Safety Matters @Work
Workers Compensation Board of PEI



WORKERS COMPENSATION BOARD OF PEI

2023 ANNUAL REPORT

CONTACT INFORMATION

Please connect with us if you have questions or concerns. The WCB is here to help!

wcb.pe.ca

14 Weymouth Street, Charlottetown

WCB of PEI, PO Box 757, Charlottetown, PE, C1A 7L7

902-368-5680 or 1-800-237-5049 toll-free in Atlantic Canada

24-Hour Occupational Health and Safety Emergency Line: 902-628-7513

General occupational health and safety inquiries: ohs@wcb.pe.ca
General claim inquiries: workerservices@wcb.pe.ca
Employer accounts and services: safetymatters@wcb.pe.ca
Internal Reconsideration Office: appeals@wcb.pe.ca
Service feedback: servicefeedback@wcb.pe.ca



MISSION & VALUES

The Workers Compensation Board (WCB) has been an integral part of the Island community since 1949. Over 88,400 workers and 6,760 employers are protected through the fair and effective administration of *the Workers Compensation Act* (WC Act). Furthermore, the WCB supports all Island workplaces through education and enforcement of the *Occupational Health and Safety Act* (OHS Act).

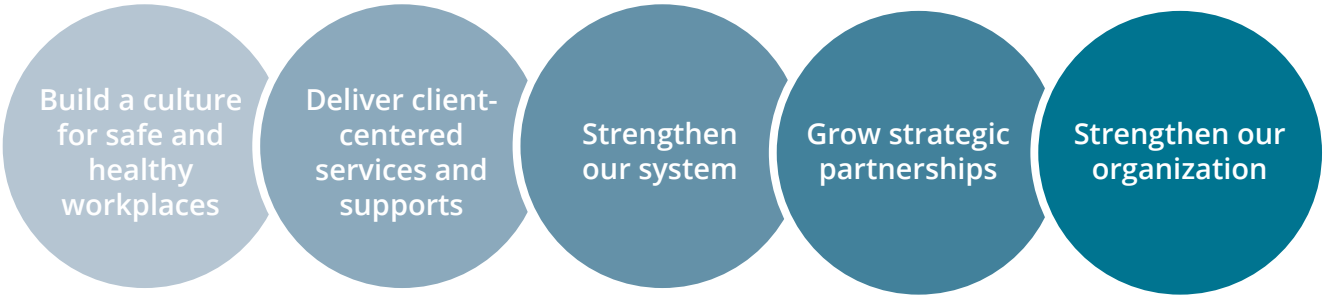
OUR VISION - WHAT WE STRIVE FOR

- Workplaces are safe
- Injuries are eliminated
- Service excellence is assured

OUR MISSION - WHAT WE DO

We partner in building safe and healthy workplaces and support recovery, if an injury occurs.

STRATEGIC PRIORITIES



OUR VALUES - WHAT WE STAND FOR

Integrity We are transparent and take responsibility for our actions and performance.

Compassion We are helpful and caring while balancing worker and employer interests.

Excellence We demonstrate high standards and empower staff to innovate, and continuously do things better.

Collaboration We work with each other and partners to serve our clients and achieve our vision.

Accountability We are stewards of PEI's workplace safety and compensation system and its entrusted resources.

BOARD OF DIRECTORS



Back row, left to right: Blair Weeks, Karen Creighan, Gail Ellis, James McInnis, Krishna Burugadda
Seated, left to right: Valerie Robinson (Vice-Chair) and Jim MacPhee (Chair)

SENIOR LEADERSHIP TEAM



Back row, left to right: Barbara Groome Wynne, Director of Corporate and Human Resources; Danny Miller, Director of Occupational Health and Safety; Stephen J. Carpenter, Senior Legal Advisor; Norman MacDonald, Chief Financial Officer; Darren MacDonald, Chief Information Officer
Seated, left to right: Audrey MacPhail, Executive Corporate Secretary; Daniel M. Campbell, Chief Executive Officer; Kate Marshall, Director of Claims and Compensation

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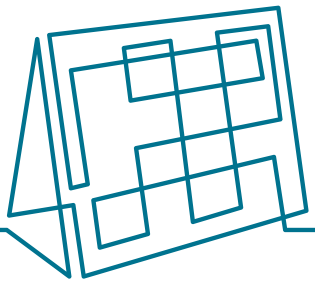
COMMUNITY ENGAGEMENT 44

YEAR AT A GLANCE

	2023	2022
Educational Activities *Public presentations, virtual sessions, and in-person workshops*	**3,199** *participants*	1,944 *participants*
Workplace Inspections	**2,954**	2,390
Number of Assessed Employers[1]	**6,760**	6,602
Estimated Size of PEI Workforce *As reported by Statistics Canada*	**88,400** *March 31, 2023*	84,200 *March 31, 2022*
Total Adjudicated Claims	**1,718**	1,848
Temporary Wage Loss	**936**	1,035
Medical Aid Only	**620**	681
Denied	**161**	130
Compensable Workplace Fatalities	**1**	2
Total Workplace Fatalities[2]	**1**	3

[1] *Employers with multiple operations may be classed as more than one assessed employer.*

[2] *The Total Workplace Fatalities encompasses all compensable and non-compensable workplace injuries that resulted in the death of a worker, as reported to us.*



HIGHLIGHTS & NEW INITIATIVES IN 2023

1 INCREASED COMPENSATION RATE

The implementation of benefits enhancements, which began last year, continued through 2023. This includes an increase to the compensation rate from 85% to 90% of net earnings for wage loss benefit payments. This change will reduce the financial impact of injuries and illnesses and assist injured workers with the rising cost of living.

2 ONLINE CLAIM FILING

The WCB now offers workers on the Island the convenience of reporting and filing work-related injury or illness claims anytime, from anywhere and any device with an internet connection. Using the WCB's Online Services portal, workers can confidently file their claims knowing the portal is secure and available 24 hours a day, 7 days a week.

3 PSYCHOLOGICAL CARE PROCESS

Like work-related incidents that cause physical injuries, exposure to work-related traumatic events can cause psychological injuries. A new Psychological Care Process was implemented to support timely diagnosis and treatment of work-related psychological injuries which includes access to a psychologist and a network of counsellors.

4 EXPANSION OF SAFETY RESOURCES

The updated PEI Aquaculture Safety Code of Practice and the PEI Farm Safety Code of Practice were released this year. These tools provide occupational health and safety guidance for these two key Island industries in a way that is both current and accessible. In addition to these resources, new workshops were offered on silica dust hazards and control.

5 EMPLOYER SURVEY RESULTS

The WCB surveys its two major stakeholder groups – injured workers and employers – on a biennial basis. In 2023, Narrative Research was commissioned to survey employers. The first survey of its kind was conducted in 2003, which now provides the WCB with significant comparison data to draw from. The Employer Service Satisfaction Index – the combined key metrics about the WCB's service – now stands at 84.2 out of 100, just shy of the record high of four years ago. The overall satisfaction of employers with the WCB stands at 85%, which matches the highest recorded satisfaction recorded four years ago.

6 SURPLUS DISTRIBUTION

Based on the organization's December 31, 2022, audited financial statements and its funding policy, the WCB's Board of Directors approved a $21 million surplus distribution to Island employers. In accordance with policy, a surplus distribution may be approved when the organization's overall funding status is greater than 140%. Employers with up-to-date accounts with the WCB received their share of the surplus distribution in December 2023.

FROM PREVENTION TO RECOVERY BY THE NUMBERS



3,199
NUMBER OF PARTICIPANTS IN EDUCATIONAL SESSIONS (2023)
1,944 (2022)

2,954
NUMBER OF WORKPLACE INSPECTIONS (2023)
2,390 (2022)

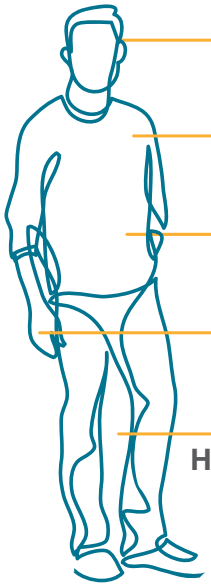
TIME-LOSS INJURY FREQUENCY
(TIME-LOSS CLAIMS PER 100 WORKERS)

1.16

2023	1.16
2022	1.32

1.92 - 2022 Canadian average as provided by the AWCBC

MOST COMMON AREAS OF INJURY (TIME-LOSS CLAIMS)



- **Head, Neck, Throat: 13.3%** *(2022: 13.3%)*
- **Shoulder: 12.2%** *(2022: 11%)*
- **Back: 20.1%** *(2022: 15.4%)*
- **Arm, Wrist, Hand: 17.3%** *(2022: 17.4%)*
- **Hip, Knee, Ankle, Foot: 20.3%** *(2022: 16.7%)*

AVERAGE CALENDAR DAYS TO FIRST PAYMENT
in 2023
15.0
days on average
14.3 days in 2022

77.7
WORKER SATISFACTION INDEX (2022)
76.2 (2020)

84.2
EMPLOYER SATISFACTION INDEX (2023)
83.4 (2021)

NATURE OF INJURY
(TIME-LOSS CLAIMS)

56.1%

Sprains, Strains, Tears

46.8% in 2022

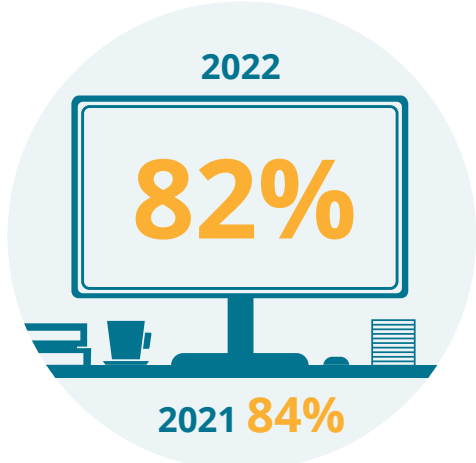
Musculoskeletal injuries continue to make up the highest percentage of time-loss injuries

