



WORKERS' COMPENSATION BOARD
Northwest Territories and Nunavut

Reflections

*Working with the North
for 25 Years*



Table of Contents

| | |
|----|---|
| 2 | A Letter from the President |
| 3 | A Letter from the Chairperson |
| 4 | Meet Our Ministers, Commissioners and Board |
| 6 | 25 Years of Board Members |
| 12 | Working to Reduce Workplace Accidents |
| 14 | Improving Service to our Stakeholders |
| 16 | Financial Leadership |
| 18 | Reviews and Legislative Proposals |
| 20 | Serving Two Territories |
| 22 | Measuring Our Performance |
| 24 | Community Spirit |

Mission

Promote safe work practices and provide fair benefits.

Values

The Workers' Compensation Board of the Northwest Territories and Nunavut is committed to the following values:

- We treat others honestly, fairly and respectfully.
- We work safely.
- We do what we say.
- We are sensitive and responsive to our clients' concerns.

A Letter from the President



Penny Ballantyne

President

2001-2003

As we celebrate the 25th anniversary of the Workers' Compensation Board of the Northwest Territories and Nunavut, three key events stand out as turning points in our short history.

The first is the transfer in the early '90s of the responsibility for Mine and Industrial Safety from a department of government to a core function within the WCB. This has allowed us to move beyond the important functions of inspection and enforcement to become far more proactive in the area of prevention and safety education. This has contributed positively to greater awareness of the direct link: effective safety programs prevent accidents.

The second is the division of the Northwest Territories in 1999, creating the additional territory of Nunavut. The WCB is the only public organization which predates division and continues to serve both territories. Through a unique intergovernmental agreement, this arrangement allows both Nunavut and NWT to benefit from the efficiencies of a shared corporate and governance structure, with the mandate and service flexibility to serve both. We are very proud of this fact, and of the full service operation, with a resident Vice President now established in Nunavut's capital, Iqaluit, as well as our safety bureaus in Rankin Inlet and Inuvik.

The third key catalyst for change was the Report of the Legislative Review Panel, "Act Now". This report is the result of a 2001 public consultation process across the two territories. The Report makes recommendations for legislative amendments, revisions to policies, and operational enhancements to better meet the needs and expectations of our employer, employee and public interest stakeholders.

The WCB of the Northwest Territories and Nunavut continues to seek out the best tools and systems in everything from our work processes to our use of information technology. However, as in all major endeavours, it is people – our staff – who are the foundation. Their skill, competence and dedication result in the quality service and information we are proud to deliver to workers and employers alike. Working together, the Board of Directors and staff of the WCB have achieved much over the past few years... and over the past 25. By sticking to the fundamentals - good corporate governance, legislation, strategic focus, respect for the diversity of our two territories and stakeholders, and a continuing commitment to recruiting and retaining excellent people – we will make our own strong contribution to the success of the next 25 years. My sincere thanks to all of you who continue to contribute in such a positive way to the achievement of our mission.

A handwritten signature in black ink, appearing to read "P. Ballantyne". The signature is fluid and cursive, with a period at the end.

Penny Ballantyne,
President

A Letter from the Chairperson

The changes over the past 25 years have been dramatic ones for the Northwest Territories, as we knew it back then, and also for the Workers' Compensation Board, as it originally was.

The most obvious change for today's WCB is that we no longer serve just the Northwest Territories, but also Canada's newest territory of Nunavut. It is a fascinating challenge to be the only WCB in Canada serving two distinct jurisdictions. As Chairman of the Board, and previously a Director, a very satisfying aspect of my role is to work with Director colleagues from both Nunavut and the NWT, and to benefit from the diverse perspectives they bring to our deliberations.

Over the years, the WCB Board has also grown in size to allow for a more representative mix of members. We are now well-established and well-balanced as a tri-partite Board. There are two members from each of the employer, worker and public interest sectors, representing our major stakeholder groups.

Our most important growth, though, is not about size. It has been in the refinement of our governance role and practices. I am very proud to note the positive evolution, growth and development of the WCB's Board of Directors, to be known as of November 2003 as our Governance Council. In the aftermath of recent corporate governance scandals involving senior executives and directors of several major international companies, our WCB's Directors have been proactive about adopting changes to our own governance practices to make the WCB more rigorous, transparent and accountable to our stakeholders. At the same time, the Governance Council has worked hard to provide a clear, multi-year strategic path for the WCB, to ensure it continues to respond to the needs of both territories, while maintaining a strong, sustainable financial position.

Throughout the 25 years of its history, the operational advances and achievements of the Workers' Compensation Board of the Northwest Territories and Nunavut have happened under the mission, guidance and direction set by a long line of Boards of Directors. Each of these subsequent Boards and each of their member Directors have made a significant contribution to safeguarding a system of fair compensation and rehabilitation to injured workers, and ensuring the well-being and stewardship of the precious employer monies that pay for it.

As citizens of the NWT and Nunavut, we all owe our WCB predecessors acknowledgement for their years of service to this valued public system of workplace compensation. As today's Chairperson, and on behalf of the Board of Directors and staff, I offer all of them our thanks for the firm WCB foundation they have built for us. I look forward to the coming years as we continue to build upon that foundation.



Andy Wong
Chairperson



Andy Wong (Yellowknife)

Appointed April 1, 2000 –

Employer Representative

April 1, 2002 to March 31, 2007 –

Chairperson

Meet our Ministers, Commissioners and Board

Prior to 1981, the Workers' Compensation Board reported to the Commissioner of the Northwest Territories.

As the NWT accelerated the movement towards responsible government, the WCB portfolio was transferred to an elected member of the Legislative Assembly. The first Minister to hold the portfolio was the Honourable George Braden.



The Honourable Glenna Hanson
Commissioner of the Northwest Territories



The Honourable Joseph P. Handley
Northwest Territories Minister Responsible
for the Workers' Compensation Board



The Honourable Peter Irniq
Commissioner of Nunavut



The Honourable Kelvin Ng
Nunavut Minister Responsible
for the Workers' Compensation Board



Craig Browne (Fort Smith)
Employer Representative
June 17, 2002 – June 16, 2004



Elaine Grundy (Yellowknife)
Employer Representative
December 6, 2001 – December 5, 2003



Alain Carriere (Iqaluit)
Public Interest Representative
February 21, 2001 – February 20, 2003



Dan Halldorson (Yellowknife)
Public Interest Representative
April 1, 2000 – March 31, 2003



Roland Gosselin (Yellowknife)
Worker Representative
April 1, 2001 – March 31, 2003



