




**2022**  
THE PROGRAM  
**ANNUAL REPORT**

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# Employer Advisor Nova Scotia Society (OEA NS)

## BOARD OF DIRECTORS

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**Patricia Bland**  
OEA NS Society President,  
Representing Health Care



**Chris Ipe**  
OEA NS Society Vice-President,  
Barrister and Solicitor,  
Representing Federally regulated  
workplaces



**William (Bill) Costin**  
OEA NS Society Treasurer,  
Representing Construction  
workplaces



**Alan Angrignon**  
OEA NS Society Board Director,  
Manager of the Forestry Safety  
Society of Nova Scotia



**Jim Cormier**  
OEA NS Society Board Director,  
Atlantic Director for the Retail  
Council of Canada



**Rick Feehan**  
OEA NS Society Board Director,  
Representing Manufacturing  
workplaces



**Paul Dubé**  
OEA NS Society Board Director,  
President of Merit Contractors  
Association of Nova Scotia



**Gordon W. Stewart**  
OEA NS Society Board Director,  
Executive Director, Representing  
The Restaurant Association of  
Nova Scotia (RANS)



**Louis-Philippe Gauthier**  
OEA NS Society Board Director,  
Senior Director, Legislative  
Affairs, Atlantic for the Canadian  
Federation of Independent  
Businesses (CFIB)

# STAFF

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**Mary E. Morris**  
Executive Director,  
Employer Advisor



**Julian Dickinson**  
Lawyer,  
Employer Advisor



**Desiree Tan**  
Lawyer,  
Employer Advisor



**Rebekah L. Powell**  
Lawyer,  
Employer Advisor

# 2022 YEAR AT A GLANCE

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## OVERVIEW

Employer Advisor Nova Scotia Society (OEA NS) celebrated its 14th year of operation in 2022 with many accomplishments occurring. We are pleased to illustrate those highlights below.

Our Board of Directors met four times, in addition to the Annual General Meeting, held in April 2022. The OEA NS Board of Directors has four subcommittees that operate within the Bylaws and Governance Framework. These subcommittees met throughout the year, reporting into the OEA NS Board of Directors.

Gordon Stewart, Executive Director of the Restaurant Association of Nova Scotia (RANS) was welcomed to OEA NS as a new Director in March 2022. Nine industry sectors are represented on the OEA NS Board of Directors. The OEA NS Board of Directors is a volunteer board.

We implemented the third year of our three-year strategic plan in 2022 from which our business plan was developed. The business plan for the Program was approved by the Workers' Compensation Board of Nova Scotia.

1. Navigating Employers: Meeting Needs through Governance, Sustainability, and Technology
2. Navigating Employers through Communications

### MEETING NEEDS THROUGH GOVERNANCE, SUSTAINABILITY, AND TECHNOLOGY

A key focus of the OEA NS Board in 2022 was on governance practices and standards ensuring that employer navigation, and business obligations were upheld. We continued to prioritize return to work of injured workers through navigation with case management, policy and practices implementation, participation in meetings, offering training and assisting employers identify resources in the practices of occupational health and safety and human resources to assist them long term.

Consistent encouragement to employers to participate in the System processes, consultations and meetings, enhance and develop internal policies, practices and advocate for improved legislation continues to represent OEA NS objectives. During periods of COVID-19 restrictions in 2022, OEA used different forms of technology and IT supports to reach employers and meet our business plan objectives. We continued to answer the phones and reply to messages at all hours

of the day and times of the week. OEA NS does not release the identity of employers using our programs or services without written consent and remains a highly trusted advisor of employers in Nova Scotia.

OEA NS staff provided input to the WCAT and Internal Appeals process consultation that was initiated by the WCB NS through Barrington Consulting Ltd. We look forward to learning the outcome of that appeal review process due to our participation on behalf of employers who actively participate in Program appeals.

Our Board is committed to continuous technology upgrades that will take our IT systems well into the future. Specifically, we implemented a number of IT software enhancements in 2022 including:



- Replacement of our file shared drive with Microsoft 365 and Sharepoint,
- Migration of our previous email system to Microsoft Outlook for Offices,
- Updated and improved security of access by our Board of Directors to their relevant documents,
- Implemented multi-factor authentication for improved security within our system, and
- Updated and installed new anti virus software.

Cyber security training was completed with OEA NS staff in October 2022 as a further commitment to ensuring the security of information and documents. Security of information is a continual priority for the OEA NS Board of Directors and Staff and these efforts will continue into 2023.

Maintaining current Bylaws is critical to effective Board decisions, operations and good governance of OEA NS. In 2022, the OEA NS Board revised and approved revisions to the Bylaws and also the Financial Procedures Policy. These changes reflect changes in banking, security and Board responsibilities. Past revisions were previously conducted in the years 2012, 2018, and 2019.

Every three years, the OEA NS Board completes an independent review of wage compensation, to ensure salaries within the organization reflect and balance our not-for-profit work environment, as well as remain a competitive employer in the province. The Employer Advisor job position requires an advanced level of legislation and employment practices knowledge, combined with an extensive work history because

employers must navigate multiple considerations in workers' compensation and occupational health and safety matters. Employers have wider statutory and business practice obligations than an individual when dealing with these pieces of legislation and their complex processes.

The OEA NS Board contracted K. Gordon and Associates to prepare our third wage compensation review in 2022. Previous reviews were completed in 2016 and 2019. Karen Gordon met with the OEA NS Board to present her findings in September 2022.

The OEA NS Board also developed a Wage Compensation Guidelines Policy following the wage compensation review with further assistance of Karen Gordon. It was intended to provide a framework for compensation decisions for the Board of OEA NS.

The Wage Compensation Guidelines policy will provide a clear framework for compensation decisions of the OEA NS Board. Other policy revisions were approved in 2022 by the OEA NS Board to ensure we remain current in practice and operate confidently through fair, equitable and financially responsible operations.

Rebekah Powell, Lawyer/Employer Advisor joined OEA NS in July 2022 to complement our staff team with an impressive and extensive background in labour and employment law practice. This filled an existing position vacancy on the OEA NS team, bringing the total staff numbers in 2022 to 4.



## NAVIGATING EMPLOYERS THROUGH COMMUNICATIONS

An important priority for OEA NS is to increase employer awareness of the Program. Many employers in the province operate external to Nova Scotia and benefit from assistance to navigate legislation, policy, Codes of Practice and processes applicable to Nova Scotia. We created effective marketing strategies and activities to enhance awareness of our organization's programs and services through public advertising and direct marketing efforts to specific industry sectors based on accident/injury profiles.

Advertisements ran for two months on allnovascotia.com between January and March 2022. Upon completion of the campaign, we were informed that for allnovascotia.com advertisements we reached potential business audiences of:

- allnovascotia.com:  
22,726 users logged on for 98,737 sessions.
- allnewfoundlandandLabrador:  
4,302 users who logged on for 15,352 sessions.
- allNewBrunswick:  
1,826 users who logged on for 4,738 sessions.
- allAtlanticCanada mobile app:  
8,368 users who logged on for 139,489 sessions.
- In total, the potential reach was described as 37,222 users.



	USERS	SESSIONS
Nova Scotia	22,726	98,727
Newfoundlandand & Labrador	4,302	15,352
New Brunswick	1,826	4,738
Atlantic Canada mobile app	8,368	139,489
Total potential reach		37,222



Working alongside the online advertisement campaigns were billboards, three of which were ran through January 2022 in the HRM area. In total, daily circulation of the billboard's usage were described as over 55,000.

We issued individual letters to specific industry groups and participated in as many business meetings as possible, given the restraints of COVID-19 in order to increase employer's awareness.



### **WSIS ANNUAL MEETING**

Staff participated virtually in the Workplace Safety and Insurance System (WSIS) AGM in September 2022.

### **ORGANIZATION**

We were pleased to announce our financial review for the year ending 2021 was prepared by Macdonald Murphy Chartered Accountants, Antigonish, who met with the OEA NS Board to review the 2021 year end reports in March 2022.

Our funding contract with the WCB was rolled over for one year, to the end of 2023 due to the WCB's communicated intention to conduct a review of the OEA NS. A request to the WCB to roll over the funding contract was made by OEA NS to the WCB on March 23, 2022.

