

MyAccount: Your online business window to the WCB

As always, MyAccount is available to you 24/7. Track injuries, manage costs, and compare your experience to that of your industry. If an injury occurs in your workplace, you can quickly and easily report it online, too.

my-account.ns.ca



We're evolving **our service** to make things **easier for you**. No matter the size of your workplace, you will know who to call, and your team will understand your specific issues.

WORK SAFE. FOR LIFE.
WORKERS' COMPENSATION BOARD OF NOVA SCOTIA

Halifax Office

5668 South Street
P.O. Box 1150
Halifax, NS B3J 2Y2
Tel: 902.491.8999
Toll-free: 1.800.870.3331
General Fax: 902.491.8002

Sydney Office

336 Kings Road
Suite 117
Sydney, NS B1S 1A9
Tel: 902.563.2444
Toll-free: 1.800.880.0003
Fax: 902.563.0512

E-mail:

info@wcb.gov.ns.ca

Corporate site:

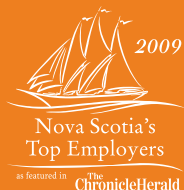
www.wcb.ns.ca

Interactive prevention tools:

www.worksafeforlife.ca

Employer account access:

my-account.ns.ca



WORK SAFE. FOR LIFE.
WORKERS' COMPENSATION BOARD OF NOVA SCOTIA

Service changes for a safer Nova Scotia



0409

It's all part of moving **together** toward a Nova Scotia safe and secure from workplace injury.

Workplace injury continues to take a major human and financial toll in Nova Scotia.

Every year, more than 8,000 people are seriously hurt on the job. It all translates into very real human and economic impact – stealing quality of life away from individuals, and productivity away from businesses.

The epidemic of workplace injury affects every workplace and every individual differently. Nova Scotia's workplaces are diverse. Different sizes, different people, different industries, different types of injury. We're reorganizing to reflect that.

We're changing the way we work together with workplaces, driven by our commitment to prevent injury and help those who are injured return to the job in a safe and timely manner.

Services from the WCB will be delivered based on the size of a workplace, and the particular needs of the people in it.

The first change you'll notice is with caseload transfers. Eventually, as service evolves, other services will be added as we better understand the specific needs of workplaces.

Statistics show that the majority of workplace injuries occur in large workplaces – a compelling case to focus more on injury prevention in these workplaces. On the teams serving the province's largest workplaces, experts in workplace injury prevention will work together with experts in helping injured workers return to the job in a safe and timely manner. Still other teams will be arranged specifically to serve the unique needs of our small business community.

The transition period may bring questions as workers, employers, and health care providers begin working with new service teams.

As always, when specific changes affect you, we'll be in touch directly in advance of those changes.

Frequently asked questions about the WCB's new service model

What are the differences between services for small and large businesses?

In Nova Scotia's largest workplaces, where most workplace injury occurs, integrated service teams bringing together prevention and return-to-work expertise will be in place in 2009. Those services will begin being rolled out on a priority basis later in 2009.

Dedicated teams will also be established to foster return to work in Nova Scotia's small and medium workplaces. Expect further service enhancements like better access to online services, as our small and medium sized business services roll out in 2010.

Where significant caseloads are impacted workers and employers will be notified directly in advance of the change.

How did you define a large workplace?

A combination of payroll size and claims activity were used. Generally speaking, firms with assessable payroll over \$3 million are included.

Am I getting a new Case Worker?

Some cases will change hands due to the reorganization. We will do our best to minimize case transfer. When you are affected, we'll be in touch directly in advance of the change.

What about prevention help for small to medium businesses?

The WCB remains the province's voice for workplace safety. Prevention information and guidance is always a phone call away for all workplaces we serve. If you have a question, you just need to call. You can also visit our websites at worksafeforlife.ca or wcb.ns.ca.