Alex Stuit (Kugluktuk)
Worker Representative
April 1, 2000 – March 31, 2004

25 Years of Board Members

1977

S.M. Hodgson

Commissioner of
the Northwest Territories

John MacLean – Chairman

L. Cardinal

William Berezowski

G. Tikkanen

W. Applewhite

Al Workman

1978

John H. Parker

Commissioner of the
Northwest Territories

John MacLean – Chairman

Colin Adjun

Bill Berezowski

William Hettrick

Dale Johnston

Cy Lambert

Al Workman

1979

John H. Parker

Commissioner of the
Northwest Territories

John MacLean – Chairman

Colin Adjun

Bill Berezowski

William Hettrick

Dale Johnston

Cy Lambert

Al Workman

1980

John H. Parker

Commissioner of the
Northwest Territories

John MacLean – Chairman

Willie Adams

Colin Adjun

Bill Berezowski

W.R. Hargrave

William Hettrick

Dale Johnston

W. Maduke

B. Roberts

J. Todd

1981

John H. Parker

Commissioner of the
Northwest Territories

The Hon. George Braden

Minister Responsible for the
Workers' Compensation Board

John MacLean – Chairman

Willie Adams

Colin Adjun

Bill Berezowski

W.R. Hargrave

William Hettrick

Dale Johnston

W. Maduke

B. Roberts

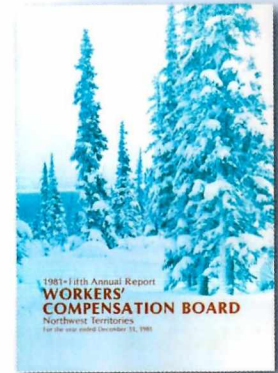
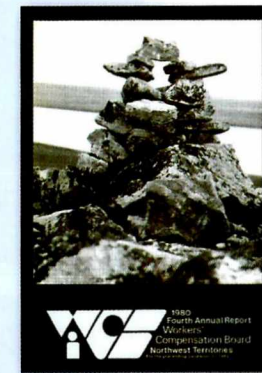
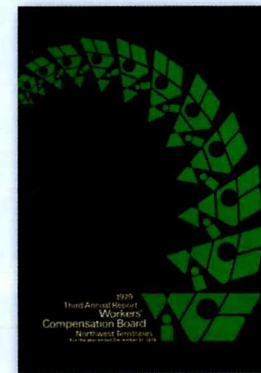
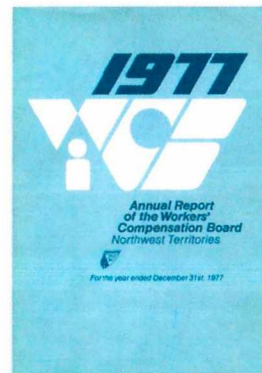
J. Todd

1977

The individual liability scheme of compensation was replaced with the collective liability system, similar to that used in all other jurisdictions of Canada, and the WCB was born.

1981

The Annual Report introduction was first presented in both English and Inuktitut.



1982

John H. Parker

Commissioner of the
Northwest Territories

The Hon. George Braden

Minister Responsible for the
Workers' Compensation Board

John MacLean – Chairman

Willie Adams

Bill Berezowski

W.R. Hargrave

William Hettrick A. Hope

Dale Johnston

R. Kuptana

B. Roberts

J. Todd

M. Zubko

1983

John H. Parker

Commissioner of the
Northwest Territories

The Hon. Gordon Wray

Minister Responsible for the
Workers' Compensation Board

John MacLean – Chairman

Willie Adams

Bill Berezowski

W.R. Hargrave

William Hettrick

A. Hope

Dale Johnston

R. Kuptana

B. Roberts

J. Todd

M. Zubko

1984

John H. Parker

Commissioner of the
Northwest Territories

The Hon. Gordon Wray

Minister Responsible for the
Workers' Compensation Board

John MacLean – Chairman

Willie Adams

Bill Berezowski

J. Van Brunt

William Hettrick

A. Hope

Dale Johnston

R. Kuptana

B. Roberts

J. Todd

M. Zubko

1985

John H. Parker

Commissioner of the
Northwest Territories

The Hon. Gordon Wray

Minister Responsible for the
Workers' Compensation Board
(January to November)

The Hon. Bruce McLaughlin

Minister Responsible for the
Workers' Compensation Board
(November-December)

John MacLean – Chairman
(January 1 to June 10)

Bryan C. Roberts – Acting Chairman
(June 10 to December 31)

Willie Adams

Bill Berezowski

J. Van Brunt

William Hettrick

Arnold Hope

Dale Johnston

R. Kuptana

John Todd

Mike Zubko

1986

John H. Parker

Commissioner of the
Northwest Territories

The Hon. Bruce McLaughlin

Minister Responsible for the
Workers' Compensation Board

Michael J. Moore – Chairman

Jo-Anne Allison

Ted Carter

Arnold Hope

Dale Johnston

Mosesie Koonoo

John Koyczan

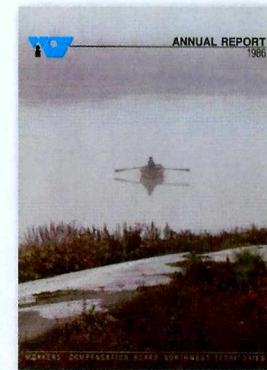
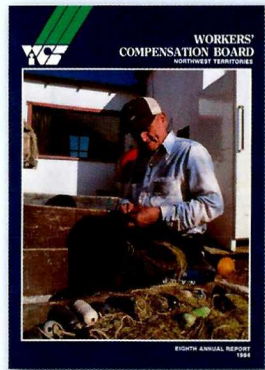
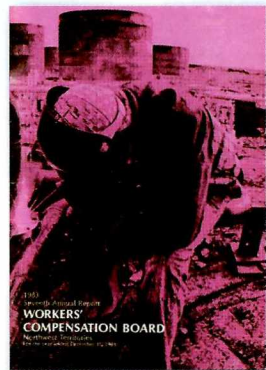
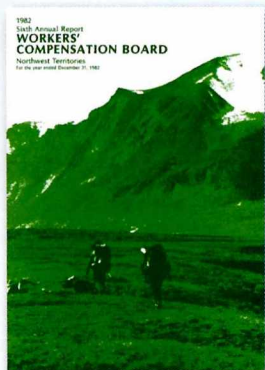
Robert MacLeod

Steven McAlpine

Bryan C. Roberts

John Todd

Mike Zubko



25 Years of Board Members

1987

John H. Parker

Commissioner of the
Northwest Territories

The Hon. Bruce McLaughlin

Minister Responsible for the
Workers' Compensation Board
(January to November)

The Hon. Nellie Cournoyea

Minister Responsible for the
Workers' Compensation Board
(November to December)

Michael J. Moore – Chairman

Jo-Anne Allison

Ted Carter

Arnold Hope

Dale Johnston

Mosesie Koonoo

John Koyczan

Robert MacLeod

Steven McAlpine

Bryan C. Roberts

John Todd

Mike Zubko

1988

John H. Parker

Commissioner of the
Northwest Territories

The Hon. Jeannie Marie Jewell

Minister Responsible for the
Workers' Compensation Board
(January to April)

The Hon. Nellie Cournoyea

Minister Responsible for the
Workers' Compensation Board
(April to December)

Michael J. Moore – Chairman

Jo-Anne Allison

Wilfrid MacDonald

Arnold Hope

Dale Johnston

Okalik Egeesiak

Violet Beaulieu

James Evoy

Steven McAlpine

Bert Stromberg

John Todd

Mike Zubko

1989

Daniel L. Norris

Commissioner of the
Northwest Territories

The Hon. Nellie Cournoyea

Minister Responsible for the
Workers' Compensation Board
(January to June)

The Hon. Stephen Kakfwi

Minister Responsible for the
Workers' Compensation Board
(June to December)