PERCENTAGES OF WORKPLACE INJURIES BY INDUSTRY (TIME-LOSS CLAIMS)

HEALTH AND SOCIAL SERVICES	CONSTRUCTION	MANUFACTURING
24.7%	15.6%	15.1%
28.7%	14%	19.2%

RETAIL TRADE	GOVERNMENT SERVICES	ALL OTHER INDUSTRIES
9.6%	9.1%	26.0%
7.6%	9.1%	21.4%

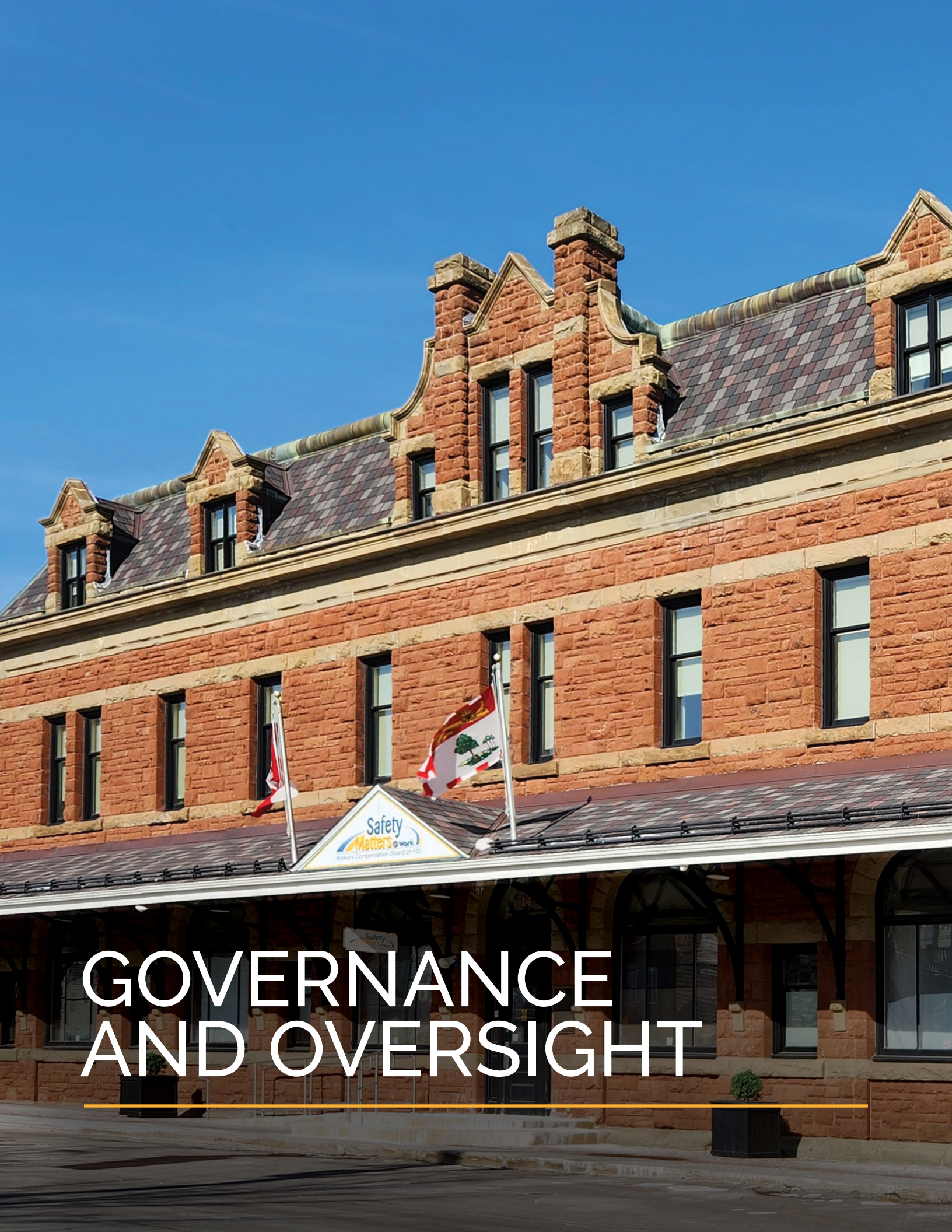
2023 ***2022***



PERCENTAGE OF WORKERS WHO RETURN TO WORK WITH PRE-INJURY EMPLOYER

PERCENTAGE OF INJURED WORKERS NO LONGER ON WAGE LOSS BENEFITS

	2022	2021
90 Days	67%	69%
180 Days	80%	80%
360 Days	86%	89%



GOVERNANCE AND OVERSIGHT





MESSAGE
FROM THE CHAIR

This year marks the conclusion of our ambitious 2019-2023 Strategic Plan and also the start of a new era of innovation and commitment to workplace safety and compensation services. Reflecting on our journey since 2019, it is clear that our collective dedication has positively impacted the lives of workers and employers across Prince Edward Island. By focusing on client-centered services, building a culture for safe and healthy workplaces and strengthening our system and organization, we fortified our foundation and prepared for the challenges of tomorrow.

In our quest to provide more accessible and efficient services, this year we launched a new online claim service to report work-related injury and illness. This service marks a significant advancement in our digital transformation journey, providing a user-friendly, accessible, and efficient way for workers to file their claims. Implementing the suite of benefit enhancements, which began last year, continued with workers having more of their earnings covered in wage loss situations.

Another highlight of this year has been the positive feedback from our employer stakeholder group. The Employer Service Satisfaction Index – the combined key metrics about the WCB's service - now stands at 84.2 out of 100, just shy of the record high of four years ago. Connecting with our two main stakeholder groups – injured workers and employers – is key in keeping abreast of trends and emerging issues.

Finally, I would be remiss if I did not mention the continued trend in decreasing rates for employers. For over a decade now, we have been enhancing worker benefits all the while reducing costs for employers. Making sure the compensation system remains sustainable is a key function of the WCB. In addition, the Board approved a $21 million surplus distribution to Island employers in November 2023.

The conclusion of our 2019-2023 Strategic Plan is not the end, but a stepping stone towards greater heights. We are excited to embark on the next phase of our journey, equipped with the lessons learned and the successes achieved. Together, we will continue to strive for excellence in serving our community and making sure that workplaces are safe, injuries are eliminated, and service excellence is assured.

As we close this chapter and look ahead, the Board extends its heartfelt gratitude to each and every one of you – our team members, partners, stakeholders, and the workers and employers of Prince Edward Island. Your relentless support, valuable insights, and unwavering commitment have been pivotal in our journey.



Jim MacPhee
Chair, Workers Compensation Board

MESSAGE
DE LA PRÉSIDENCE

Cette année marque la conclusion de notre ambitieux plan stratégique 2019-2023, de même que le début d'une nouvelle ère d'innovation et d'engagement dans les services de sécurité au travail et d'indemnisation des accidents au travail. En réfléchissant à notre cheminement depuis 2019, il est évident que notre dévouement collectif a eu une incidence positive sur la vie des travailleuses et travailleurs et des employeurs de toute l'Île-du-Prince-Édouard. En concentrant nos efforts sur les services axés sur la clientèle, en créant une culture de sécurité et de santé en milieu de travail et en renforçant notre système et notre organisation, nous avons solidifié nos assises et nous sommes préparés aux défis à venir.

Dans notre quête en vue d'offrir des services plus accessibles et efficaces, nous avons lancé cette année un nouveau service de réclamation en ligne pour la déclaration des blessures et maladies liées au travail. Ce service constitue une avancée considérable dans notre transformation numérique en fournissant aux travailleuses et travailleurs un moyen convivial, accessible et efficace de soumettre leurs réclamations. Nous avons poursuivi la mise en œuvre de la série d'améliorations aux prestations lancée l'an dernier, et les travailleuses et travailleurs bénéficient maintenant de gains couverts accrus en cas de perte de salaire.

La rétroaction positive formulée par notre groupe de parties prenantes patronales représente un autre fait saillant cette année. L'indice de satisfaction des employeurs par rapport aux services – les indicateurs clés combinés pour les services de la CAT – est maintenant de 84,2 sur 100, tout près de notre indice record d'il y a quatre ans. Les relations avec nos deux principaux groupes de parties prenantes – les travailleuses et travailleurs blessés et les employeurs – sont essentielles si nous voulons rester à l'affût des tendances et des nouveaux enjeux.

Enfin, ce serait une erreur de ne pas mentionner la tendance continue de diminution des taux de cotisation pour les employeurs. Depuis plus d'une décennie, nous améliorons les prestations pour les travailleuses et travailleurs tout en réduisant les coûts pour les employeurs. L'une des fonctions clés de la CAT est de s'assurer que le système d'indemnisation demeure viable. De plus, le conseil de la CAT a approuvé en novembre 2023 une distribution de l'excédent de 21 millions de dollars aux employeurs insulaires pour conclure notre plan quinquennal.

La conclusion de notre plan stratégique 2019-2023 n'est pas une fin en soi, mais un tremplin vers de nouveaux sommets. Nous sommes ravis de nous lancer dans la prochaine étape de notre cheminement, outillés des leçons que nous avons tirées et de nos réussites. Ensemble, nous continuons de viser l'excellence au service de notre communauté et de veiller à ce que tous les milieux de travail soient sécuritaires, à ce que les blessures soient choses du passé et à ce que l'excellence du service aille de soi.
En fermant ce chapitre, le regard tourné vers l'avenir, le conseil transmet toute sa gratitude à chacune et chacun d'entre vous, les membres de notre équipe, nos partenaires, les parties prenantes ainsi que les travailleuses et travailleurs et les employeurs de l'Île-du-Prince-Édouard. Votre soutien infatigable, vos précieuses perspectives et votre engagement indéfectible sont au cœur de notre cheminement.



Jim MacPhee
Présidence de la Commission des accidents du travail



MESSAGE
FROM THE CEO

Having joined the dynamic WCB team in September 2023, I've had the privilege to witness firsthand our team's dedication to our mission of creating safer workplaces and of supporting the wellbeing of workers across the province.

