

## 2019 Annual Report





# **NAVIGATING EMPLOYERS TO BUSINESS SUCCESS**



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# HEALTHY, SAFE AND ENGAGED WORKPLACES IN NOVA SCOTIA

OEA NS Society delivers its mandate to assist  
and contribute to business success.

# 2019 ANNUAL REPORT INTRODUCTION

I am pleased to report on the highlights of OEA NS Society as we present this Annual Report for the year ending 2019.

It was an exceptional year meeting with Employers across Nova Scotia and we did so through face to face meetings, our conference, onsite presentations, webinars and the telephone. We sincerely offer our thanks for the kind comments and genuine appreciation for the assistance provided.

At OEA NS Society one of our important business values is CHANGE. OEA NS has constantly evolved since our opening and will continue to value change as a necessary and key aspect of our work in the business and employment sphere. Our Board of Directors and Staff members devote countless hours to Employer issues, meetings and ensuring that our service delivery, programs, services and advice is always of superior quality. We pride ourselves on our service delivery to one another, to Employers and we work continuously to ensure calls are returned promptly, documentation is of exceptional depth and accuracy and that investigations reveal the facts. We are committed to continuous education for our OEA Advisors as the economic and employment landscape also changes.

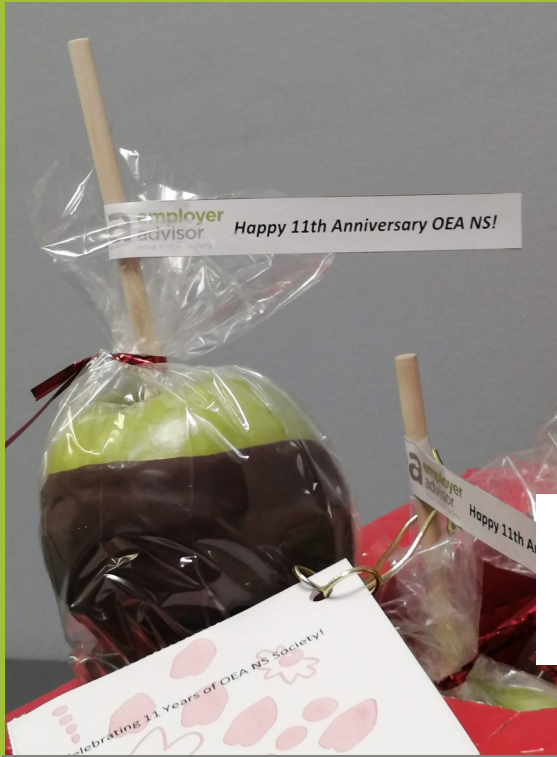


must always be changing with new ideas constantly pushing us to take risks to be better and improved. We're on our way!

Charts on page 21 of this report identify the growth in total workload and file volumes. Given that we accomplished these outcomes with one less staff person, until Katie Roebathan joined our team is testament to the hard work of the OEA NS team. Thank you!

Mary Morris  
Executive Director





### Celebrating 11 years of OEA NS Society

Bernadine MacAulay, has been a voice and advocate for business and Employers in Nova Scotia since well before OEA NS officially opened. She was involved in the primary development of OEA NS. She has served for over 10 years as the Board Chair and then Board President of OEA NS Society. In March 2019, Bernadine MacAulay stepped down as President, transitioning into the new role of Past President.

OEA NS Society warmly and sincerely thanks Bernadine for her contributions to OEA NS Society and developing the organization into what it is today.

On May 12, 2019, OEA NS Society celebrated 11 years Navigating Employers! A 2008 OEA NS newsletter commented that Employer Advisors “provide a unique and important role to employers” and went on to point out the role of the OEA to provide “optimal advocacy, communication and training to employers and employer associations.” In 2019, OEA NS saw over 100 new Employers accessing OEA NS services, and assisted approximately 400 Employers with individual file issues from over 30 different industry sectors, for WCB, Occupational Health and Safety and Labour and Employment matters. Our mission to navigate Employers to Business Success remains our focus throughout our business.

## MOMENTS

### Thank You to Bernadine MacAulay



Shown: Bernadine MacAulay and Chris Ipe

### OEA NS Society Board of Directors 2019



OEA NS Society is governed by an industry-sector voluntary Board of Directors.

Shown [Left to Right]: Al Angrignon, Patricia Bland, Jim Cormier, Henry Vissers, Bernadine MacAulay, Jordi Morgan, William (Bill) Costin, Rick Feehan, Tina Lane.  
(Missing from photo: Chris Ipe)  
See page 13 for more information.

In 2019, OEA NS Society attended several events in the community including a workshop presentation and tradeshow booth at the 2019 Workplace Health & Safety Conference, the Nova Scotia Federation of Agriculture Annual General Meeting and networking with Employers at Halifax Chamber of Commerce events, Sackville Business Association events, and much more!

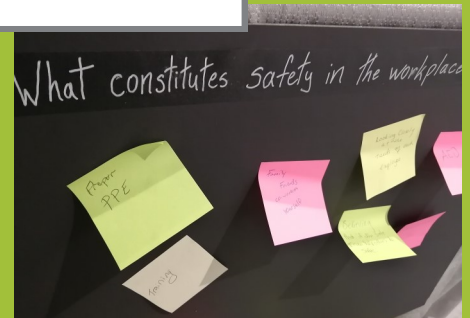
OEA NS Society meets with Employers all across the province and welcomes opportunities to allow more people to know about the valuable services OEA NS Society provides.



2019 Workplace Health & Safety Conference

Shown: Joy Samuel,  
Business Services  
Advisor

## FROM 2019



In May 2019, we welcomed Katie Roebathan, Lawyer to OEA NS Society. Katie has over 10 years of labour and employment legal practice and has been enjoying navigating Employers with policy review and assistance, representation at appeals, Labour Standards, Labour Board, WCB issues, and education programs.



Katie Roebathan, Lawyer

### OEA NS Society staff celebrating International Women's Day 2019



Shown [Left to Right]: Joy Samuel, Jeannette Combes, Mary Morris.

# BOARD PRESIDENT MESSAGE

Dear Employers,

On behalf of my Board of Director colleagues, representing key industry sectors and organizations in Nova Scotia, I am pleased to present the Annual Report for OEA NS Society for the year ending December 31, 2019. This report represents our year in review with data from our consolidated Society events, programs and services.

Opened in spring 2008 as a pilot program using grant funding from Employer premiums to WCB, the “OEA” has made continual inroads and strides to become a trusted resource for Employers of all industry sectors, regions and sizes.

OEA NS was incorporated as a Society under the Nova Scotia Registry of Joint Stock Companies in January 2010 through the vision and planning of the Board Directors who understood that Employers in Nova Scotia had specific business needs, and that, where met and addressed, would improve their business function, interactions and processes. Incorporation as a Society was one step in our business evolution and establishes a base upon which further change is coming!

In 2017 OEA NS Society branched their business scope into two distinct streams; those still funded by grant funding with WCB Nova Scotia and under a fee service we offer a full range of labour and employment programs and services. This widening of our business scope has been the right direction for OEA NS in meeting this mandate. We are able to provide the full range of employment navigation, assisting with appeals, workers’ compensation, workplace health and safety, labour, employment, human resources, policy development and practice. Underpinning all areas of our business are Advocacy and Education for Employers. We deliver custom education programs, annual conference programming, presentations for AGM’s, meetings and industry Boards. Networking is important to ensure all Employers are aware of OEA NS Society as a key resource. Together, our Board of Directors and Staff work to create economic success through healthy and safe workplaces.

OEA NS Society continues to provide exceptional expertise in the areas of workers’ compensation and workplace health and safety, mostly on a free basis due to grant funding. However, as requests to OEA NS continue to grow and the file complexities mount, our Board must consider seriously how we meet the needs with fixed grant funding that is set at approximately \$450,000 annually. OEA NS Society uses an all-in calculation to repay WCB for OEA labour/office costs where fee services work is involved. In 2019, the OEA NS Society repaid WCB \$29,729.00 under this arrangement.



We welcomed Katie Roebathan, Lawyer in the early summer, 2019. Katie has practiced law in the area of labour and employment with McInnes Cooper for close to a decade and brings sound and pragmatic experience and advice to Employers. Katie's practice with OEA NS Society is focused on legal representation for appeals at all levels and types, labour and employment assistance and advice and training/education with Employers, such as she provided at our 2019 Annual Employer Conference.

As we developed OEA NS Society for our next chapter, our Board of Directors examined its Governance structure and framework. Following a decade of dedicated, countless hours of selfless voluntarism to OEA NS, Bernadine MacAulay, Lawyer, stepped down from her roles on the OEA NS Board; first as OEA Council Chair and then, following incorporation, as President of the Board. We created new positions within our Board of Directors, looked at long range succession planning and conflict resolution. These are sound governance practices to prepare OEA NS Society to be successful and poised to navigate Employers in the years ahead! We acknowledge the outstanding contributions and time of Bernadine and thank her for her vision, advice and careful business guidance since well before OEA opened its doors in 2008!

My personal thank you to my Board colleagues and friends who remain so integral to OEA NS Society's success and future. We enjoy a very strong governance Board, who work very hard and very collegially together. It is a pleasure to have their support of me as President and their keen interest in the future of this province. Staff are the key navigators to Employers and we are grateful to their dedication to their roles. Staff work extremely hard to get things turned around and right for Employer's. We appreciate the incredible feedback of appreciation from Employers through written comments, flowers, apples and cards!