OEA NS participated in several productive meetings and discussions during 2022 including with Tracey Newman and Tammy Gamble of WCB Internal Appeals in April 2022. We reviewed appeal processes and discussed improvements for employers and Internal Appeals. We were pleased to meet Tracy in her new role and build a very positive working relationship with her and the WCB Internal Appeals team.

In September 2022, OEA NS requested a meeting with the Workers' Compensation Appeals Tribunal (WCAT) and met with the Chief Appeal Commissioner, Sandy MacIntosh and Registrar, Diane Manara. Tammy Gamble of the WCB Internal Appeals Dept. also participated. This meeting discussed process issues between all three parties and provided an opportunity for a face-to-face meeting of the various team members.







# STRATEGIC VISION 1

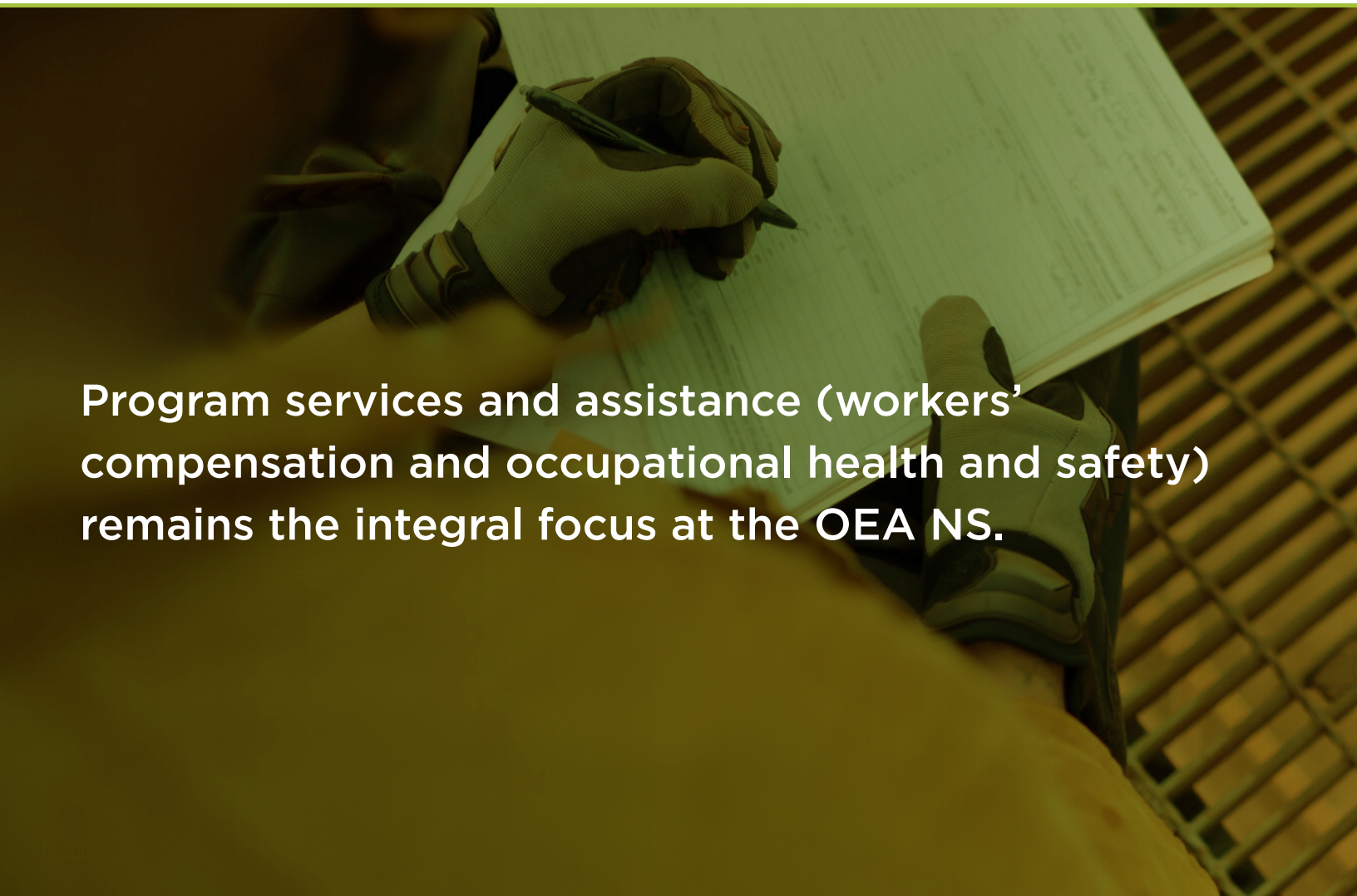
## Meeting Client Needs

The OEA NS Society's mission is to assist employers in the province by establishing necessary support and assistance related to workers' compensation and occupational health and safety legislation, policy and regulation.

Self-management is one of our key values as an organization, which guides our first Strategic Vision to meet employer needs through programs and services. Our voluntary Board of Directors represent industry sectors from within Nova Scotia.

OEA NS as an organization is indebted to the commitment of so many industry sectors who have been involved with the development and ongoing operations of OEA NS since 2008.

Through our continued efforts in employer skill and knowledge development and education, we have maintained a strong reputation and standards of service for all of our clients. The strength of our partnerships, as well as the strength of our Board of Di-



**Program services and assistance (workers' compensation and occupational health and safety) remains the integral focus at the OEA NS.**

rectors, allowed us to maintain our industry sector representation.

The OEA NS continues to successfully fulfill its strategic vision providing navigation, key information and solutions for employers. OEA NS remains a trusted “go-to” for employers who want to resolve issues and implement best practices to successfully operate their business.

As the OEA NS has successfully been a resource for key information and solutions related to employer programs and services, we have remained the “go-to” organization for employers who want to stay current and forward-thinking.





# STRATEGIC VISION 2

## Sustainability

OEA NS has made continuous efforts to meet our obligations to remain sustainable. This report has highlighted many of the commitments in our 2022 operations.

Financial planning extends beyond preparation of a budget. It is something the OEA NS Board has evaluated and reevaluated on an ongoing basis, so that future improvements to our current infrastructure can be practical and our operations maintained. Our funding from WCB no longer completely covers our

operational costs. In a time where the global COVID-19 pandemic has altered traditional operations for the foreseeable future, we rely on fees, paid by employers through a Fee Services business model to financially support OEA NS. Since 2016 the OEA NS has received base funding from WCB with a cost-of-living increase only. Maintaining current insurance coverage, upgrading equipment and IT systems, paying fair and equitable salaries to staff, rent and other operational costs have required changes over the years since 2016.





The OEA NS Board is committed to remaining financially stable. We have not implemented lease hold upgrades within our existing office space and equipment and office furniture is only purchased on an as-needed basis.



# STRATEGIC VISION 3

## Governance

The Society's Governance has made strides in recent years, demonstrating our capacity to remain available for employers in numerous ways.

Governed by an industry sector-based Board of Directors, our organization has proportionate representation across various industries in the province. This provides employers with a direct voice, in terms of support and advocacy.

Through our Governance, the OEA NS has created a model that reinforces our Strategic Vision #2 of Sustainability. Further, it has produced system changes that are measurable, granting employers the programs and services they need to maintain successful workplaces in the province.





We continue to advocate for Nova Scotian employers and are proud to have a Governance model that represents self-management, and our values of support, expertise, and direct communication.





# STRATEGIC VISION 4

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## Communications

The OEA NS continues to be a strong advocate for employers across Nova Scotia. By working with external agencies and departments, we have always reached our desired organizational outcomes.



Objective, quantifiable data has been analyzed to support our overall communication. By assessing the data from our programs and services, we have seen a direct impact on overall business.

The client-focused approach used in our communication with partners and other external agencies has illustrated our ability to remain a key employer resource. As a result, we have developed the right practices that facilitates honesty and integrity in everyday interactions and direct communications.



# NOVA SCOTIA EMPLOYER LANDSCAPE AND EMPLOYER ENGAGEMENT

The OEA NS “Program” provides assistance with Workers’ Compensation, Occupational Health and Safety (OHS), Education, Training, System Advocacy and Consultation.

The data illustrated and described in this report is for the “Program.”