In the few months since my arrival, I've been deeply impressed by the commitment of our team members. Their unwavering dedication to delivering quality services and support to our clients, coupled with their efforts to make sure our workplaces are safe, exemplifies the core values that our organization stands for. This collective effort is a testament to the culture of excellence and compassion that defines us.

The past year has been filled with achievements and challenges alike. The Island has a growing workforce, and that workforce is navigating the changing nature of the labour market, the complexities of evolving needs and the ongoing importance of enhancing workplace safety. With that in mind, our role is to make sure we continue to adapt in addressing both worker and employer needs.

It's been a pleasure getting to know our team members individually, during divisional meetings and during the monthly CEO luncheons I've been hosting. Our team can be proud of the thousands of educational activities, workplace inspections and processed claims to support a workforce of over 88,400 workers and 6,760 employers in Prince Edward Island.

Our team members can also be proud of:

- Continuing the implementation of the suite of benefit enhancements for workers which began in December 2022.
- Providing enhanced services for workers with the option of filing claims online.
- Strengthening relationships with health care providers for the benefit of workers.
- Providing workers and employers new and accessible safety resources to enhance workplace health and safety.
- Highlighting the value for returning to work and staying safe at work with multichannel awareness campaigns.
- Enhancing their knowledge and skills by completing specialized development and training to better support workers and employers.
- Completing the strategic planning process that will take us through 2026.

As we chart our course to focus on the future, we will continue to be guided by our values of integrity, compassion, excellence, collaboration, and accountability. Building on our accomplishments, we will support team members to grow and thrive. Demonstrating our value to workers and employers alike, we will make sure to continue program and service enhancements.

Finally, I'd like to thank everyone at the WCB for their warm welcome. It's meant a lot to have the support of the Board of Directors, Senior Leadership Team and every single team member these first few months. Thank you for all that you do!



Daniel M. Campbell
Chief Executive Officer of the Workers Compensation Board

MESSAGE
DE LA DIRECTION GÉNÉRALE

Après avoir joint l'équipe dynamique de la CAT en septembre 2023, j'ai eu le privilège de constater le dévouement de notre équipe envers notre mission de créer des milieux de travail plus sécuritaires et de favoriser le bien-être des travailleuses et travailleurs insulaires.

Dans les mois qui ont suivi mon arrivée, j'ai été fortement impressionné par l'engagement des membres de notre équipe. Leur dévouement indéfectible à la prestation de services et de soutien de qualité à notre clientèle de même que leurs efforts afin de s'assurer que nos milieux de travail sont sécuritaires illustrent les valeurs fondamentales de notre organisation. Ces efforts collectifs témoignent de la culture d'excellence et de compassion qui nous définit.

La dernière année a été autant marquée par les réalisations que par les défis. La main-d'œuvre insulaire est en croissance, et elle doit composer avec la nature changeante du marché du travail, la complexité des besoins en constante évolution et l'importance continue d'améliorer la sécurité au travail. Dans cette optique, nous avons pour rôle de nous assurer de continuer de nous adapter de sorte à répondre aux besoins des travailleuses et travailleurs et des employeurs.

Ce fut un plaisir d'apprendre à connaître chaque membre de notre équipe pendant les réunions des divisions et les dîners mensuels du directeur général que j'ai animés. Notre équipe peut être fière d'accomplir des milliers d'activités de sensibilisation et d'inspections de lieux de travail, sans compter les réclamations traitées, afin d'appuyer plus de 88 400 travailleuses et travailleurs et 6 760 employeurs à l'Île-du-Prince-Édouard.

Voici d'autres sources de fierté pour les membres de notre équipe :

- Poursuivre la mise en œuvre de la série d'améliorations aux prestations des travailleuses et travailleurs, commencée en décembre 2022.
- Offrir des services améliorés aux travailleuses et travailleurs grâce à l'option de soumettre des réclamations en ligne.
- Renforcer les relations avec les fournisseurs de soins au profit des travailleuses et travailleurs.
- Offrir aux travailleuses et travailleurs et aux employeurs de nouvelles ressources accessibles en matière de sécurité dans le but d'améliorer la santé et la sécurité au travail.
- Souligner l'importance du retour au travail et de la sécurité au travail grâce à des campagnes de sensibilisation multicanaux.
- Améliorer leurs connaissances et compétences en effectuant de la formation et du perfectionnement spécialisés pour mieux soutenir les travailleuses et travailleurs et les employeurs.
- Achever le processus de planification stratégique qui nous mènera jusqu'en 2026.

En planifiant de sorte à nous concentrer sur l'avenir, nous continuons d'être guidés par nos valeurs : l'intégrité, la compassion, l'excellence, la collaboration et la responsabilité. En misant sur nos réalisations, nous aidons les membres de notre équipe à croître et à s'épanouir. En montrant notre valeur aux travailleuses et travailleurs et aux employeurs, nous nous assurons de continuer d'améliorer nos programmes et services.

Enfin, j'aimerais remercier tout le monde à la CAT pour l'accueil chaleureux. Avoir le soutien du conseil d'administration, de la direction et de chaque membre de l'équipe au cours de ces premiers mois a été très important pour moi. Merci pour tout ce que vous faites !

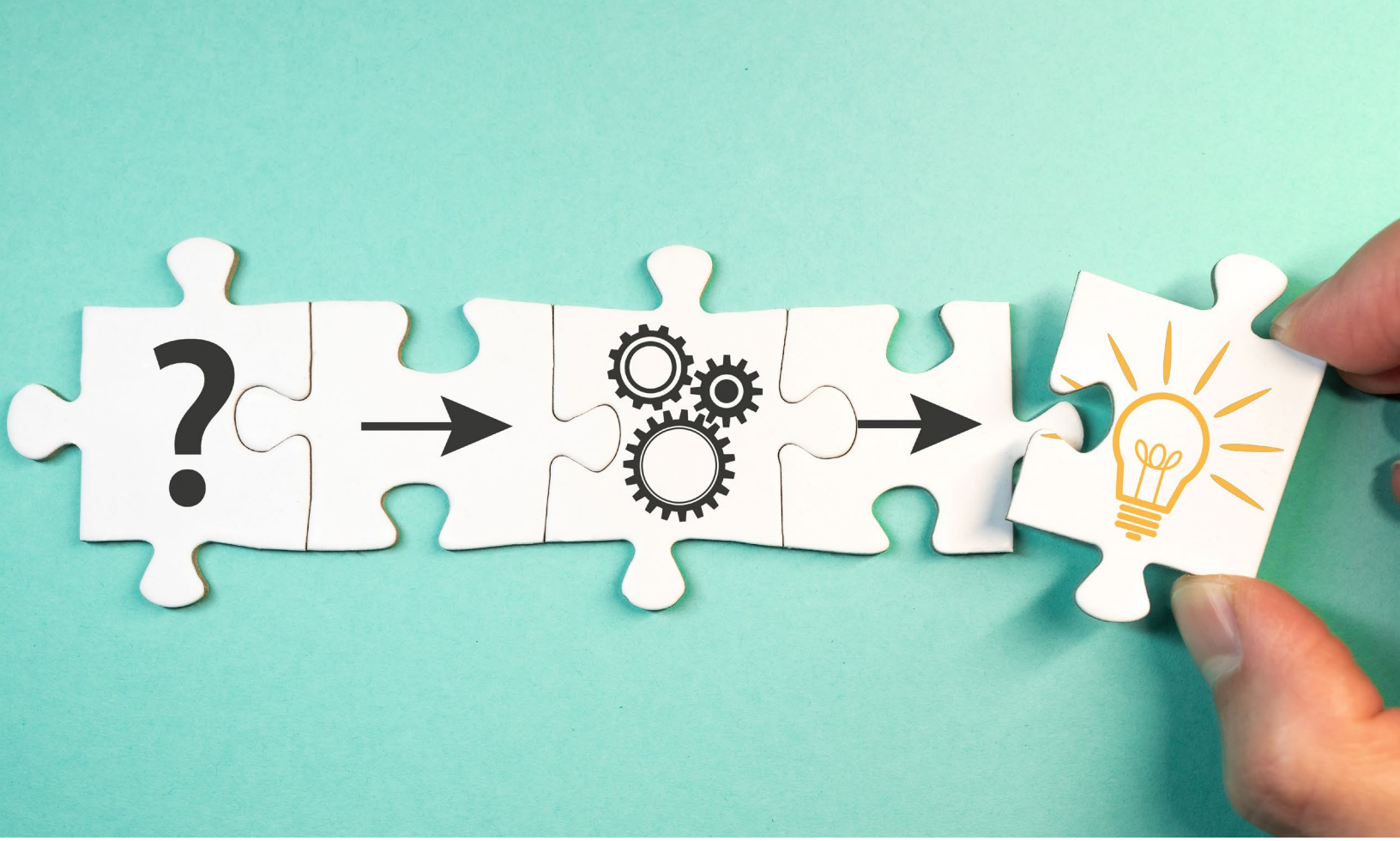


Daniel M. Campbell
Direction générale de la Commission des accidents du travail


Product 1
Product 2
Product 3
Jan
Feb
Mar
Apr
May
Jun
Jul
Aug
Sep
Oct
Nov
Dec
50%
80%
A
B
C
D
AI



2023 PERFORMANCE REPORTS



OVERVIEW OF THE 2019-2023 STRATEGIC PLAN

2023 marked the fifth and final year of implementation of the WCB's 2019-2023 Strategic Plan. The Plan was developed through consultation with stakeholders, Board members and team members. The Plan guides the way the WCB allocates resources and positions the organization to fulfill its mission.

STRATEGIC PRIORITIES:

- Build a Culture for Safe and Healthy Workplaces
- Deliver Client-Centered Services and Supports
- Strengthen Our System
- Grow Strategic Partnerships
- Strengthen Our Organization

BUILD A CULTURE FOR SAFE AND HEALTHY WORKPLACES

The WCB is committed to building a safe and healthy workplace culture in PEI. Strong partnerships with employers, workers, service providers and other partners are required to positively impact change.