We welcome your feedback and supportive interest in OEA NS Society. We are: 'For Employers, by Employers' and this brings us a connectedness of working together, across industries and interests for the good of our economy, our Workers and their families.

Over the next year, OEA NS Society will embark on a Society Strategic Plan (2020-2022) that will implement further changes in our service delivery, scope of services and range. We look forward to what the next few years will mean for Employers and are proud to be a part of their success!

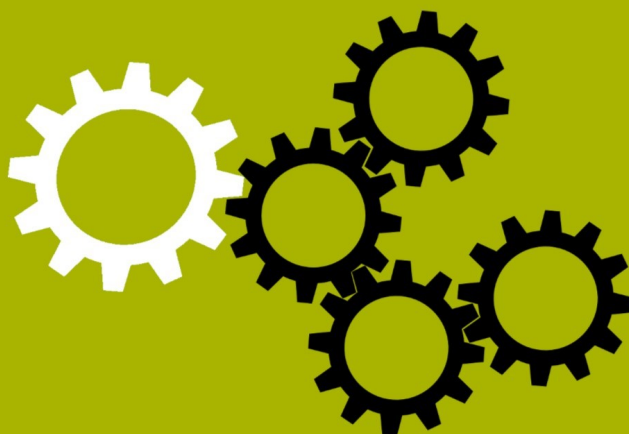
Thank you Nova Scotia Employers!

Sincerely,

Henry Vissers

President, OEA NS Society

Representing Nova Scotia Federation of Agriculture, NSFA



## SELF- —MANAGEMENT OF— OEA NS SOCIETY

OEA NS Society will sustain a Governance Model that supports and advances the mission of the Society, including Education – Support – Expertise –Communication – Advocacy, which in total produces sustainable and measurable system change and supports Employers to create and maintain better workplaces in this province.

## GOVERNANCE OF OEA NS SOCIETY

OEA NS is governed by an industry-sector based Board of Directors. Our Board of Directors represent various industries and sectors in Nova Scotia, providing a direct voice for Nova Scotia Employers.

**“Mary Morris and the OEA continue to be our ally and our go-to resource for support , expert guidance and education about WCB Case management issues, Appeals, and a variety of questions and challenges that face employers. We have utmost trust and confidence that we will receive thorough, accurate and insightful information to facilitate the best possible decisions for our company.”**

*-Farnell Packaging Ltd.*

**“The services provided were exceptional. Communication was open, honest and timely. Will not hesitate to contact OEA for future assistance.”**

*-Riverview Home Corporation*

**“My experience with the Employer Advisor Office has been extremely helpful. The staff are very professional, know their stuff, and are very good at explaining it in a way that I can understand. I highly recommend contacting them for advice or assistance.”**

**“In our experience, the Employer Advisors at OEA are very knowledgeable. We received clear, direct advice and appreciate the follow up as well.”**

**“We continue to be very satisfied with the exceptional expertise and guidance provided by Mary Morris.”**

**“It was a pleasure to work with Katie. She is very knowledgeable and helpful”**

**“Jeannette Combes provided amazing advice and information. Would certainly recommend to other employers.”**  
*-Alantra Leasing*

**“Great service and great staff to work with. Knowledgeable and very helpful.”**

## OEA NS SOCIETY BOARD OF DIRECTORS

**Henry Vissers — Board President (March 2019) (former Vice-President)**  
Executive Director, Nova Scotia Federation of Agriculture

**Alan Angrignon — Director**  
Manager, Forestry Safety Society of Nova Scotia

**Patricia Bland — Vice President ( March 2019)**  
Representing Health Care

**Jim Cormier — Director**  
Director, Atlantic Canada, Retail Council of Canada

**William (Bill) Costin — Treasurer ( March 2019)**  
Representing Construction

**Christopher Ipe — Director**  
WCB Specialist, Barrister & Solicitor, Canada Post Corporation

**Bernadine MacAulay — Past President (March 2019)**  
General Counsel, Nova Scotia Barristers' Society

**Tina Lane — Director**  
President & COO, Marid Industries

**Rick Feehan — Director (Treasurer until March 2019)**  
Chief Financial Officer, Wear Well Garments Limited

**Jordi Morgan — Director**  
Vice President Atlantic, Canadian Federation of Independent Business (CFIB)

## OEA NS SOCIETY STAFF

**Mary Morris**  
Executive Director

**Katie Roebathan**  
Lawyer

**Jeannette Combes**  
Employer Advisor

**Joy Samuel**  
Business Services Advisor

**“The OEA's desire to assist and effort to communicate effectively is always greatly appreciated.”**





## — COLLABORATION —

OEA NS Society works with external agencies and departments. We recognize the value of combining strengths and perspectives to attain desired OEA NS Society outcomes.



## **CLIENT FOCUSED APPROACH**

OEA NS Society considers all client outcomes and impacts when building and delivering programs and services.

## EMPLOYER ENGAGEMENT

OEA NS Society provides assistance with Workers' Compensation, Workplace/Occupational Health and Safety, Human Resources, Employment Standards and Labour, Education and Training, System Advocacy and Consultation.

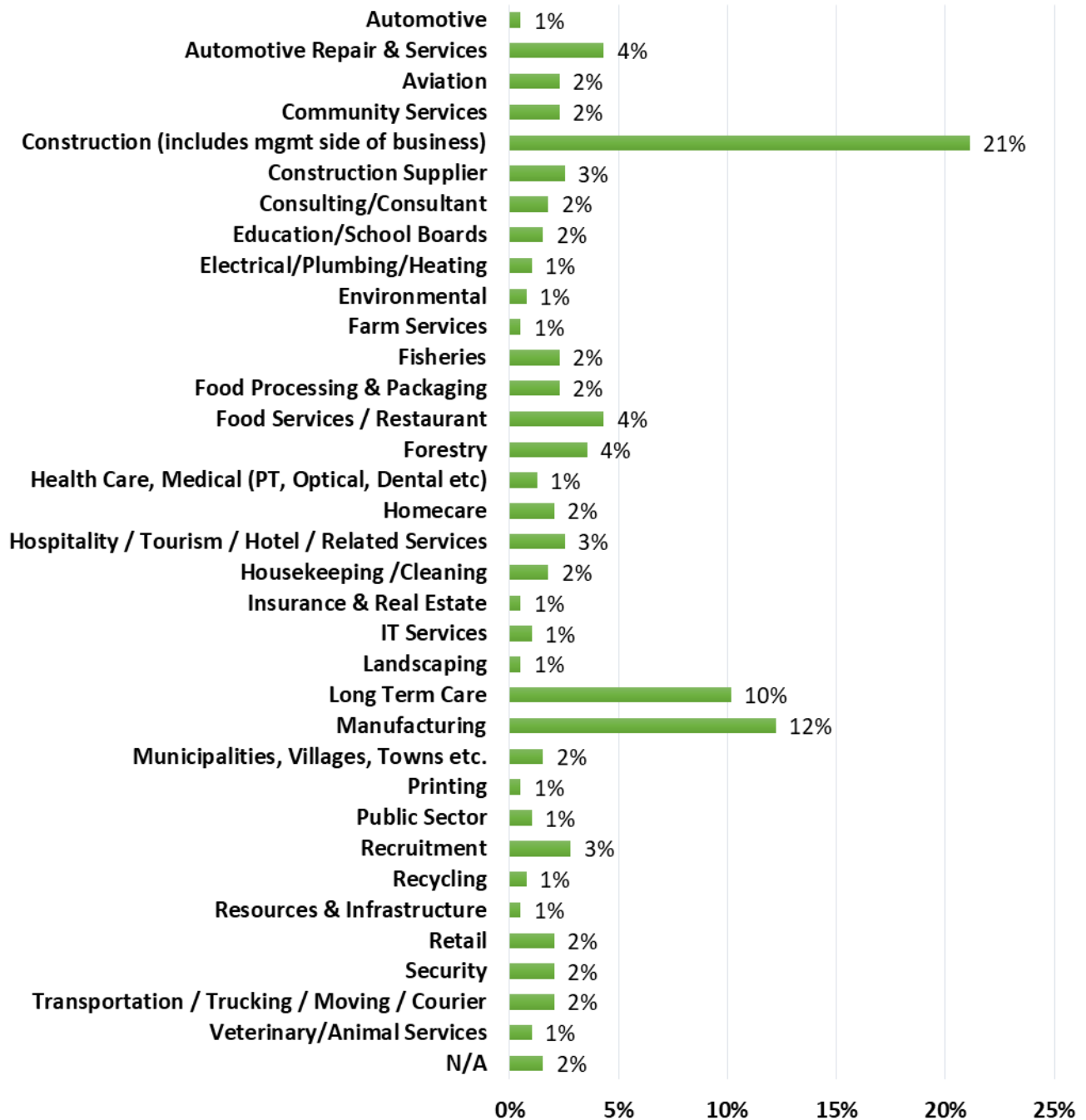
**"The most professional and knowledgeable office for WCB and OHS issues. We will be back."**

*-Bob Hajnal, Guildfords Group of Companies*

**"I've been personally using the OEA since 2010. Every experience is beneficial through expanded knowledge, being challenged on our duty, a direct result from the process. Exceptional Service!"**

