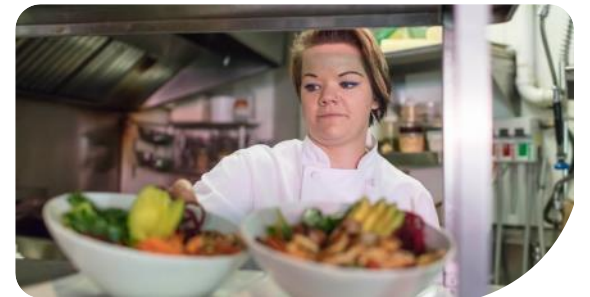




2021 Rate Consultations



Meet today's webinar leaders



Mark Heywood

Chief Financial Officer

Our financial performance



Kim Karunaratne

Manager, Class & Rate Modification Programs

Changes to classification structure and overview of industry rates



Vincent Russell

Director, Employer RTW Programs

How you can impact your WorkSafeBC premiums

Our financial performance

Quick facts (2019)

Prevention

- Occupational health and safety regulator and inspectorate
- 500,000+ workplaces
- ~44,000 inspections
- ~34,000 safety orders
- ~430 penalties

Claims

- 158,000 workplace injuries reported
- Income replacement benefits
- Clinical, return-to-work (RTW), and emotional support
- Long-term pensions
- Exempt from the Canada Health Act

Assessments

- Sole provider of workers' compensation in British Columbia
- Employer funded
- ~249,000 registered employers
- ~2.5 million workers covered
- Premium rates set annually
- Annual premiums approximately \$1.7 billion

2019 results and 2021 rates

- The provincial injury rate is at 2.20 claims accepted per 100 person years of employment
- RTW is at 81.3% of workers back at work within 26 weeks
- WorkSafeBC Board of Directors established an average base rate of 1.55% since 2018, and the preliminary average rate is expected to remain the same at 1.55% for 2021
- Investment return exceeded WorkSafeBC's long-term requirements
 - 12.5% vs 4.9% for the year, and is above the investment policy benchmark of 12.3%

Financial performance and rates

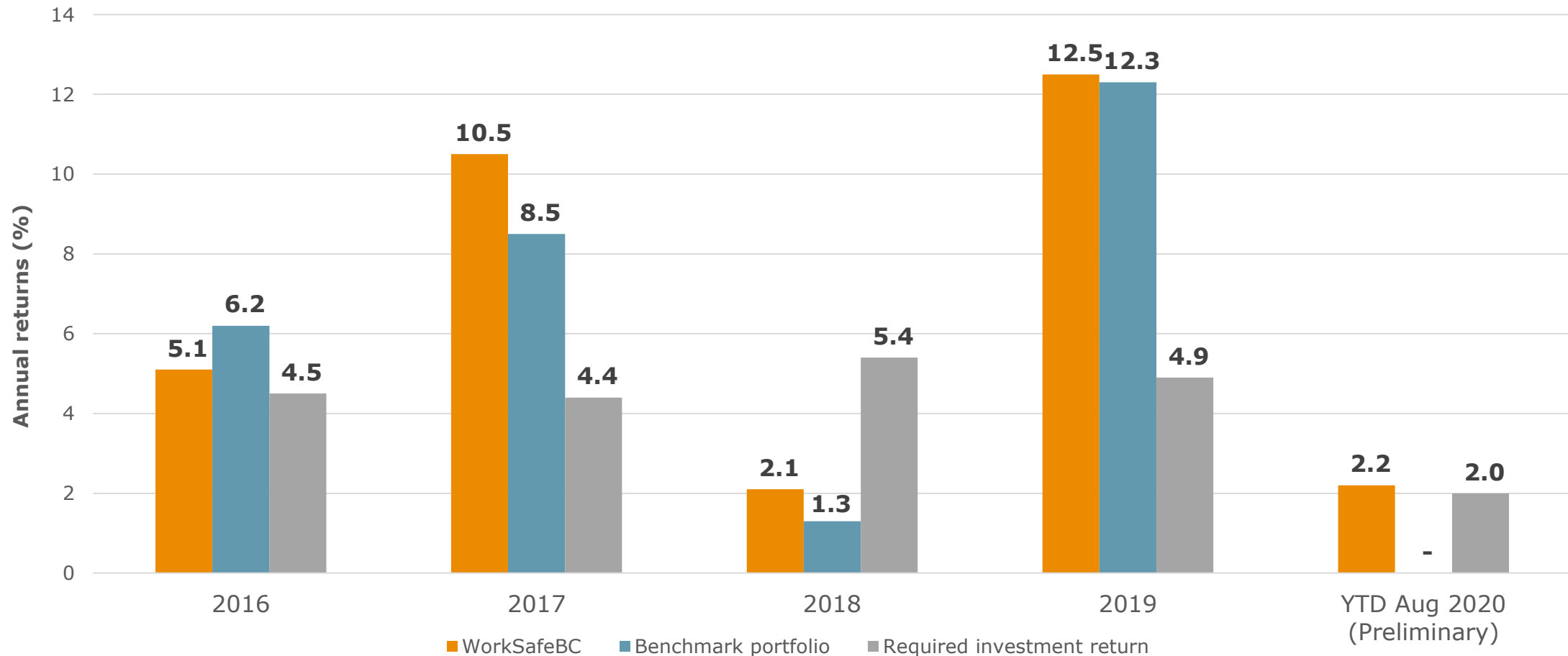
2017–2019 results

	2017	2018	2019
Total comprehensive income	\$1,406M	\$16M	\$872M
Investment income	\$1,738M	\$424M	\$2,259M
Net actual market rate of return	10.5%	2.1%	12.5%
Investment required rate of return	4.4%	5.4%	4.9%
Total claim and operating costs	\$1,947M*	\$2,157M	\$3,050M*
Injury rate (injuries per 100 workers)	2.18	2.19	2.20
Return-to-work within 26 weeks	81.8%	81.9%	81.3%
Return-to-work for workers in vocational rehabilitation	82.6%	85.0%	83.5%

* 2019 claim costs include an extraordinary and non-recurring liability adjustment of \$486M due to an actuarial change to the discount rate