OCCUPATIONAL HEALTH AND SAFETY (OHS) ADVISORY COUNCIL

The OHS Advisory Council advises the WCB Board of Directors on the following: the administration of the *Occupational Health and Safety Act* (OHS Act) and its Regulations; the monitoring and reporting on OHS activities throughout the province; and other matters relating to occupational health and safety, including amendments to the OHS Act or its Regulations. Members of the Council are appointed by the minister responsible for the WCB. These individuals have knowledge and experience relating to the principles and promotion of occupational health and safety.

In 2023, the Council met twice and made recommendations on the following matters:

- Amendments to the OHS Act General Regulations to harmonize the requirements set out in CSA Standard Z1210-17, First aid training for the workplace – Curriculum and quality management for training agencies.
- Amendments to the OHS Act General Regulations to harmonize to the requirements set out in CSA Standard Z94.4.1-21, Performance of filtering respirators.
- Amendments to Part 22 of the OHS Act General Regulations to ensure that Regulations align with the measurements set out in the National Building Code of Canada.

Members of the Council include representation from the WCB, from workers, from employers and a member of the public. Members are as follows: Benjamin MacDonald (Chair), Alan McCormick (Vice-Chair), Vernon Anderson, Karen Biggar, Lynn MacPhail, Betty Pryor, Sam Sanderson, Danny Miller (WCB – Director of OHS) and James MacPhee (WCB Board of Directors representative).

SAFETY RESOURCES AND ACTIVITIES

The WCB's OHS Division completed the development of the updated PEI Aquaculture Safety Code of Practice and the PEI Farm Safety Code of Practice. These codes of practice provide occupational health and safety guidance for two key Island industries in a way that is both current and accessible. Other resources which were developed or updated include the Heat Stress Prevention Guide and associated materials; updated young worker handout materials; prevention updates on hurricane season safety tips and preventing head injuries; hazard alerts on oxygen tank valves and elevated work platforms, among other resources.



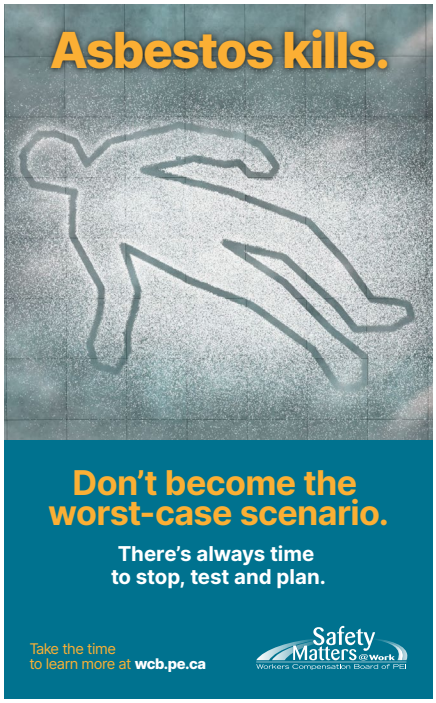


Overall, OHS team members conducted educational events, including site visits, public presentations, virtual presentations, and workshops to a total of 3,199 participants in 2023. In addition to the annual series of Workplace Safety Education Sessions, two workshops on silica dust hazards and control were offered in partnership with the City of Charlottetown and the Government of Prince Edward Island. Participants had the choice to attend a workshop in Summerside or Charlottetown. The purpose was to learn about silica dust and its management, how to protect yourself and others, and disease prevention. Participants were provided with useful information and tips for simple and effective hazard assessment in their workplaces.

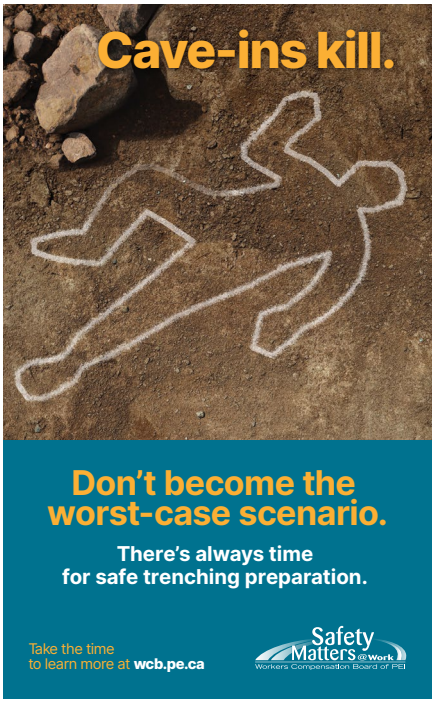


MULTI-HAZARD SAFETY CAMPAIGN

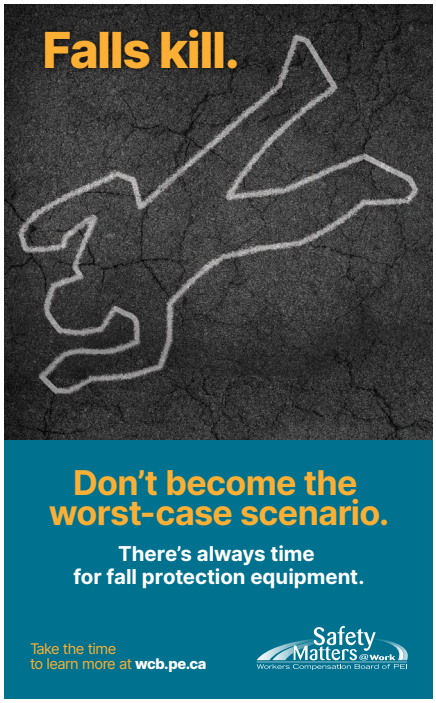
The "Don't become the worst-case scenario" multi-hazard safety campaign was developed and launched to raise awareness about hazards associated with asbestos, excavating and trenching, and working at heights. Through advertising - digital, out of home, radio - and handout materials, the campaign highlighted how everyone can take the time to do the right thing to make sure they, and those around them, remain safe at work. OHS Officers played a key role in the roll out and support of this campaign.



For asbestos, the message focused on taking the time to stop, test and plan the work to avoid contamination.



For excavating and trenching, the message focused on taking the time for safe trenching preparations to avoid cave-ins.



For working at heights, the message focused on taking the time for making sure fall protection equipment is in place to avoid falls.

RESTAURANT INDUSTRY SAFETY OUTREACH

OHS Education Consultants took advantage of the summer months to visit restaurants to share relevant resources and to learn more about the safety gaps in this industry. Through the months of July and August, close to 120 restaurant operators received materials about health and safety concerns related to young workers ages 15 to 24, about heat stress prevention, about workplace harassment and about programs and services offered by the OHS Division, among other topics.

EXPANDED GUIDE TO OHS LEGISLATION MOBILE APP

The Guide to OHS Legislation mobile app now has a total of 60 topics. The following ten new topics were added in 2023 (in alphabetical order):

- Chainsaw
- Conveyor Belt Safety
- Elevated Work Platforms
- Farming
- Guardrails
- Hazardous and Toxic Substances
- Hearing Programs
- Respirator Programs
- Signaling/Spotters
- Vibration

DELIVER CLIENT-CENTERED SERVICES AND SUPPORTS

To meet the diverse needs of clients, the WCB works collaboratively with workers, employers and health care providers to support recovery and prevent work disability, while being mindful to balance the interests of workers and employers.

ONLINE CLAIM FILING



The WCB now offers workers on the Island the convenience of reporting and filing work-related injury or illness claims anytime, from anywhere and on any device with an internet connection. Using the WCB's Online Services portal, workers can confidently file their claims knowing the portal is secure and available 24 hours a day, 7 days a week. Once a worker has begun filling out the claim report online, they can save changes and return to complete the form within seven days. Online claim filing is now the quickest way to start the claim process and to have access to benefits, when applicable. Recognizing that not everyone is comfortable with technology or has stable internet access, the traditional claim form will remain available for those who need it.

PSYCHOLOGICAL CARE PROCESS

Like work-related incidents that cause physical injuries, exposure to work-related traumatic events can cause psychological injuries. A new Psychological Care Process was implemented to support timely diagnosis and treatment of work-related psychological injuries which includes access to a psychologist and a network of counsellors all holding Canadian Counselling Certification and working as counselling therapists. The psychologist assesses and stabilizes clients in preparation for a more formal treatment plan. A counsellor then delivers formal treatment. In this care process, the psychologist, counsellors and WCB case workers work collaboratively to discuss progress and adjust the treatment plan as necessary.



RECOVERY AT WORK CAMPAIGN

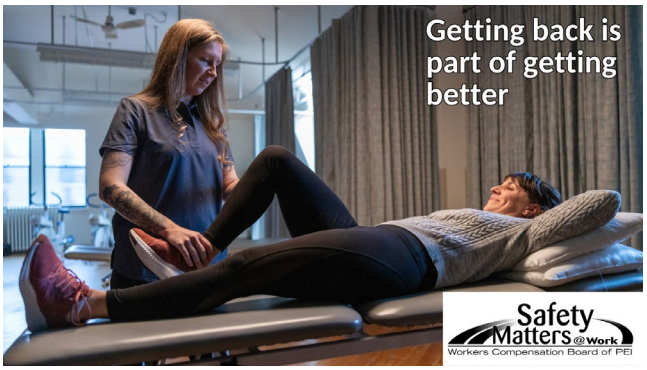
The social marketing campaign "Getting back is part of getting better" was developed and launched to raise awareness of the importance of returning and recovering at work from a work-related injury or illness, when that is safely feasible. Through advertising - digital and broadcast - the campaign highlighted three pillars which contribute to returning to work: staying connected during the time away from work, making a plan with your employer to return to work in transitional duties and getting the support needed for recovery. The campaign is made possible thanks to the Atlantic Social Marketing Partnership between WCB Nova Scotia, WorkSafeNB, WorkplaceNL and the WCB PEI.