*-Brad Dillon, Director of Operations, Marwood Ltd*

### Industry Sectors Accessing OEA NS Services



Represents Consolidated Program and Fee Services Data

## EMPLOYER PROFILES ACCESSING OEA NS SOCIETY PROGRAMS & SERVICES:

**27%**

of files were from  
new clients

**87%**

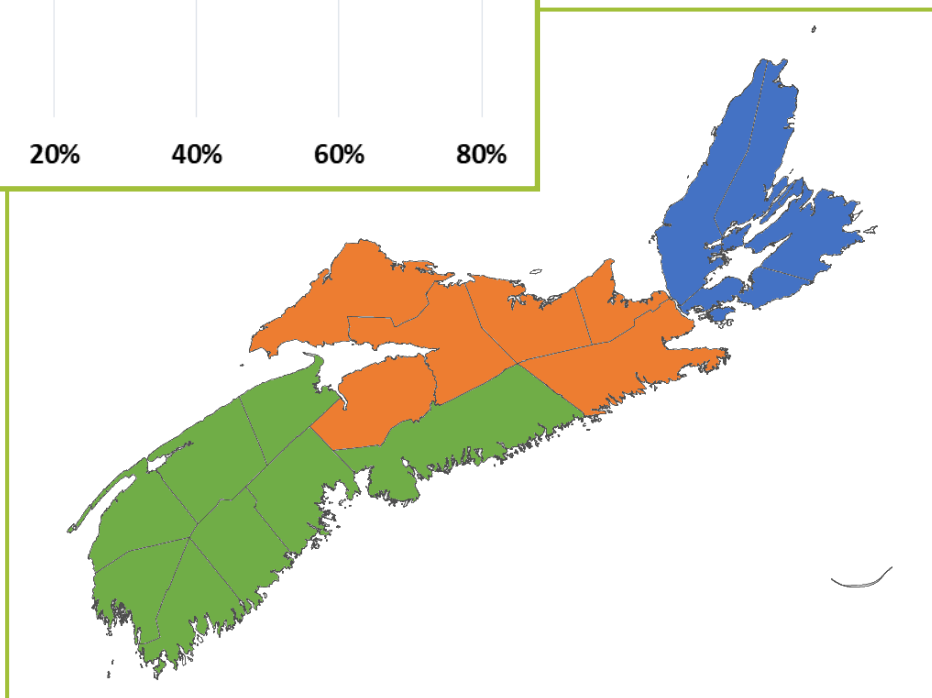
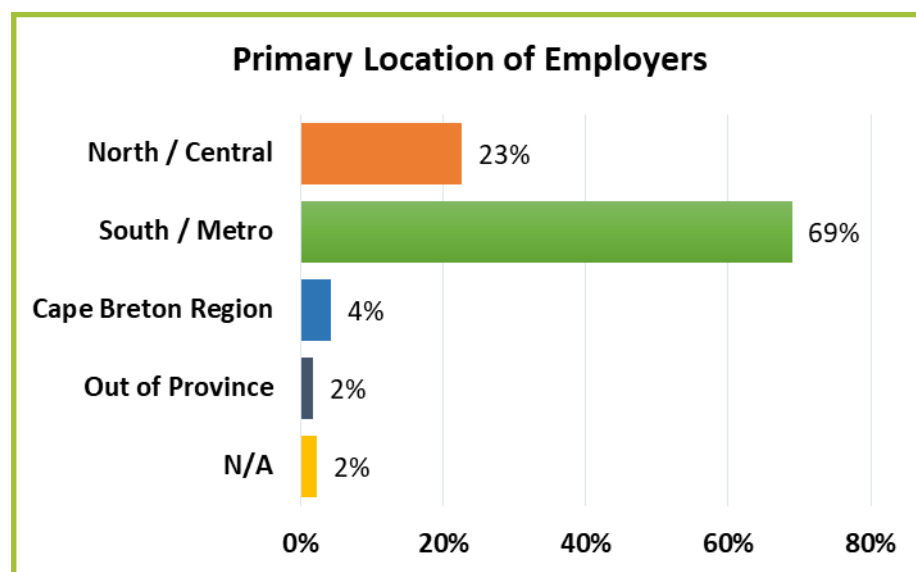
of Employers were  
WCB assessed

**57%**

of Employers were  
not unionized

**94%**

of Employers had  
privately-owned  
businesses



Represents Consolidated Program and Fee Services Data

## Reasons Employers Accessed OEA NS Society:

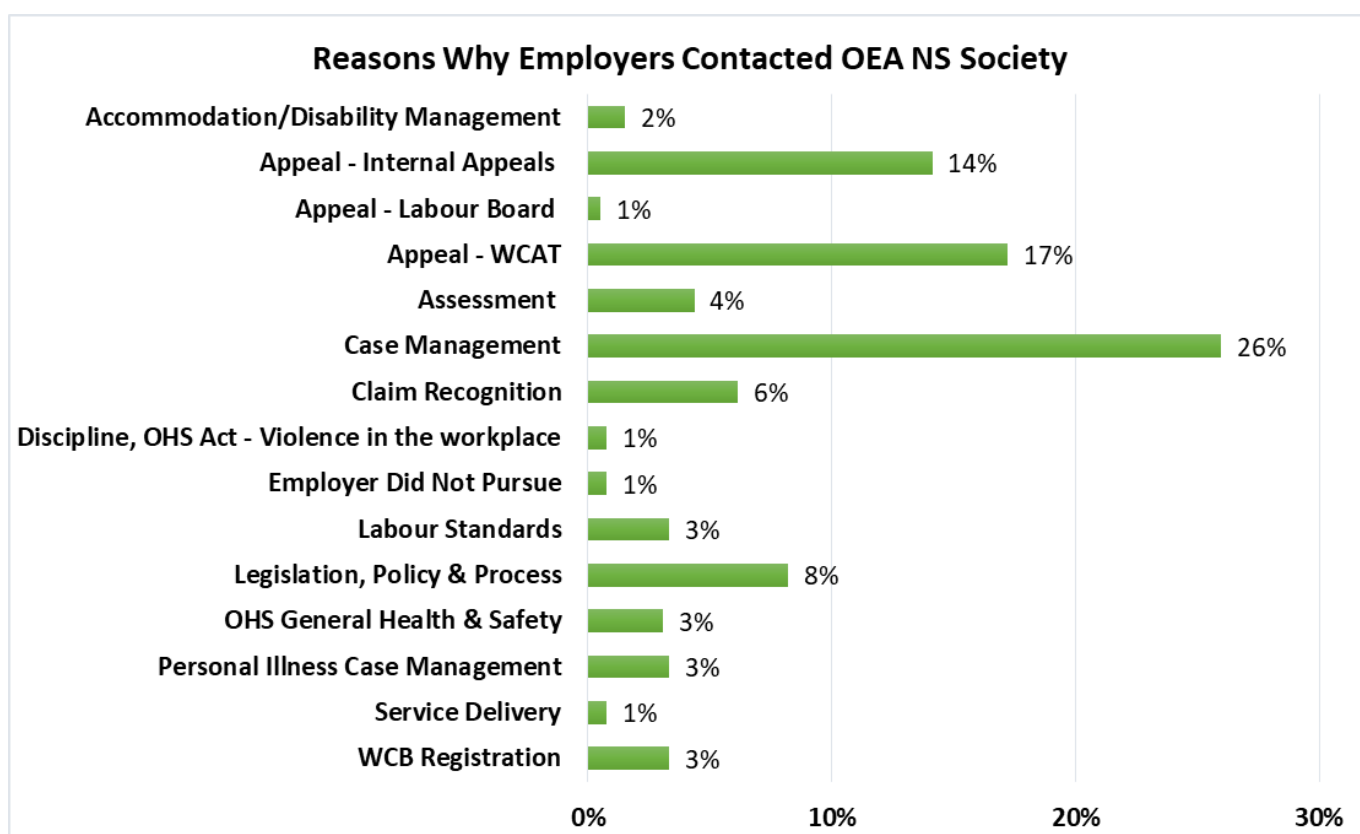
**74%** Workers' Compensation (total of 292 WCB claim files that OEA NS was directly involved in)

**7%** Workplace/Occupational Health & Safety (total of 26 issues)

**18%** Human Resources, Employment Standards & Labour matters (total of 71 files)

**1%** was Out of Scope

## Specific breakdown of categories under which Employer requests fell in 2019:



**\*Please note:** Legal representation by OEA NS Society in 2019 was only available for 7 months (June to December 2019).

