

corporate *operational*
plan
year five: 2012

our mission

The WCB exists to promote safe workplaces and to protect employers and injured workers through a sustainable accident insurance program.

our values

We treat people with fairness, care and respect.

We communicate in an open and honest manner.

We are accountable to the public and our stakeholders.

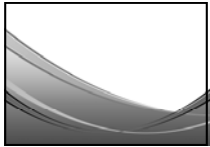
We believe in teamwork and are committed to continually improving our services.

We foster trust.

We act with integrity and professionalism.

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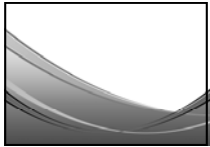
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sharing prevention responsibilities

KEY RESULT AREA : INJURY PREVENTION

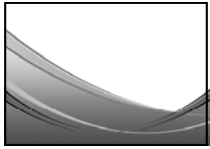
ACTION	STEPS	RESPONSIBILITY	TIMELINE
Identify and promote injury prevention best practices.	Develop a hazard alert for welding shops and employers that use welding equipment focused on safe practices and obligations under the regulations. Promote awareness through welding shop inspections.	Occupational Health and Safety	February 2012
	Develop and implement a zero tolerance campaign for fall protection.	Occupational Health and Safety	May 2012
	In partnership with the Atlantic Social Marketing Group develop a campaign directed at the prevention of soft tissue back injuries.	Corporate Development	September 2012
Identify and work toward target outcomes in high injury sectors.	In partnership with the Department of Agriculture and Forestry, identify and audit forestry employers on PEI with respect to their safety programs for improvement opportunities.	Occupational Health and Safety	October 2012
	Visit employers as identified through a model targeting high experience employers.	Occupational Health and Safety Corporate Services Client Services	December 2012



sharing prevention responsibilities

KEY RESULT AREA : INJURY PREVENTION

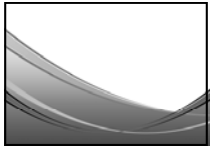
ACTION	STEPS	RESPONSIBILITY	TIMELINE
<p>Facilitate the delivery of injury prevention education which meets the needs of workers and employers.</p>	<p>Host an Occupational Health and Safety Conference to provide prevention education to a broad audience.</p>	<p>Occupational Health and Safety</p>	<p>April 2012</p>
	<p>Develop a training package to use in conjunction with current Rod Stickman videos to use as a training tool for workplaces.</p>	<p>Occupational Health and Safety</p>	<p>May 2012</p>
	<p>Develop a list of service providers, who provide expertise in workplace health and safety, for use by employers. Develop a legal disclaimer and a screening checklist.</p>	<p>Occupational Health and Safety</p>	<p>September 2012</p>
	<p>Develop and present, in conjunction with the Federation of Agriculture, a series of workshops on farm hazard identification.</p>	<p>Occupational Health and Safety</p>	<p>December 2012</p>
	<p>Identify organizations that work with new businesses. Initiate contact to offer education services with respect to workplace health and safety.</p>	<p>Occupational Health and Safety</p>	<p>December 2012</p>



improving worker outcomes

KEY RESULT AREA : IMPROVING OUTCOMES FOR WORKERS WITH SOFT TISSUE INJURIES

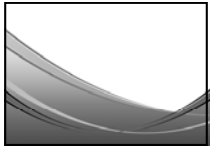
ACTION	STEPS	RESPONSIBILITY	TIMELINE
Educate staff, workers, employers, and health care providers on the process for managing soft tissue injury claims.	Amend the Employer's Report to include information related to Return to Work.	Client Services	July 2012
	Develop a Return to Work workshop.	Client Services	September 2012
	Educate Client Services staff on the Return to Work workshop prior to rolling it out.	Client Services	November 2012
	Promote the Return to Work workshop to employers.	Client Services	December 2012
Monitor indicators for soft tissue injury claims.	Monitor the identified outcomes associated with the critical path and fact sheets for soft tissue injuries using the logic model evaluation framework.	Client Services	October 2012
	Evaluate the results of the first year of using the logic model evaluation framework.	Client Services	December 2012



meeting service expectations

KEY RESULT AREA : SERVICE DELIVERY

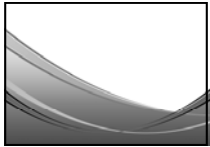
ACTION	STEPS	RESPONSIBILITY	TIMELINE
Develop and implement intervention strategies aimed at meeting or exceeding claims processing standards.	Monitor performance against the claims processing effectiveness standards.	Client Services	September 2012
	Share ongoing results of claim processing effectiveness with staff and manage performance.	Client Services	December 2012
	Evaluate the results of the new processing effectiveness standards.	Client Services	December 2012
Establish methods for the periodic evaluation of targeted Client Services business area.	Identify and analyze the factors which have led to an increase in the number of Extended Wage Loss Awards for the period 2009-2011.	Client Services	October 2012
	Provide recommendations with respect to the findings of the Extended Wage Loss Awards analysis.	Client Services	December 2012



meeting service expectations

KEY RESULT AREA : INFORMATION TECHNOLOGY

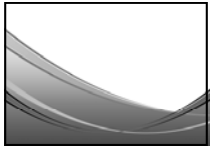
ACTION	STEPS	RESPONSIBILITY	TIMELINE
Incorporate E-business standards into system upgrade initiatives.	Enhance employer E-business services with ability for online payments, registration renewal, and MAPO employer remittance.	Corporate Services	February 2012
	Plan and design an Occupational Health and Safety system that will support future E-service initiatives.	Corporate Services	September 2012