W. Grant Hinchey – Chairman

Jo-Anne Allison

James Evoy

Grant Horseman

Dale Johnston

Ron Williams

Joe Pameolik

1989

*The Annual Report includes
the WCB Mission Statement,
complete with goals and values.*

1990

*On April 11, appeals tribunal
comes into being through
legislation.*

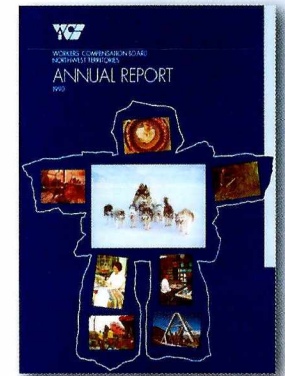
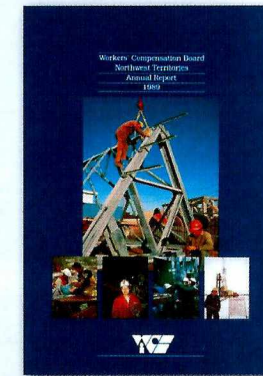
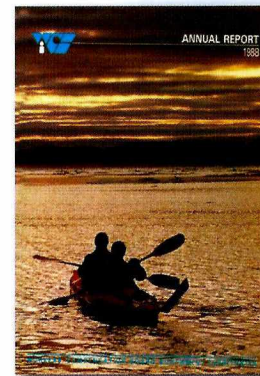
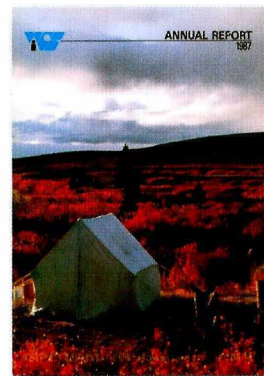
1991

*Safety Education Services are
established!*

1992

*The "Safety and the Young
Worker" program is first
developed.*

*The first full translation of the
Annual Report in Inuktitut.*



The Hon. Stephen Kakfwi
Minister Responsible for the
Workers' Compensation Board
(January to April)

The Hon. Jeannie Marie Jewell
Minister Responsible for the
Workers' Compensation Board
(April to December)

W. Grant Hinchey – Chairman
James Evoy
Grant Horseman
Dale Johnston
Ron Williams

1991

Daniel L. Norris
Commissioner of the
Northwest Territories

The Hon. Jeannie Marie Jewell
Minister Responsible for the
Workers' Compensation Board
(January to November)

The Hon. Dennis Patterson
Minister Responsible for the
Workers' Compensation Board
(November to December)

W. Grant Hinchey – Chairman
James Evoy
Grant Horseman
Dale Johnston
Ron Williams

1992

Daniel L. Norris
Commissioner of the
Northwest Territories

The Hon. Dennis Patterson
Minister Responsible for the
Workers' Compensation Board
(January to November)

The Hon. John Todd
Minister Responsible for the
Workers' Compensation Board
(November to December)

Jeffrey G. Gilmour – Chairman
James Evoy
Grant Horseman
Dale Johnston
Ron Williams

1993

Daniel L. Norris
Commissioner of the
Northwest Territories

The Hon. John Todd
Minister Responsible for the
Workers' Compensation Board

Jeffrey G. Gilmour – Chairman
Jim Bourque
Don McNenly
Gordon Wray
Fred Coman
Vivian Stevely
Tom Hoefer

1994

The Hon. Helen Maksagak
Commissioner of the
Northwest Territories

The Hon. John Todd
Minister Responsible for the
Workers' Compensation Board

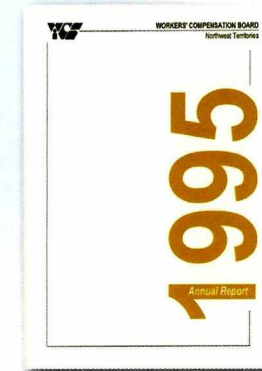
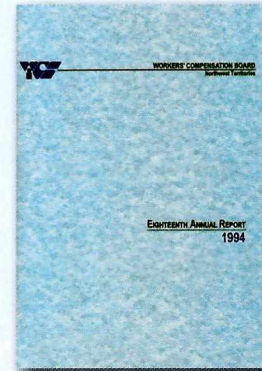
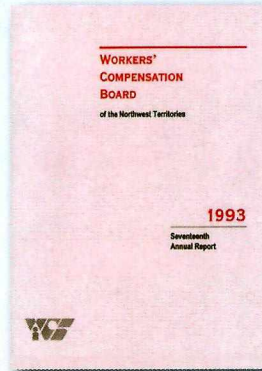
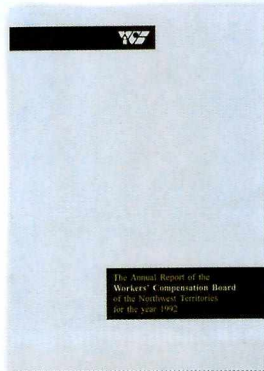
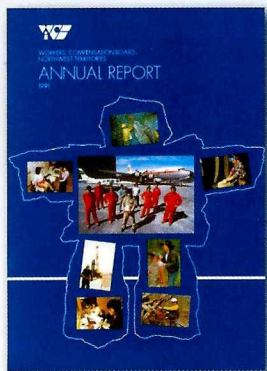
Jeffrey G. Gilmour – Chairman
Don McNenly
Gordon Wray
Fred Coman
Vivian Stevely
Tom Hoefer

1995

The Hon. Helen Maksagak
Commissioner of the
Northwest Territories

The Hon. John Todd
Minister Responsible for the
Workers' Compensation Board

Jeffrey G. Gilmour – Chairman
Don McNenly
Gordon Wray
Fred Coman
Vivian Stevely
Tom Hoefer
Lydia Bardak



25 Years of Board Members

1996

The Hon. Helen Maksagak

Commissioner of the
Northwest Territories

The Honourable John Todd

Minister Responsible for the
Workers' Compensation Board

Fred Koe – Chairman

Don McNenly

Gordon Wray

Jessie Sloan

Vivian Stevely

George Kuksuk

Lydia Bardak

Doug Willy

1997

The Hon. Helen Maksagak

Commissioner of the
Northwest Territories

The Honourable John Todd

Minister Responsible for the
Workers' Compensation Board

Fred Koe – Chairperson

Gordon Wray

JoAnne Deneron

Don McNenly

Vivian Stevely

Lydia Bardak

George Kuksuk

Jessie Sloan

1998

The Hon. Dan Marion

Commissioner of the
Northwest Territories

The Honourable John Todd

Minister Responsible for the
Workers' Compensation Board

Joanne Deneron – Chairperson

Don McNenly

Gordon Wray

Vivian Stevely

Lydia Bardak

George Kuksuk

Jessie Sloan

1999

The Honourable

Glenna Hanson

Commissioner of the
Northwest Territories

The Honourable John Todd

Minister Responsible for the
Workers' Compensation Board
(January-March)

The Honourable

J. Michael Miltenberger

Minister Responsible for the
Workers' Compensation Board
(March-December)

