

WCB Update

June 2012

WCB's 2011 Annual Report Reveals Small Surplus and Stable Rates

The WCB recently released its 2011 Annual Report. It was highlighted by a small surplus and stable rates despite challenging financial times. The WCB also released its 2012–2016 Five Year Plan.

“In 2011, the WCB achieved an overall surplus of \$5 million in spite of weak financial markets,” says WCB President and CEO Winston Maharaj. “This was made possible thanks to successful prevention and return to work efforts by the WCB, its partners, and the workers and employers of Manitoba.”

As a result of its strong financial position, the WCB was able to maintain the average assessment rate at \$1.50 for 2012, the second lowest rate among Canadian WCBs. The time loss injury rate was maintained at 3.3 per 100 full time workers, which remains the lowest on record for Manitoba.

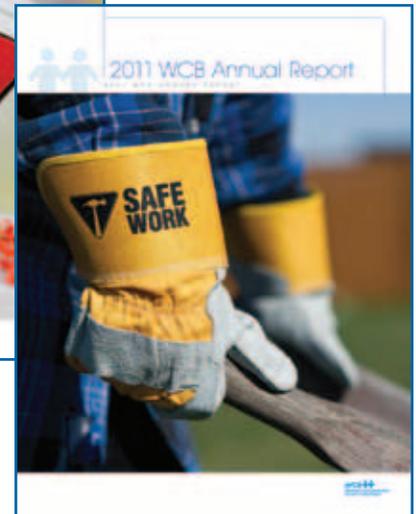
“Through our SAFE Work program, we continue to make strides in building a culture of safety and health,” says Maharaj. “Working with our partners, we are getting closer to our vision of *SAFE Work – A Way of Life.*”

Injured workers also spent less time off the job in 2011 as a result of employers’ and workers’ focused efforts to help ensure workers return to healthy and meaningful work as soon as they can safely do so. Return to work programs minimize the impact of an injury, promote recovery and manage associated costs while benefiting both workers and employers.

The WCB also continued to modernize its service offerings through technology and process improvements in 2011. This included launching a redesigned website with improved functionality and introducing an online Employer Registration Request system for new employers and online SAFE Work reports for

registered employers. The WCB also introduced a new policy on Opioid management that provides guidelines regarding narcotic medication for injured workers. In addition, the WCB completed development on its new WCB location in Brandon, Manitoba, which opened in February 2012.

Along with its partners at Workplace Safety and Health and in the community, the WCB continued to promote injury prevention and return to health and work initiatives in 2011.



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Speak Up About Safety!

The WCB is conducting a survey of Manitoba workplaces and we need your voice!

We want you to tell us what successes and challenges you face when it comes to preventing workplace injuries so that we can provide you with the support and services needed to help build a safer Manitoba.

The survey asks about challenges that your organization is experiencing, what you need in order to improve workplace safety, services that you value, and how you would like to receive those services. The views of workplaces of all sizes, industries and locations are needed, so your participation is important.

MNP LLP is conducting the survey on behalf of the WCB. Individual survey responses will be held strictly confidential, and all feedback will be reported on collectively so no individual respondents will be identified. A summary report will be made available to the public at the completion of the project.

Input from the survey will be used to help design an industry-focused infrastructure of services and supports for workplaces.

For your opportunity to speak up about safety, visit www.wcb.mb.ca and click on News > News & Events from the homepage. If you'd like to provide a written submission, please e-mail injury.prevention@mnp.ca.

For more information, e-mail injury.prevention@mnp.ca.

WCB Congratulates COR-Certified Companies

Nearly \$800,000 Savings in 2011

For more information on COR programs, contact the Manitoba Heavy Construction Association WORKSAFELY or the Construction Association of Manitoba.

WCB Seeks Your Opinion as a Customer!

What do you think about the service you've received from the WCB? Beginning in July, if your organization has experienced one or more injury claims, you may receive an e-mail survey. If the injury was a short-term claim, a survey will be sent after the claim is adjudicated. If the injury requires case management services, the survey will be sent after case management services are provided. It's our way to hear your feedback about the services provided by the WCB.