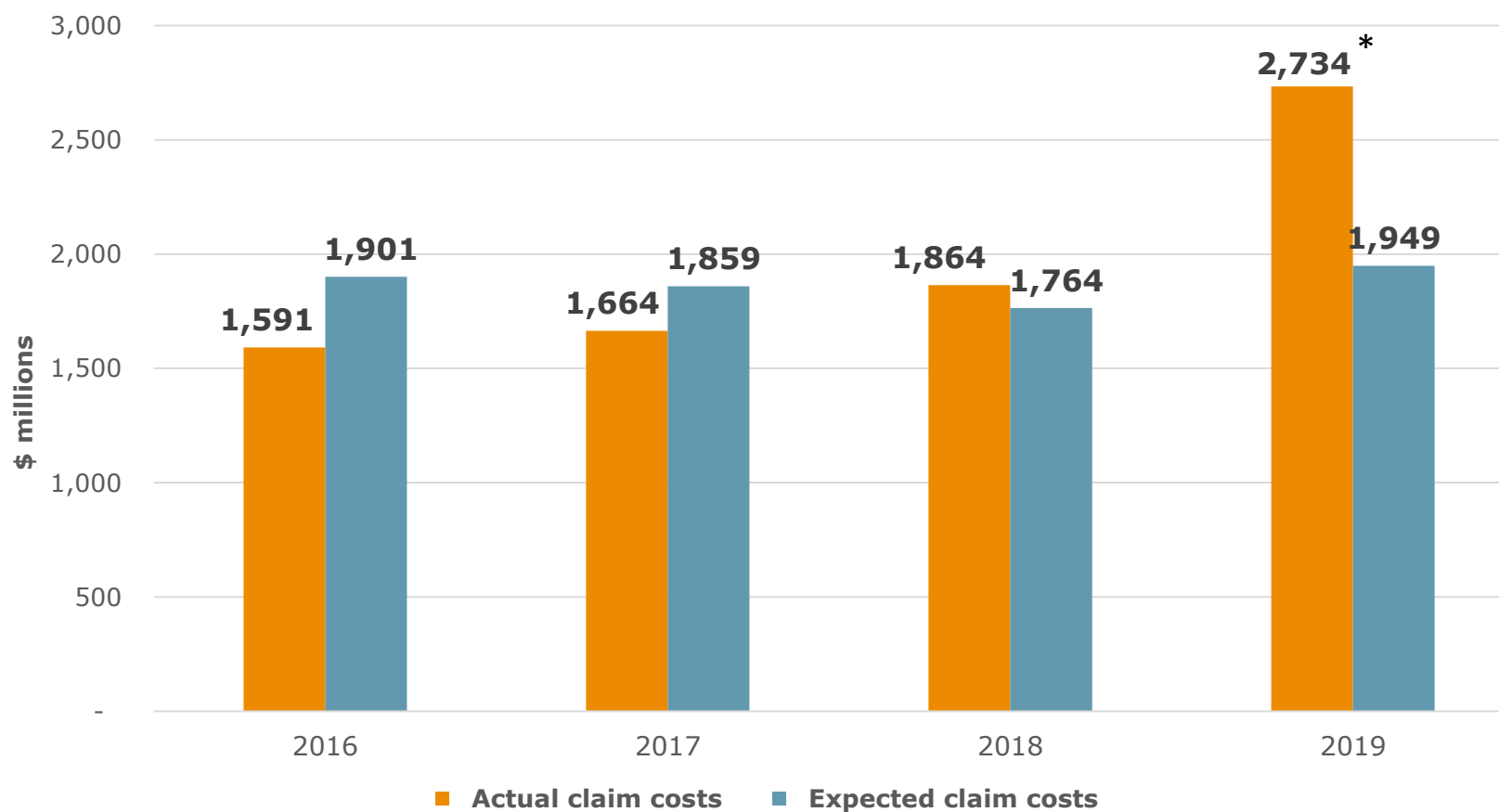
Investment returns

Annual performance comparison



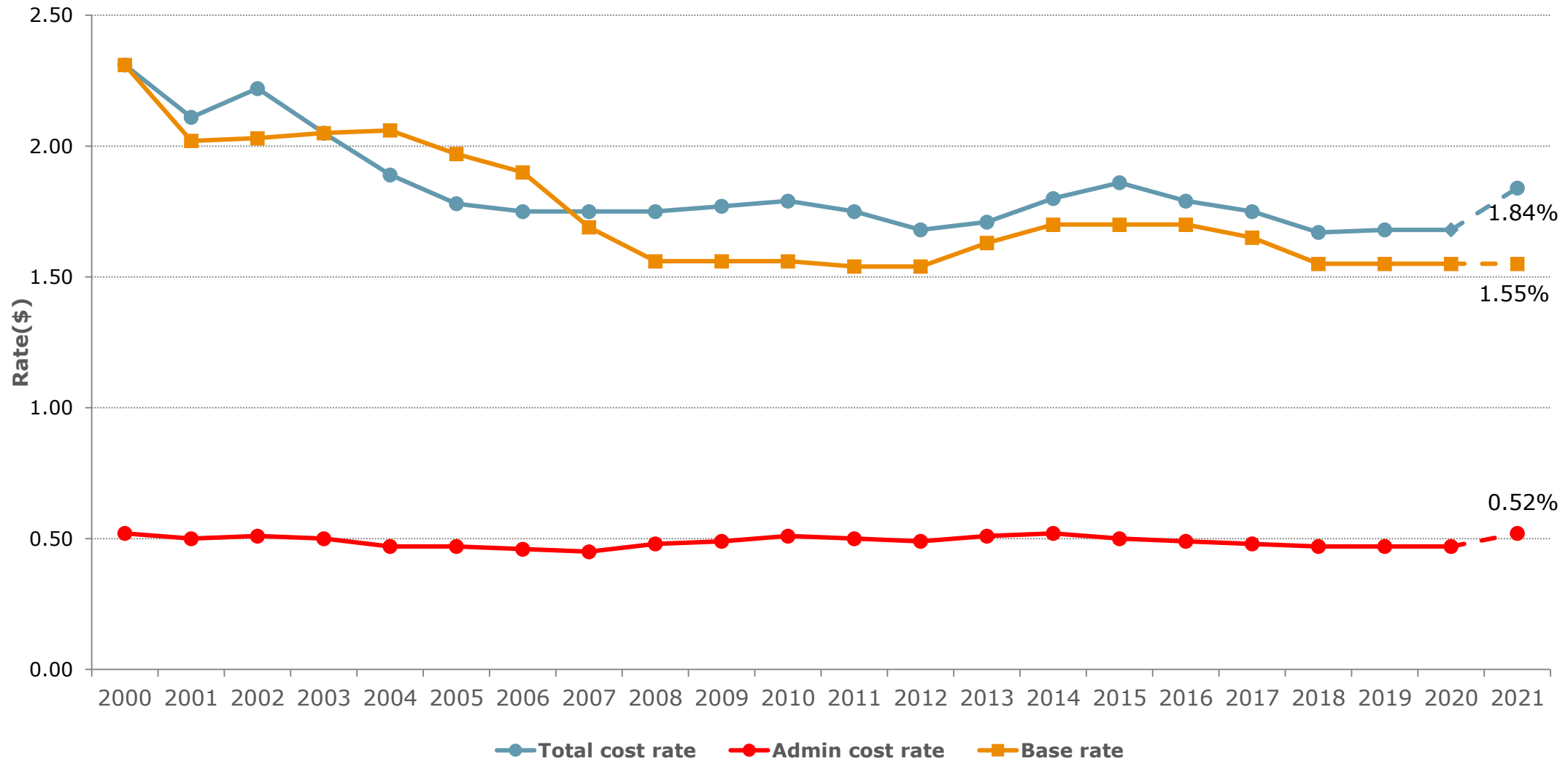
Claim costs

Annual claim costs compared to expected costs



* 2019 claim costs include an extraordinary and non-recurring liability adjustment of \$486M due to an actuarial change to the discount rate

Premium rates and cost rates



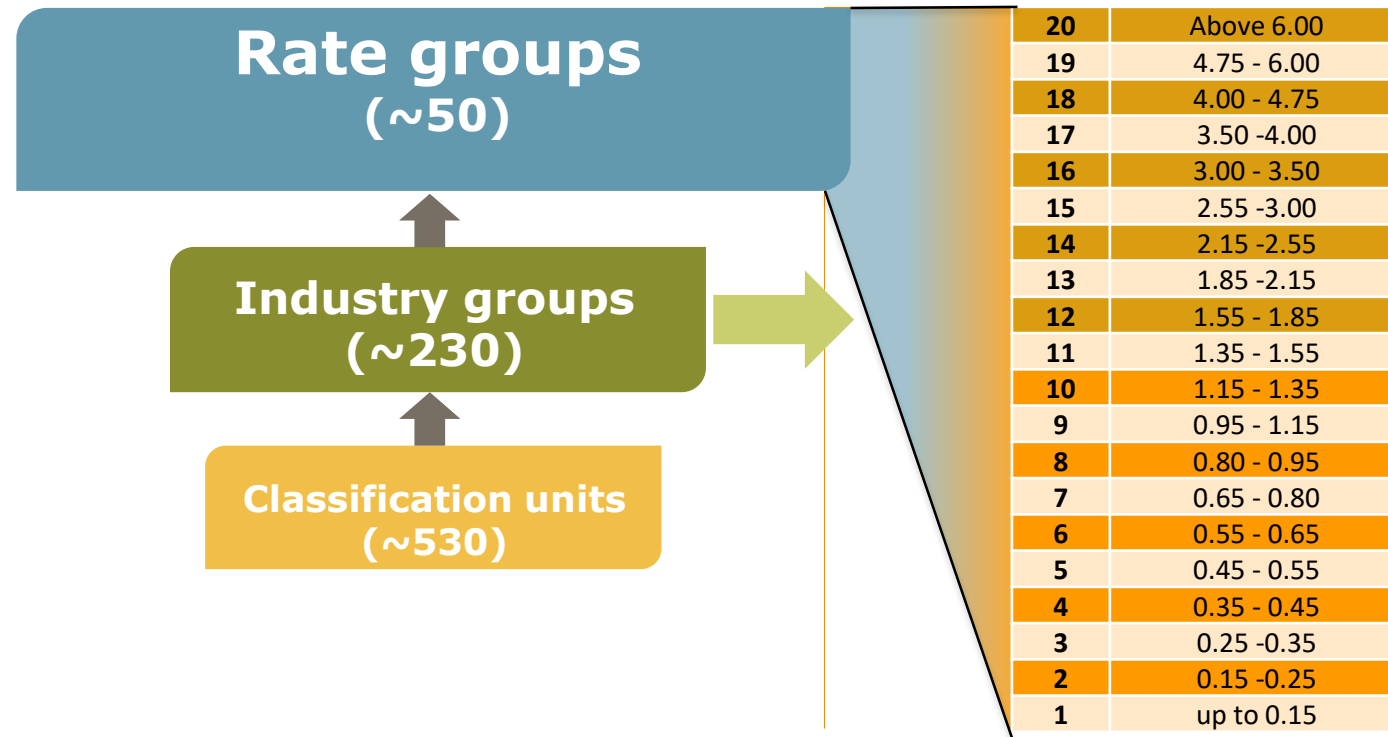
*2021 rates are preliminary

The environment

- Average base rate for 2020 was set 0.12% lower than the average cost rate (1.55% vs 1.67%). For 2021, the average base rate will be 0.29% lower than the average cost rate (1.55% vs 1.84%).
- Several years of good investment returns. Last year, we had a return of 12.5%, higher than our 4.9% long-term return requirement.
- Uncertainties regarding impacts of possible legislative or policy changes and the COVID-19 pandemic.
- Rate stability is a key objective.