The Honourable Peter Irniq

Commissioner of Nunavut

The Honourable Kelvin Ng

Nunavut
Minister Responsible for the
Workers' Compensation Board

Joanne Deneron – Chairperson

Don McNenly

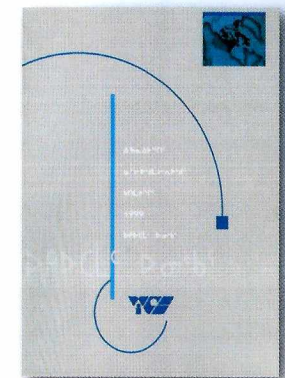
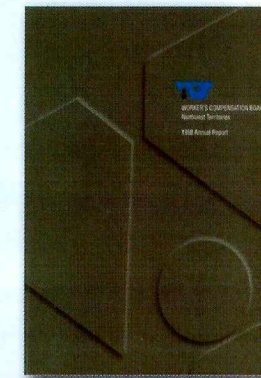
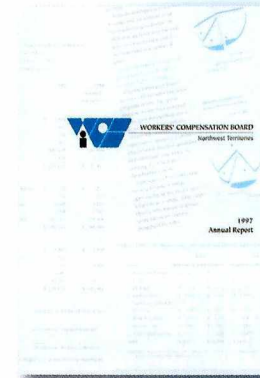
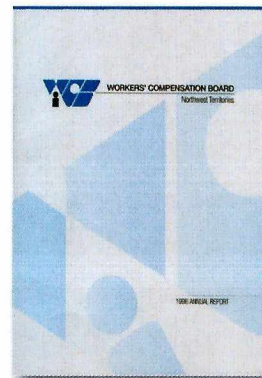
Gordon Wray

Vivian Stevely

1997

A customer satisfaction
survey was completed...
bimonthly telephone survey
was also developed for
implementation in 1998.

WBC continued its
commitment to hire and train
Aboriginal personnel.



George Kuksuk
Jessie Sloan
Metro Solomon
Tim Butler

Joanne Deneron – Chairperson
Metro Solomon
Tim Butler
Fernand Denault
Dan Halldorson
Alex Stuit
Andy Wong

Joanne Deneron – Chairperson
Tim Butler
Fernand Denault
Dan Halldorson
Alex Stuit
Andy Wong
Alain Carriere
Elaine Grundy

Andy Wong – Chairperson
Craig Browne
Alain Carriere
Roland Gosselin
Elaine Grundy
Dan Halldorson
Alex Stuit

2000

The Honourable Glenna Hanson

Commissioner of the
Northwest Territories

J. Michael Miltenberger

Minister Responsible for the
Workers' Compensation Board
(January 1-January 24)

The Honourable Joseph P. Handley

Northwest Territories
Minister Responsible for the
Workers' Compensation Board
(January 24-present)

The Honourable Peter Irniq Commissioner of Nunavut

The Honourable Kelvin Ng
Nunavut
Minister Responsible for the
Workers' Compensation Board

2001

The Honourable Glenna Hanson

Commissioner of the
Northwest Territories

The Honourable Joseph P. Handley

Northwest Territories
Minister Responsible for the
Workers' Compensation Board

The Honourable Peter Irniq Commissioner of Nunavut

The Honourable Kelvin Ng
Nunavut
Minister Responsible for the
Workers' Compensation Board

2002

The Honourable Glenna Hanson

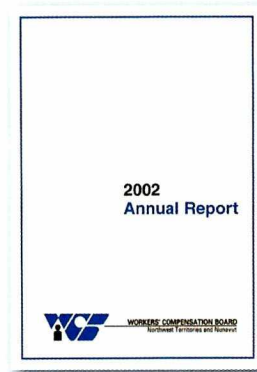
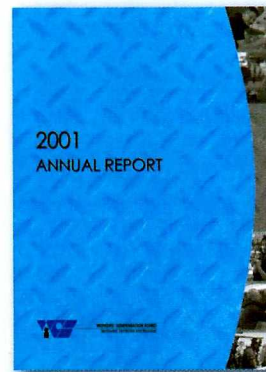
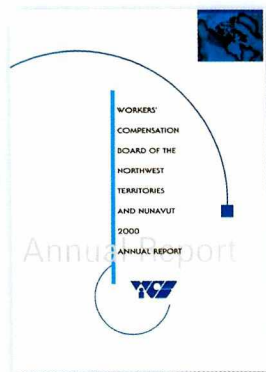
Commissioner of the
Northwest Territories

The Honourable Joseph P. Handley

Northwest Territories
Minister Responsible for the
Workers' Compensation Board

The Honourable Peter Irniq Commissioner of Nunavut

The Honourable Kelvin Ng
Nunavut
Minister Responsible for the
Workers' Compensation Board



Working to Reduce Workplace Accidents

Safety Education Services

In November of 1991, the WCB established Safety Education Services, with a mandate to offer safety education courses aimed at accident prevention. Programs offered by the Safety Education Division emphasized the needs and benefits of working safely. The first courses offered were:

- 1) Accident Investigation;
- 2) Safety Awareness;
- 3) Safety Committee; and
- 4) WHMIS (Workplace Hazardous Materials Information System).

In 1992, "Safety and the Young Worker" was developed, specifically to address the needs of young people entering the workforce. This program aimed to educate new workers to protect themselves.

A year later, the WCB, in cooperation with the Department of Education, Culture and Employment, began the idea of implementing the program into schools.

In 1994, the Safety and the Young Worker program was implemented into the NWT high schools, making the NWT the first jurisdiction in Canada to have a safety course as part of the school curriculum. 1996 brought us the amalgamation of the WCB with the Occupational Health and Safety Division.

We continue to bridge gaps and develop important organizational partnerships, all aimed at increasing safety, education and knowledge, and reducing lost time and injuries due to workplace accidents.



1998

By December 31, the Safety Incentive and Rate Reduction (SIRR) program has achieved its objectives and is, therefore, cancelled.

Concentration is on Inuit staff training and communication requirements for Nunavut.

Young Workers get a Head Start

Young workers (aged 15 to 25) are at high risk of injury on the job. With many young people in the North entering the workplace, it is essential that they be provided with the tools to help avoid workplace injuries.

The revised program, available in hard copy or interactive CD, aims to train young people about safe work procedures and the hazards they may encounter at their workplace. It provides basic safety training, including rights and responsibilities, Workplace Hazardous Materials Information System (WHMIS), kitchen safety, working with electricity, and more.

The program is available through high schools in the North, or as a self-study, and students who complete the program receive a certificate and a 'Safety Passport'. They are also eligible to compete in the WCB's Worksite Safety competition, which is part of the Skills Canada NWT/Nunavut territorial competition. In 2002, the WCB witnessed the effectiveness of the program when Mara Smith of Yellowknife, an NWT student, who had completed the Safety and the Young Worker program, took home gold in Worksite Safety at the National Skills Canada competition.



The Transfer of Safety and Public Services to the Workers' Compensation Board

On April 16, 1996, the Government of the Northwest Territories Safety and Public Services Division (SAPS) was transferred to the Workers' Compensation Board (WCB) of the NWT.

SAPS monitored workplace safety and enforced the *Safety Act* and the *Mining Safety Act*. It also coordinated the delivery of certain safety programs through its Occupational and Health Services Division.

