

WCBinsider

December 2013

WCB Unveils New Corporate Strategy

The WCB Board of Directors has approved a new strategic plan to guide the organization into the future.

Refreshing the WCB's strategic direction is timely as we are on the cusp of organizational change, following the completion of several reviews and the release of the government's Five-Year Plan for Workplace Injury and Illness Prevention. This new strategic framework communicates a clear direction and guides the WCB in fulfilling its prevention mandate and maintaining our delivery of high



quality compensation and return-to-work services.

The most significant evolution in the new strategic framework is the clear statement that the WCB's customers – both workers and employers – are at the centre of all we do. The new Corporate Strategy has a holistic,

cross-functional approach, focusing on our people, our partners and our system with our customers at the centre. This approach is reflected in the new corporate graphic shown above.

For the WCB, everything revolves around our customers and our success as WCB employees contributes to a positive customer experience.

The WCB's vision is to be seen as a trusted partner that *insures* today and *builds a safer* tomorrow – once again emphasizing the dual mandates of compensation and prevention.

WCB Offers Suite of Resources for New Canadian Workers

Are you having difficulties reaching out to the immigrant workers in your company? How can you be sure that they, like everyone else, are safe and healthy at work and know what to do if they are ever injured on the job?

We can help you with that.

The WCB has a suite of resources available on its website in over 20 languages that raise awareness about the workers compensation system and the importance of reporting workplace injuries.

Studies have shown that new Canadian workers are less likely to report a workplace injury for fear of losing their jobs and are unaware or have limited knowledge of their

entitlement to compensation in the event of a workplace injury. They also find it challenging to understand the process of making a claim once inside the workers compensation system.

Resources include:

- **Video: How to Report a Claim** >>> Available in five languages
- **Video: Hurt at Work? Call the WCB** >>> Available in simple English (with English subtitles option)
- **Fact Sheets** >>> Available in five languages (Simplified Chinese coming in January)
- **Brochure: Reporting a Claim** >>> Available in 18 languages
- **Sticker: Report Your Workplace Injuries** >>> Available in 12 languages

- **Poster: If You're Hurt at Work, We're Here to Help** >>> Available in 22 languages
- **Business Card: If You're Hurt at Work, We're Here to Help** >>> Available in xx languages
- **Toolkit: Prevention is the best medicine** >>> Available in simple English (for training sessions, settlement agencies and EAL classrooms)

Additionally, the WCB and SAFE Manitoba websites now have non-English pathways - look at the top right of each homepage to choose the language of your choice.

For these resources and more, visit wcb.mb.ca > Employers > Quick Info > Additional Language Resources.

Customers Benefit with FlexPay

In late November, the WCB successfully launched new services benefitting employers. First up is FlexPay, the WCB's new online payroll and premium payment system. Like any large undertaking, it will be a gradual rollout with a group of employers receiving first crack at reporting payroll through a new, secure, online portal. Employers in this initial phase will receive their confidential access code in the next few weeks. In 2015, all employers will be able to take advantage of this great service by reporting their payroll online.

Making premium payments is also easier, thanks to the introduction in 2014 of debit or credit card payments through our secure web link. These payment options are in addition to online banking or paying by cash or cheque. More information on paying your premium is available at wcb.mb.ca/online-services.

The enhancements and benefits don't stop there! Starting this month, a new account statement will debut with a cleaner look and an accompanying information sheet to help you understand each section of your statement. If you prefer to watch a video instead, we've added one to our website and you can follow along as we take you through each section of your account statement.

It's all part of our goal to be responsive to your needs and to make our service to you fast, easy and clear. For more information, visit wcb.mb.ca/assessment-services.

Safe on Site Wraps up another Successful Season

SAFE on Site is a joint partnership with SAFE Work, Manitoba Heavy Construction WORKSAFELY Program, and the Construction Safety Association of Manitoba. The goal of SAFE on site is to provide contractors with safety awareness and to actively assist with the understanding and implementation of a positive safety culture.

This year there were four SAFE on Site (SOS) staff who worked with the construction sector between June 24 and October 18, 2013. Two staff worked with the Construction Safety Association of Manitoba, visiting 321 sites and providing one-on-one support to numerous companies.

At the Manitoba Heavy Construction Association, the SOS staff cycled through placements with heavy construction firms to be "industry ready" for safety in the heavy construction sectors. Working under the mentorship of safety professionals, the SOS staff were exposed to many aspects of the heavy construction sector including paving, flagging, asphalt, explosives, pipeline, crush and gravel, and water and sewer in both Winnipeg and the Westman region.

The SAFE on Site Program has provided support to the construction sector since 2006, and helped provide valuable experience to graduates of Red River College Occupational Health and Safety Program.



The WCB is now on Twitter!

The WCB of Manitoba is now on Twitter! Follow us at @WCBManitoba for the latest news, important information for workers and employers, and our current campaigns.

Dates to Remember

February 28, 2014 – 2013/2014 Annual Payroll Form is due.



Return undeliverable copies to:
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