## Program Files

**TOTAL PROGRAM FILE INTAKE IN 2022:**

**209\***

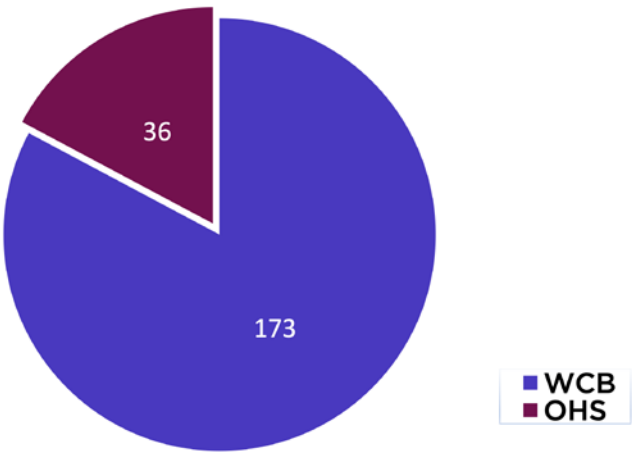
\*In 2022, WCAT files no longer appear in “Program” data, even where Program navigation services may continue.

Internal Appeals continue to be included in Program data, due to the significant degree of navigation needed and offered in the appeal process.

### DISTRIBUTION BETWEEN PROGRAM - WCB AND OHS FILES:

Of the 209 files, **173** were WCB related and **36** were OHS related (both provincial Act/Regs and Canada Labour Code for Federally regulated employers.)

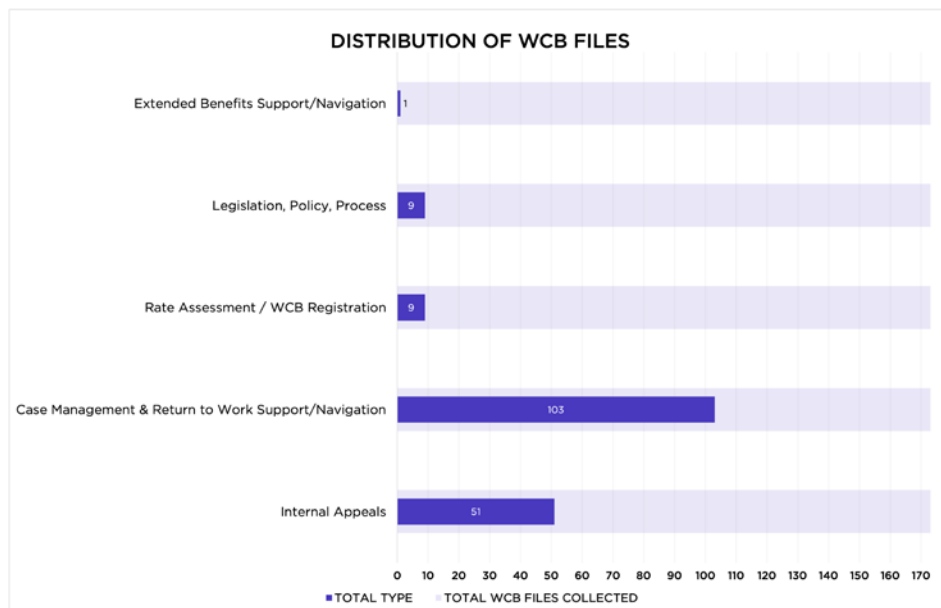
**DISTRIBUTION BETWEEN WCB AND OHS PROGRAM FILES**





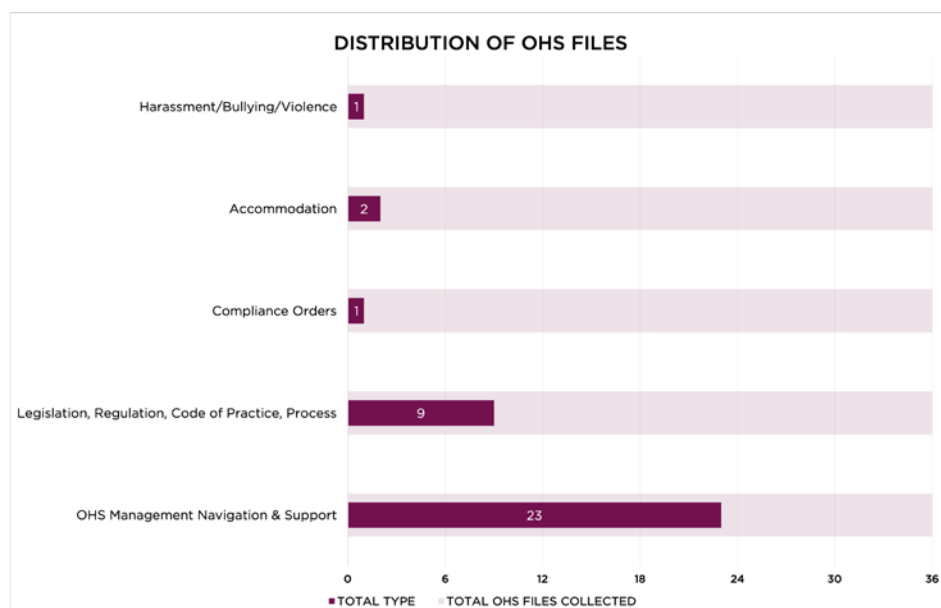
## DISTRIBUTION OF WCB FILES:

Of the **173** WCB files collected in total, **51** were Internal Appeals, **103** were Case Management & Return to Work Support/Navigation, **9** were Rate Assessment / WCB Registration, **9** were Legislation, Policy, Process, and **1** was related to Extended Benefits Support/Navigation.



## DISTRIBUTION OF OHS FILES:

Of the **36** OHS files collected in total, **23** were related to OHS Management Navigation & Support, **9** were Legislation, Regulation, Code of Practice, Process, **1** was related to Compliance Orders, **2** were Accommodation, and **1** was related to Harassment/Bullying/Violence related



## **INTERNAL APPEALS**

Internal Appeals represent a very important stage in a WCB claim for employers.

For many employers moving from participating in WCB case management to active participation in the appeal process is new. Hiring private lawyers to assist the employer to navigate Internal Appeals is not an available option for many employers due to high cost associated. At Internal Appeals and employer may request OEA NS representation and assistance or they may represent themselves. For either, significant navigation is required. There are business environment issues to consider for any employer involved in appeals and these decisions can be influenced from many different directions.

Employers may participate in Internal Appeals by initiating their own appeal or participation in a worker's appeal. They can participate in appeals by preparing written submissions to address an issue of appeal or they can remain a participant by notifying Internal Appeals that they want to be notified of a decision, but may not submit any written submission regarding the issues under appeal.

The decision to appeal is very specific to the situation. Some employers never appeal and some appeal many decisions. Employers initiate an appeal or participate in a worker's appeal generally because of some nuance of a claim. The impact on experience rates related to premium paid remains a significant reason employers must participate in appeals.

Employers may enter an appeal knowing the likelihood of receiving a decision in their favor is limited, but they do so to correct errors on the file and to have a voice.

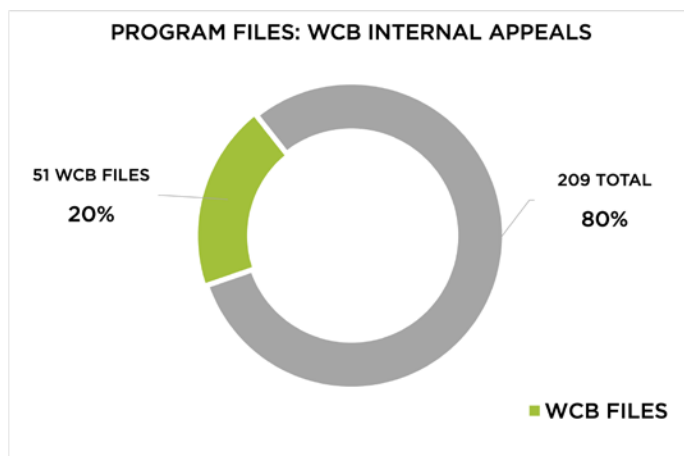
We observed a notable increase in 2022 of employers wanting to appeal due to service related issues and challenged communications with WCB claims. We have requested a meeting with WCB to address these issues.