In 1986, in an effort to reduce the accident rate in the NWT, the WCB began contributing to safety education programs in SAPS. It was intended that these programs, by improving safety awareness and employer safety records, would result in fewer accidents and lower claims costs.

In 1991, the Board, seeing that accident rates and severity were increasing in spite of its support of SAPS' safety education programs, decided to establish its own Safety Education Division. Funding previously earmarked for safety education through SAPS was re-directed to this new division.

There were a total of 21 positions transferred to the WCB in 1996. Three Safety Trainer positions and a clerical position were already present, for a total of 25 staff.



Improving Service to our Stakeholders

1987

The WCB incorporates effective coverage for hunters and trappers. Once considered self-employed, they are now deemed to be workers if they were holders of a general hunting license and principally engaged in hunting and trapping for a livelihood.



WCB Wins National Award for Disability Management

In 2002, the WCB won a national award for disability management for its work with an Igloolik worker who became severely disabled after a workplace accident.

Daniel Qanatsiaq became a quadriplegic at 55 years of age after he fell seven feet from scaffolding at a worksite in 1996. Margaret Begg, Daniel's WCB caseworker, worked with other WCB staff, health care service providers, rehabilitation hospitals, the NWT Housing Corporation, and Daniel's family to maximize his quality of life in Igloolik. Accessible housing, full-time attendant care, medical equipment, financial assistance, and a link to the outside world via computer were provided.

The National Institute of Disability Management and Research recognized the WCB with the National Award of Excellence in Disability Management in the category of Public Service Initiative by a Government or Statutory Agency.

Andy Wong, Chairperson of the WCB, said the award proves that when groups partner and work as a team to provide services to an injured worker the seemingly unachievable can be accomplished.

Plain Language

The WCB adapted many of its written materials into Plain Language. Under a contractual arrangement, the NWT Literacy Council re-wrote and tested the plain-language versions of materials, which address workers' and employers' rights and obligations, with appropriate focus groups.

Dictionaries of plain-language translations of common terms, such as compensation, first aid and safety, have been produced in Dogrib, South Slavey and Inuktitut. All WCB forms can appear on the WCB web site (www.wcb.nt.ca) in Inuktitut, French and English.

Signing of MOU Great News for Occupational Safety and Health in the North

In the NWT and Nunavut, the health and safety of workers is regulated by the WCB, except for labour that falls under federal jurisdiction, such as oil and gas exploration, and the RCMP.

In the past, this has created some confusion for employers and other stakeholders, who didn't always know who to call in case of an accident, or which set of rules they needed to follow. There was sometimes confusion over where and when certain regulations applied, and who was responsible for investigating an accident.

In 2001, Human Resources Development Canada (HRDC) and the WCB began discussions to see how they could work together through

sharing resources and information. In order to best regulate safety and health of Northern workers, on October 30, 2002, the WCB and HRDC signed a memorandum of understanding (MOU) that described how they would co-operate and assist each other wherever possible.

Highlights of this MOU include an agreement to notify each other of changes to regulations and programming, inform each other regarding emerging situations, to share a variety of specialty services, such as library and laboratory services, and to determine other joint opportunities to work together for occupational health and safety in the NWT and Nunavut.

Nominated for Award

The NWT Workers' Compensation Board was nominated for a Public Sector Award of Distinction from the Canadian Paraplegic Association of Alberta. The award, presented yearly by the CPA, recognizes exceptional contributions by a public sector program to improve programs and services for people with disabilities. (October 1995)

Committed to the North

Compared to other WCBs across Canada, the WCB of the NWT and Nunavut has a variety of services particular to our location and culture.

Our stakeholders communicate in more than eight different languages. Their income may come from very standard Canadian jobs in construction, administration or the service industry, or they may work in traditional areas such as hunting and trapping or carving. These require special compensation and safety attention.

The WCB of the NWT and Nunavut works hard to ensure all Northerners have appropriate coverage in case of a workplace accident and, just as importantly, the safety information to prevent accidents from happening in the first place. As a result, the WCB has partnered with the NWT and Nunavut governments to provide coverage and information for hunters and trappers through our Harvester's Program. We offer safety and compensation information for Northern artists through our Artists and Carvers Program.

Just as important as making sure that safety and compensation information is available for all types of jobs, is making sure this information is available to all types of Northerners. One way in which the WCB accomplishes this is through our commitment to plain language. Since 2000, we have been working to re-write all of our materials in language that makes sense, and is easy to read and understand. We also respect the importance and prevalence of many different languages in the North. We translate our materials into three official languages – English, French and Inuktitut. We have terminology books translating basic WCB terms into Dogrib, South Slavey and Inuinnaqtun. We do our best to make translators and translations available in any language necessary, at the request of our stakeholders.



Financial Leadership

Workers' Compensation Fraud

Fraud is a term generally used to describe a person knowingly and willfully, by action or omission, making a false representation to the Workers' Compensation Board. The information put forward is accepted as truthful and genuine. Services and payments are made that would not have been provided if the additional information had been known.

The Workers' Compensation Board's Accident Fund provides a wide variety of benefits to workers who are injured on the job. Fraudulent activity threatens the security of these benefits and may result in an increase in employer assessments.

The WCB is committed to protecting the integrity and accountability of the fund. Fraud, or attempted fraud, committed by any party, including employers, workers, service providers, suppliers, or WCB employees, is taken very seriously. The WCB takes prompt action to seek out and recover any assets where fraud is suspected or confirmed.

Fraud affects all employers and workers whose fundamental rights must be protected. It is in the best interest of all parties to be alert for any signs of this illegal activity.

Systems Conversion Project

Analysis and programming for the Systems Conversion project, that began in 1993, was completed for the Claims and Revenue programs within the year. Financial system software was also purchased and installed. During 1994, significant training was provided on the PC-based system with its new WCB application. A Help Desk was established for system support. Complete conversion to the new system was scheduled for the first quarter of 1995.

Fraud and Theft Strategy

Preventing, deterring and detecting theft and fraud are critical to the preservation of the financial integrity of the WCB and the workers' compensation system. The Board stated in the 1994-1996 Corporate Plan its commitment to protect the financial integrity of the workers' compensation system. Accordingly, this strategy is an important step in ensuring that all WCB staff are aware of what they can do to protect the WCB's assets.

The primary objectives of the WCB's Fraud and Theft Strategy are to prevent and deter the theft and fraud of Board assets, including the "Accident Fund", which provides the money to compensate injured workers. This strategy intends to:

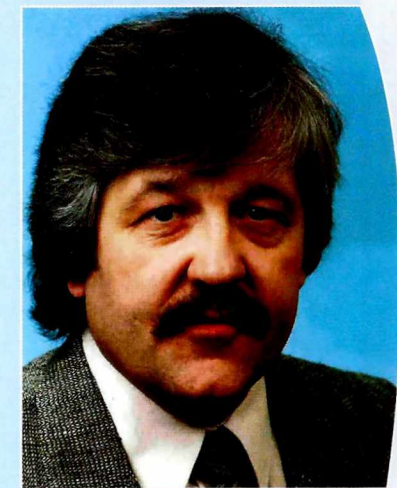
- Protect employees from unfounded allegations of fraud;
- Expedite the detection and investigation of suspected fraud;
- Protect Board assets and maximize loss recovery;
- Protect the integrity of the WCB system; and
- Prosecute the perpetrators of fraud.