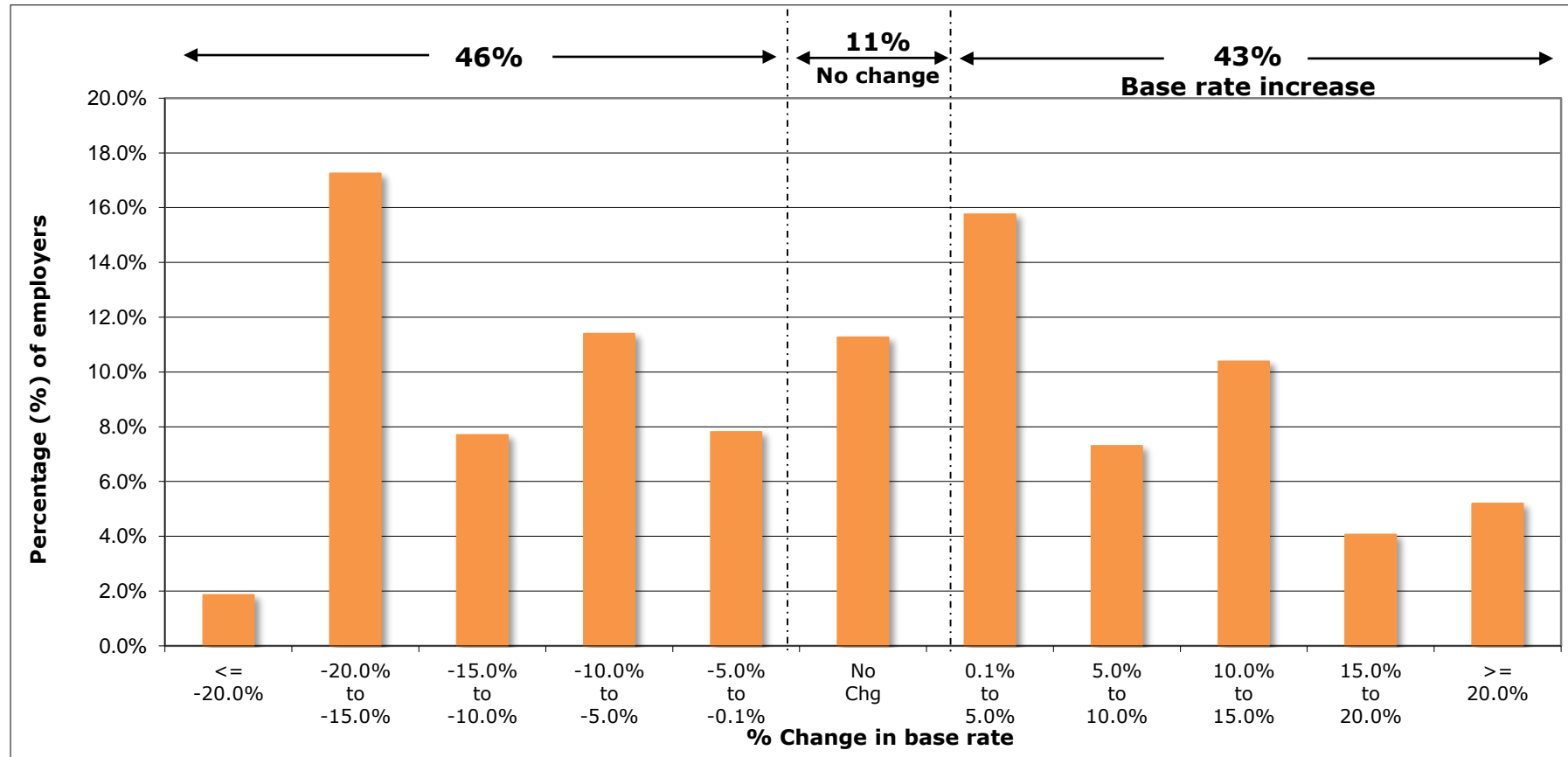
Overview of industry rates

Rate group structure



- Similar classification units (CUs) are placed together into industry groups.
- Industry groups with similar costs are placed into one of 20 clearly defined and stable rate group bands with progressively higher cost rate boundaries.
- Sufficiently large enough industry groups form their own rate groups.

2021 base premium rate changes



- 111,000 firms will experience base rate decreases
- 103,000 firms will experience base rate increases
- 27,000 firms will experience unchanged base rates

Changes to rate structure

Membership

- 51 rate groups (20 rate group bands + 31 standalone industry rate groups)
- 232 industry groups (up from 230 in 2020)
- 524 CUs (down from 527 in 2020 – 4 retired and 1 new CU)

Movement

- 501 CUs to remain in their same rate groups
- 17 CUs to move to rate group bands with a higher cost rate in 2021
- 6 CUs to move to rate group bands with a lower cost rate in 2021
- 33 CUs expected to move to rate group bands with a higher cost rate in 2022

Changes to industry classifications

New

1 new classification unit is proposed to represent the evolving cannabis industry:

- Cannabis Cultivation, Processing, or Product Manufacture

Retired

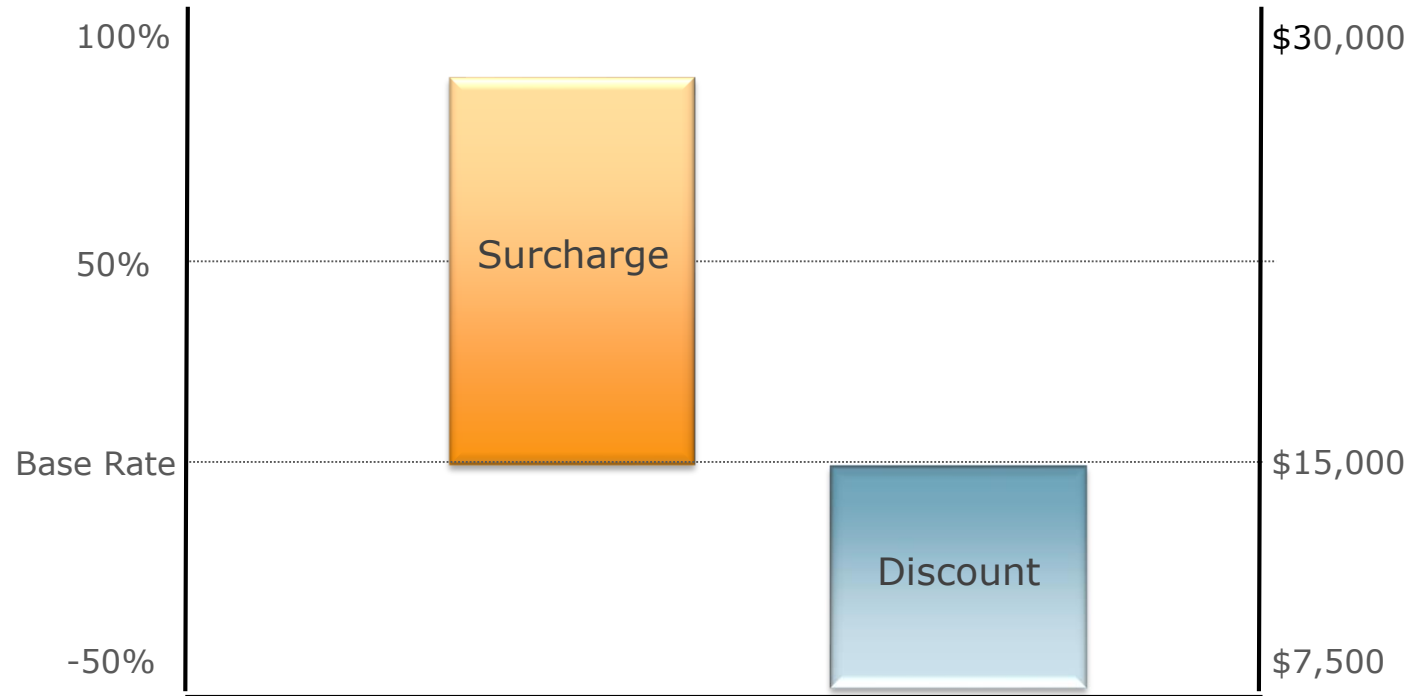
4 classification units are proposed to be retired as they are too small to provide reliable workplace health and safety data:

- Candle, Polish, or Other Wax Product Manufacture
- Taxidermy or Fur Tannery
- Ship Chandlery or Ship Husbandry
- Recording Studio

Moved to a new sector/subsector

- Farrier Services will move from the Service Sector to the Primary Resources Sector, Agriculture Subsector, which is better aligned with its industry

Experience rating: rewarding safety



For example: An employer with \$1 million in payroll with a base rate of 1.50 percent would pay \$15,000 but could pay as little as \$7,500 or as much as \$30,000, depending on its safety record over time.

How you can impact your
WorkSafeBC premiums

What is driving your rate?

Premium rate drivers



The cost of workplace injuries

Direct and indirect costs



Direct costs

- Insurance premiums
- Claims administration expenses
- Cost of investigations
- Potential loss of incentive, etc.

Indirect costs

- Damage to property and equipment
- Impact on staff morale and retention
- Effect on corporate reputation and ability to hire qualified staff
- Loss of skilled staff
- Impact on productivity
- Replacement wages
- Training

Two things you can do

1. Prevent injuries
2. Provide timely, safe, durable return-to-work opportunities



1. Prevent injuries

Steps to improving safety at your workplace

They are the same steps as your COVID-19 Safety Plan

1. Assess the risk at your workplace
2. Implement measures to reduce the risk
3. Develop policies to manage your workplace
4. Develop communication plans and training
5. Monitor your workplace and update your plans as needed



Image source: The Canadian Press

Assess and manage the risks in your workplace

- You are responsible for the risks in your workplace
- Know/understand what the hazards are in your workplace (risk assessment)
- Control the hazards in your workplace
- Monitor the controls you put in place



Involve your workers

Joint Occupational Health and Safety Committees (JOHSC)

- The Act requires employers with more than 20 employees to have a joint occupational health and safety committee
- Identify and find solutions to workplace health and safety issues
- Joint committees must meet regularly as required under the Occupational Health and Safety Regulation



Get help from your health and safety association

- 12 health and safety associations in B.C.
- Funded from your premiums
- If you pay a levy, you are a member



Certificate of Recognition (COR) program

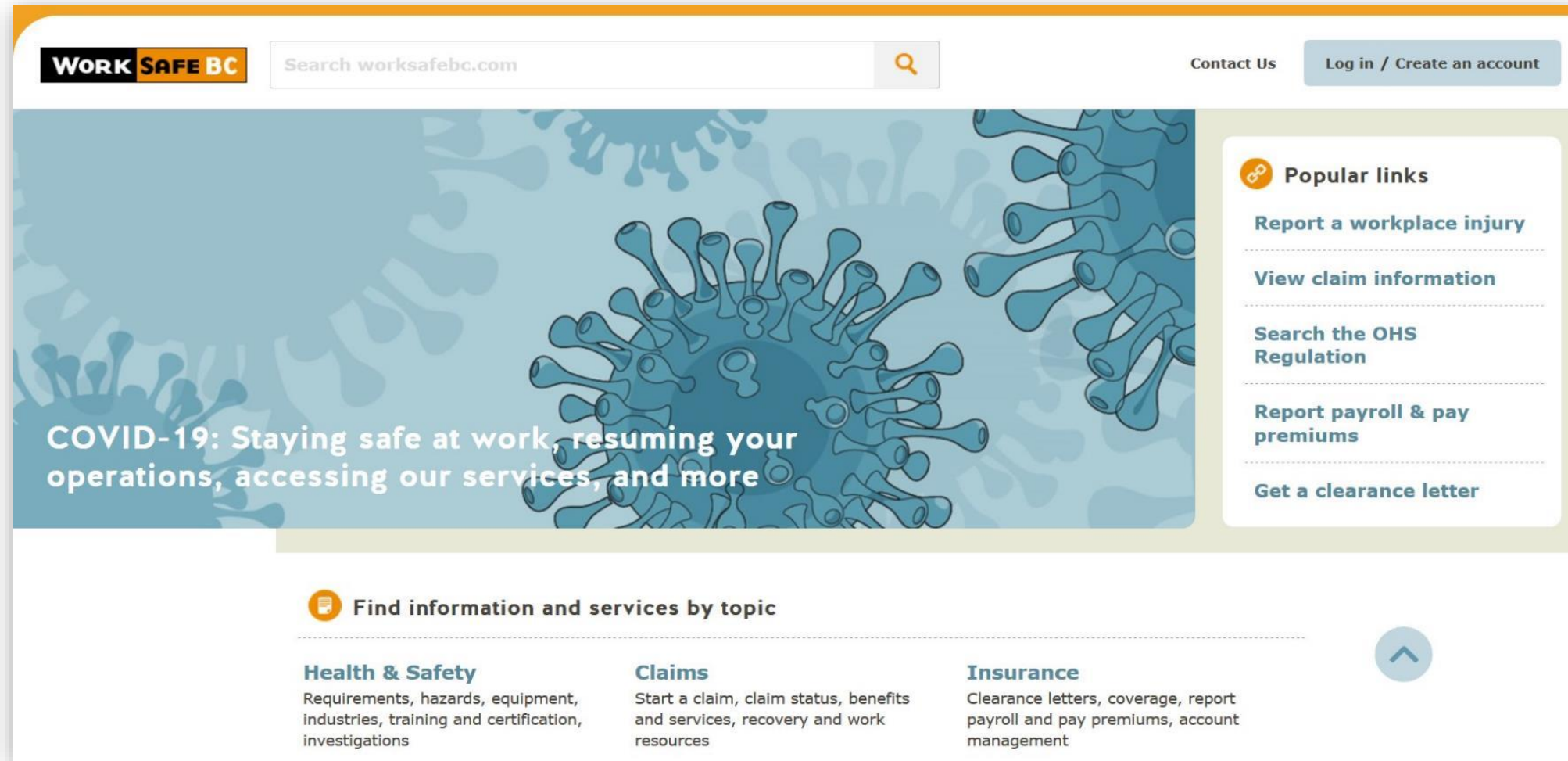
Voluntary employer certification program

