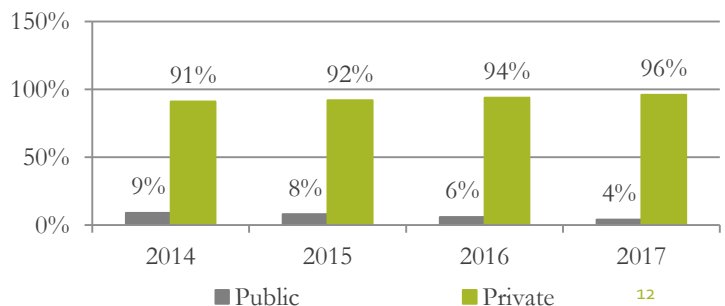
In 2017, 74% of employers contacting OEA NS Society for The Program were non-union. This is an increase of 5% compared to employer clients accessing OEA NS Society assistance in 2016.

Unionized vs Non-Unionized Employers



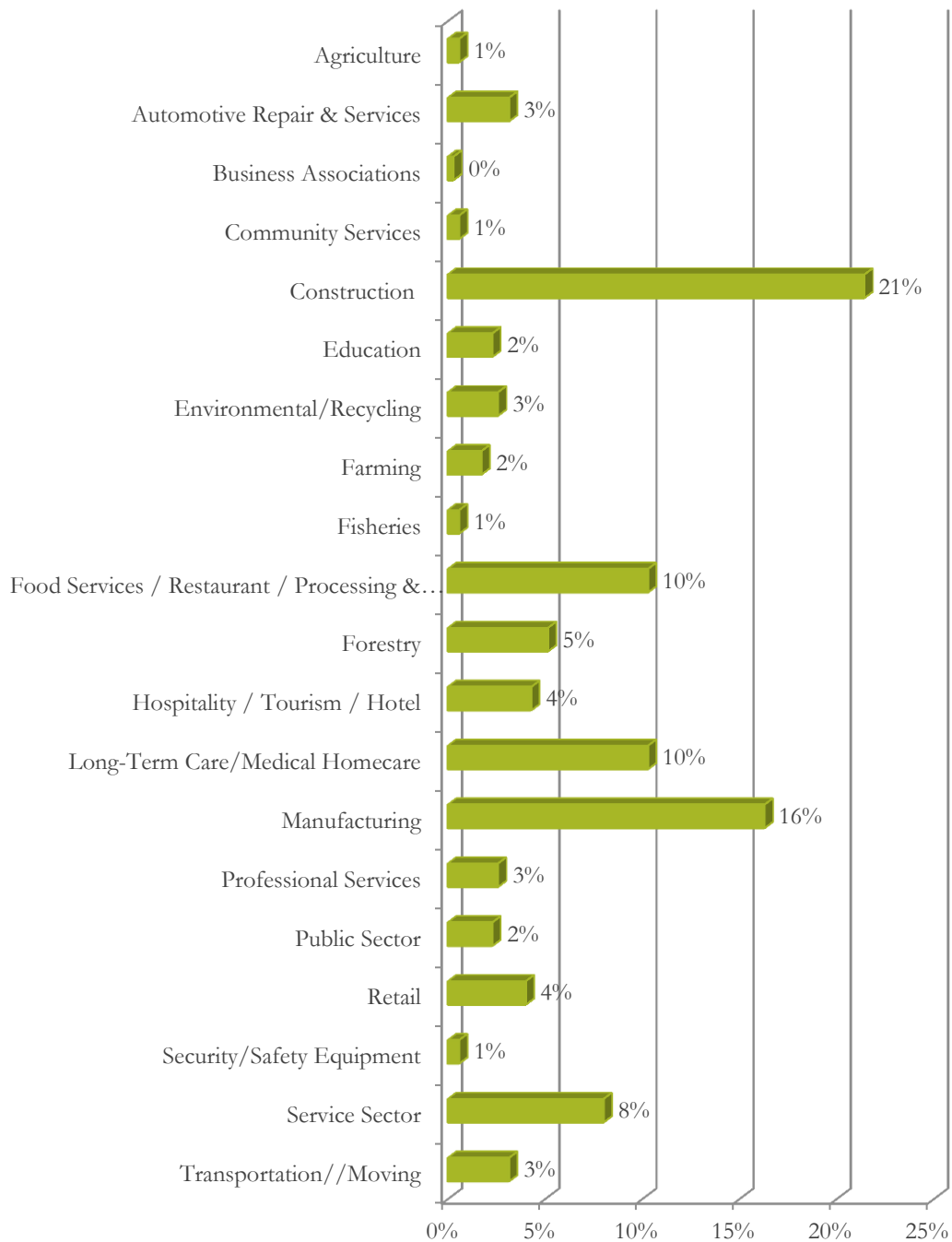
In 2017, 96% of employers contacting OEA NS Society for The Program were privately owned businesses. This was an increase of 2%, when compared to 2016. During the past 4 years the employer client base coming to OEA NS Society have consistently been over 90% privately owned.