## PROGRAM FILES: INTERNAL APPEALS

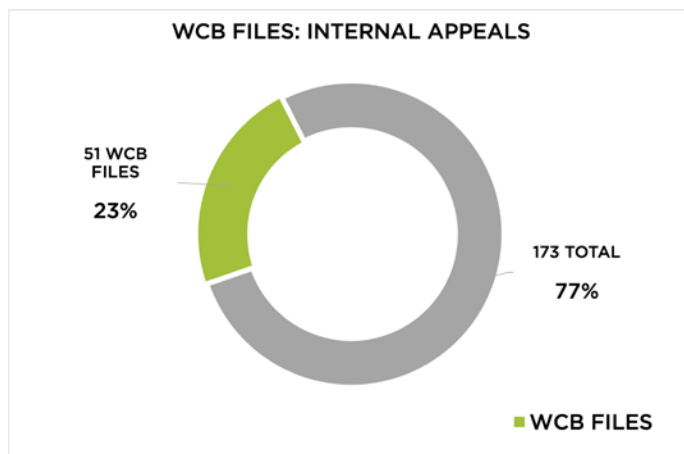
51 of 209 files total were related to WCB Internal Appeals.



## WCB FILES: INTERNAL APPEALS

51 of 173 WCB files were WCB Internal Appeals.

This number includes those employers' requesting representation and assistance from the OEA NS, as well as those employers only making inquiries about Internal Appeals but may not necessarily request OEA NS representation.



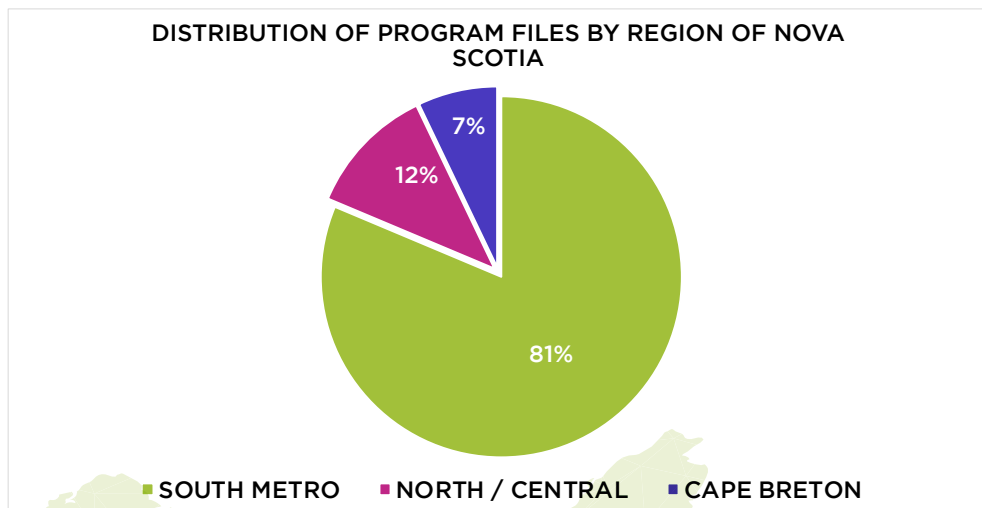
## OEA NS PROCESS TERMS

**Intake:** Every new file goes through an 'intake' meeting between the OEA NS and the employer. The average duration of an initial intake meeting is between 2-4 hours. Numerous contacts via meetings and calls occur between the OEA NS and an employer, once we become actively involved in the file matter.

**Representation:** Whenever the OEA NS is asked to represent an employer, the employer must sign an Authorization/Consent form. This Authorization can be withdrawn at any time by the employer. Representation can occur with case management and/or appeal. (Rate appeals / claim appeals).

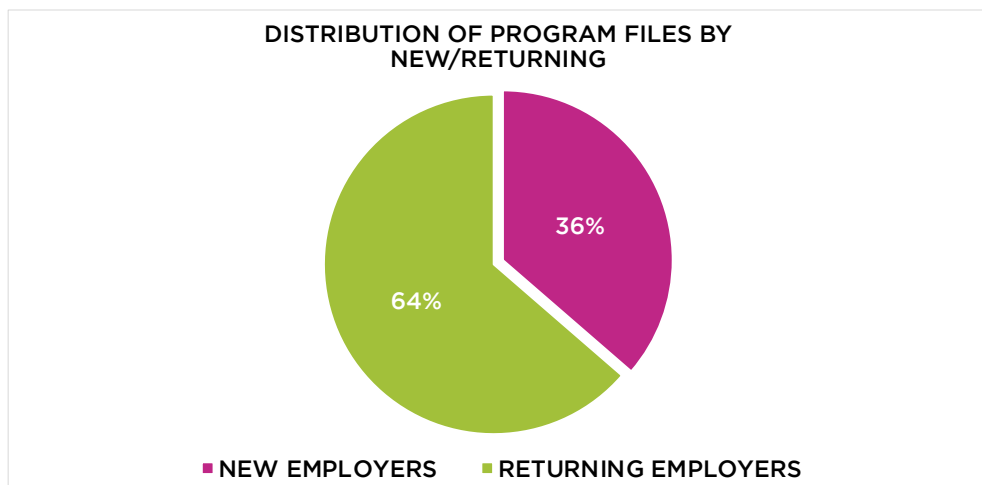
### DISTRIBUTION OF PROGRAM FILES BY REGION OF NOVA SCOTIA

Of the **209** WCB/OHS files collected, **183** were from South Metro, **26** were from North/Central, and **16** were from Cape Breton.



### DISTRIBUTION OF PROGRAM FILES BY NEW/RETURNING

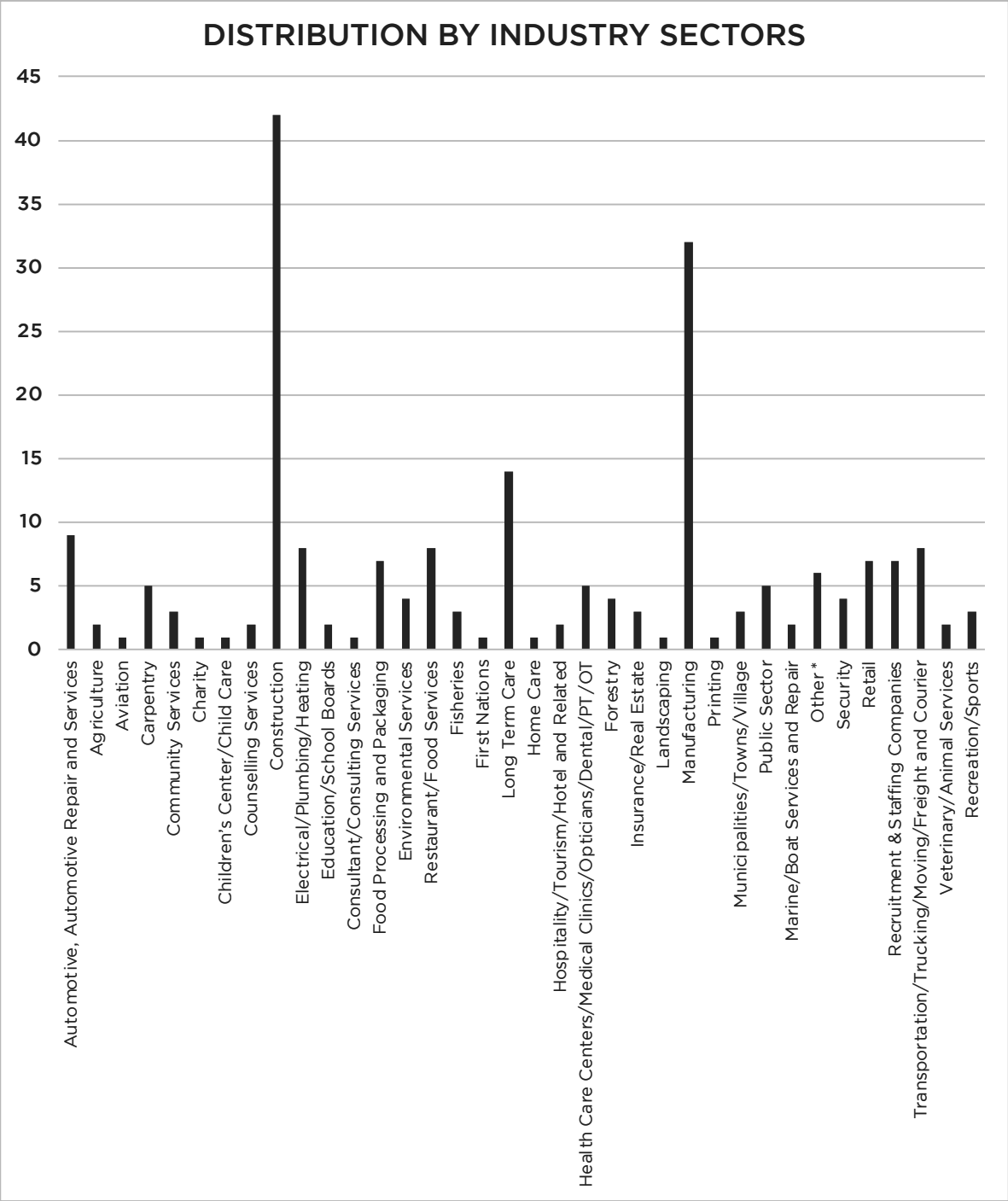
**76** files were from new employers to OEA NS, while **133** were from returning employers.