Stay Connected



Make A Plan



Get The Support You Need

2023 EMPLOYER SURVEY

The WCB surveys its two major stakeholder groups – injured workers and employers – on a biennial basis. In 2023, Narrative Research was commissioned to survey employers. The first survey of its kind was conducted in 2003, which now provides the WCB with significant comparison data to draw from.

To provide a method for tracking the WCB's performance of service to PEI employers, an Index was created in 2003 that combined key metrics concerning WCB's service. The Service Satisfaction Index sits at 84.2 in 2023, just slightly below its highest level of 85.0 registered four years ago. Specifically, the Index includes employers' assessments of the overall effectiveness of the WCB in providing service to employers; their overall satisfaction with the WCB; agreement that workers' compensation on PEI is fair to employers; as well as their satisfaction with the WCB in terms of staff accessibility, promptness and knowledge.

For employers, satisfaction with the overall WCB experience is the highest level recorded since the start of this study with 85% attesting that they are completely or mostly satisfied. This matches the highest recorded overall satisfaction from four years ago. Overall, 93% of employers agree that the WCB is a benefit to them and 91% agree that the WCB is fair to employers.

Survey results can be found on the WCB website at wcb.pe.ca



AVAILABLE INDEPENDENT EXTERNAL RESOURCES

Any worker or employer has the right to appeal a decision of the WCB. The Worker Advisor and Employer Advisor are free independent services available to workers and employers to support them in the reconsideration and appeal process. While the WCB is responsible for the operating costs of these programs, they are independent from the operations of the WCB and they report on their annual activity independent from this annual report. For more information or inquiries for the Office of the Employer Advisor, visit their website or email the office at employeradvisor@gov.pe.ca. Information on the Worker Advisor can be found on their website or they can be reached by email at workeradvisor@gov.pe.ca.

STRENGTHEN OUR SYSTEM

The WCB ensures the delivery of a sustainable program that protects workers and employers. We will continue to strengthen the system to ensure it is relevant today and in the future.

RATE REDUCTION AND SURPLUS DISTRIBUTION

In late 2022, the WCB announced its estimated average assessment rate for the next year. The average rate for 2023 was $1.37 per $100 of assessable payroll which represented a 4.2% decrease from 2022 rates.

Based on the organization's December 31, 2022, audited financial statements and its funding policy, the WCB's Board of Directors approved a $21 million surplus distribution to Island employers. In accordance with policy, a surplus distribution may be approved when the organization's overall funding status is greater than 140%. Employers with up-to-date accounts with the WCB received their share of the surplus distribution in December 2023.

This now marks over a decade of declining assessment rates. There has been proactive management of investment returns, strong growth in the Island's assessable payroll, and a focus on injury prevention and return to work efforts. Additionally, there is a generally strong funded position and a funding policy that focuses on sustainability and minimizing volatility, all while offering service and increased supports to injured workers.



POLICY AMENDMENTS

WCB policies set the decision-making framework for determining coverage, benefits and safety standards under both the *Workers Compensation Act* and the *Occupational Health and Safety Act*. In 2023, policies were created or updated to provide clarity and reflect enhanced supports for workers and employers, including the following (in numerical order):

- **POL-12** – Survivor Benefits
- **POL-30** – Orthoses, Prostheses and Assistive Devices
- **POL-45** – Audit of Employer Accounts
- **POL-60** – Reopening a Claim for Recurrence of Symptoms
- **POL-64** – Health Care Providers – Roles and Responsibilities
- **POL-71** – Conditions for Entitlement
- **POL-86** – Temporary Wage Loss Benefits
- **POL-92** – Health Care Benefits
- **POL-120** – Medications
- **POL-168** – Personal Information and Privacy Protection

The WCB's regular and ongoing policy review process also addresses non-substantive changes to improve readability and understanding for the benefit of both workers and employers. All policies can be found on the WCB website wcb.pe.ca.

GROW STRATEGIC PARTNERSHIPS

The WCB works with diverse stakeholders in Prince Edward Island and across the country. We will continue to grow and strengthen our partnerships to support our strategic priorities.

PEIFA TRADE SHOW

The WCB attended the Prince Edward Island Fishermen's Association's (PEIFA) trade show in February 2023. There were two booths, one focusing on promoting employer coverage and the other promoting safety on fishing vessels. Both booths were well attended. The trade show was an excellent opportunity to connect with employers and workers in the fishing industry about the importance of safety and compensation coverage.



HEARING SERVICES PROVIDER OUTREACH

The WCB's Claims and Compensation Division led an outreach initiative to connect with the Island's hearing services providers. Handout resources were developed for workers, employers and health care providers to raise awareness about occupational hearing loss and when and how to report it to the WCB. Audiology clinics were very receptive and engaged in a positive manner.

WORKPLACE HEALTH AND SAFETY CONFERENCE

After a pandemic-related hiatus, the Workplace Health and Safety Conference returned to an in-person event on April 20, 2023. The conference brought together over 250 participants, over 40 presenters and over 20 exhibitors. The event took place in Charlottetown and featured Dr. Linda Duxbury as the keynote speaker. Dr. Duxbury spoke about employer and employee resilience in times of disruptive change. Other presentations included topics such as developing workplace orientations for the next generation, respiratory protection programs, preparing for the next emergency and protecting vulnerable workers in the workplace, among others. Exhibitors included many of our partners including the Office of the Employer Advisor, the Construction Association of PEI, and the CCOHS, among others.



OCCUPATIONAL SAFETY AND HEALTH REPRESENTATIVES OF ATLANTIC PROVINCES (OSH-RAP) CONFERENCE

The WCB's OHS Division hosted the OSH-RAP Conference June 13 to 15, 2023, which took place in Charlottetown. The Conference brought together safety representatives from Prince Edward Island, Nova Scotia, New Brunswick and Newfoundland and Labrador. Participants had the opportunity to hear about navigating a multicultural workforce, violence in health care workplaces, roofing trusses, workplace harassment legislation, among others.



SAFE YOUTH AWARD

As part of its young worker-related initiatives, the WCB's OHS Division gives out two $500 prizes to youth who demonstrate an understanding of occupational health and safety principles in their workplace. This year's recipients highlighted how age is not a barrier to being safety champions at work. Dylan Arsenault of StandardAero (20-24 years of age category) and Carlyn McInnis Taylor of East Coast Paddle Adventures (15-19 years of age category) each received the cash prize for being role models in bringing their voice to work, protecting themselves and others from hazards and recognizing the importance of training.



Safe Youth Award Recipient - Dylan Arsenault



Safe Youth Award Recipient - Carlyn McInnis Taylor



STRENGTHEN OUR ORGANIZATION

The WCB team works together to carry out its mission. Empowered to deliver service excellence, WCB team members live our values of integrity, compassion, excellence, and collaboration every day. The WCB demonstrates accountability through strong leadership and governance.

OUR GOVERNANCE

The WCB's Board of Directors is responsible for the governance and strategic oversight of the organization. The Board establishes policies and programs required for the administration of the *Workers Compensation Act* and the *Occupational Health and Safety Act*. Among the Board's responsibilities are the approvals of WCB policies, budgets and assessment rates. The Board is made up of a Chair and an equal number of worker and employer representatives. Together, they reflect a balance of stakeholder interests in the Island's workplace compensation and safety system. *Here are the Board members, as of December 31, 2023*.

Jim MacPhee, *Chair*

Krishna Burugadda, *Employer Representative*
Karen Creighan, *Employer Representative*
Gail Ellis, *Employer Representative*
Valerie Robinson, *Worker Representative and Vice Chair*
James McInnis, *Worker Representative*
Blair Weeks, *Worker Representative*

The Board wishes to thank Alan MacKinnon and Nancy MacFadyen whose tenure with the Board ended in 2023. Their leadership and contributions over the years were greatly appreciated.

The Board of Directors continuously evaluates its performance and engages in development opportunities to further strengthen its governance practices.



OUR STRATEGIC PLAN

Anticipating the conclusion of its 2019-2023 Strategic Plan, the WCB implemented a multi-stage engagement process to develop its 2024-2026 Strategic Plan. This included surveys, workshops and focus groups with both internal and external stakeholders. The result was a reaffirmation that the current vision, mission and guiding principles remained the cornerstone of the strategic direction going forward.

Several key themes and objectives also emerged which were reviewed by the WCB Board of Directors and the WCB's Senior Leadership Team. The information was collated into a draft plan in December 2023 which the Board of Directors accepted in principle, with public consultation following in early 2024.

OUR TEAM

Between retirements, departures and new positions, the WCB welcomed 15 team members in 2023, including a new CEO: Daniel M. Campbell. Mr. Campbell joined the WCB in September after serving as the provincial government's Clerk of Executive Council and Secretary to Cabinet, and departmental deputy minister for 10 years. In 2023, the WCB created a Training and Development Coordinator position with the Claims and Compensation Division, to support the division in adapting to the complex and evolving needs of our clients.

OUR TEAM DEVELOPMENT AND SUPPORT

WCB team members participated in a variety of professional development and training opportunities in 2023. Notably, Claims and Compensation team members took part in: dental 101, occupational hearing loss, concussion guidelines and impairment assessment sessions. Occupational Health and Safety team members took part in accident investigation and elevated work platform training, among others. And at the WCB Staff Development Day in November, the focus was on employee wellness, with all team members learning about the importance of nutrition and how to address stress and workload management.





OUR ADAPTABILITY

The WCB's adaptability depends on the adaptability of its people and of its systems. In 2023, the Innovation and Technology Division led significant initiatives to make the organization more responsive to internal and external needs. The IT Division directly contributed to the implementation of benefit enhancements, the development of online claim filing for workers, the conversion of the email system and strengthening the supports in place for our hybrid workforce.

OUR SERVICE AWARDS AND RETIREMENTS

The WCB team gathered on April 5, 2023, for its annual Staff Service Awards Luncheon. A total of seven WCB team members were celebrated for their combined 105 years of service to the organization. This included one team member reaching 30 years of service and four team members each reaching 15 years of service. We are proud to have long-standing, dedicated individuals who support our mission every day.



