

WCBupdate

June 2014

Check the Address so Your Cheque Arrives

The WCB continues to receive payments that are delayed due to an incorrect address. By law, Canada Post is required to deliver mail to the address on the envelope, regardless of who it is addressed to. If you have a computerized Accounts Payable system you may be unwittingly sending your payment to the WCB using an incorrect address.

To avoid late penalty fees, ensure your premium payment arrives in time at the WCB by using the correct mailing address:

333 Broadway
Winnipeg, MB
R3C 4W3

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WCB Assessment Rate Model to Undergo Review

Stakeholder consultations to be part of the process

The WCB is consulting with stakeholders as part of a comprehensive review of its assessment rate model.

Stakeholder feedback, gathered from the consultations, will be used to gauge the relative strengths and limitations of the model, including its impact on employers and workers. The WCB is looking at ways to improve the model to ensure that all employers are treated fairly, and to prioritize injury prevention by rewarding employers for safe workplaces while addressing concerns about claims suppression.

The costs of the workers compensation system are paid by employers, and the assessment rate model determines how those costs are allocated among employers. The current rate model has been in effect since 2001.

A comprehensive rate model review

was a recommendation of Paul Petrie's *Fair Compensation Review*. The review is also a key action item identified in *Manitoba's Five-Year Plan for Workplace Injury and Illness Prevention*, a report released by the provincial government earlier this year.

After a competitive process, the WCB selected the firm of Morneau Shepell to undertake the review, with Mr. Doug Stanley conducting the stakeholder consultations. Once the consultations are complete, Morneau Shepell will explore options for change and make recommendations to the WCB Board of Directors.

If you are interested in taking part, please visit wcb.mb.ca for the discussion paper and information on how to make a submission. Deadline for submissions is June 30, 2014.

Will that be Debit, MasterCard or Visa?

Paying your WCB premium has never been easier with the introduction of online debit and credit card* payments. As part of our enhanced services, the WCB is accepting premium payments through a secure online portal at wcb.mb.ca/online-payment.

If access to the internet is an issue, the WCB also accepts credit card* payments over the phone. Simply

call 204-954-4978 (Winnipeg), or toll free 1-800-362-3340, ext. 4978 during regular business hours (Monday to Friday, 8:30 a.m. to 4:30 p.m.).

To learn more about all of your payment options, visit wcb.mb.ca/paying-your-premium.

*Credit card payments are limited to employers with annual premiums of \$5,000 or less.

WCB's 2013 Annual Report Reveals Strong Financial Position: Lower Rates Anticipated

The WCB recently released its 2013 Annual Report and 2014-2018 Five Year Plan. The report was highlighted by stable rates, innovative service enhancements for workers and employers, and a strong financial position generated as a result of positive investment returns and the WCB's continued commitment to its prevention and recovery goals.

In 2013, the WCB achieved a surplus of \$78 million, which will provide the flexibility to adjust to the many organizational changes taking place in the years ahead. It also allows the WCB to consider potentially lowering assessment rates in the future.

"While we are not yet making a formal rate announcement for 2015, we are anticipating lower rates based on our reserve surplus," says WCB President and CEO Winston Maharaj. "Our reserves are above target and we will be undergoing a process to bring them closer to target. Successful prevention and return to work efforts by the WCB, its partners, and the workers and employers of Manitoba contributed to these results."

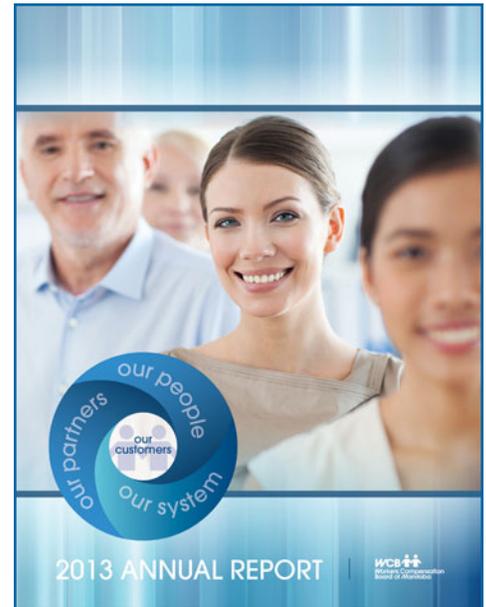
In 2013, the WCB Board of Directors approved a new strategic plan to guide the WCB into the future as the organization is on the cusp of significant change, following the completion of several reviews and the government's release of *Manitoba's Five-Year Plan for Workplace Injury and Illness Prevention*. Preliminary work on many of the initiatives in the Plan began in 2013, including the creation of SAFE Work Manitoba, the entity that will consolidate prevention services from the WCB and Workplace Safety and Health.