DISTRIBUTION BY INDUSTRY SECTORS

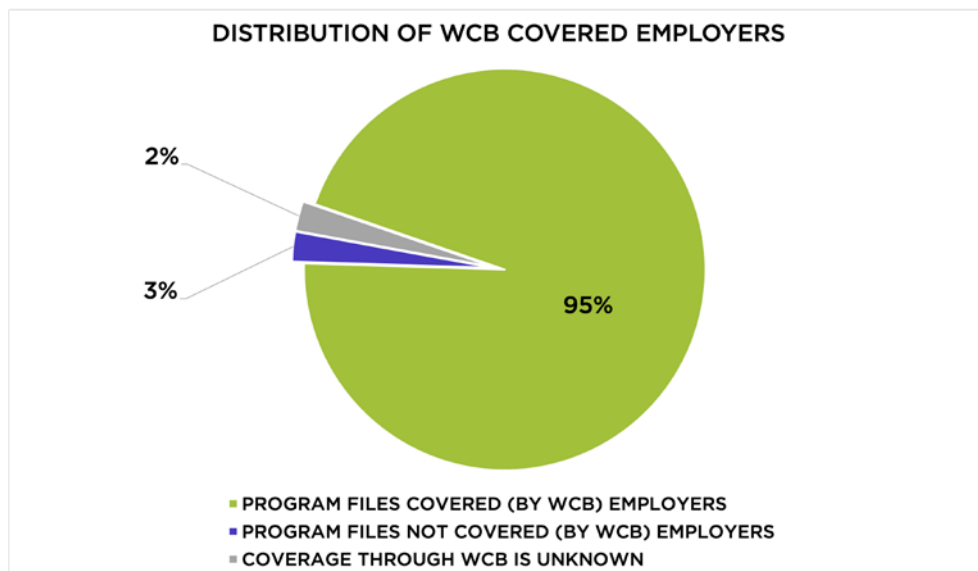
**\*Other:** Where, in the opinion of the OEA NS, an employer would be clearly identified, we have grouped them under “Other” to protect their privacy.



## DISTRIBUTION OF WCB COVERED EMPLOYERS

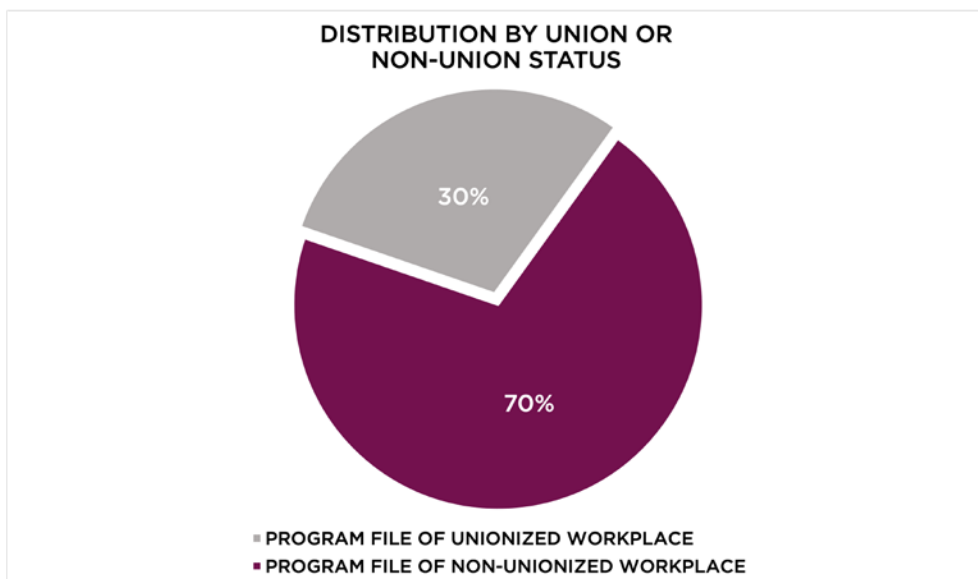
**199** Program Files were “covered” under WCB. **5** were not covered employers. There were **5** Program files where the status of the employer’s WCB coverage was unknown.

\*All employers in N.S. must comply with either the N.S. Occupational Health and Safety Act & its Regulations or the Canada Labour Code (where Federally Regulated). However, not all employers are required, either by workforce size or industry sector, to register for WCB coverage.



## DISTRIBUTION OF PROGRAM FILES BY UNION OR NON-UNION STATUS

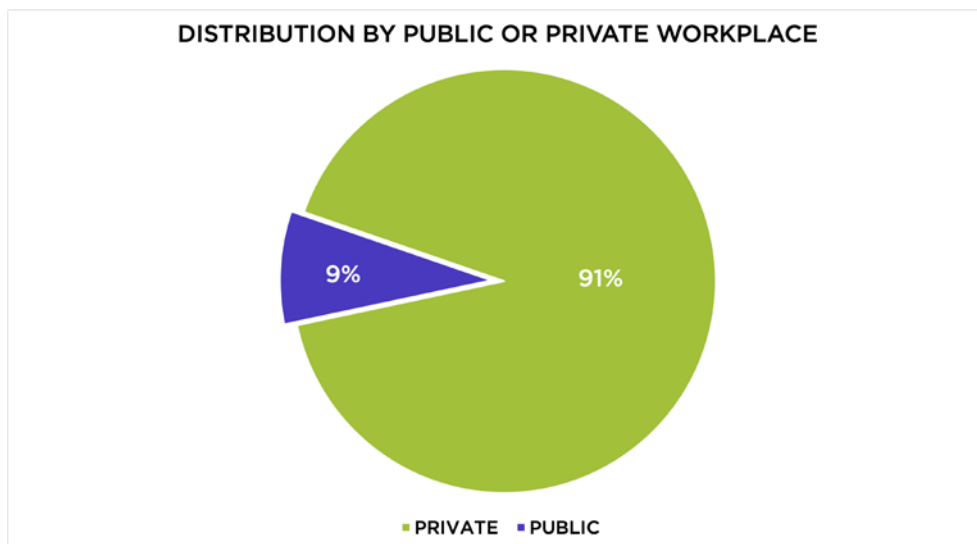
**62** Program Files were of a unionized workplace, while **147** were of a non-unionized workplace.





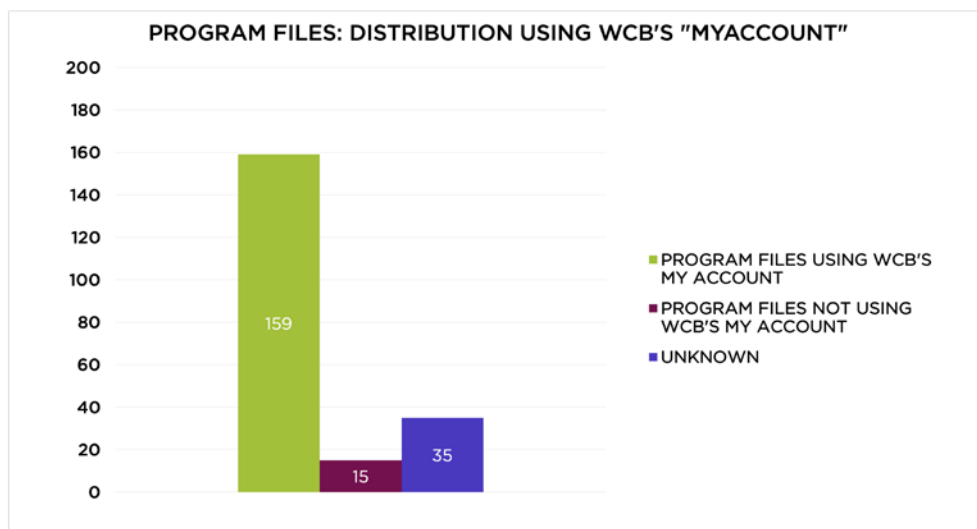
## DISTRIBUTION BY PUBLIC OR PRIVATE WORKPLACES

**191** Program Files were private workplaces, and **18** were public workplaces. unknown.



## PROGRAM FILES: DISTRIBUTION USING WCB'S "MYACCOUNT"

There were **159** Program Files using the WCB's MyAccount program, while **15** were not. There are a remaining **35** that are rendered Unknown\*\*. Not all employers using the OEA NS Program are covered employers under WCB.