## How Employers found out about OEA NS Society Services:

**24%** Business Association

**11%** WCB Website

**4%** WCB Referral

**24%** Business Colleague

**7%** Google Search

**4%** WCAT Referral

**15%** OEA NS Training Session

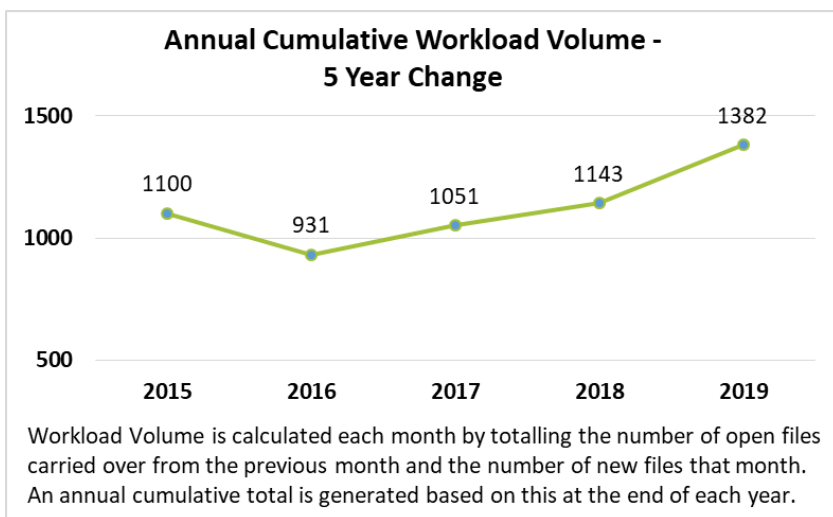
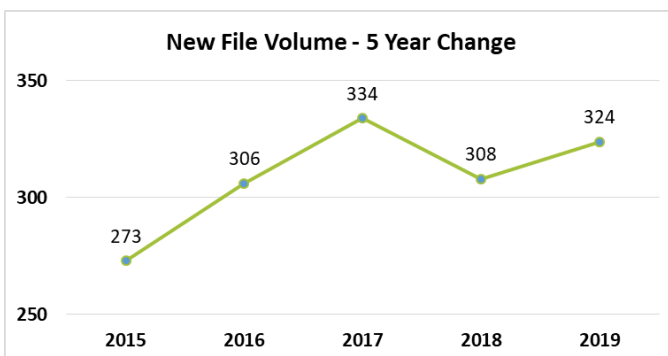
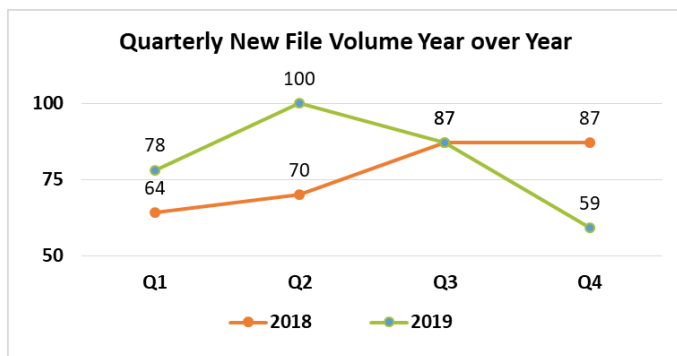
**4%** OEA NS Website

**2%** Advertisement

**Represents Consolidated Program and Fee Services Data**

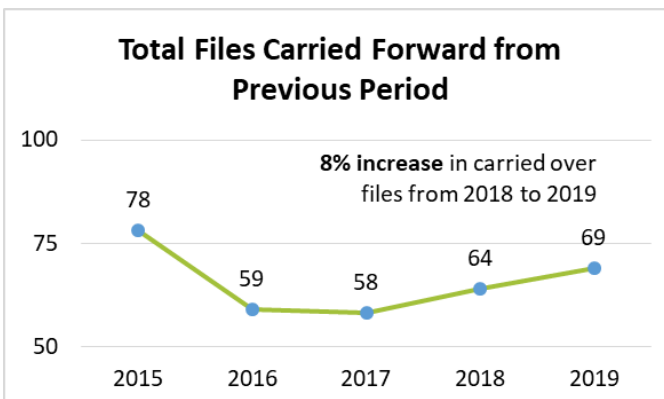
## ISSUES NAVIGATION:

- In 2019, OEA NS Society had 2 Employer Advisors and 1 Business Services Advisor on staff until June 2019 when our new Lawyer joined the team.
- There was a 5% increase in the volume of new files from 2018 to 2019.
- 24% of new issues (or 78 files) for 2019 were not assigned, meaning the issues were resolved in less than 2 hours.
- 76% of issues required assignment to an Employer Advisor for more detailed assistance and support.



- There was a 21% increase in cumulative workload volume from 2018 to 2019 meaning files required more assistance from the Employer Advisors and therefore remained open for longer. This is most likely due to increasing complexities in file matters due to co-morbidity, psychosocial issues and mental health problems.

- In January 2019, 69 files were carried forward from December 2018. Equal to an 8% increase from the previous year.
- At the end of 2019, 83 files remained open to carry forward into the new year.
- OEA NS staff closed a total of 310 files in 2019.



Represents Consolidated Program and Fee Services Data

## APPEALS:

In 2019, OEA NS was directly involved in the appeals of **124 files**, within WCB Internal Appeals, WCAT, Nova Scotia Labour Board and Nova Scotia Court of Appeal. A break down of each of these can be found below.

Appeals	% Breakdown
WCB Internal Appeals	44%
WCAT Appeals	53%
* Nova Scotia Court of Appeals	2%
* Labour Board Appeals	2%

**53%** of appeals OEA NS was involved with were initiated as Employer appeals.

**44%** were Worker appeals.

**2%** were both Employer and Worker appeals.

**\* Please note:** Legal representation by OEA NS Society in 2019 was only available for 6 months (July to December 2019).

At the end of 2019, **61%** of appeals were still in progress or waiting on a pending decision. The outcomes of OEA NS appeals can be seen in the table below.

2019 Appeal Outcomes	% Breakdown
Appeal in Progress or Pending at Year End	61%
Employer Appeal Allowed	3%
Employer Appeal Denied	12%
Employer Appeal Allowed in Part	1%
Employer Withdrew Appeal or their Appeal Participation	9%
Worker Appeal Allowed	3%
Worker Appeal Denied	4%
Worker Withdrew Appeal	6%
Worker & Employer Appeals Denied	1%
Returned to Case Manager for Further Follow-Up or Decision(s)	1%

Grant funding from WCB NS does not permit representation of Employers for WCB or OHS appeals.

Therefore, representation at appeal is provided through our Fee Services business stream.

**“The resources OEA has for employers are rich with information that many of us were unaware. Thank you Jeannette for explaining things so clearly and for holding my hand through the appeal process. Thank you”**

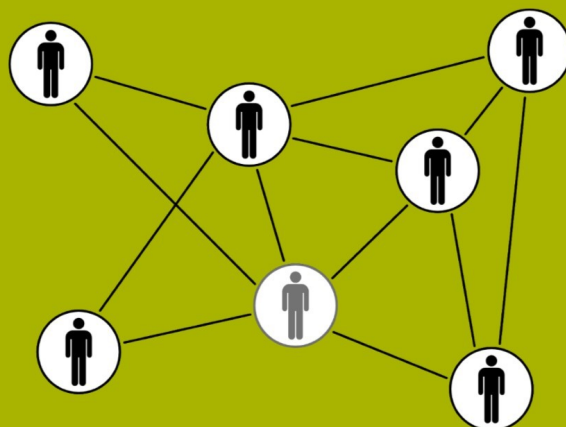
*-Jennifer, Ledwidge Lumber*

**Represents Consolidated Program and Fee Services Data**



**“Always efficient, professional and a  
pleasure to deal with.”**

*--Harry Freeman & Son Ltd.*



# —ACCOUNTABILITY—

OEA NS Society works to provide effective, efficient governance, program and system assessment, communication and accountability to employers, partners, business associations and funding agencies.

## PROGRAM SERVICES

In 2017, OEA NS Society branched our programs and services into Program and Fee Services as a result of a new contract with WCB which restricted how the grant funding from WCB could be used by OEA NS. This change enabled OEA NS to expand its scope of offered programs and services under Fee Services and, to meet the needs of Employers for legal support, we added a Lawyer to our staff. There are clear interrelationships between WCB claim issues and labour and employment matters and OEA NS has the ability to assist Employers to navigate all of the many employment issues they encounter.

OEA NS continues to offer Program services under the funding from WCB NS. Program Services include programs and services related to Workers' Compensation and Occupational Health and Safety (OHS). Program Services remain a significant focus of OEA NS Society and we dedicate most of our time and efforts to these issues.