The WCB's new corporate vision – to be "a trusted partner, insuring today and building a safer tomorrow" – emphasizes the dual mandates of compensation and prevention and is reflected throughout the Annual Report.

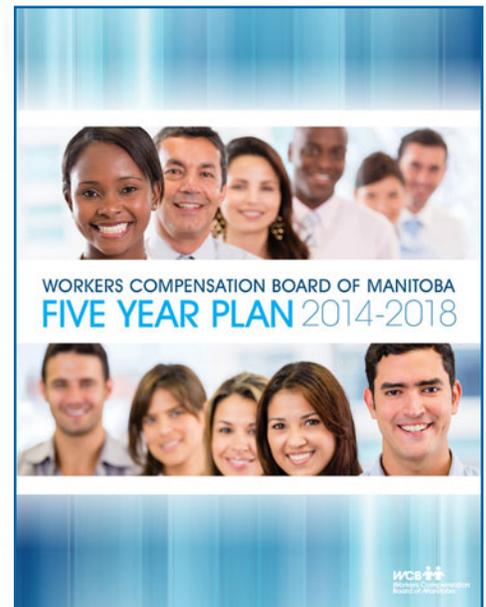
"The WCB made substantial progress in modernizing our service offerings through technology and business process renewal in 2013," says Maharaj. "This included focusing on the effectiveness of employer feedback mechanisms and beginning the development of a Business Intelligence unit that will build capacity in data collection and analysis. We also expanded our assessment payment options to include credit cards through our new FlexPay system."

In 2013, the WCB also began the process of reviewing its assessment rate model to ensure it prioritizes prevention and strengthens system accountability; and embarked on the development of an enhanced compliance framework to focus on protecting the integrity of the compensation system.

As a result of its strong financial position, the WCB was able to maintain the 2013 average assessment rate at \$1.50, the third lowest rate among Canadian WCBs. The WCB announced that the rate would remain stable in 2014. The time loss injury rate, which has been generally consistent for the past three years, is estimated to be slightly lower at 3.2 per 100 full time workers.



2013 WCB Annual Report



*Workers Compensation Board of Manitoba
Five Year Plan 2014-2018*

WCB Expands Efforts to Remind Manitobans to Report Workplace Injuries



In May, the WCB launched an expanded public awareness campaign that encourages workers and employers to report workplace injuries to the WCB.

The campaign reinforces that employers have an obligation to report injuries in their workplace, as it's the law. Early reporting means that workers return to health and meaningful work quicker, and the workplace has less disruption as a result.

New this year, the campaign includes television advertising to raise the profile of this message and further increase awareness of the benefits of reporting workplace injuries to

the WCB. In addition to television, you can see the campaign ads on transit, radio, Facebook, in print and in doctors' offices. The WCB website also features short web videos that introduce the claim reporting process in English, French, Spanish, Tagalog and German as well as claim reporting brochures available in 17 languages. These resources, and more, are available at wcb.mb.ca/campaigns.

Remember, everyone has a responsibility within the workers compensation system. To request workplace posters, brochures or other information on how to report a claim, email wcb@wcb.mb.ca.

Winners of SAFE Work Awards Announced

The second annual SAFE Work Awards were presented during last month's NAOSH Week, recognizing employers and workers who have demonstrated success or innovation in making their workplaces safer.

Now coordinated by SAFE Work Manitoba, the SAFE Work Awards program was developed by Workplace Safety and Health (WSH) and the Workers Compensation Board (WCB) to recognize individuals and groups who demonstrate ongoing commitment to making our workplaces and province safer and healthier.

"Through the newly established SAFE Work Manitoba, we will provide dedicated services to engage all workplace stakeholders in meaningful

prevention efforts," said Jamie Hall, Chief Operating Officer for SAFE Work Manitoba. "These awards provide an opportunity for us to celebrate the efforts of individuals and organizations who are leading the way in workplace safety initiatives."

The awards were presented to four individuals or organizations in recognition of their role in making workplaces safer. The winners included:

- Tolko Manitoba Kraft Papers – Employer Safety Award
- Cindy Strath, Supervisor, Granny's Poultry – Worker Safety Award
- Andre Murphy, Manager, Tolko Manitoba Kraft Papers – Safety and Health Professional Award
- SAFE Workers of Tomorrow – Safety Group Award

Message to Our Customers

At the WCB we are committed to providing service that is fast, easy, caring, right and clear. Lately, we have experienced some issues during the transition to a new employer assessments computer application. As a result, problems with our Account Statements have affected some of our customers. We have taken immediate action to rectify these issues.

You deserve Account Statements that are clear, timely and easily understood. Some of our customers with Optional and/or Personal coverage have offered us feedback about our new Account Statements. We have listened to this feedback and in the coming weeks and months we will introduce updated Account Statements that will clearly explain the sections of the your statement.