\*\*Unknown: the individual working with the OEA NS may not be the WCB MyAccount holder or may not use it, even if the company may have MyAccount. Unknown is tabulated when the client doesn't know, though it could very well be that the employer is registered for this service.

**PROGRAM FILES: DISTRIBUTION RELATED TO RETURN TO WORK (RTW) - 107 FILES INVOLVED**

**67** files involved a positive return to work, while in another **41** files that involved return to work, the worker did not return to work. The **3** pending return to work files at year-end were expected to RTW to the same employer.

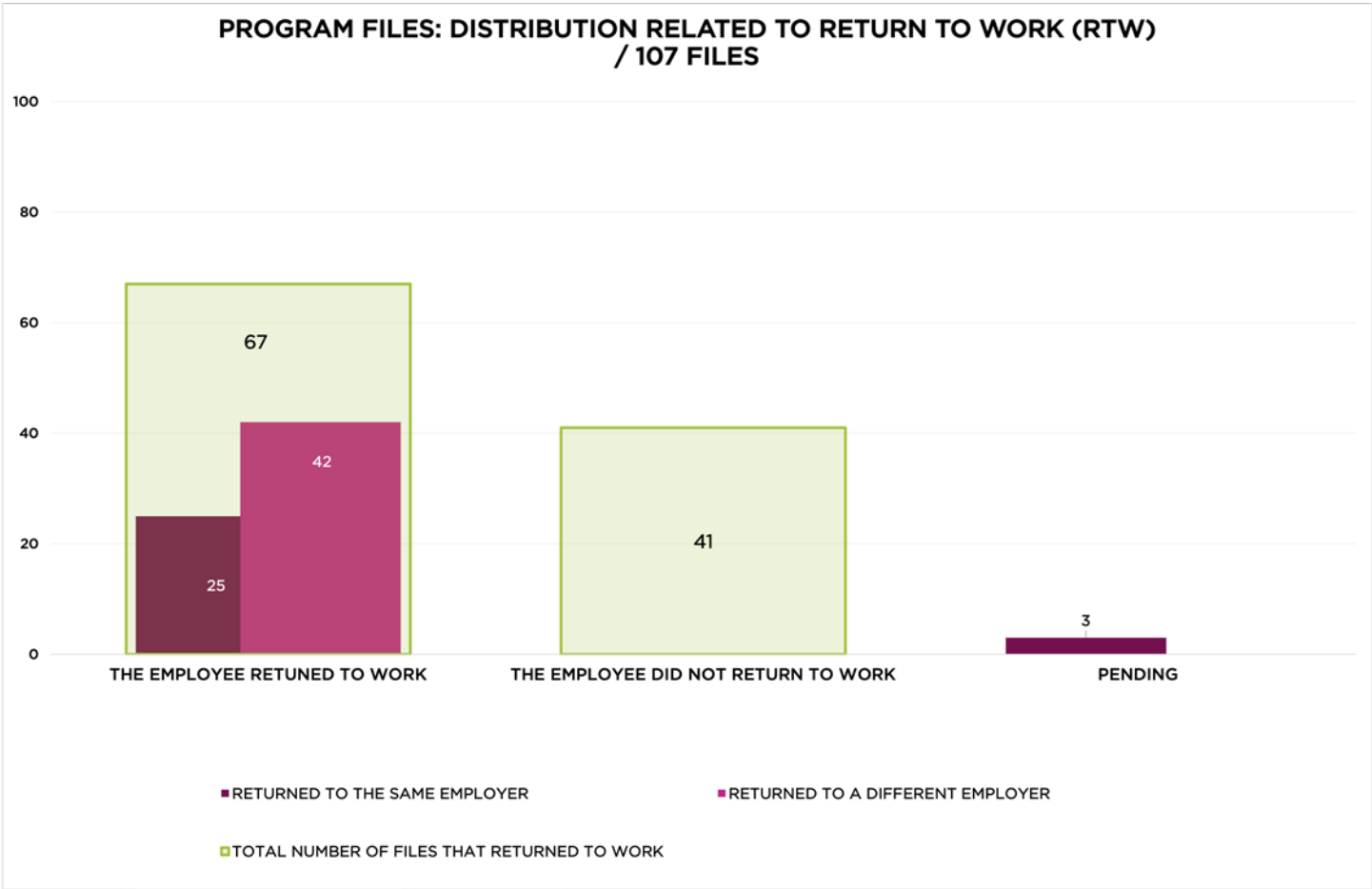
Of the **67** that did RTW, **25** returned to the same employer, while **42** did not.

Return to work of individuals on lost time of WCB claims continue to be difficult and require resources and time that increase annually.

Workers in Nova Scotia experience significant co-morbidity unrelated to injury claims, which adds to the difficulty in resolving injuries related to the worker returning to work in some capacity.

Workers with performance issues prior to a WCB claim experience longer claim durations. Return to work appears to stall through the December holiday period, and in the summer months, adding to the frustrations of employers who want to reduce lost time because of the costs that are added to their business from an extended claim.

The OEA NS can be involved in return to work simply by offering advice to an employer who is managing their own process or more actively involved. As each situation is different, it is not a one-size-fits-all approach.





## COVID-19 Implications in 2022

The OEA NS has noted declining return to work numbers for many years, even pre-pandemic.

Even when medically cleared for RTW and accommodations are provided, RTW remains a struggle where many issues and barriers are never resolved. Communication issues between the employer and WCB remains a huge issue in Nova Scotia, and this issue needs to be a priority that is addressed.

## PROGRAM TRAINING

OEA NS ability to offer training was negatively impacted throughout the pandemic. These programs are only now slowly returning.

The long-term effects of the COVID-19 pandemic played a role regarding our training programs, from March 2020 up until Q3-Q4 2022. We hope very soon that our training programs can resume in full.

Program Training includes:

- Navigating WCB
- Navigating OHS
- Navigating MyAccount
- Other training offered by OEA NS falls outside of the “Program”.



Program Training in 2022	Number of Programs	Number of Participants
2 subjects taught: Navigating WCB and JOHSC	4 separate sessions	24 total

## **NUMBER OF STAFF EMPLOYED BY OEA IN 2022**

- 3.5 Employer Advisors were employed by the OEA NS in 2022.
- 1 consultant, not on staff, was employed by the OEA NS for IT services.
- There are no support staff employed, with 0.2 relating to the limited contracts provided for communications/website support. Available funding does not currently enable OEA NS to hire support staff or education/training positions. There are existing gaps within OEA NS in attempting to meet urgent employer requests for programs and services.