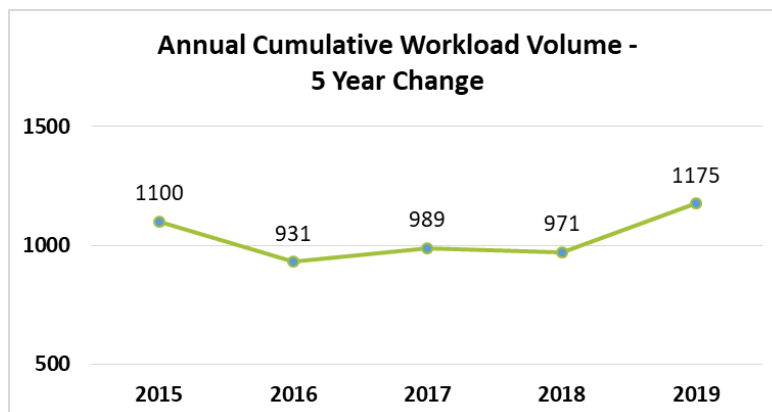
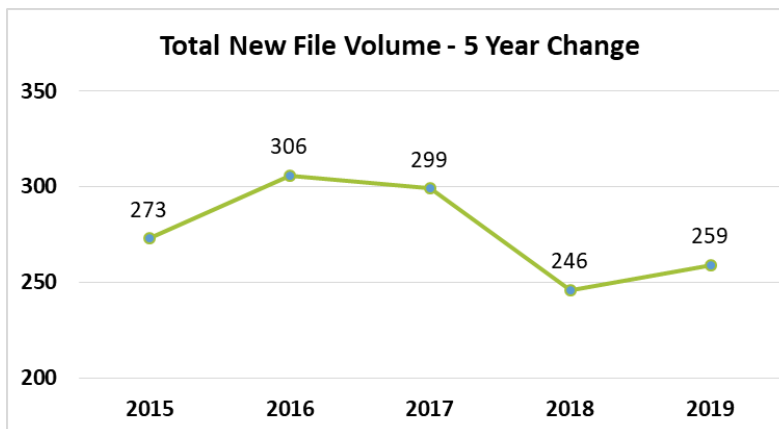
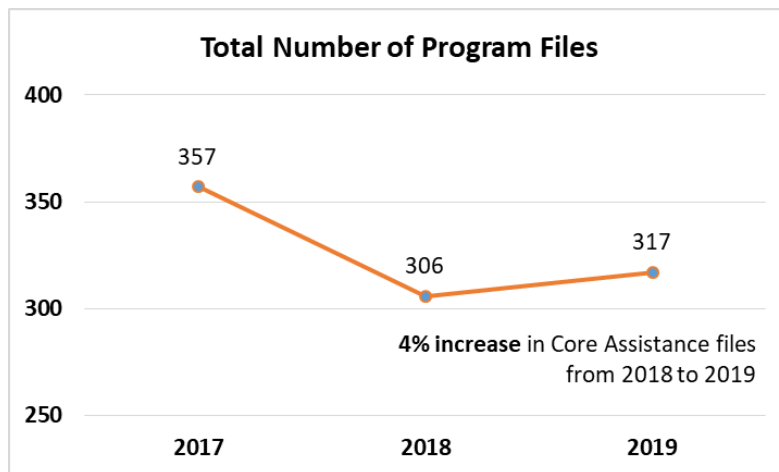
**"Would highly recommend the services of an OEA advisor to any employer dealing with staffing or WCB issues. Extremely knowledgeable and helpful."**

*-Inside Out Cleaning Services*

**"Wonderful experience working with OEA - very valuable resource navigating through WCB's processes and language."**

*-Casino Nova Scotia*

# PROGRAM SERVICES



# PROGRAM SERVICES

**91%**

Workers'  
Compensation Issues -  
Total of 289 New and  
Carried Forward Files

**8%**

Occupational Health &  
Safety Issues -  
Total of 26 New and  
Carried Forward Files

**1%**

of inquiries were outside the scope/mandate of OEA NS Services. Included in this 1% are inquiries/calls from injured workers who contacted OEA NS Society and are directed to resources to assist them.

Employer WCB Issues	% Breakdown
Accommodation/Disability Management	1%
Appeal - Internal Appeals	19%
Appeal - WCAT	22%
Assessment	6%
Case Management	30%
Claim Recognition	8%
Employer Did Not Pursue	1%
Legislation, Policy & Process	5%
Service Delivery	1%
WCB Registration	4%

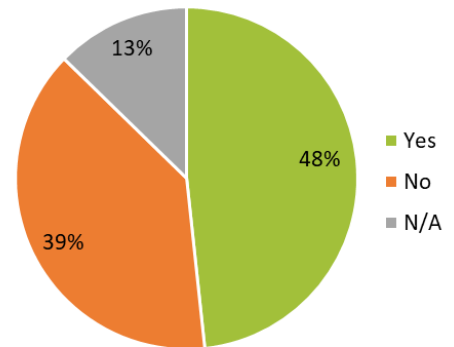
Employer OHS Issues	% Breakdown
Accommodation/Disability Management	8%
Appeal - Labour Board	4%
Case Management	27%
Discipline, OHS Act - Violence in the workplace	8%
Legislation, Policy & Process	12%
OHS General Health & Safety	42%

# PROGRAM SERVICES

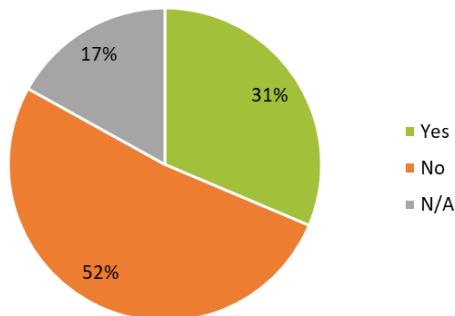
## INTERSECTION OF ISSUES ON FILES:

In 2019, OEA NS tracked the intersection of issues that presented on a file, in addition to the primary problem, including Case Management, other WCB/ Occupational Health and Safety matters or other labour and employment matters. For the period of July to December 2019, 118 files, in which the primary issues was in regards to a WCB or OHS matter, were assessed for issue intersection and the statistics below show the results:

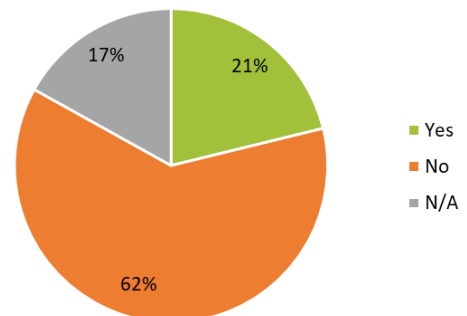
Case Management Involved?



Other Intersecting Labour and Employment Issues on File



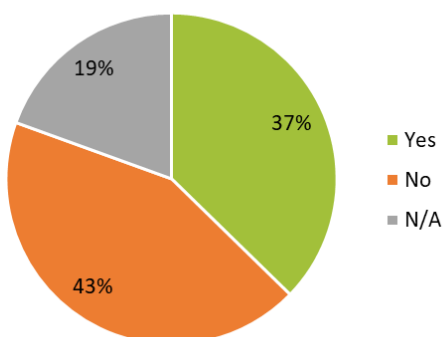
Other Intersecting WCB/OHS Issues on File



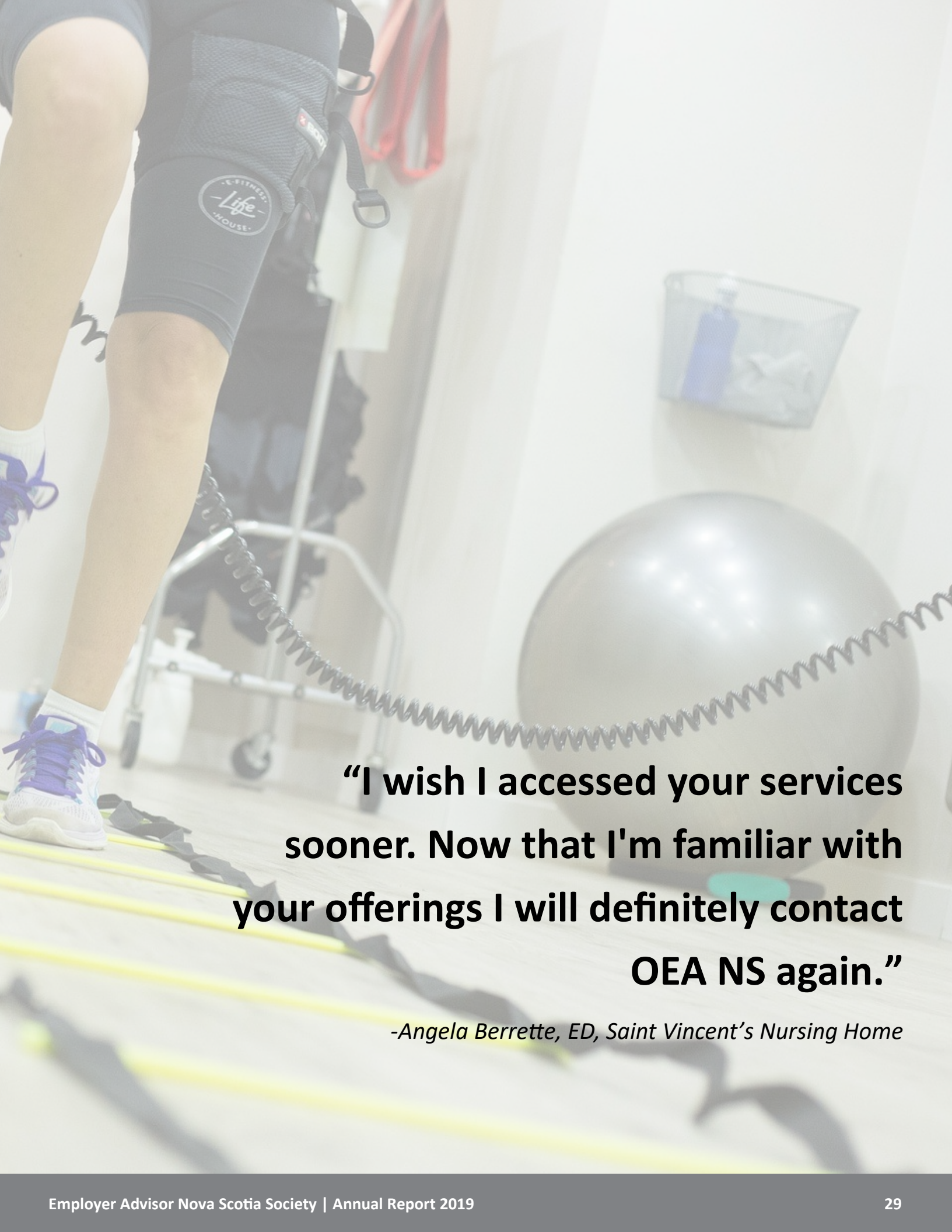
## RETURN TO WORK:

OEA NS also tracked return to work on WCB/OHS claim files between July to December 2019. Of the 118 files:

Return-to-Work Involved?