Private vs Public Employers



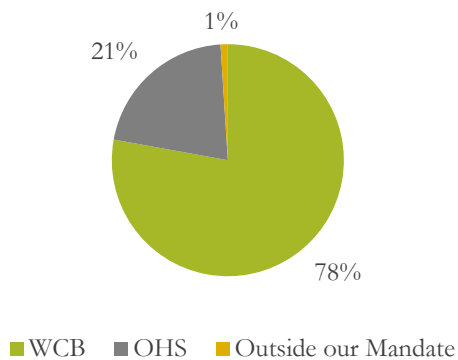
The Program - Employer Business Profile

2017 Industry Sectors Accessing The Program

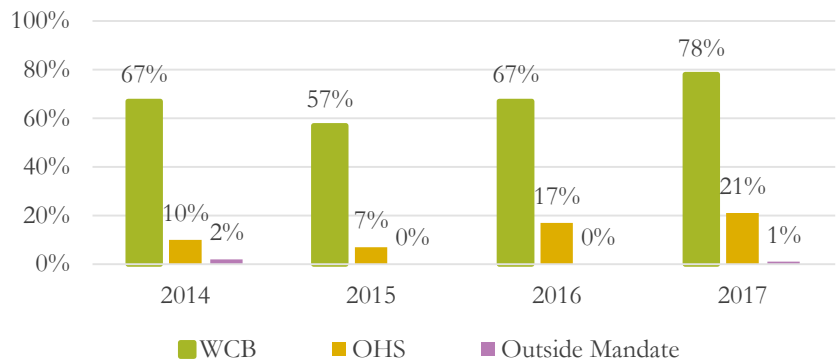


The Program - Navigation by Issue

2017 Program Navigation

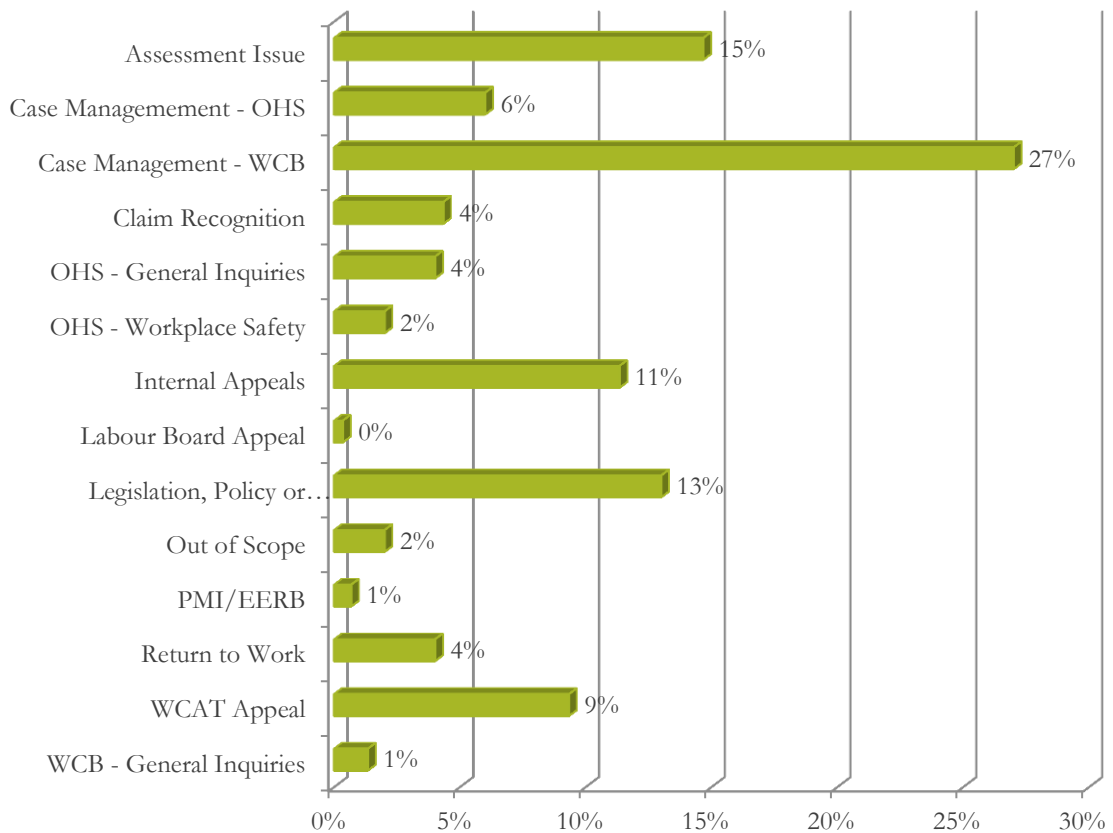


Year over Year: Program Navigation



Note: 2014-2016 categories no longer in the contract have been removed.

2017 Reasons for Contacting the Program



Workplace/Occupational Health & Safety

OHS Issues	2014	2015	2016	2017
Appeal Files	18%	26%	6%	7%
General health & safety files	18%	22%	38%	12%
Workplace Safety	0%	0%	0%	8%
OHS Case management files	6%	15%	19%	34%
Legislation, policy & process files (Includes Administrative Penalty files)	35%	26%	31%	34%
Compliance order/Admin Penalty files	18%	11%	0%	1%
Return to Work files	6%	0%	6%	3%

WCB/WCAT/Labour Board Appeals

Type of Appeal	2014	2015	2016	2017
Internal Appeals	41%	32%	43%	47%
WCAT Appeals	51%	58%	54%	49%
OHS / Labour Board Appeals	8%	10%	3%	4%

Employer vs Worker Appeal	2014	2015	2016	2017
Employer appeals	46%	54%	49%	67%
Worker appeals	54%	46%	51%	33%

Status of Appeals at the End of 2017	2017
Appeals currently in progress	40%
Employer's appeal denied	7%
Employer's appeal granted	9%
Employer's appeal granted in part	2%
Employer withdrew appeal	16%
Worker's appeal denied	4%
Worker's appeal granted	1%
Worker withdrew appeal	1%
OEA Not Advised / In Abayance. Transferred to Legal	21%

Financials – Employer Advisor Nova Scotia Society

The special purpose statement accompanies this report.

Navigating Employers Toward Business Success

36 Brookshire Court, Suite 14
Bedford, Nova Scotia
B4A 4E9
Phone: 902.442.9366
Fax: 902.252.3466
www.oceans.ca