1997

WCB Board members and staff travel to BHP's Ekati Camp to participate in celebrations marking one million hours without a time loss accident. Board Chairperson, Joanne Deneron, is joined by Chief Inspector of Mines, Sylvester Wong, and several other Board members and staff.

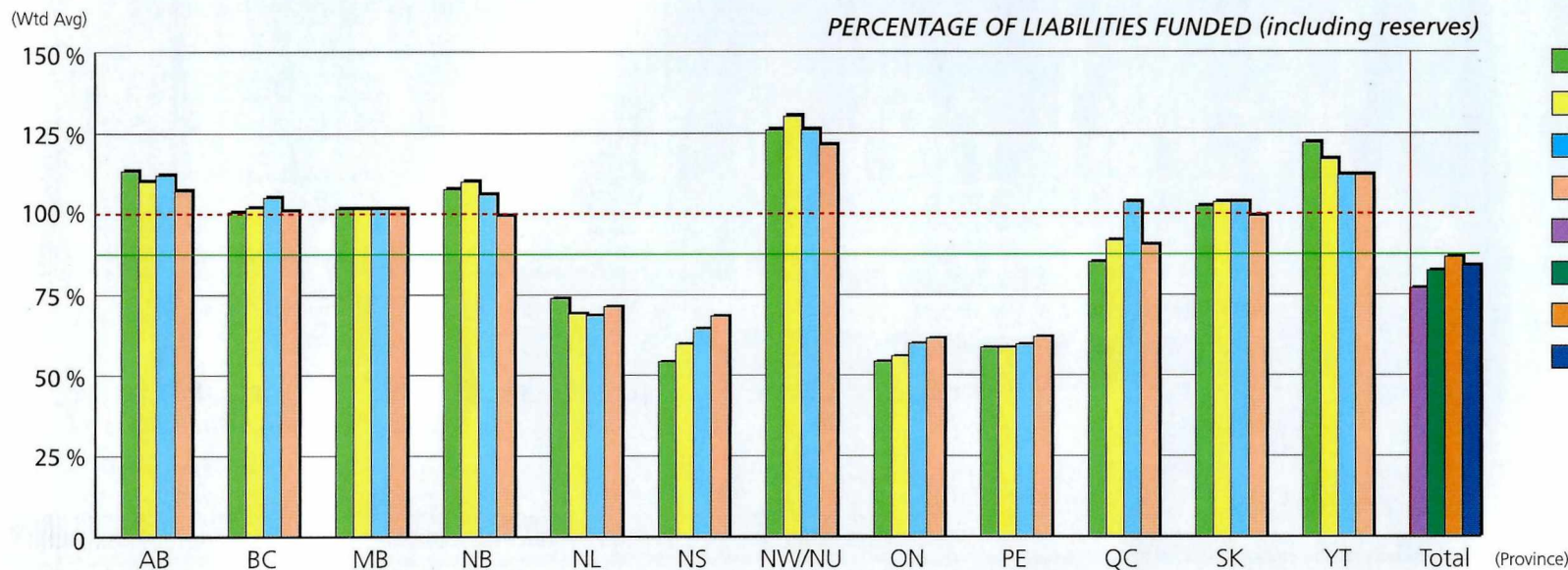
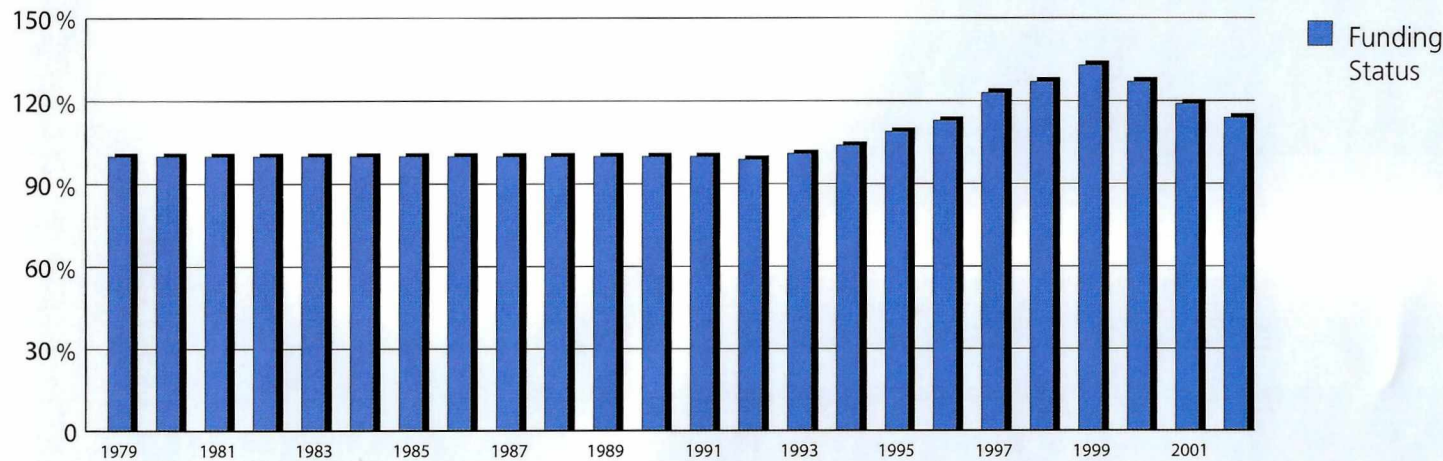
Fully Funded Status Maintained, while Continuing to Demonstrate Leadership in Assessment Rates and Yearly Maximum Insurable Remuneration (YMIR) Levels

The Workers' Compensation Board of the NWT and Nunavut have been in the forefront of financial leadership throughout the years. Within the last 25 years the Board has established its fully funded status. Since 1979 we've seen the ability of the Board to continuously maintain a high level of respectability within Canada and its jurisdictions. The NWT and Nunavut habitually stay within the top three in Canada in compensation rates to workers (Yearly Maximum Insurable Remuneration or YMIR) and are regularly among the lowest in assessment rates to employers.



"It is my pleasure, Mr. Speaker, to confirm that, once again in 1994, the NWT Board was fully funded."

The Honourable John Todd



Reviews and Legislative Proposals

Legislative Reviews

A number of reviews of WCB legislation, as required under its legislation, have taken place over the years. Regular reviews by independent panels ensure that the WCB is keeping abreast of the needs of its stakeholders.

A review, in 1981, proposed equal Board membership from management and labour, and recommended a review every four years through a committee of management and labour representatives. The panel also recommended that the Board should control all aspects of accident prevention and occupational health and safety.

In 1986, recommendations included calculation of benefits on the basis of 90% of an injured worker's net income and that pensions be indexed to cost of living. It was also suggested that the *WCB Act* be amended to state clearly that the Accident fund is one indivisible fund which is held in trust by the Worker's Compensation Board for the payment of benefits and expenses of administration under the Act.

It was recommended, in 1989, that the Minister encourage closer and more meaningful coordination of programs amongst Labour Standards, the WCB, Occupational Health and Safety, and any other related agencies.