"This survey is part of our mission to ensure employers receive excellent service from the WCB," explains Alice Sayant, Vice-President of Prevention, Assessments and Customer Service. "We can only improve our services when our customers let us know how we are doing."

The WCB has contracted with PRA Inc., also known as Prairie Research Associates, to carry out the survey. Participation is voluntary and confidential. Any individual answers will remain anonymous and summary reports prepared for the WCB will not identify who provided the responses.

The new survey is an additional tool that joins the annual Employer Satisfaction Survey conducted towards the end of each year. The annual survey begins with a phone call to a random sample of all registered employers, who may choose to complete the survey over the phone or online.

The goal of these surveys is to help ensure that the WCB provides you with service that is fast, easy, caring, right and clear.

If you have any questions regarding the WCB's customer surveys, contact Tim Young, Manager of Customer Service and Quality Assurance via e-mail at tyoung@wcb.mb.ca or by phone at 204-954-4948 or toll free at 1-800-362-3340, ext. 4948.

Chief Prevention Officer Don Hurst



The province of Manitoba recently announced the appointment of Don Hurst as the province's Chief Prevention Officer. Don has been an important prevention partner with the WCB while with Workplace Safety and Health, and the WCB welcomes his new role in helping to enhance the prevention culture in Manitoba.

WCB Named Manitoba's Top Employers

The WCB has been named one of Manitoba's Top Employers for 2012 and one of Canada's Best Diversity Employers for 2012.

The WCB was chosen for this prestigious title based on an extensive entry that was submitted to Mediatrix Canada Inc. A blue-ribbon panel, comprised of HR academics from across Canada, judged each entry on the workplace programs and initiatives outlined in their submission.

The benefits of working at the WCB are reflected in the organization's low voluntary turnover rate of 1.4 per cent. Successful staff retention and recruitment can be attributed to a number of factors, including an attractive benefit package, progressive work/life balance initiatives, fitness programs, staff feedback mechanisms, opportunities for professional growth and challenging work.

The WCB also ranked among the top 50 organizations in the nation that have exceptional workplace diversity and inclusiveness programs.

For more information on careers at the WCB, visit the WCB Does website at www.wcb.mb.ca/wcbdoes.

Online Public Access to Clearances

Did you know that you can search for potential contractors online and request an authorized clearance status immediately rather than ask them to provide it to you? A clearance tells you whether or not a business, contractor or sub-contractor has complied with the requirements of the WCB.

Clearances are important because if you've hired someone who isn't in good standing with the WCB, you might be liable for their assessment costs – or have your own assessment rates go up if they suffer a workplace injury.

You can use the system on a one-time basis or, if you become a registered user, you can use it to compile and store lists of the sub-contractors you use most often and receive e-mail updates on their clearance status.

Log in now by visiting www.wcb.mb.ca and clicking on Online Services > Clearances.

Review Your 2012 Estimated Payroll

Employers are reminded to review their 2012 annual payroll estimate provided to Assessment Services at the beginning of the year. If you anticipate the estimate you provided has, or could, change by more than five per cent up or down prior to the end of the year, please let us know as soon as possible. This will minimize the potential of having interest calculated on the difference between your estimated assessment and your actual assessment for 2012.

Changes to your 2012 payroll estimate can be submitted by mail, fax or phone. Please be sure to include your account number with all correspondence.

Assessment Services
333 Broadway
Winnipeg, MB R3C 3W4
Fax: 954-4900
Toll-free fax: 1-866-245-0796
Phone: 954-4567
Toll-free phone: 1-800-362-3340

SAFE Work Workshops are Good for Business

Preventing workplace injuries is the most effective way to protect workers and control an employer's workers compensation costs. The team at SAFE Work Services is here to help. They offer a number of free workshops throughout the year that address important topics for employers.

"The workshops run throughout the year and cover key areas, such as WCB Basics, Return to Work Basics and Injury Prevention Basics," explains Dwight Doell, Acting Director of SAFE Work Services. "Last year, we witnessed a huge interest in our Injury Prevention Basics workshop with 250 participants. Since 2008, we've had over 1,150 participants attend the WCB Basics."