- Rewards employers who implement and maintain an effective OSH management system with a rebate on their premiums.

Certifying partners



Get help from worksafebc.com



Use our online resources

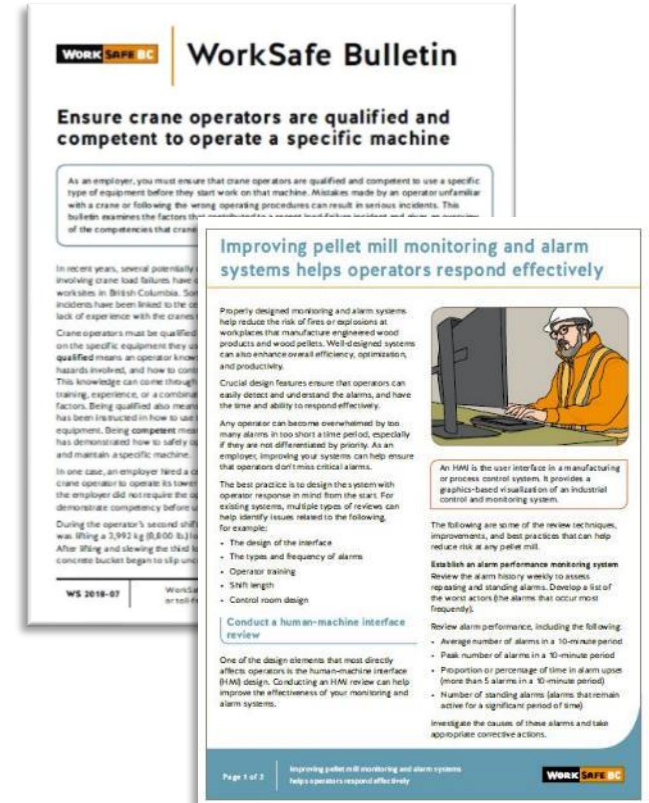
Videos



Books



Bulletins



Information sheets

Know your safety performance



WORK SAFE BCSearch

MainExperience Rating ForecasterPeer ComparisonInjury Breakdown MapsReturn to WorkIndustry RisksMore

CITY OF VANCOUVER (#1770)753004: Local Government and Related Operations

Employer Health and Safety Planning Tool Kit

Analyze your injuries and risks, compare your performance to your peers, identify trends, and plan your health and safety initiatives

Quick Stats

- Time-loss claims (2015): **196**
- Serious injury claims (2015): **15**
- Total work days lost (2016): **3,399**
- Most frequent accident type: **Overexertion**

Financial Summary

- Cost of claims (2016): **\$1,030,136**
- Experience rating (2016): **2.1% discount**
- Maximum potential savings (2016): **\$3,578,333**
- Most costly accident type: **Overexertion**

How you compare to your peers

- Experience rating
- Injury rate
- % Serious injury
- Duration

[View employer report](#)

How is your organization doing?

- See how your injury costs impact your insurance rate
- See how you compare to your peers
- View your inspection history

Discover what you can do to improve

- See which injuries are driving your costs
- Learn what regulations and risks are most cited in your industry
- See your return-to-work trends

Learn more

- View your reports
- Calculate the actual cost of incidents in your workplace
- Analyze health and safety data for your industry
- Learn more about creating a healthy and safe workplace

[How to use the tool kit](#)

2. Provide early, safe, durable
return-to-work opportunities

Claim costs

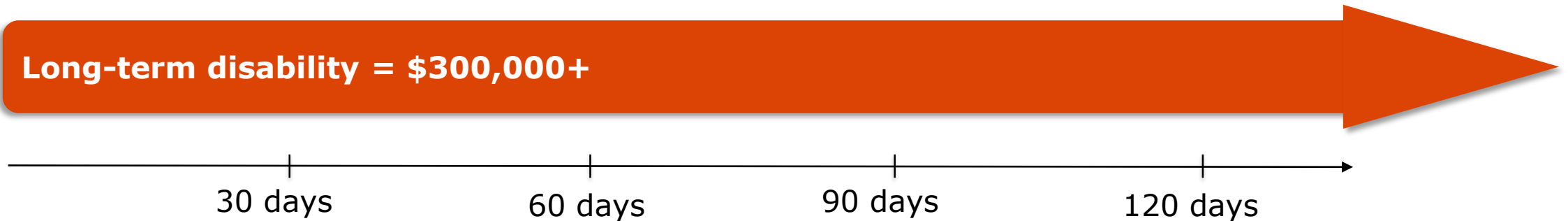
Short-term disability/Soft-tissue injury