The importance of the Accident Fund was recognized in 1993 when the review recommended that the requirement to maintain full funding of the Accident Fund be placed into legislation and only be overridden with the approval of the Legislative Assembly. It was also suggested that the Board re-introduce a merit program for employers and consider a wage loss system for compensation of injured workers.



CSSE Re-established
Individual members of the WCB's Prevention Services Division took a role in re-establishing the NWT chapter of the Canadian Society of Safety Engineering (CSSE). Founded in 1949, the CSSE is an international organization whose mission is to "promote the arts and sciences of loss prevention". (December 1997)

1999

On April 1, the division of the Northwest Territories takes place, resulting in Nunavut. An agreement was signed to create a shared WCB – the only one in Canada!

Act Now

In January, 2002, the Ministers Responsible for the Workers' Compensation Board of the Northwest Territories and Nunavut, Joseph Handley and Kelvin Ng, released Act Now – the final report of the Legislative Review Panel that was struck in December 2000 to undertake a review of Workers' Compensation Legislation in Nunavut and the NWT.

The panel was made up of Chairperson Louise Vertes, members Alex Stuit, Steve Petersen, Dan Halldorson, Don Yamkowy, Shona Barkley, and David Simailak. Panel members visited nine communities in the NWT and Nunavut, between March and August 2001, and sent an extensive questionnaire to stakeholders in both territories to receive input on issues important to WCB stakeholders.

A number of legislative changes were suggested in Act Now. Among them were the definitions of worker and employer, the authority to own real property, health care definitions, and making wage loss the basis for financial compensation to injured workers.

Bill 15, an Act to amend the *Workers' Compensation Act* was passed in the Legislature of the NWT on June 13, 2003. Some of the key provisions of the Bill were clarifying the definition of employer and worker, providing for the appointment of a Worker's Advisor, providing for a cooperative approach to the treatment of an injured worker, and clarifying the provisions respecting the disclosure of information obtained by persons under the Act.



Artists and Carvers Course Introduced

A new course for Northern Artists and Carvers is introduced in Yellowknife. The program, developed by the NWT Workers' Compensation Board and two departments of the GNWT, is designed to increase safety awareness in the NWT's artistic community and awareness of optional coverage available through the WCB. Participants are introduced to safety as an attitude, encouraged to use face masks and respirators, and taught the principles of workers' compensation. The hands-on program is to be supplemented by a brochure, also developed by the Workers' Compensation Board. (May 1995)

Serving Two Territories

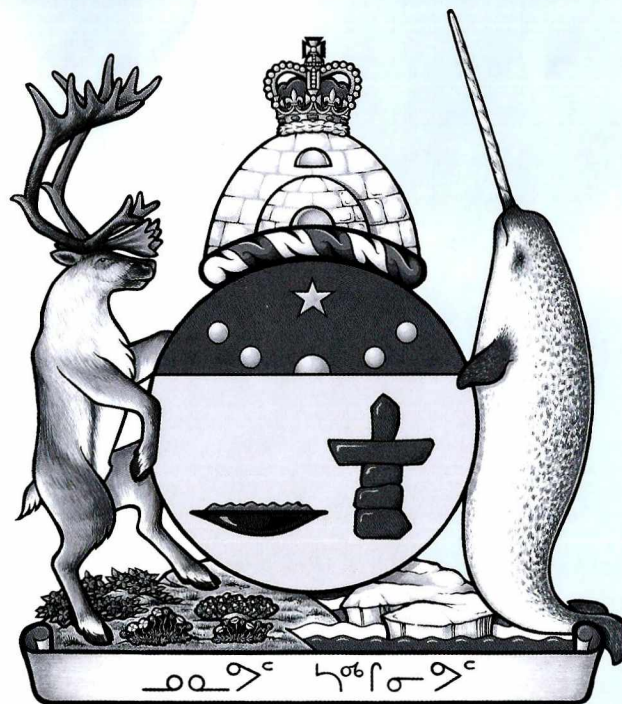


Full Services Available in Nunavut

In order to best serve the needs of Nunavut stakeholders, the number of services available in our Nunavut offices has gradually increased since the Iqaluit and Rankin Inlet offices first opened in 1999. Initially, the offices were outlets for information, payment of invoices, and safety training and inspection. In 2000, the WCB's Nunavut Employer Services division began registering employers and processing Nunavut employer payroll statements.

In the summer of 2002, the Iqaluit office officially began providing full services to the people of Nunavut, when Nunavut Claimant Services Division became fully operational and started processing claims for all Nunavut workers.

The provision of all services in the Iqaluit office, by Nunavut staff, has great benefits for our stakeholders and the WCB. Our Nunavut staff are better attuned to the special employment and business circumstances of Nunavut workers and employers. Workers in two major Nunavut centres who are already under the stress of a workplace injury or accident do not have to go through the additional stress of communicating long-distance with the WCB staff processing their claim. Employers have the opportunity to meet directly with their customer service representatives, and access safety training and information in their own territory.



Full-time Safety Officer in Inuvik

In January of 2002, Bill Wong, a Safety Officer with the WCB, transferred from our Iqaluit office to a brand-new space in Inuvik... and the town may never be the same! Bill had been working with the WCB in the NWT and Nunavut for almost three years, and he brought to the town of Inuvik a wealth of occupational safety and health knowledge, and enthusiasm for accident prevention.

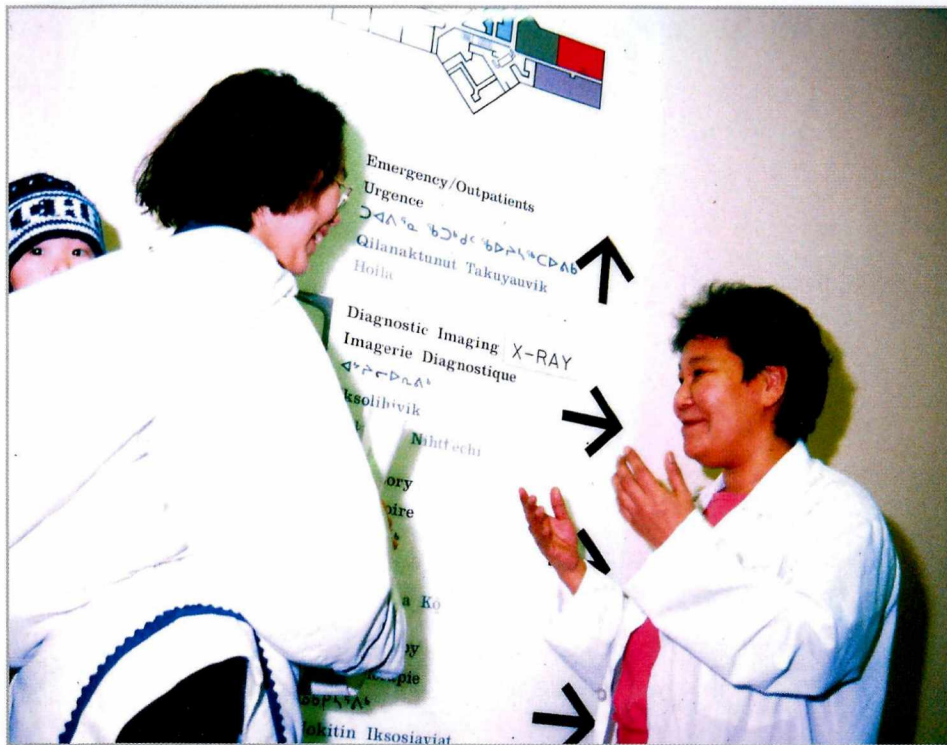
While Bill's main activity in Inuvik is safety inspection and education, his office is well-equipped with WCB forms and information, and he provides help in any way he can.