Back row, left to right: Charlotte McGuirk, Craig Abbott, Gaylene MacKenzie
Front row, left to right: Joe MacAulay, Rachel Silver, Joan McCabe, Stephen Enman

In 2023, we also celebrated those individuals who retired after so generously contributing their knowledge, their talents and their expertise to the organization for many years. Patti Jenkins and Shauneen Hood retired this year. We will miss them and we wish them nothing but the best in this new chapter of their lives.



FINANCIAL ANALYSIS



OVERVIEW AND ANALYSIS OF 2023 FINANCIAL RESULTS

FINANCIAL REPORTING STANDARDS

The WCB financial statements are prepared in accordance with International Financial Reporting Standards (IFRS) as issued by the International Accounting Standards Board (IASB) in effect as of December 31, 2023. The financial statements of the WCB have been prepared on a historical cost basis except for all portfolio investments which are recorded at fair value.

Effective January 1, 2023, IFRS 17 Insurance Contracts (IFRS 17) was adopted for financial statement reporting, replacing IFRS 4, and has significantly changed the presentation and disclosure requirements for insurance contracts. Please note that the figures for the 2022 comparative year included in the 2023 audited financial statements have been restated under IFRS 17. The 2023 audited financial statements include detailed information on the implementation of IFRS 17.

Financial Highlights for the Year Ended December 31, 2023.

It is recommended that the following pages be read in combination with the complete December 31, 2023, audited financial statements and accompanying notes. These documents are available on the WCB website, **wcb.pe.ca.**

In this report, numbers are rounded throughout for ease of reading.

FINANCIAL HIGHLIGHTS ($ MILLIONS)

OPERATIONAL HIGHLIGHTS	2023	2022
Insurance service result	**10.4**	18.5
Investment income (loss) – net of fees	**17.8**	(12.3)
Insurance finance (expense) income	**(13.1)**	19.0
Net insurance financial result	**15.1**	25.2
Other income (expenses) and other comprehensive income	**(23.4)**	(23.8)
Total comprehensive (loss) income	**(8.3)**	1.4
Market rate of return on portfolio	**8.90%**	(3.83%)

BALANCE SHEET HIGHLIGHTS		
Total Assets	**239.1**	237.5
Market Value of Investments (included in total assets)	**227.0**	225.9
Total Liabilities	**171.9**	162.0
Insurance Contract Liabilities (included in total liabilities)	**168.0**	158.5

FUNDING STRATEGY AND CAPITAL MANAGEMENT		
Funding Status	**144.4%**	147.7%

Funding status is calculated in Note 15 (page 42) to the audited financial statements.

OPERATIONAL HIGHLIGHTS

INSURANCE SERVICE RESULT ($ THOUSANDS)	2023	2022
Insurance revenue	**42,273**	41,501
Insurance service expense	**31,832**	22,975
Insurance service result	**10,441**	18,526

Insurance Revenue, Average Rates and Employer Statistics

Insurance revenue is collected from assessed employers. Revenue from assessed employers is a function of the assessment rate applied against the assessable payroll of employers registered in the province.

The changes in key inputs to the WCB's 2023 insurance revenue compared to 2022 and to estimated budget projections used for rate setting purposes can be summarized as follows:

- The count of total assessable employers increased by 2.39% (or 158 more).
- Total assessable payroll increased by 11.02% (or $298 million dollars) compared to 2022.
- Insurance revenue increased by 1.68% (or $772 thousand dollars) compared to 2022. For 2023 financial statement reporting, IFRS 17 requires the disclosure of a January 1, 2022 opening balance sheet as well as a restatement of the WCB's 2022 insurance revenue. As a result, the 2022 insurance revenue has been increased by 4.41% (or $1.72 million dollars) to $41.5M under the new standard as compared to the $39.8M presented in the 2022 audited financial statements. Without considering this one-time IFRS 17 adjustment, the actual year over year insurance revenue increase is 6.28% (or $2.5 million dollars).
- The 2023 year end final average assessment rate was $1.41 per $100 of assessable payroll compared to 2022's average assessment rate of $1.47 and to the 2023 estimated average assessment rate of $1.37 (2022 – $1.43) forecasted during the 2023 rate setting process.

ASSESSABLE EMPLOYERS					
	2023	**2022**	**2021**	**2020**	**2019**
Number of Assessable Employers	6,760	6,602	6,372	6,003	6,115
Variance to Prior Year	*158*	*230*	*369*	*(112)*	*287*

ASSESSABLE PAYROLL ($ MILLIONS)					
	2023	**2022**	**2021**	**2020**	**2019**
Year-End Assessable Payroll	3,002	2,704	2,454	2,297	2,266
Variance to Prior Year	*298*	*250*	*157*	*31*	*162*

INSURANCE REVENUE ($ MILLIONS)					
	2023	**2022**	**2021**	**2020**	**2019**
Year-End Insurance Revenue	42.3	41.5	39.0	35.7	36.4
Variance to Prior Year	*0.8*	*2.5*	*3.3*	*(0.7)*	*2.3*

AVERAGE ASSESSMENT RATE (PER $100 OF ASSESSABLE PAYROLL)					
	2023	**2022**	**2021**	**2020**	**2019**
Year-End Final Average Assessment Rate	$ 1.41	$ 1.47	$ 1.59	$ 1.55	$ 1.61
Estimated Average Assessment Rate	1.37	1.43	1.57	1.52	1.58
Variance to Estimated	*$0.04*	*$0.04*	*$0.02*	*$ 0.03*	*$ 0.03*

INSURANCE SERVICE EXPENSE

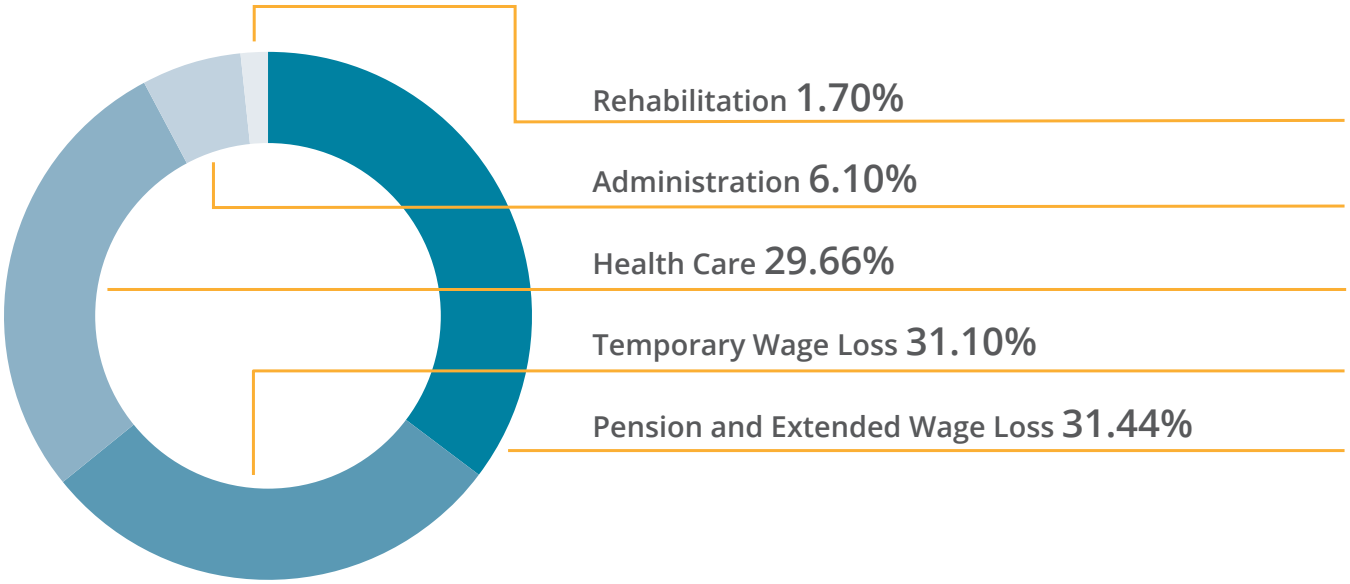
INSURANCE SERVICE EXPENSE ($ THOUSANDS)	2023	2022
Claims and administrative costs incurred	**24,975**	29,349
Administrative costs related to insurance service	**8,367**	7,458
Experience (gains) losses	**(412)**	(6,888)
Change in latent occupational disease costs	**665**	(1,919)
Change in actuarial assumption	**0**	(8,043)
Changes in legislation	**0**	4,588
Subtotal	**33,595**	24,545
Allocation to claims and benefits	**(1,763)**	(1,570)
	31,832	22,975

Insurance service expense represents current and future costs associated with workplace injuries occurring in the reporting year. These expenditures are determined by estimating the outstanding insurance contract liabilities. This involves actuarial calculations that analyze experience, trends, and other relevant factors, based largely on the assumption that past experiences are an appropriate predictor of the future. This process involves an actuarial projection of future claims costs and administration costs incurred to the end of the reporting year (2023).

IFRS 17 requires an allocation of current year fixed and variable overheads considered directly attributable to the insurance service result to be included in insurance service expense as part of the fulfillment cash flow calculations to determine the net insurance service result. For 2023, this amount is $8.4 million (2022 - $7.5 million).

Insurance service expense in 2023 is $31.8 million in comparison to $23.0 million in 2022, which represents an increase of $8.8 million over 2022. The net impact of changes in claims experience, changes in actuarial assumptions, and changes in legislation significantly reduced insurance service costs in the 2022 year. Claims and administrative costs incurred of $25.0M in 2023 (2022 - $29.3M) actually represents a decrease in accident costs for the 2023 year of $4.3M or 14.7%.

CLAIMS AND ADMINISTRATIVE COSTS INCURRED ($ THOUSANDS)	2023	2022
Temporary Wage Loss	**7,766**	7,647
Pension and Extended Wage Loss	**7,852**	11,100
Health Care	**7,407**	8,339
Rehabilitation	**425**	472
Administration	**1,525**	1,791
	24,975	29,349



INVESTMENT INCOME

Investments are important to the WCB because the capital invested plus investment income must cover future claim obligations. Since compensation liabilities have an inflationary component, over time investment income must cover, at a minimum, that inflationary component.