STAFF ROLE	NUMBER OF POSITIONS FILLED
Employer Advisors	3.5
Support Staff	0
IT – (Consultant, not on Staff)	1
Communications/Website Support (limited contract)	.2





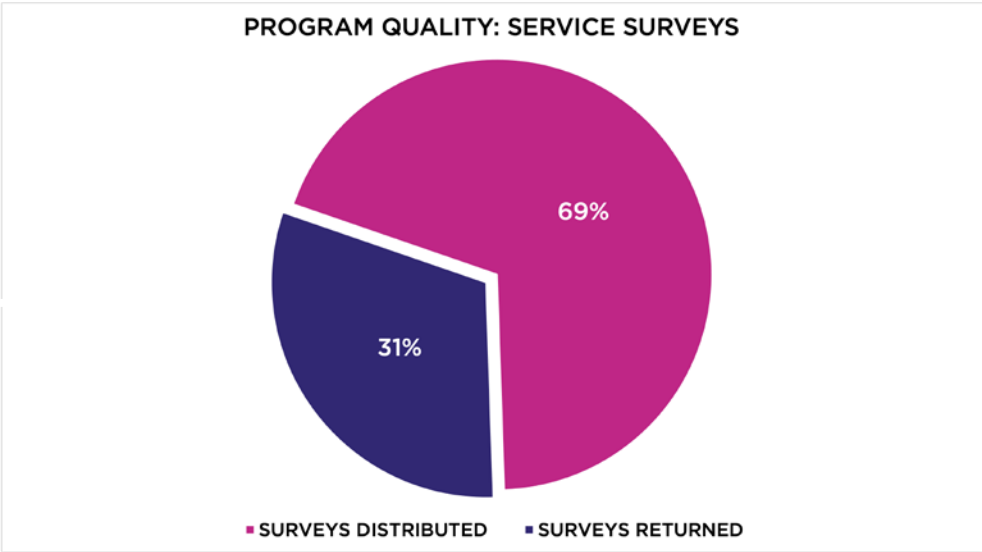
# SERVICE SURVEYS: DATA



## PROGRAM QUALITY SERVICE SURVEYS

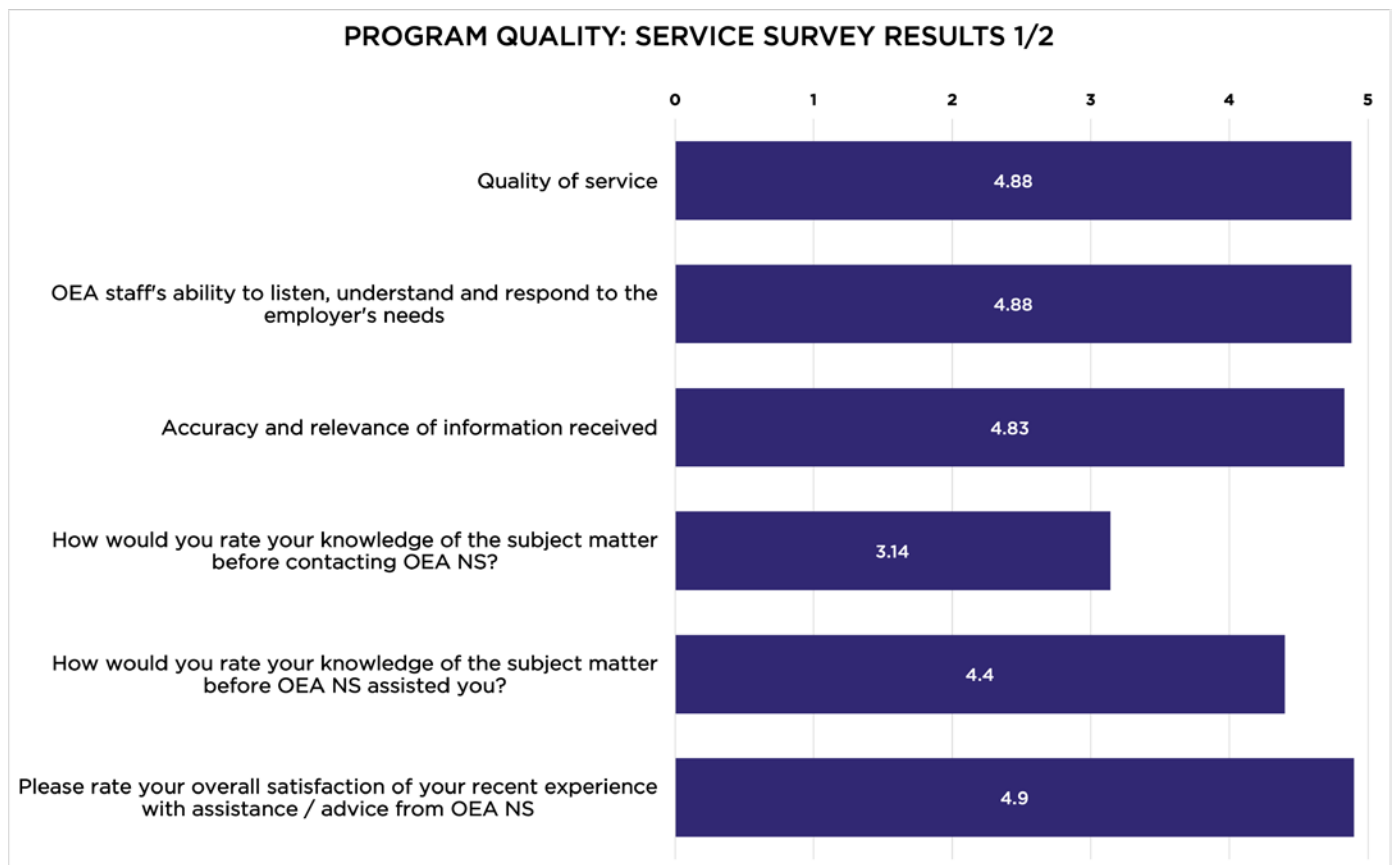
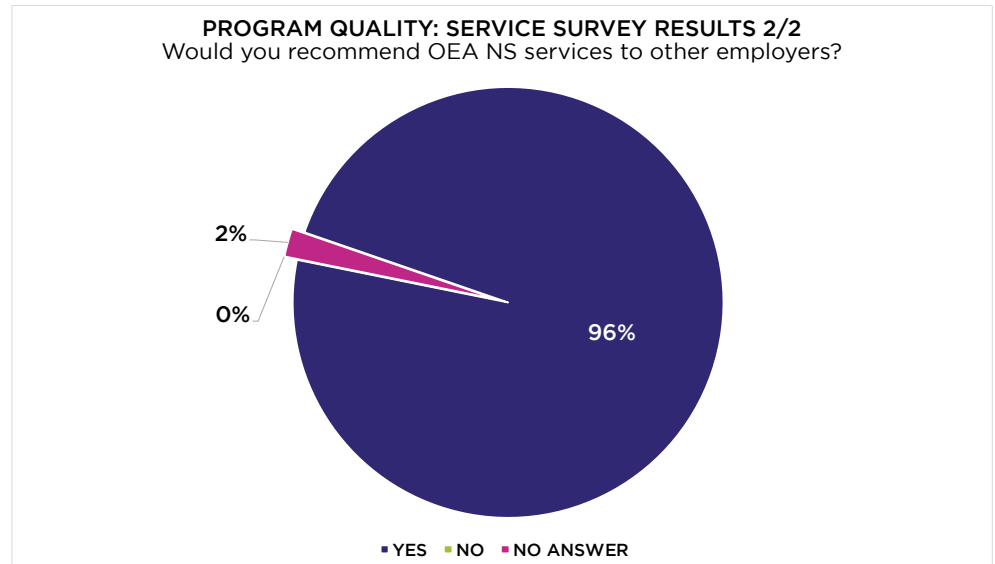
With the closure of a file or in training, OEA NS issues a service quality survey to be completed by the employer.

Of the **119** Service Surveys distributed, **53** were returned. (31%)



“Would you recommend OEA NS services to other employers?”

For the above question, **96%** of service surveys responded with “yes,” while **2** surveys did not answer. There were **0** surveys that answered “no.”





# SERVICE SURVEYS: EMPLOYERS COMMENTS

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The OEA NS is proud to have received all forms of feedback from employers who returned their Service Quality Questionnaires. We thank all employers and business groups to their time to write to OEA NS.

Employers wrote the following comments and testimonials, regarding the service we have provided:

"Always excellent service and advice from OEA."

"We can always count on Employer Advisor - OEA NS"

"An extremely valuable source which I did not know existed. Many thanks for assistance."

"WCB doesn't listen to the employer, just the employee. WCB should be done away with and employees should have private insurance. How many cases have OEA won on the side of the employer. WCB is nothing but high paid don't give a crap about employees that don't realize small business pays their salaries."

"Excellent service as always."

"Thankful to have OEA as a resource."

"OEA responded immediately and followed through with several calls to discuss issue. There was no delay and information was exactly what I needed. The way I felt getting to speak to a knowledgeable professional was immeasurable."

"Excellent service and advice.  
Mary thanks."