The Move

In 1990, the Board moved from the Yellowknife City Hall to the Centre Square Office Tower. This long-term lease for space was in recognition of the Board's need for future expansion.

The addition of Safety Education by the WCB in 1993 brought the need for classroom space. The transfer of the Safety and Public Services division in 1996 brought an increase in personnel.

This consistent growth and development of the WCB has resulted in floor renovations to merge departmental staff. These consolidations have allowed for a more efficient flow of information and, more importantly, improved client services.



Brochures Available

- Harvester's Program
- Workers' Advisor
- Service centralisé d'Information
- Summary of Benefits
- Reporting Accidents
- Who Is Self-Employed?
- Classification of Industries (1994)
- Classification of Industries (1995)
- Review Committee
- Safety Education
- Rehabilitation Services
- Employers' Handbook
- Claims Management
- Coverage for Artisans and Carvers
- Workers' Handbook
- About the WCB
- Classification of Industries (1996)



Measuring Our Performance

2000

In October, 10 young people from the NWT attend a national Youth, Health and Safety conference in Ottawa.

The Prevention Services Information System (PSIS) is implemented which integrates prevention data with the existing WCB claims and assessment systems.

A partnership is struck with the NWT Literacy Council and NWT Federation of Labour to determine how to better communicate to workers and employers.

Mission Statements Throughout Time

Throughout the years the WCB has held firm to its fundamental responsibility to its employer and employee stakeholders. However, changing times and the evolving economics of the North have called for new approaches. Over the past 25 years, mission statements, values and strategic goals have been revised and updated to better assess the impact of WCB programs and services, and improve them to better meet stakeholder needs.

In 1989, the first Mission Statement was incorporated into an Annual Report: "To protect workers against the result of work injury."

In 1993, the Mission Statement was integrated to include accident prevention and rehabilitation services: "Our mission is to serve injured workers and employers in an effective and efficient manner by promoting accident prevention in the workplace, and by providing quality rehabilitation services and fair compensation to injured workers throughout the Northwest Territories."

In 2000, the Mission Statement was revised to include the service aspect of the Board: "To promote accident prevention, and provide workers and employers with quality services."

Now, in 2002, we note the importance of safety and the necessity of including benefits: "Promote safe work practices and provide fair benefits."

It was a Good Year

In 1991, in response to concerns about increasing accident rates and severity, the NWT Workers' Compensation Board established a Safety Education Division. In 1994, the busy staff of three instructors delivered one or more of seven safety courses to a total of 1453 participants, spanning the Northwest Territories from Coppermine to Pangnirtung.



Mine Rescue in the NWT

A Brief History

Mine rescue as an organized, regulated activity started in Alberta in 1905. The other provinces followed suit, often because of a major mining disaster in their jurisdiction. In the Northwest Territories, however, we started mine rescue specifically as a preventative measure, not in reaction to a local disaster.

Mine rescue services in the territories were instituted about 1946-47 with a mine rescue station in Yellowknife, supported by the mines of the area. The Resident Mine Inspector was made responsible for the station and mine rescue services, assisted by a Mine Rescue Superintendent who provided mine rescue training. During the 55 years since then, there have been over 2,800 individuals trained and certified in basic, advanced or instructor levels of mine rescue.

The *Mine Health and Safety Act*, in 1995, transferred the responsibility for training mine rescue personnel to the individual mines.



Mine Rescue Competitions

Mine rescue competitions have been held for many years, between teams from participating mines. In the early years, the annual competitions were held at a different mine in the district. Because of transportation and accommodation for the teams, they are now held in Yellowknife. This has occurred at the Gerry Murphy Arena, at the local mine sites, the Echo Bay hanger, the Fire Hall, the Yellowknife Community Arena, and the open area outside City Hall. The competition is organized by the Workers' Compensation Board, and supported and sponsored by mining companies, mining associations and the industry.

A mock mine is constructed out of wooden frames to mimic the travel ways of an underground mine. The "mine" is then subjected to a disaster, with simulated casualties located in various places.

The competition is comprised of seven events that are used to determine the overall winner: The Obstacle, Written Exam, Bench, Smoke, Fire, First Aid, and Rope task. Each event is judged by two to six judges.

The overall winning team goes to the Western Regional Mine Rescue Competition held every two years. The competition involves teams from Western Canada and the northwest United States. Teams from the Northwest Territories and Nunavut have won many trophies in past years.



Community Spirit

Because the WCB is funded by NWT and Nunavut Employers, it would not be appropriate for us to make charitable donations as an organization but, as a group of individuals, we are a very generous bunch! The WCB is committed to our Northern communities and, as a result, WCB staff choose to donate and volunteer on an individual basis, to a variety of important NWT and Nunavut charitable events and societies. Volunteer staff collect pledges, hold soup and potluck lunches, bake sales and silent auctions to gather donations from within the organization. Below are just some of the events that WCB staff supported in 2002.

Run for the Cure

The WCB Run for the Cure team chose a new team name in 2002 – “We Care and Believe” – and the whole organization was involved in supporting this important breast cancer awareness and fundraiser. Pink ribbons were visible all over the NWT and Nunavut offices.

Christmas Families

11 years ago, WCB employees decided to spread their wealth and opted to adopt a “needy family” for Christmas as opposed to buying gifts for each other. Staff members, who wished to participate, formed groups and collected money. With the funds collected, “Christmas Dinner” and “Gifts” were purchased and presented to the family. Over the years we have “adopted” up to six families a year and now numerous other departments/local businesses/private groups apply to the Salvation Army for a family to adopt.

Festival of Trees

The Stanton Hospital Foundation hosts a “Festival of Trees” each December to fundraise for equipment needed at the hospital. Since 2001, a team of WCB staff has put together a tree for auction at the Festival. In 2002, the theme was “gingerbread safety at work”.

Terry Fox Run

2002 was the third year in a row that the WCB was recognized for fundraising the most money in Yellowknife as a team for this worthwhile cause. The WCB staff team of runners and walkers in Yellowknife and Iqaluit raised a total of \$2,605.00 to support cancer research in Canada.



Box 8888

Yellowknife, NT X1A 2R3

Tel: (867) 920-3888

Toll-free: 1-800-661-0792

Fax: (867) 873-4596

Toll-free Fax: 1-866-277-3677

Box 669

Iqaluit, NU X0A 0H0

Tel: (867) 979-8500

Toll-free: 1-877-404-4407

Fax: (867) 979-8501

Box 1188

Inuvik, NT X0E 0T0

Tel: (867) 678-2301

Fax: (867) 678-2302

Box 368

Rankin Inlet, NU X0C 0G0

Tel: (867) 645-5600

Fax: (867) 645-5601

Web Address: www.wcb.nt.ca or www.wcbnunavut.ca