We are sorry if you have not received the level of service you expect from the WCB. Our goal is to put our customers at the centre of all we do. Through these actions we hope you will regain confidence in our service commitment to you.

WCB Policy Manual Update

The Policy and Procedures Manual provides policy information for workers and employers covered by workers compensation, as well as for other interested parties who want to understand the policy positions adopted by the Board of Directors.

For the latest updates, visit our website at wcb.mb.ca/policy-manual-updates and see what's new.





SAFE Roads Campaign Reminds Drivers to be Aware of Workers on our Roadways

The annual SAFE Roads campaign, a joint initiative to raise awareness of the safety of workers on Manitoba's roads, kicked off today. The campaign is targeted at motorists across the province, reminding them to slow down when driving past road construction projects and when sharing the road with emergency workers such as firefighters, hydro workers, paramedics and police officers.

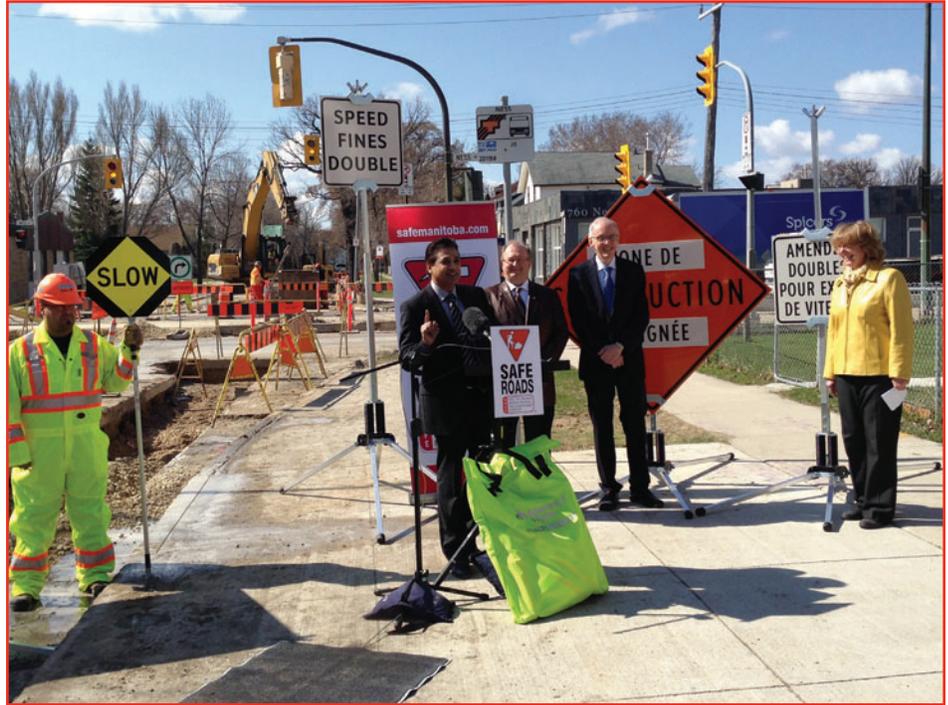
The infrastructure renewal on local Winnipeg streets this year means another busy construction season is upon us, and means more workers on our roadways throughout the summer months.

The SAFE Roads media event kicked off at Ness Avenue and Berry Street, which has been under construction for many months and is nearing completion. A media event was also held in Brandon.

"We are becoming increasingly aware that workplaces come in many forms – and our roads are workplaces for many Manitobans," says Minister of Infrastructure and Transportation Steve Ashton. "The SAFE Roads campaign is not only an important workplace injury prevention and awareness initiative, it's a means to help workers feel safe while they are on the job."

The SAFE Roads campaign includes billboard and transit bus ads to encourage speeding motorists to slow down and raise awareness of Manitoba's roads as a workplace. The ads feature the message "This is my workplace. Slow down."

"This campaign is a wonderful example of a partnership initiative that is aimed at helping prevent workplace injuries," says Minister of



WCB President and CEO Winston Maharaj kicks off construction season at the SAFE Roads event May 15.

Labour and Immigration Erna Braun. "The uniqueness of this campaign is that it is designed to help protect a very specific population of workers – those working on our roadways."

"Building a culture of health and safety for all Manitobans is our priority," says WCB President and CEO Winston Maharaj. "Through our support of SAFE Roads, we're helping to raise awareness that SAFE Work applies everywhere."

The Highway Traffic Act supports the SAFE Roads campaign by setting additional penalties for failing to slow down in construction zones. Offenders caught speeding will have an additional five dollars added to the base fine for every kilometer recorded over the speed limit.

The SAFE Roads Committee has led the campaign over several years, increasing awareness of safe driving during construction season.

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WCB Communications, 333 Broadway, Winnipeg, MB R3C 4W3
Telephone: (204) 954-4760 Fax: (204) 954-4968

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