All portfolio investments are recorded at fair value, which means the WCB recognizes interest revenue as earned, dividends when declared, and investment gains and losses when realized. Unrealized gains and losses on fair value through profit or loss investments are recognized as investment income based on the fair value of the investments at year end. In 2023, the WCB had investment income of 8.90%, or $18.6 million dollars.

Under IFRS 17, net investment income includes management fees of $778 thousand (2022 - $737 thousand). Investment management fees consist of two components: external management fees and management fees paid to WorkSafeNB for the management of the pooled fund. Management fees paid to WorkSafeNB are calculated on a cost recovery basis. Investment management fees increased by $41 thousand (or 5.56%) in 2023.

INVESTMENT RETURNS									
2014	**2015**	**2016**	**2017**	**2018**	**2019**	**2020**	**2021**	**2022**	**2023**
8.46%	4.30%	9.16%	10.29%	-1.32%	14.01%	5.40%	13.12%	-3.83%	**8.90%**

INSURANCE FINANCE INCOME (EXPENSE)

Insurance finance income (expense) includes items associated with accounts receivable as well as the effect of discounting and interest rates on the year-end valuation of the insurance contract liabilities.

Included in the WCB's annual actuarial valuation of its insurance contract liabilities under IFRS 17, is the calculation of the "Expected increase" in the insurance contract liabilities and the impact that "changes in interest rates" has had on the valuation results. The "changes in interest rates" is a new line item in the audited financial statements associated with the valuation requirements for insurance contract liabilities under IFRS 17.

INSURANCE FINANCE (EXPENSE) INCOME ($ THOUSANDS)	2023	2022
Interest on contract receivables	**272**	217
Bad debt	**(177)**	(124)
Expected increase related to discounting	**(8,501)**	(5,950)
Changes in interest rate	**(4,689)**	24,826
	(13,095)	18,969

OTHER INCOME (EXPENSES)

Other income (expenses) includes anything that is not related to the contract between the WCB and Employers as well as the allocation of administrative expenses incurred in the course of WCB's operations that are not considered directly attributable to the insurance contract. Admin fees from self-insured employers is a transactional based fee that is charged to self-insured employers for the administration of their claims and benefits costs.

OTHER (EXPENSES) INCOME ($ THOUSANDS)	2023	2022
Admin fees from self-insured employers	**223**	196
Distribution to employers	**(20,725)**	(21,753)
Administrative and general expenses	**(2,945)**	(2,572)
	(23,447)	(24,129)

ADMINISTRATION EXPENSES

IFRS 17 requires an allocation of operating expenses directly related to the insurance contract and amounts not directly related to the insurance contract. For comparative purposes, the combined expenses are as follows:

ADMINISTRATION EXPENSES ($ THOUSANDS)	2023	2022
Insurance service expense	**8,367**	7,459
General and operating expenses	**2,501**	2,171
Workers Advisor Program	**176**	161
Employer Advisor Program	**153**	133
Appeals Tribunal	**115**	107
Subtotal	**2,945**	2,572
	11,312	10,031

Administration expenses for 2023 are $11.312 million, in comparison to $10.031 million in 2022, which represents an increase of $1.281 million (or +12.77%). Inflation, global trends, hiring activity/collective bargaining increases and operational requirements are all impacting administration costs in 2023.

Significant variances within these expense categories include: Building operating costs have increased $45 thousand (or +22%) based on increased utility and heating costs; Communications, printing and supplies costs have increased $154 thousand (or +141%) primarily attributable to WCB's advertising campaign and the development of online courses; Insurance costs have increased $32 thousand (or +43%) based increased premiums for existing coverages; Professional fees have increased $110 thousand (or +22%) based on planned work for the 2023 year; Salaries and benefits have increased $832 thousand (or +12%) through a combination of collective agreement increases and some hiring; and Travel has increased $31 thousand (or +29%).

WCB funds the program expenses of the Officer of the Worker Advisor, the Office of the Employer Advisor, and the Workers Compensation Appeals Tribunal. These programs operate independently from the WCB. In 2023, the combined expenditures for these three areas are $444 thousand. This is an increase of $43 thousand (or +11%) in comparison to the combined expenditures of $401 thousand for 2022. The majority of the costs associated with running these programs are salaries and professional services.

BALANCE SHEET HIGHLIGHTS

Investments

At December 31, 2023, the market value of the investment portfolio was $227.0 million, in comparison to $225.9 million in 2022. A portion of the increase in the portfolio is comprised of positive investment returns of +$18.6 million (2022 returns of -$11.5 million) and a withdrawal of $16.1 million for the surplus distribution payment in 2023.

INVESTMENT FUND ($ MILLIONS)									
2014	**2015**	**2016**	**2017**	**2018**	**2019**	**2020**	**2021**	**2022**	**2023**
231.3	226.7	248.7	255.1	227.3	231.3	243.4	255.1	225.9	**227.0**

Insurance Contract Liabilities

Insurance contract liabilities represent the actuarial present value of all future benefits expected to be paid for claims as a result of injuries that occurred on or before December 31, 2023. The insurance contract liabilities include provision for all benefits provided by current legislation policies and administrative practices in respect of existing claims. Under IFRS 17, insurance contract liabilities are reported net of insurance contract assets as follows:

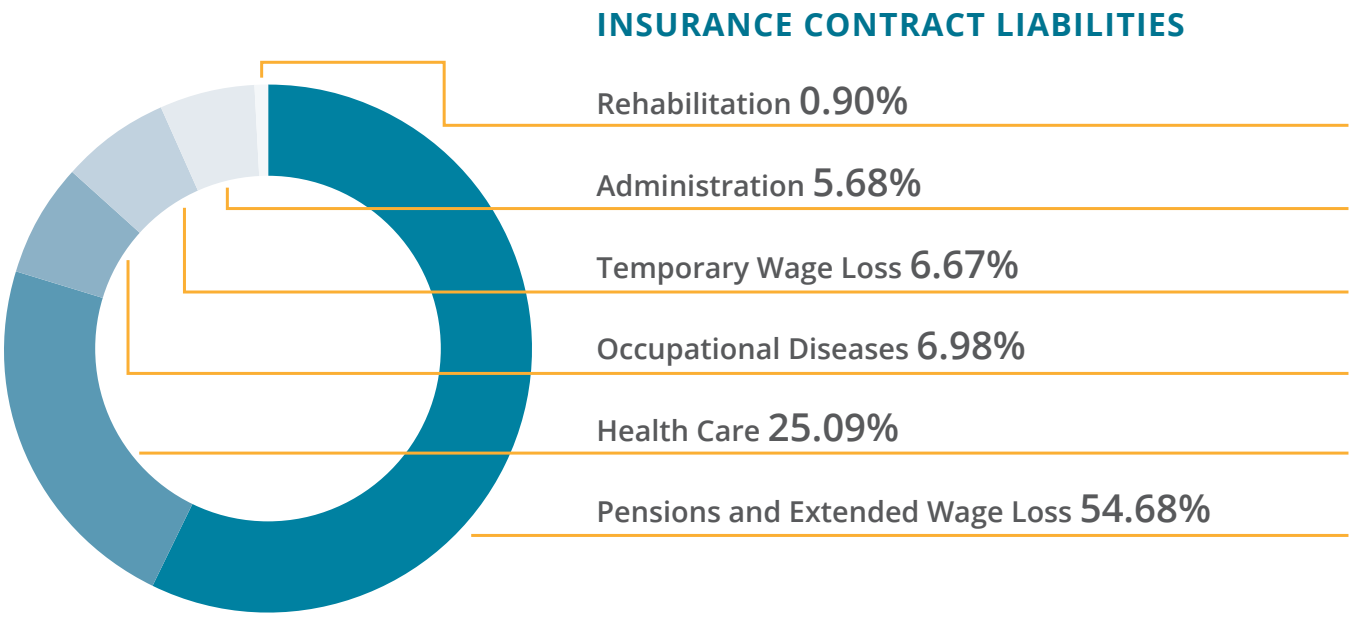
INSURANCE CONTRACT LIABILITIES ($ MILLIONS)	2023	2022
Insurance contract liabilities – see table below	**170.7**	161.1
Less: Insurance contract assets		
Assessments receivable	**2.4**	1.9
Allowance for doubtful contracts	**(.3)**	(.2)
Accrued assessments	**.6**	.9
Total Insurance contract assets	**2.7**	2.6
Net insurance contract liabilities	**168.0**	158.5

Net insurance contract liabilities of $168.0 million ($158.5 million in 2022) have increased by 9.5 million (or 5.99%).

Insurance contract liabilities include a $9.69 million dollar provision (2022 - $9.15 million dollar) for future administration expenses equal to 6.5% of the total insurance contract liabilities (before the provision for latent occupational disease).

Also included in insurance contract liabilities is a 7.5% or $11.91 million dollar (2022 - $11.24 million dollar) general provision for latent occupational disease claims expected to be diagnosed after December 31, 2023, as a result of exposures assumed to have occurred in the workplace prior to December 31, 2023. Examples of occupational disease claims include cancers, lung related diseases, carpal tunnel syndrome, and asbestos related diseases.

INSURANCE CONTRACT LIABILITIES ($ THOUSANDS)	2023	2022
Temporary Wage Loss	**11,375**	10,455
Pension and Extended Wage Loss	**93,325**	89,831
Health Care	**42,817**	38,889
Rehabilitation	**1,540**	1,552
Administration	**9,689**	9,147
Subtotal	**158,746**	149,874
Occupational Diseases	**11,906**	11,241
	170,652	161,115



FUNDING REQUIREMENTS, POLICY AND STATUS

Funding Requirements

Pursuant to section 63 of the Workers Compensation Act, R.S.P.E.I. 1988 Cap. W-7.1, the WCB is required to be fully funded. When it is not, it is required to have a plan to be fully funded within a reasonable time frame. Being in a fully funded position means that the Board is in a position to pay all future benefits to which current injured workers are entitled, as well as the costs associated with administering those benefits.