- OEA NS involved with Return to Work on 37% of the 118 files, equal to 44 files actively engaging in return to work.
- Of the 118 files, 20% of workers involved returned to work, 8% did not return to work and the other 72% was still going through the return to work process.
- 19% of those workers who returned to work returned to the same Employer.



**“I wish I accessed your services  
sooner. Now that I'm familiar with  
your offerings I will definitely contact  
OEA NS again.”**

*-Angela Berrette, ED, Saint Vincent's Nursing Home*



## DIVERSITY

OEA NS Society promotes a working environment that is inclusive and accepting, ensuring each staff member and client is treated fairly and equally. OEA NS Society commits to providing service to a diverse range of organizations from all sectors, sizes and regions of the province- making certain each client receives the same quality of attention and effort from OEA NS Society.

## FEE SERVICES

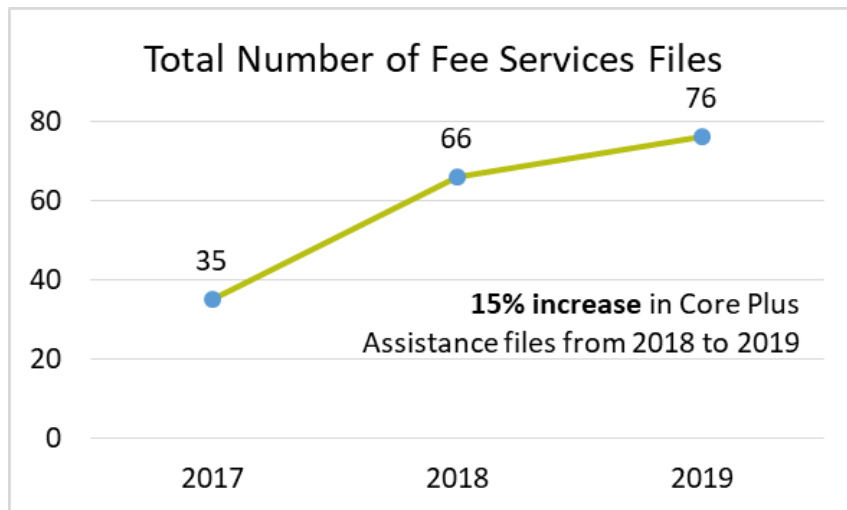
OEA NS Society offers a complete range of fee services including issues involving labour, employment, human resources management, policy development, labour standards inquiries and complaints, human rights inquiries and complaints, appeal representation, education, advocacy, and conference programs and more.

**“As an Employer Engagement person with NS Works, I appreciate having OEA as a resource to help me answer questions for employers and being able to refer employers to the organization.”**

*-Nova Scotia Works*

**“At times it can be challenging to know as an employer what the fair route to take is for all parties involved, the OEA gives you the confidence you need to take the fair and balanced road.”**

## FEE SERVICES



**\*Please note:** Legal representation by OEA NS Society in 2019 was only available for 7 months (June to December 2019).

**\*65**

New Fee Services Files

**11**

Fee Services Files Carried Over from 2018

## POLICY REVIEW ASSISTANCE:

Having comprehensive policies in place and which are well communicated and implemented provides the workplace parties with an understanding of expectations, purpose and also consequences. Policies are an Employer's platform to ensure the workplace is safe, healthy, fair and competitive.

**18**

Policy Assistance Requests

Compared to 2018 when OEA NS Society conducted 7 policy reviews, Employers are working to improve their policies every year. For OEA NS, that resulted in a 39% increase in this type of work in 2019. Great focus Employers!

**1**

Contract Review Request

As a new service OEA NS Society reviewed a service agreement contract

Example policy review requests OEA NS received in 2019:

- Substance Use Policy
- OHS Policy
- Group Benefits Policy
- Employee Handbook
- Return-to-Work Program
- Attendance Policy
- Return-to-Work Leave form
- Respect in the Workplace
- Leave of Absence Form

# FEE SERVICES

## APPEAL ASSISTANCE:

In 2019, 32% of all requests from Employers were for appeal assistance. In addition to claim assistance from OEA Advisors under Program Services, OEA NS also provides legal representation to navigate Employers at Internal Appeals, Workers' Compensation Appeals Tribunal (WCAT), Nova Scotia Court of Appeal, and the Nova Scotia Labour Board.

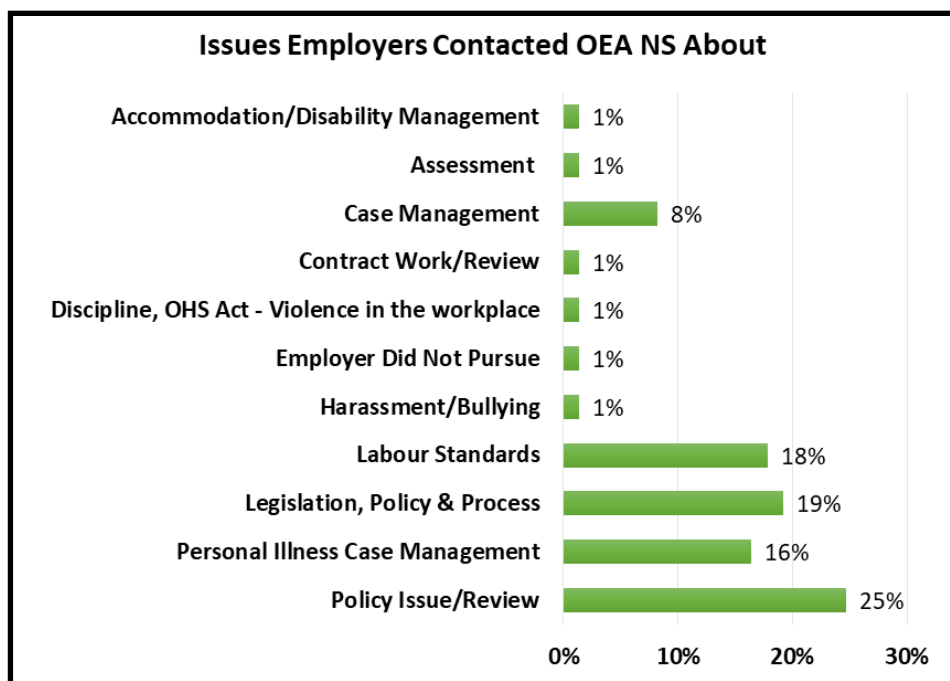
Type of Appeal	Number of Files
WCAT Appeals	7
Court of Appeal	1
Labour Board Appeal	2

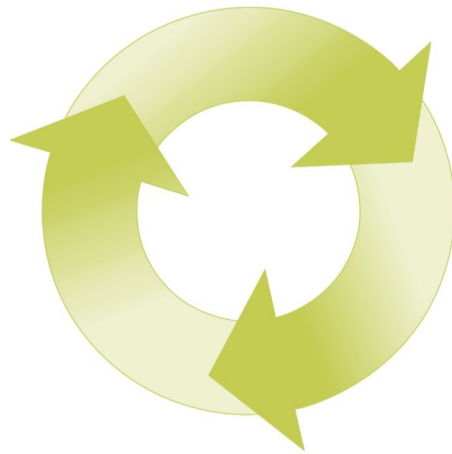
Between January to June 2019, OEA NS partnered with McInnes Cooper Law Firm on open appeal files that required legal representation. Lawyers from McInnes Cooper provided representation at WCAT and the Labour Board for Employers until OEA NS Society hired a new Lawyer ensuring Employers had the representation at hearings they needed and the appeal processes were not delayed.

## OTHER FEE SERVICES ASSISTANCE:

Specific Issues include, but are not limited to:

- Labour Standards complaints and matters (Canada Labour Code and Provincial Labour Code):
  - Terminations, performance reviews, discipline, vacation pay, collective agreements, overtime, probation, severance and more
- Disability Management
- Substance Impairment in the Workplace
- Legislative Interpretation
- Grievance Matters
- Collective Agreement Issues





# CHANGE

OEA NS Society strives for necessary and effective system change to benefit Nova Scotia employers in a positive and direct way. We value the change that can occur when programs and services which meet employer's needs, are accessible, represent good value and expert quality.

## EMPLOYER CONSULTATIONS:

Advocacy is a mandate of OEA NS Society. It is important to ensure Employers have a voice and are kept informed of important news, updates and Legislative changes that can affect their business and their Employees.

As a part of this role, OEA NS Society hosts consultations throughout the year with Employers and Employer groups on various topics and issues.

- In 2019, OEA NS Society hosted 4 consultation sessions about legislation for Employers.
- 3 consultation sessions were held in conjunction with the Safety Branch of the Department of Labour and Advanced Education and focused on proposed changes to First Aid Regulations that are being considered.
- A total of 42 Employers from various industries across the province attended these sessions.
- Consultation held in the fall with a regional Chamber of Commerce, focused on WCB-related topics including Automatic Assumption for PTSD and WCB modernization changes. 14 Employers attended this session.