The Return to Work (RTW) Basics is also a perennial favourite. For employers, a RTW program can improve recovery, facilitate safe and timely return to work and prevent other injuries.

To register for any of the workshops, visit the Events page on www.safemanitoba.com. For more information, contact safework@wcb.mb.ca or by phone at 204-954-4501 or toll free 1-800-362-3340.

Quality a Commitment at the WCB

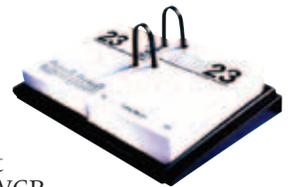
In January 2012, the WCB Board of Directors established Policy 20.00 Quality that renews and reaffirms WCB's commitment to providing Quality Assurance and Quality Control to all activities conducted at the WCB.

"Our commitment to our customers, both employers and workers, is to provide service that is fast, easy, caring, right and clear," explains Winston Maharaj, President and CEO of the WCB. "As a provider of compassionate and supportive compensation services, we are a quality-driven organization."

The policy outlines the WCB's commitment to Manitoba's employers and injured workers who have a right to expect that the WCB will provide the benefits and services they are entitled to. The quality policy also put an onus on our service providers and suppliers to provide quality service.

For more information on the WCB's commitment to Quality, visit www.wcb.mb.ca > About WCB > Policy Manual.

Dates to Remember



Quarterly Firms

July 20, 2012 – The Quarterly Remittance and payment for the second quarter of 2012 must be received at the WCB by this date for firms reporting payroll on a quarterly basis.

Annual Firms

August 31, 2012 – The second installment must be received at the WCB by this date for firms reporting payroll on an annual basis and paying in installments.

Paying at the Bank

If your Canadian financial institution accepts WCB payments, there is often a three to five day processing period. To ensure your payment is received at the WCB on time, please consider the extra days required to process the payment using internet, telephone or in person payments. Delays in payment may result in late payment penalties.

If you are a quarterly firm, confirm that your financial institution will forward your Quarterly Remittance form along with your payment. If necessary, fax your completed Quarterly Remittance form to the WCB prior to making your payment at the bank to avoid late filing penalties.





SAFETY and Health Community Launches

Manitobans now have the ability to be even more SAFE on the job thanks to the launch of an innovative online network designed specifically for individuals whose jobs include safety and health.

The site is a first for Manitoba and aims to help safety and health professionals, committee members, employers, supervisors and workers share ideas, knowledge, questions and information about safety, all the while engaging with SAFE Work and creating a culture of safety in the province.

The site features articles, discussion forums, blogs and some fun social networking features. The SAFETY and Health Community is a portal not unlike Facebook and other popular social networking sites.

Users simply visit the site and register as a user, then begin fostering the culture of workplace health and safety with other like-minded Manitobans. The SAFETY and Health Community is meant to be a fun and resourceful way to help Manitobans share their health and safety wealth, learn best practices, and get questions answered openly by a range of experts.

Joining up is easy at
safetyandhealthcommunity.ca.



WCB President and CEO Winston Maharaj (2nd from left) kicks off the annual SAFE Roads campaign on May 17 along with (l to r) Winnipeg City Councillor Justin Swandel, The Honourable Steve Ashton, Minister of Infrastructure and Transportation, and Chris Lorenc, Construction Association President and SAFE Roads Committee Chair. The campaign reminds motorists across the province to slow down when driving past road construction projects and features the message "This is my workplace. Slow down."

Is Your Workplace Safe Enough?

The WCB has launched its latest SAFE Work campaign. Titled "Sons and Daughters", the campaign challenges Manitobans to look at their workplaces and ask themselves if it's safe enough for their child to work there, and if it's safe enough for them to work there as well. The campaign will encourage employers to consider what they can do to make sure that workplaces are safe for all employees, especially young and new workers.

Learn more at safemanitoba.com.



Update is also available in a large print version.

Return undeliverable copies to:

WCB Communications, 333 Broadway, Winnipeg, MB R3C 4W3

Telephone: (204) 954-4760 Fax: (204) 954-4968

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