30 days = \$2K

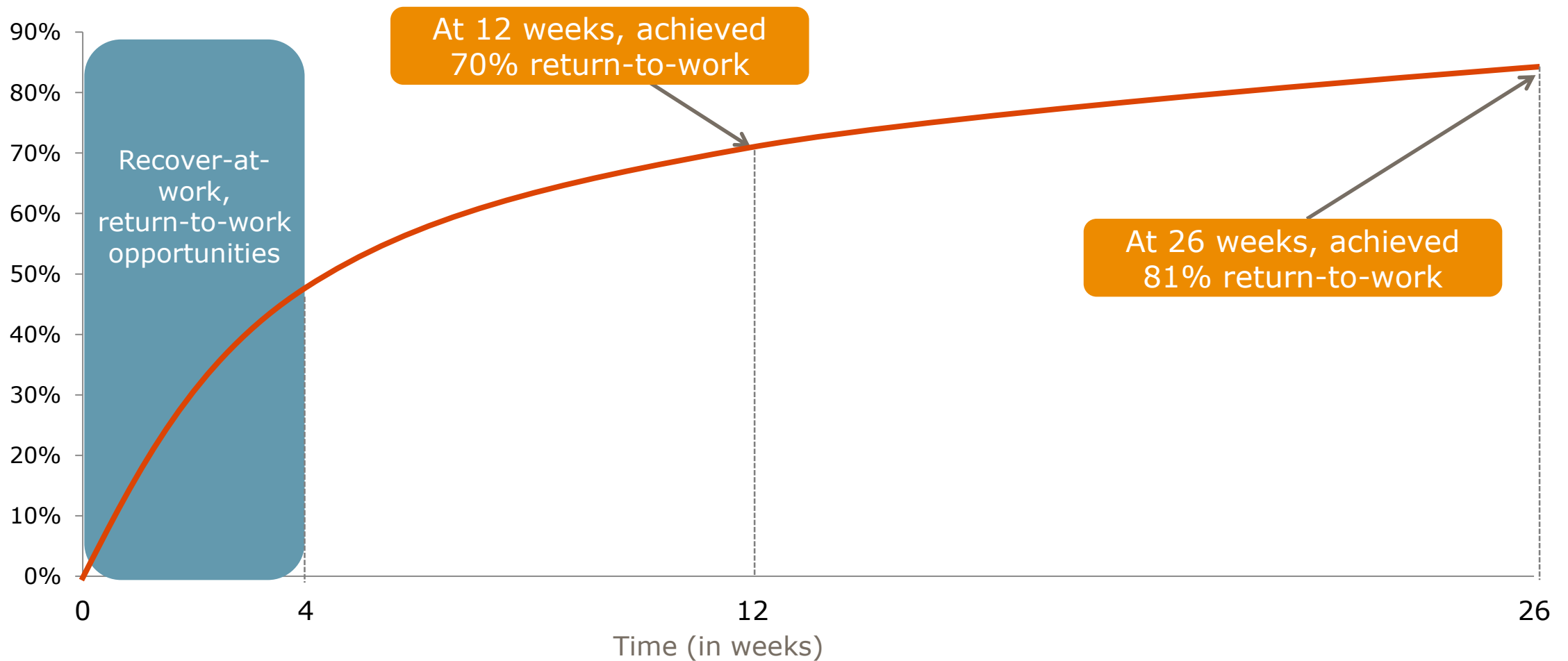
60 days = \$6,000+

120 days = \$30,000 to \$300,000

Long-term disability = \$300,000+

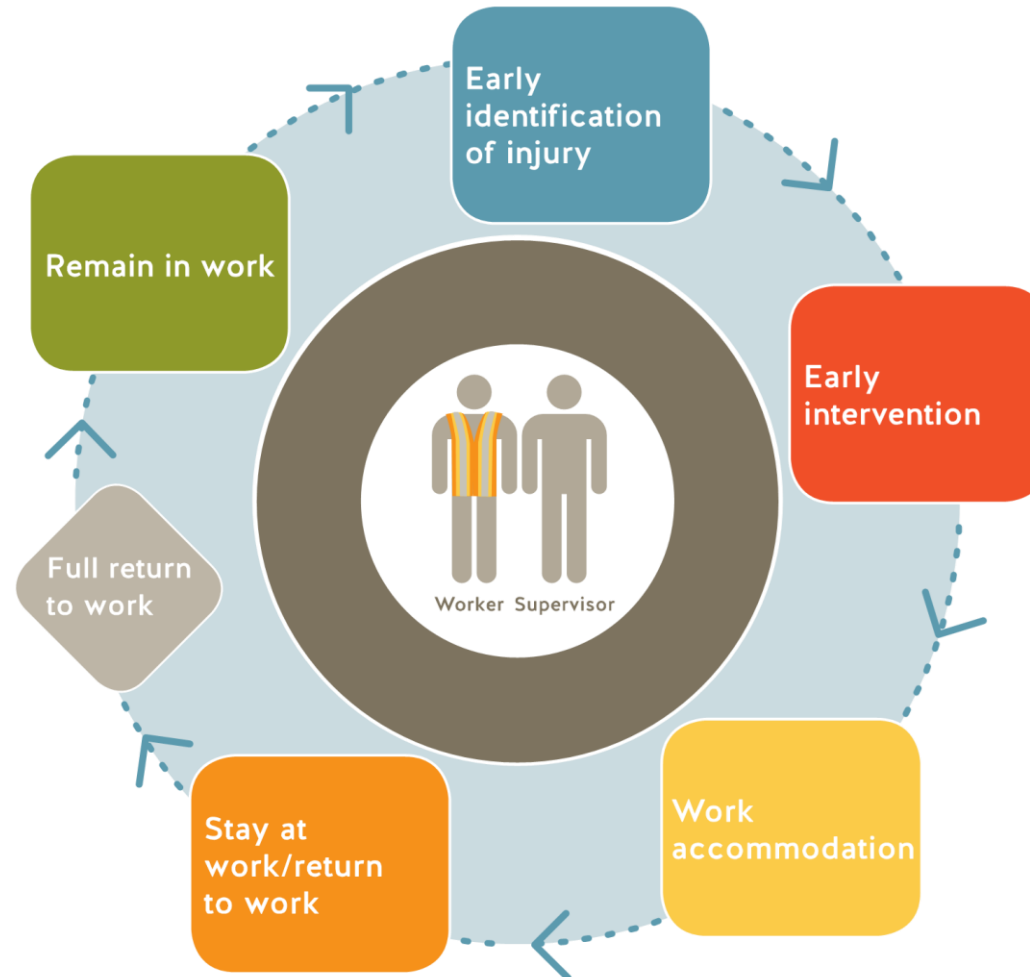


Early, safe, durable return-to-work



Recover-at-work program

Benefits worker and employer



Establish a return-to-work program

Key steps

1. Assign someone to be responsible for coordinating your RTW program
2. Have a defined return-to-work process and ensure everyone understands their roles and responsibilities in the process
3. Identify/document modified work opportunities and have a modified work offer form that can be used to make offers



Provide early, safe, durable return-to-work

From the time of the injury, focus on recover-at-work

1

At the time of injury, get involved and provide support

2

Together with the supervisor, offer appropriate modified duties (*on the day of injury*, in writing, with start date)

3

Ask worker to call Teleclaim

4

Encourage physiotherapy assessment

5

Send modified work offer to physician, physiotherapist, WorkSafeBC

6

Submit employer claim information to WorkSafeBC using the portal **on the day of injury**

7

Contact *regularly* if they are off work – find opportunities to keep workers connected to the workplace

The role of the supervisor is key

Ongoing supervisor contact with injured worker makes all the difference

Employees who experienced contact as supportive and constructive were far more positive and optimistic than others regarding their return-to-work

The number of contacts is less important, it is the quality of contact that matters

Supervisors and co-workers play a significant role in an injured worker's return-to-work

Selander, Rjulin, Mussener and Ekberg 2015

Use our online resources

Videos



Guides and templates

Sample Employee Checklist

Have you been INJURED AT WORK?

MODIFIED WORK OFFER

IMMEDIATE

IF AN EMPLOYEE HAS BEEN INJURED AT WORK:

IF NOT

☐ Go to work as usual

☐ No work

☐ Other

☐ If injured, stop work and seek medical attention

☐ Call the manager

SAME DAY

☐ Meet with the manager

☐ No work

☐ Other

ONGOING

☐ Paid leave

☐ Paid leave

☐ Medical leave

☐ Other

Employer name: _____

Employee last name: _____

We are committed to supporting your environment to accommodate your needs.

Job position: _____

Temporary Limitations/Restrictions: _____

Specific duties: _____

Hours of work per day: _____

Start date: _____

Manager/Supervisor's name: _____

Please remember you are only to return to work if you have a change in your health status, please contact your Manager.

We will meet with you weekly to review your Modified Work Offer.

Employee's signature: _____


Manager/Supervisor's signature: _____


Please fax copy to WorkSafeBC at 1-888-622-6222


Include: Claim Number _____

Recover at Work

starter toolkit for employers







WORKSAFE BC