## COMMUNICATION:

OEA NS Society was created by Employers for Employers. We assist Employers across Nova Scotia in all industries regardless of the size of the Employer.

In order to increase awareness of OEA NS programs and services and grow business relationships, every year, OEA NS does several activities and collaborates with various organizations. In 2019 OEA NS initiated the following activities:

- Advertised in Rural Delivery Magazine
- Advertised on allnovascotia.com
- Advertised on CTV television - sponsored closed captioning on CTV television
- 28 News mailouts sent to OEA NS mailing list
- Trade Show Displays at:
  - Workplace Health & Safety Conference
  - Nova Scotia Federation of Agriculture Annual General Meeting
- Attended networking events at:
  - Sackville Business Association Monthly Meet and Greet
  - Attended Aware NS Safety Leadership Symposium
  - Attended Small Business Week Activities
- OEA NS also met with Stakeholders, business associations and colleagues such as the Halifax Partnership to increase awareness of OEA NS services and establish new connections in the business community.
- Every year, OEA NS is invited to participate in several events throughout the community and across industries. In 2019, staff from OEA NS were invited to be guest speakers at the following events:
  - Workplace Health & Safety Conference
  - Atlantic Concrete Association Conference
  - Forestry Nova Scotia Annual General Meeting

## SOCIAL MEDIA:

OEA NS utilizes social media to provide tips, news announcements, training updates and promote OEA NS events, and events in the community that may be of relevance to Employers. OEA NS welcomes the opportunity to engage with partners, Employers and the business community on Twitter, Facebook and LinkedIn.



Office of the Employer Advisor Nova Scotia



@OEANS



Employer Advisor Nova Scotia Society



Nova Scotia Immigration

@nsimmigration · Jun 11

Thanks to [@OEANS](#) for having us today for a great immigration 101 session with [#NSEmployers](#). Together with [@isans\\_ca](#), we spoke about how immigration can help fill labour gaps, and the support available for employers looking to hire internationally. [#RoomToGrow](#)

1 3

# Like Us!

## 77%

Increase in followers on Facebook in 2019

For AG Safety Week, check out some of the resources available to you including tools to build resilience, safety and wellness on the farm! [agsafetyweek.ca/building-resil...](#)

[#agsafecanada](#) [@NSFA](#)  
[pic.twitter.com/QDht7ku2J0](#)



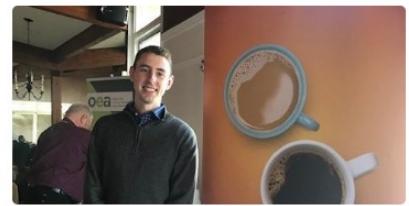
2 5



Work Safe. For Life.

@WorkSafeForLife · Nov 14

We're happy to be participating in [@OEANS](#) Employer Conference, sharing information about our services and raising awareness on the importance of injury prevention. [pic.twitter.com/XbceUV7dRH](#)



1 3 7

# Tweet at Us!

## 23%

Increase in followers on Twitter in 2019

# Follow Us!

## 50%

Increase in followers on LinkedIn in 2019

**“Wonderful Service - invaluable”**

## RESOURCES

OEA NS strives for Service Quality Excellence and implements data collection and analysis to help achieve this. This is in the form of Service Quality Surveys, Training Surveys and data about return to work that Employer Advisors gather.

Return to work needs emphasis as the number of lost days grows well beyond other jurisdictions in Canada. Unemployment remains the largest contributor to increased co-morbidity and mortality. Other stakeholders must place an emphasis on return to work, not only on benefit awards.

OEA NS regularly asks their clients for feedback to ensure their needs are being met.

**“Service was excellent”**

**“Excellent service, exceeded the level required.”**

*-Riverview Homes Corporation*

## SERVICE EVALUATIONS:

OEA NS sends out closure letters with a survey enclosed upon completion of services. The Service Quality Surveys provide direct feedback from Employers on the assistance they received. This helps to ensure OEA NS is in alignment with its Strategic Plan and that system outcomes are met or changes can be made to ensure the highest quality service is provided.

164

Surveys Distributed

40%

Return Rate

100%

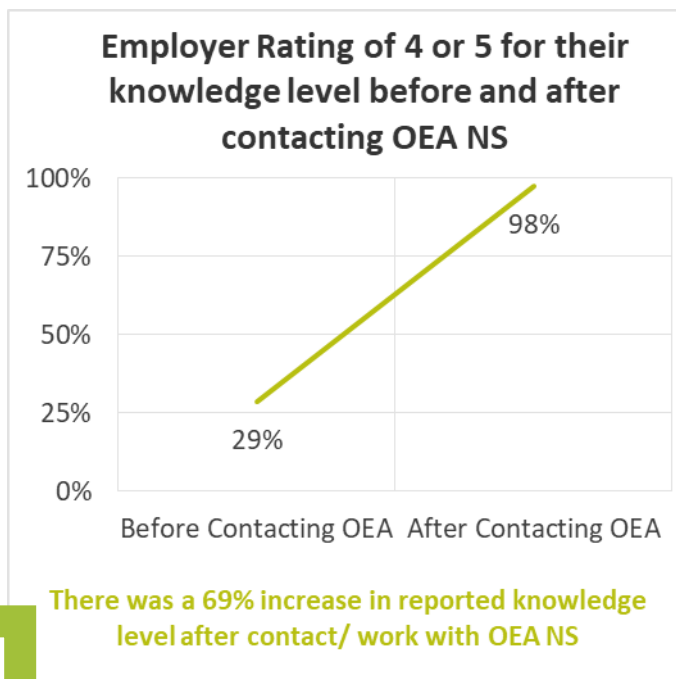
of Employers who completed the survey indicated they would recommend OEA NS Society services to other Employers

Assistance Received Breakdown	%
Advice, Recommendations	18%
Appeal Preparation, draft appeal submission	9%
Review claim decisions / provided interpretation, recommendations, feedback	10%
Review policies / providing feedback	6%
Prepared draft correspondence, such as letters, for Employer	12%
Completed and filed appeal documents for Employer	7%
Participated in a conference call with Employer	6%
Participated in a case management meeting	3%
Completed a site visit	2%
Reviewed file information and discussed with Employer	10%
Legislation review, interpretation	5%
Made phone calls on Employer's behalf	7%
Provided resource materials	6%

Represents Consolidated Program and Fee Services Data

## SERVICE EVALUATIONS:

Employer knowledge levels are self-reported on a scale of 1-5 (5 being excellent) and a comparison is made of reported knowledge level before OEA NS assistance and after.



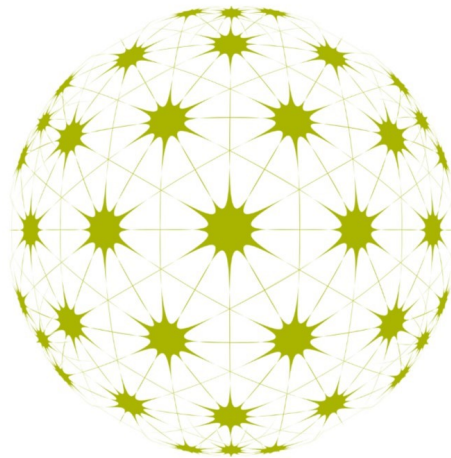
**“I cannot say enough about the professionalism and quality service OEA provides”**

*-Stelia Aerospace*

**Quality of Experience with OEA NS rated 4 or 5 on a scale of 1-5 (5 being excellent):**

Accuracy and relevance of information provided	Staff ability to listen to, understand and respond to needs	Overall Satisfaction of Experience
100%	98%	100%

**Represents Consolidated Program and Fee Services Data**



# — INTEGRITY —

OEA NS Society vitalizes working together with honesty between staff members and clients. OEA NS Society values strong moral principles in all aspects of business and day-to-day interactions.

## EDUCATION

OEA NS Society offers education and learning programs tailored to Employers changing employment and business needs. Education is essential in today's workplace.

**"Thanks so much for your help. You guys are very good at what you do."**

**"It was extremely helpful to have things explained step by step. The assistance and guidance provided was a life saver."**

## EDUCATION & TRAINING:

OEA NS Society offers several intro or foundation courses, such as Navigating Workers' Compensation, Navigating Occupational Health & Safety and Navigating Nova Scotia Labour Standards as part of the training suite. Throughout the year, Employers had the opportunity to attend several training programs for their staff including OEA NS Society Annual Employer Conference (see page 45).

### 7 Program Services Training Sessions

Presented by OEA NS Society in 2019

These Program Services Training Programs include training organized by OEA NS Society and conferences or other events in which OEA NS presented Core programming

133  
Attendees

222  
Attendees

### 12 Fee Services Training Sessions

Presented by OEA NS Society in 2019

These Fee Services Training Programs includes OEA NS 11th Employer Conference in November 2019 and other Conferences in which OEA NS presented Core Plus programming

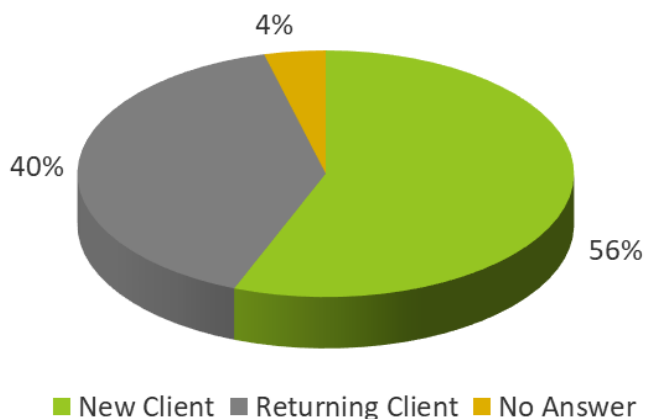
Represents Consolidated Program and Fee Services Data

## TRAINING EVALUATIONS RESULTS:

In 2019, OEA NS distributed 225 training quality surveys with a 51% return rate.