Funding Policy

Funding Policy (POL-136) establishes a framework to achieve long-term financial sustainability for the workers compensation system. During the year, the Board approved amendments to the Funding Policy (POL-136) to include references to the new "Funding Strategy and Capital Management" note (Note 15) in the audited financial statements. This update mitigates the risk that short term interest rate movement in the global financial markets could add unwanted volatility to the WCB's annual funding status and rate setting exercise.

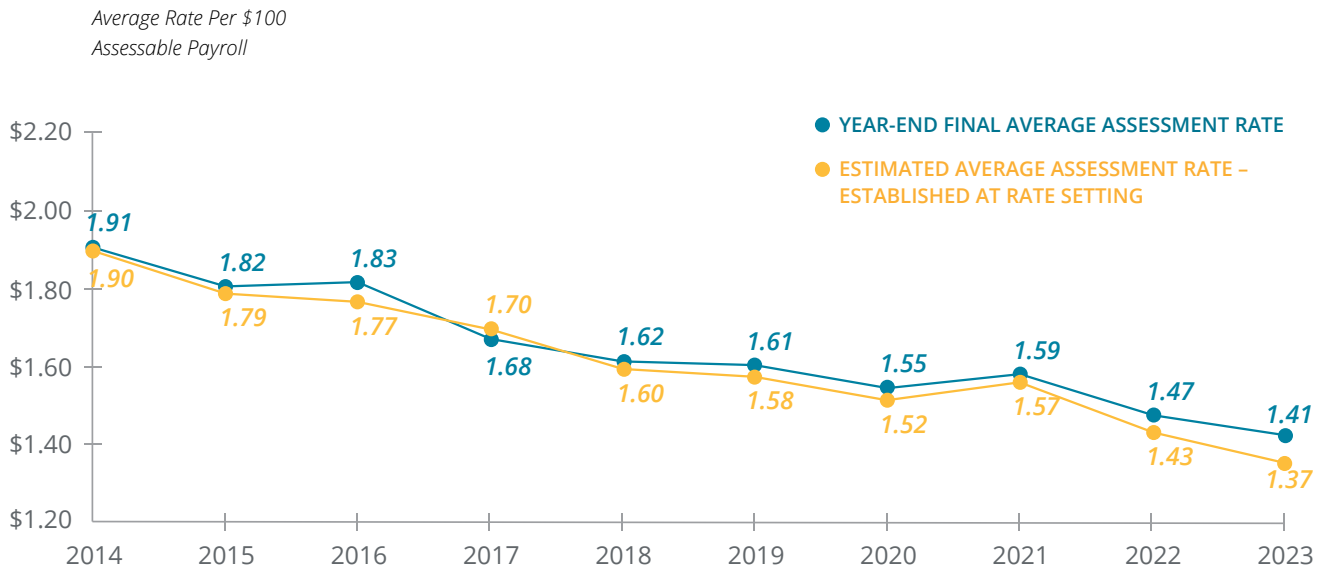
The primary goals of the funding policy are:

- Minimize the risk of becoming unfunded
- Minimize cost volatility for employers so the overall average assessment rate for the current year will not vary significantly from the previous year's average assessment rate
- Minimize the total cost charged to employers by ensuring the funded status is appropriate in relation to financial needs
- Ensure today's employers pay for the current and future cost of today's workplace incidents

The funding policy targets a funded status in the range of 100-125% and includes specific adjustments to be applied to the assessment rate should the funded status fall outside this range.

When the funding status is 125% to 140%, the surplus will be returned to employers by reducing assessment rates over a number of fiscal years, until funding status returns to the 100-125% target range.

For rate setting purposes, the required average assessment rate of $1.43 (2022 - $1.50) was reduced by 6 cents (2022 – 7 cents) per $100 of assessable payroll, in accordance with our funding policy. For 2023, the net estimated average assessment rate was $1.37 (2022 - $1.43).



When funding status is above 140%, the Board may consider a surplus distribution back to eligible employers, in an amount as determined by the Board.

In accordance with our funding policy, over the past nine years a cumulative $160.2 million dollars has been approved by the Board to be returned to employers based on better-than-expected investment returns. This benefit was transferred to employers over the past nine years through Board approved annual rate adjustments of $15.1 million dollars and direct distributions of $145.1 million dollars.

Funding Status as determined by WCB's Funding Policy (POL-136)

FUNDING STATUS									
2014	**2015**	**2016**	**2017**	**2018**	**2019**	**2020**	**2021**	**2022**	**2023**
147.2%	141.4%	159.4%	165.4%	146.3%	147.8%	155.4%	164.2%	147.7%	**144.4%**

Reconciliation of the funding percentage based on the Funding Policy (POL-136) is as follows:

FUNDING STRATEGY AND CAPITAL MANAGEMENT ($ MILLIONS)	2023	2022
Assets per audited financial statements	**239.1**	237.5
Plus: Assessment receivables	**2.6**	2.6
Assets for funding purposes	**241.7**	240.1
Liabilities per audited financial statements	**171.9**	162.0
Less: Liabilities for incurred claims	**(170.7)**	(161.1)
Plus: Liabilities for remaining coverage	**2.6**	2.6
Plus: Benefits liabilities for funding purposes	**163.5**	159.1
Liabilities for funding purposes	**167.3**	162.6
Funding percentage in accordance with POL-136	**144.4%**	147.7%

The funding status of 144.4% at December 31, 2023, will be considered when setting 2025 assessment rates.

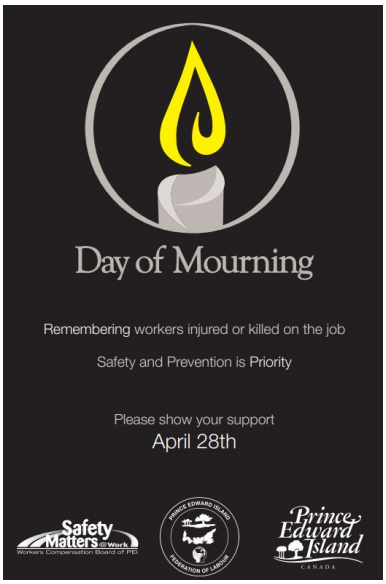


COMMUNITY ENGAGEMENT

COMMUNITY ENGAGEMENT

DAY OF MOURNING

April 28 is the National Day of Mourning for those who died, became ill or were injured on the job. The WCB held a moment of silence, issued a joint news release with the PEI Federation of Labour and representatives attended and laid a wreath at the public ceremony.



THREADS OF LIFE

The Association for Workplace Tragedy Family Support, known as Threads of Life, is a Canadian registered charity dedicated to supporting families after a workplace fatality, life-altering injury or occupational disease. Its network of family members and corporate partners believes traumatic workplace injuries, occupational diseases and deaths are preventable.

The WCB takes an active role in the annual Threads of Life walk. Steps for Life - Walking for Families of Workplace Tragedy is a national movement to change the way Canadians think and act about workplace health and safety, and to support those directly affected by fatalities, life-altering injuries and occupational disease. The Steps for Life 5km Walk/Run took place in Charlottetown on April 22 and the WCB was on site for the event.

The WCB supports families in participating in the Threads of Life Atlantic Family Forum through corporate donations and promotions. The purpose of the Family Forum is to bring together families affected by a workplace tragedy from Nova Scotia, New Brunswick, Newfoundland and Labrador, Prince Edward Island, and Québec for a weekend of support and healing. The WCB was represented by then CEO Cheryl Paynter at the Atlantic Family Forum Reflections Ceremony in May 2023.

Finally, the WCB Board of Directors welcomed Threads of Life speaker David Collins at its November meeting. Mr. Collins recounted the story of his work-related injury and its aftermath. Today, David lives a full and rewarding life which includes volunteering with Threads of Life.



From left to right: Audrey MacPhail (WCB), Kate Marshall (WCB), Norman MacDonald (WCB), Blair Weeks (Board of Directors), Dan Campbell (WCB), David Collins (Threads of Life), Stephen J. Carpenter (WCB), Jim MacPhee (Board of Directors), Darren MacDonald (WCB), Valerie Robinson (Board of Directors), Gail Ellis (Board of Directors), Krishna Buruggada (Board of Directors), Danny Miller (WCB), Kathy Creighan (Board of Directors), Barbara Groome Wynne (WCB)

UNITED WAY

The United Way of PEI's mission is to improve the lives of Islanders by empowering communities and supporting collective action. The money raised in this campaign will go towards such things as school breakfast programs, Blooming House, emergency preparedness kits, 211 PEI, Big Brothers Big Sisters and the list goes on. Organizations and Islanders from tip-to-tip benefit from the United Way. The WCB was actively involved in the provincial government's fundraising efforts. A big thank you to everyone who took part in activities like dressing up for Halloween, lunch time trivia, and Christmas Sweater Day.



COMMUNITY SUPPORTS

The WCB organized a food drive to collect non-perishable food items for the Charlottetown Food Bank in November. WCB team members had the opportunity to make suggestions for which non-profit organization we would support for the 2023 holidays. Based on our team's suggestions:



- WCB team members participated in a toy drive for the benefit of families in need via Santa's Angels Toy Drop. The organization matched team member donations.
- The WCB made a corporate donation to the Canadian Mental Health Association – PEI Division's White Cross Program, in support of mental health support and services in the province.



Did you know the WCB has a mobile app which contains practical and easy-to-consult information on the *Occupational Health and Safety Act*?

There are now 50 topics included in the app, from aquaculture to hazard assessment, WHMIS and much more in between.

THE APP IS FREE TO DOWNLOAD FOR IOS AND ANDROID USERS!

Safety Matters @Work
Workers Compensation Board of PEI

wcb.pe.ca | 902-368-5680 | 1-800-237-5049 |
14 Weymouth Street, PO Box 757 | Charlottetown PE | C1A 7L7