Information sheets

Typical Physical Limitations for Common Injuries

This document provides a list of typical limitations for common physical injuries.

Neck	Shoulder	Elbow/Forearm	Wrist/Hand
Ensure <ul style="list-style-type: none">The worker can self-pace and/or take micro breaks	Ensure <ul style="list-style-type: none">The worker can self-pace and/or take micro breaks	Ensure <ul style="list-style-type: none">The worker can self-pace and/or take micro breaks	Ensure <ul style="list-style-type: none">The worker can self-pace and/or take micro breaks
Limit <ul style="list-style-type: none">Activities with arms above shoulder level, including reaching downActivities with lifting and carrying to light or medium loadsHanging weightsLadder climbing	Limit <ul style="list-style-type: none">Climbing laddersActivities using arm above shoulder level, including reaching downActivities which require lifting and carrying to light or medium loads	Limit <ul style="list-style-type: none">Repetitive or sustained gripping, especially where high forces are requiredRepetitive elbow bendingThe total time spent keyboarding or driving	Limit <ul style="list-style-type: none">Repetitive gripping, especially where high or sustained forces are neededLifting and carrying to light or medium loadsThe total time keyboarding or driving
Avoid <ul style="list-style-type: none">Lifting and carrying with arms above shoulder levelExtremes of looking up, down, or over the shoulder, especially if sustained for more than a few seconds	Avoid <ul style="list-style-type: none">Holding the arm outstretched for periods especially while holding weights and applying forceLifting and carrying with arm above shoulder level	Avoid <ul style="list-style-type: none">The use of impact tools (including power tools and hammers)Hanging weightsForearm rotationsPressure on the elbow	Avoid <ul style="list-style-type: none">Extreme postures of the wrist, especially with force

1 | Work disability prevention - Typical physical limitations for common injuries

WORKSAFE BC

Employer RTW Program Support Line

Helping you build your RTW program

Staffed by RTW nurses

- Will provide assistance and answer questions about building your RTW program
 - Phone: 604.279.8155 (Lower Mainland)
 - Toll-free: 1.877.633.6233
 - Email: EmployerRTWPrograms@worksafebc.com



Employers' Advisers Office

Assisting employers with workers' compensation issues

Employers' Advisers Office

- Independent of WorkSafeBC
- 24 advisers in 8 locations throughout the province
- Conduct seminars and provide advice, assistance, and representation services (when there is merit) for B.C. employers

Seminars include

- OHS Program Requirements
- Due Diligence
- Accident Investigation
- Joint Health & Safety Committees
- Claims Management



Employers'
Advisers Office

Contact

Toll-free: 1.800.925.2233

www.gov.bc.ca/employersadvisers