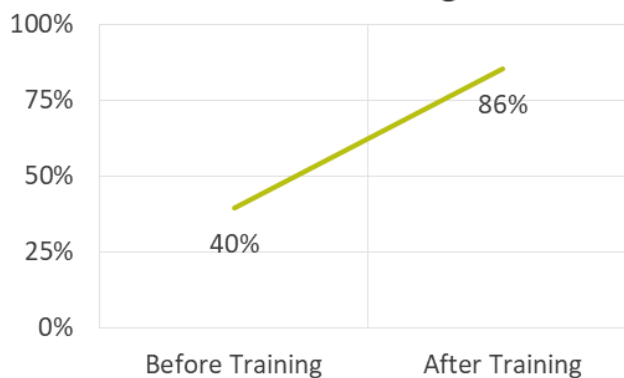
**Thanks everyone  
for your feedback!**



■ New Client ■ Returning Client ■ No Answer

Percentage of attendees who were new to OEA NS training sessions. Data collected from OEA NS Training Quality Surveys

### Employer Rating of 4 or 5 for their knowledge level before and after OEA NS Training



**There was a 46% increase in reported knowledge level after the respective training sessions**

## Survey Results:

Instructor/Presenter Overall	Registration Process	Resources (A/V, Handouts, etc.)
100%	99%	93%

**Represents Consolidated Program and Fee Services Data**

## EDUCATION & TRAINING:

In addition to our ever increasing suite of training topics, OEA NS offers customized training for Employers to meet their unique workplace needs. We go directly to an Employer's workplace to provide training in a convenient location for their staff, taking into consideration the varying work environments and schedules across industries in Nova Scotia.

**"Nice to hear from a very knowledgeable person in regards to the legality of termination. Very insightful."**

### Program Training Topics Delivered in 2019:

- Navigating Workers' Compensation
- Navigating Occupational Health & Safety
- Working Safely with Respirable Crystalline Silica
- Automatic Assumption of PTSD
- Interrelationships, Intersections and the Workplace Obligations within Employment Legislation

### Society Training Topics Delivered in 2019:

- Disability Case Management
- Substance Use in the Workplace Policy Development Session
- Navigating Employment & Labour Standards
- Employing the Worker with Post-Traumatic Stress Disorder
- Respectful Workplaces, Respectful Workers
- 11th Employer Conference
- Webinar on Workplace Obligations and Responsibilities and Domestic Violence
- Termination of Employment: From Pink Slips to Handshakes

OEA NS also hosted several guests at their office to present to Employers, including topics on:

- Conflict Management and Resolution in the Workplace
- Employer Immigration Session

**"Relevant examples. Very knowledgeable in navigating WCB system and process."**

**"Enjoyed entire session - will need to review content again + loved the references"**

## 11<sup>th</sup> ANNUAL OEA NS SOCIETY - MCINNES COOPER EMPLOYER CONFERENCE:

In 2019, OEA NS hosted its 11th Employer Conference with partner, McInnes Cooper Law firm. The conference was held at Saraguay House on November 13 & 14, 2019. On Day 1, we were joined by guest presenter, Peter Gove of Green Shield Canada, who explored the concept of “The Medicalization of Unhappiness”.

The Labour and Employment team at McInnes Cooper Law Firm, included Brad Proctor, Michael Murphy, Sarah McInnes, Alex Warshick and Melissa Pike.

We were also grateful to have the following presenters join us:

- Courtney Donovan and William Chase of NS Department of Labour and Advanced Education, OHS Investigators
- Wade Hynes and Dennita Fitzpatrick, WCB NS
- And OEA NS Staff: Mary Morris, Jeannette Combes and Katie Roebathan

74

Attendees

5

Vendor Displays



“Fantastic - Eye opening - Factual”



#### Our 2019 Vendors Included:

- Green Shield Canada
- WCB NS
- NS Department of Labour and Advanced Education, Occupational Health & Safety Division
- Safety Services NS
- Conciliation and Mediation Services (CMS)



Presentations throughout conference included topics such as:

- The Intersections of Criminal Laws & Employment Laws
- Medicalization of Unhappiness
- Workplace Investigations
- Workplace Violence
- When does HR Practice Cross the Line into Legal Advice
- The Changing Nature of "Accident": Suicide as a Workplace Accident
- Workers' Compensation Performance Outcomes
- Workplace Fatalities and Other Issues
- "The Nurse Knows" - latest medical updates from Canadian Occupational Medicine Conference re: concussions, headaches, back pain, complex cases, etc.

**"Enjoyed it! I will be back. Very informative!!"**

**"one of the better conferences I attended"**

## OEA NS SOCIETY - MCINNES COOPER 11TH EMPLOYER CONFERENCE SPONSORS

Co-Host:

# MCINNES COOPER

Silver Sponsors:



Bronze Sponsors:



NORTH'S

Special Thanks to:

- Nova Scotian Crystal
- Rousseau Chocolatier
- Atlantic Ambassatours Ltd.

for their kind donations of door prizes for the 11th Employer Conference



## — TRANSPARENCY —

OEA NS Society gathers and maintains data within the framework of modern privacy practices, respecting access and delivery of services. We believe in keeping employers and employer associations informed on current issues and promoting open discussion.

## OEA NS SOCIETY FINANCIALS

**“Additional funding should be provided by WCB to OEA. There is a great difference in services the workers have access to. OEA is equally important.”**

**-Stelia Aerospace**

**“I can't tell you how grateful I am for your help with this file. Your advice and direction helped to solidify the WCB decision and your expertise helped VON to regain additional costs owed on file. Mary thank you for the hours of hard work and sleepless nights you put in!”**

**-Victorian Order of Nurses (VON)**

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# 2019 FINANCIALS - CONSOLIDATED

## The Office of the Employer Advisor Nova Scotia Society

### Statement of Financial Position

December 31, 2019

	<b>2019</b>	<b>2018</b>
	<b>\$</b>	<b>\$</b>
<u>ASSETS</u>		
CURRENT ASSETS		
Cash	268,911	268,003
HST Receivable	13,786	10,604
Prepaid Expenses	3,461	4,370
	<u>286,158</u>	<u>282,977</u>
<u>LIABILITIES</u>		
CURRENT LIABILITIES		
Accounts Payable & Accrued Liabilities	4,315	20,610
Deferred Revenue	106,250	91,872
	<u>110,565</u>	<u>112,482</u>
<u>NET ASSETS</u>		
UNRESTRICTED NET ASSETS	<u>175,593</u>	<u>170,495</u>
	286,158	282,977

## The Office of the Employer Advisor Nova Scotia Society

### Statement of Operations and Net Assets

Year Ended December 31, 2019

	<b>2019</b>	<b>2018</b>
	<b>\$</b>	<b>\$</b>
REVENUE		
Workers' Compensation Board NS	437,892	473,712
Other Revenue	121,027	135,223
	<u>558,919</u>	<u>608,935</u>
EXPENDITURES		
Administrative Expenses	<u>553,821</u>	<u>582,237</u>
EXCESS OF REVENUES OVER EXPENDITURES	5,098	26,698
UNRESTRICTED NET ASSETS - BEGINNING OF YEAR	170,495	143,797
UNRESTRICTED NET ASSETS - END OF YEAR	<u>175,593</u>	<u>170,495</u>

**Represents Consolidated Program and Fee Services Financials**

## OEA NS SERVICE PROVIDERS:

OEA NS Society is an Employer too!

Every year, OEA NS Society takes the opportunity in its Annual Report to extend a sincere “Thank You” to all of our service providers. As a workplace we are proud to support, carefully source and purchase from Nova Scotia Employers, wherever possible, in order to ensure Employers and Employees in our province are working and recognized. OEA NS Society sources from unionized and non-unionized businesses.

Our 2019 providers are listed below:

Canada Assurance Company of Canada	Indoff Office Supplies—Atlantic Canada
AJ Gallagher Insurance & Risk Management	McInnes Cooper Law Firm
Altimax Courier	Minutemen Press
Bell Mobility	Nova Scotia Department of Labour & Advanced Education
Brookshire Developments Limited	Nova Scotia Power
Canada Post Corporation	NS Federation of Agriculture
Canadian Federation of Independent Business (CFIB)	Optio Accounting
Royal Nova Scotian Yacht Squadron, Saraguay House	Retail Council of Canada, Atlantic Region
Corporate Impact Inc.	SPL Learning
Dash Creative	Teachers Plus Credit Union
DSM Telecom	WearWell Garments Limited
Eastern Building Cleaners	Workers’ Compensation Board of Nova Scotia
Eastlink Fax & Internet Services	Workplace Essentials
Forest Safety Association of Nova Scotia	



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Like our 'Employer Advisor Nova Scotia Society' LinkedIn Page



**EMPLOYER ADVISOR NOVA SCOTIA SOCIETY  
OEA NS SOCIETY**

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