

WCBupdate

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 Named Manitoba's Top Employers

The WCB has once again been named one of Manitoba's Top Employers for 2014.



The WCB was chosen for this prestigious title based on an extensive entry judged by HR and business experts and academics across Canada.

This important accomplishment has many benefits:

- This recognition is used as a tool in promoting the WCB at career fairs
- Use of the logo and related materials to produce stickers and use the logo on our websites
- Confirms WCB is an employer of choice for all Manitobans
- Excellent promotion and visibility in the community and the corporate website

In addition, successful staff retention and recruitment can be attributed to a number of factors, including opportunities for professional growth, challenging work, an attractive benefit package, progressive work/life balance initiatives, fitness programs, and staff feedback mechanisms.

The four pillars of our WCBdoes recruitment and retention strategy – security, wellness, growth and engagement - are what form the basis for our successful and thriving work environment.

To learn more about careers at the WCB, visit the WCBdoes website at wcb.mb.ca/wcbdoes.

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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.

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.

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.

Zambian Delegates study WCB of Manitoba

Delegates from The Workers' Compensation Control Board (WCFCB) of Zambia visited our offices during the week of September 23 for a "Study Tour", to gain a greater understanding of our claim management processes, training and other claims-related topics.

"Their system is based on the Canadian workers' compensation system, so we're dealing with a lot of the same issues and challenges," says Vice President of Compensation Services, Darren Oryniak. "The overall goal of both organizations is the same- serving injured workers and employers in a balanced system."

Trevour Kaunda (Permanent Secretary, Ministry of Labour and Social Security), Kingsley Kangwa (Director of Benefits) and Rodgers Chishimba (Rehabilitation Counsellor) selected the WCB of Manitoba after contacting several Canadian jurisdictions.

"As we are in the process of social security reforms and of amending our Act, we thought it would be interesting to see how Canada is running their system now," Kingsley says. "While our systems are similar, yours is more advanced."

He added that the level of benefits and coverage is more extensive in Manitoba, particularly impairment benefits and vocational rehabilitation.

"We only have one voc rehab person and yet we cover one million workers," Kingsley says. "Return to work and prevention are also very important to us; we believe that empowering someone to return to work is the best that we can do for that person. There are other aspects of your system that we could learn from as well, such as

your incident prevention and return to work programs."

His colleague Rodgers added that the healthcare system in Zambia provides some challenges that we do not face here.

"For instance, the cost of wheelchairs and other medical supplies can become prohibitive so we sometimes have to appeal to the public (to help fund specialty equipment)," he says.

A committee made up of several areas of the Manitoba WCB spent a couple of months preparing for the Zambian delegates.

The visitors were put through a very comprehensive program. They toured our offices and were told about workers' rights, the adjudication process, how claims go from short term to case management, and our return to work system. They spent a day and a half with the Safe Work Services team, learned the background of the vocational rehabilitation program, visited the document scanning and assessments areas, and met with President and CEO Winston Maharaj.

"This has been over and above our expectations. The time spent at a senior level has been unprecedented," Kingsley says.

While their stay was too short to do much sightseeing, the delegates did tour the downtown where they were able to see some historic buildings – and of course, try some Tim Hortons and Starbucks coffee. They went shopping at Polo Park, toured the Forks and enjoyed some restaurants. They were also able to see some unfamiliar sports with visits to

the Granite Curling Club to witness curling and the Iceplex to watch a high school hockey game.

"I've really enjoyed the opportunity to learn about a country I knew little about - and to get to know more about the lives and families of these three people. I noticed that one of the main similarities between our cultures is the significance and importance of families. It's something we all relate to," says Compensation Services Training and Development Manager, Roy Hilderman, who was the main organizer.

While the delegates may not be able to come back and visit any time soon, we did leave them with a lasting impression, according to Trevour.

"Your license plates say 'Friendly Manitoba' and that truly has been our experience. Starting from the airport, to the hotel, to when we arrived at the WCB and met Roy, everyone has been truly fantastic."



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.





North American Occupational Safety and Health (NAOSH) Awards Presented to Organizations Committed to Safety

The annual North American Occupational Safety and Health (NAOSH) Awards were awarded today, recognizing the safety and prevention efforts of Manitoba workplaces during NAOSH Week. Sponsored by the Canadian Society of Safety Engineering (CSSE), NAOSH Week focuses on the importance of preventing injury and illness in the workplace. It was held May 5 to 11, with the theme of “Safety and Health: A Commitment for Life! Are You as Safe as You Think?”

“Promoting workplace safety and changing the way people think about safety is a challenge that is being met by many Manitoba workplaces,” says Jeff Bencharski, Co-Chair, Manitoba NAOSH Week 2013. “Everyone has a part to play in keeping their workplace safe.”

“The WCB is a strong supporter of NAOSH week as it helps build a culture of safety and health at work, home and play,” says WCB President and CEO Winston Maharaj. “The NAOSH Awards allow us to showcase and congratulate Manitoba workplaces that have developed safety activities and prevention awareness programs in the workplace.”

Today, awards were presented to seven Manitoba workplaces in recognition of their safety efforts during NAOSH Week. The winners are:

- Valeant Pharmaceuticals – Best Overall
- Nickel Electric – Most Innovative
- Manitoba Liquor & Lotteries – Best Representation of a Theme
- Maple Leaf Consumer Foods Brandon – Best New Entry
- Black Cat Blades – Small Employer
- Extendicare Tuxedo Villa – Industry Leader
- Pollard Banknote – Honourable Mention

“Valeant Pharmaceuticals believes workplace safety is essential, and has proudly participated in NAOSH since 2007 with the support and active participation of our senior leadership team,” says Jessica Perrault, Environmental Engineer. “We are honoured and thrilled to be receiving the Best Overall award for 2013, and are looking forward to participating in 2014.”

Sponsors of this year’s NAOSH awards include the Construction Safety Association of Manitoba, Canadian Society of Safety Engineering - Manitoba Chapter, Maxim Truck & Trailer, Pinchin Environmental Ltd., Safety Services Manitoba, SAFE Hospitality, Western Safety Sign Co. and SAFE Work, a joint initiative of

the Workers Compensation Board of Manitoba and Workplace Safety and Health. The NAOSH Week Committee plans the NAOSH Week launch and awards event on an annual basis.

Certificates of Participation were also awarded to:

- AMEC Environmental
- City of Brandon
- Crane Steel Structures Brandon
- La Salle School
- Loewen Windows
- Maxim Truck and Trailer
- Parkwest Projects
- Red River College
- Safe Communities Brandon
- St. Amant Centre
- TSL Industries
- University of Manitoba

NAOSH Week: May 4-10, 2014



The 2013 North American Occupational Safety and Health (NAOSH) week is May 4-10, 2014 with the theme of *Make Safety a Habit*.

NAOSH week is an opportunity to focus, reinforce, and strengthen your commitment to safety and health. There are a number of ways for your workplace to get involved in NAOSH week, and you’re encouraged to submit your NAOSH week activities to be considered for award recognition.

More information will be available at safemanitoba.com and naosh.ca in the coming months, but the time to start planning your activities is now!

Return undeliverable copies to:

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