"Always a pleasure  
working with Mary. She is  
extremely good at what  
she does. Always on top  
of everything! Thank  
you."

"Courteous, professional,  
and very well informed  
to address all areas of  
the problem."

"The BEST organization and one  
of the best people (Mary) I've ever  
met. Mary's impeccable empirical  
support is priceless - beyond  
words, MANY THANKS to MARY  
and OEA for such incredible help at  
the most crucial time."

For Mary: "I realized when I spoke with you  
last week that you were indeed the person I  
need to clarify and rectify this problem with  
WCB. I could tell you were very engaged  
and there for the people you represent.  
Thank you for doing this and am so glad to  
have you on my side to deal with these ever  
too common issues. Thanks for the update."

"Mary is very  
knowledgeable -  
Great source of  
information and  
advice."

"I can't say enough about what I have learned over the  
past few years while getting support from OEA. Than  
"Mary was very helpful. Taking the time needed for me  
to understand the process and took the time to review  
documents and provide detailed feedback/advice with  
no obligation on our part and helped us to determine  
our next steps. Thank you so much."

"I wish I would have known about OEA NS at the onset of our WCB Claim. I spent 5 months going nowhere with WCB before learning of OEA NS. Mary Morris schooled me with her wealth of knowledge and was instrumental with the WCB Claim."

"Extremely professional, detailed, and responsive towards our needs. Thank you."

"Mary was Excellent!! Could not have done it without her."

"Mary was extremely helpful and knowledgeable and made me feel very supported. Would recommend Employer Advisor Services to everyone!"

"I can't say enough about what I have learned over the past few years while getting support from OEA. Thank you so much."

"Adore Mary and always appreciate her honesty and knowledge. Would love to shadow her for a day, sounds like a very interesting place to work."

"Before sending report would be nice to have advice from Employer Advisor prior."

"Very grateful for your services."



"Mary's dedication to helping navigate very challenging issues is impressive. From helping with correspondence to following up after hours, researching solutions, Mary's help was invaluable, leading to the best possible result!"

"The assistance we receive from the OEA over the year is always professional and goes beyond our expectations. It does require some of the employer's time, but the lion's share of the work is done by the OEA. Teamwork is Fantastic!"

"OEA was a big help managing through this claim, especially Mary Morris. Thanks for all the help."

"Confident in the support and guidance offered to navigate a complete system of WCAT Appeals."

"The information and assistance provided by OEA NS has always been clear and useful. Great to have such a resource for employers."

"Mary is very good at this work. I'm not sure what I would do without her very experienced knowledge."

# FINANCIAL REPORT



**THE OFFICE OF THE EMPLOYER ADVISOR NOVA SCOTIA SOCIETY  
PROGRAM STATEMENT OF REVENUE AND EXPENDITURES  
YEAR ENDED DECEMBER 31**

	2022	2021
<b>REVENUE</b>		
WCB FUNDING	\$ 474,828	\$ 463,837
OTHER REVENUE	15,917	15,205
	<b>490,745</b>	<b>479,042</b>
<b>EXPENDITURES</b>	<b>556,586</b>	<b>489,970</b>
	- 65,841	- 10,928
<b>DEFERRED REVENUE BEGINNING OF YEAR</b>	<b>83,438</b>	<b>94,366</b>
<b>DEFERRED REVENUE END OF YEAR</b>	<b>\$ 17,597</b>	<b>\$ 83,438</b>

# ABOUT OEA NS

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Established in 2007, and opened in 2008, the Employer Advisor Nova Scotia Society (OEA NS) was founded to assist Nova Scotia employers in effectively managing and understanding the complexities associated with Workers' Compensation Board (WCB), Occupational Health and Safety (OHS) systems and legislation, provide education and advocacy. Program services are those that address only workers' compensation and occupational health and safety. These Program services are available for provincially and federally regulated workplaces regardless of registration with the Workers' Compensation Board (WCB).

The OEA NS Society provides leadership and expertise to employers, business leaders and associations. Our clients represent all Nova Scotian employers, businesses, and professional employer associations.

In January 2010, OEA NS became registered and incorporated under the Societies Act of Nova Scotia. Our Bylaws are reviewed regularly, and Directors represent industry sectors throughout Nova Scotia. Officers are appointed by the OEA NS Directors in accordance with the Society's Bylaws.

The OEA NS Society prides itself in being open and accountable to the employers of Nova Scotia. Under the OEA NS Society there is both the "Program", which its functions and activities are focused on the Workplace Safety and Insurance System (WSIS) and stakeholders, and "Fee Services" which focuses on employment, human resources, labour standards, disability management, appeal representation, employer conference and advocacy for employers.

The Program operates within a funding contract with the WCB Nova Scotia from the Accident Fund of which employers are the only contributors.

In 2017 OEA NS was required by the funding contract with WCB to split our operations into "Program" (workers' compensation and occupational health and safety) and "Fee Services" (human resources,

workplace practices, policy development, appeal support and representation, labour and employment issues, disability assistance, training, and employer conference). OEA NS prepares two separate financial accounts. Much of the Fee Services work is directly related to workplace safety, however, it does not fall under the description of what is permitted through the funding contract with WCB and therefore, the employers pay to have this assistance.

Approximately 90% of all programs and services provided by OEA NS in 2022 were "Program" related. Financial reports for the year ending in 2021 were filed to the Workers' Compensation Board (WCB) and the Registry of Joint Stock Companies – Service Nova Scotia, in 2022 as required. Mid-year progress reports compared to our business plan and financials were filed to WCB for the Program in July 2022 as well.

Today, OEA NS continues to support employers who navigate constantly shifting environments, while responding to issues involving employment, workers' compensation, workplace health and safety, advocacy, and training. Despite the challenges posed by micro and macro societal issues, such as the global COVID-19 pandemic, we have emerged as a resilient leader in providing the right programming to employers since opening our doors in 2008.

There is much more to do, as the growing need for employers has only increased over the years. As employers want specific solutions to specific problems, the OEA NS exists as a key support system.



# MISSION, VISION, VALUES

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## OUR MISSION

**THE SOCIETY'S MISSION IS TO HELP NAVIGATE EMPLOYERS IN THE RIGHT DIRECTION TO ACHIEVE:**

- Empowered Employers
- Enhanced Employer Participation in the System
- Effective Claims Management and Decision Making
- Education of Employers
- Evidence Based Programs and Services
- Employer and System Advocacy

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## OUR VISION

The Society's vision is to contribute to business success for the Nova Scotia business community with expertise, advice, support, and resources that promote a safe and healthy workplace.

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## OUR VALUES

Our Core Values outline our commitment to operate in an ethical manner, both internally and externally. These guide our decision-making processes and interactions with employers.

**SELF-MANAGEMENT OF OEA NS:**

Our organization sustains a Governance Model, which supports and advances the mission of the Society. This includes:

- Education
- Support
- Expertise
- Communication
- Advocacy

The Model produces a sustainable and measurable system, and supports employers in creating and maintaining better workplaces in this province.

**HEALTHY, SAFE AND ENGAGED WORKPLACES IN NOVA SCOTIA:**

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

**CHANGE:**

Our organization strives for necessary and effective system change to benefit Nova Scotian employers in a positive and direct way. We value the change that can occur when programs and services meet employer needs, which are accessible and reflective of good value and expert quality.

**ACCOUNTABILITY:**

The OEA NS provides effective, efficient governance, program and system assessment, communication and accountability to Employers, partners, business associations and funding agencies.

**TRANSPARENCY:**

The OEA NS 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.

**COLLABORATION:**

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

**CLIENT FOCUSED APPROACH:**

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

**OUTCOME DRIVEN APPROACH:**

In the allocation of resources, the OEA NS seeks to deliver results for clients, partners, and funding agencies. Our outcomes support the Mandate, Mission, Vision, and Values of the overall organization.

**DIVERSITY:**

The OEA NS promotes a working environment that is inclusive and accepting, ensuring each staff member and client is treated fairly and equally. We are committed to servicing 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 the OEA NS.

**INTEGRITY:**

Our organization emphasizes working together with honesty between staff members and clients. We value strong moral principles in all aspects of business and day-to-day interactions.

**RESPECT:**

The OEA NS believes in a high standard of respect, respecting the dignity and value of each staff member, and respecting individual opinions. We are committed to respecting and building sustainable working relationships with all stakeholders, including clients and partners.



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