promoting strength within

KEY RESULT AREA : HUMAN RESOURCES

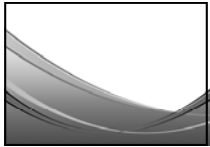
ACTION	STEPS	RESPONSIBILITY	TIMELINE
Develop and incorporate core competencies for managers/leaders.	Complete development and documentation of core competencies based on development plan.	Executive - Human Resources	February 2012
	Incorporate core competency recognition into management position descriptions.	Executive - Human Resources	September 2012
	Provide information and education on core competencies to managers/leaders.	Executive - Human Resources	November 2012
Evaluate performance management process.	Develop measures for evaluating the effectiveness of the new performance development approach.	Executive - Human Resources	April 2012
	Develop recommendations based on evaluation findings.	Executive - Human Resources	June 2012
	Develop an action plan based on approved recommendations.	Executive - Human Resources	September 2012
	Implement the action plan.	Executive - Human Resources	December 2012



promoting strength within

KEY RESULT AREA : HUMAN RESOURCES

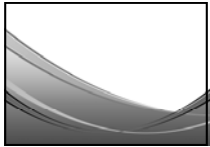
ACTION	STEPS	RESPONSIBILITY	TIMELINE
Action the results of the 2011 WCB Workplace Survey.	Present the results of the survey to staff.	Executive - Human Resources	February 2012
	Convene the staff committee to develop recommendations based on the results of the survey.	Executive - Human Resources	March 2012
	Develop an organizational action plan.	Executive - Human Resources	April 2012
	Implement the organizational action plan.	Executive - Human Resources	June 2012



securing the future

KEY RESULT AREA : FINANCIAL

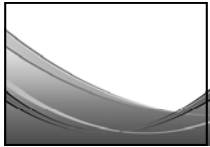
ACTION	STEPS	RESPONSIBILITY	TIMELINE
Implement employer assessment payroll audit improvements.	Develop and implement a workplan to improve processes related to employer assessment payroll audit.	Corporate Services	January 2012
	Implement business processes to reflect improvement identified for the capturing of supporting audit documentation.	Corporate Services	April 2012
	Recommend and implement policy and procedure changes to reflect audit results.	Corporate Services	October 2012
Monitor the impacts of changing accounting standards on financial position.	Assess the need for an asset mix study.	Corporate Services	June 2012



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KEY RESULT AREA : LEGISLATION

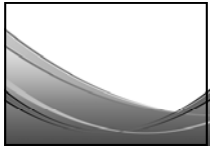
ACTION	STEPS	RESPONSIBILITY	TIMELINE
<p>Recommend new or amended Occupational Health and Safety Act Regulations to meet priorities.</p>	<p>Complete a review of the Electrical section of the Occupational Health and Safety Act General Regulations.</p>	<p>Occupational Health and Safety</p>	<p>June 2012</p>
	<p>Implement a one year phase-in for first aid regulations using communication and education prior to enforcement, pending approval of the regulations.</p>	<p>Occupational Health and Safety</p>	<p>December 2012</p>
<p>Establish policies and procedures which support legislation and regulations which fairly reflect the needs of stakeholders.</p>	<p>Review fall protection enforcement regulations to include training requirements.</p>	<p>Occupational Health and Safety</p>	<p>May 2012</p>



securing the future

KEY RESULT AREA : LEGISLATION

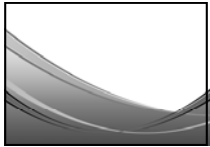
ACTION	STEPS	RESPONSIBILITY	TIMELINE
Establish a Legislative Advisory Committee for the review of the Workers Compensation Act.	Appoint a Legislative Advisory Committee.	Executive - Legal	February 2012
	Facilitate stakeholder consultation.	Executive - Legal	April 2012
	Facilitate submissions to the committee.	Executive - Legal	April 2012
	Review submissions, analyze the information and compile report with the recommendations.	Executive - Legal	June 2012
	Submit report to the Board of Directors.	Executive - Legal	July 2012
	Provide report and recommendations to Government.	Executive - Legal	July 2012



securing the future

KEY RESULT AREA : BUSINESS CONTINUITY PLANNING

ACTION	STEPS	RESPONSIBILITY	TIMELINE
Formalize Business Continuity Plan Documentation.	Implement the process to educate staff about what to expect if the Business Continuity Plan is implemented.	Corporate Development	March 2012
	Implement a training plan for WCB staff who are team members of the Business Continuity Plan.	Corporate Development	August 2012
Communicate the Business Continuity Plan.	Implement the processes to ensure WCB staff remain up-to-date with respect to business continuity awareness.	Corporate Development	August 2012
Develop procedures for Business Continuity Plan maintenance.	Implement a plan for access to the Business Continuity Plan in the event the plan is activated.	Corporate Development	March 2012
	Implement the Business Continuity Maintenance Plan.	Corporate Development	September 2012



securing the future

KEY RESULT AREA : STRATEGIC PLANNING

ACTION	STEPS	RESPONSIBILITY	TIMELINE
Develop a strategic plan for the Workers Compensation Board which would become effective 2013.	Conduct an environmental scan.	Corporate Development	March 2012
	Consult with staff for input with respect to the goals and overall direction of the WCB for the strategic plan.	Corporate Development	April 2012
	Consult with stakeholders for input with respect to the goals and overall direction of the WCB for the strategic plan.	Corporate Development	August 2012
	Develop goals and overall direction of the WCB and the strategies required to reach those goals.	Corporate Development	October 2012
	Finalize and disseminate the strategic plan.	Corporate Development	November 2012
Develop the operational plan for year one of the strategic plan.	Consult with staff for input with respect to indentifying action items for the operational plan.	Corporate Development	November 2012
	Finalize and disseminate the strategic plan.	Corporate Development	December 2012