

2025

COMMUNITY REPORT

Q1



Building Momentum: Real Results in Return to Work

The first quarter of 2025 shows what's possible when everyone works together. Alongside employers, workers, health care providers, and others, we made real progress in injury recovery and getting people back to work.

The results speak for themselves. Workers are returning to work faster than we've seen in years. Time loss days dropped to 258 per 100 covered workers – down from 269 last year and well on our way to meeting the target this year.

A standout result: 75% of injured workers returned to work within 90 days. That's a significant jump from last year – a clear sign that our new approach is working.

We're helping more Nova Scotians get back to work – sooner and safely. That's good news for their recovery and overall well-being because being back at work helps people stay connected, feel better, and get back on track physically, mentally, and financially.

We're also getting better at being there when people need us. More people heard from us within two days of filing a claim – well above our 75% target – and over three-quarters found out within a week whether they're eligible for benefits, exceeding our goal there too.

Getting answers quickly means people can concentrate on what matters most: recovering safely and getting back to work.

This progress didn't happen by accident. In Q1, we restructured our return-to-work teams for better support, set clearer expectations for health care providers, and worked directly with employers on tailored improvement plans.

It's about accountability – turning goals into real results.

The momentum is building. Early results in Q2 show we're not just maintaining this progress, we're accelerating it. Our focus stays the same: safer workplaces and faster, safer recovery for Nova Scotians.

See how we're measuring our progress and holding ourselves accountable at wcb.ns.ca/accountability



Banner photo: Our Chief Operating Officer, Godfrey Jerry, who joined WCB in August 2024. He's shown taking part in a return-to-work training session for employees – another way we're delivering on our commitments in 2025.



**WORK SAFE.
FOR LIFE.**

WORKERS' COMPENSATION BOARD OF NOVA SCOTIA

Q1 2025: Summary of Performance

WORKPLACE FATALITIES		Q1 2025	Q1 2024	TOTAL 2024
	Health-related	0	3	7
	Occupational disease	2	0	6
	Acute fatalities	3	3	7
	Total	5	6	20

Key Performance Indicators (KPIs)

INJURY PREVENTION		ACTUAL 2024	Q1 2025	TARGET 2025	TARGET 2030
	Time loss injuries per 100 covered workers ¹	1.38	1.32 ²	1.36	1.16
	Prevention improvement plans in place for system impact employers	N/A	60%	100%	N/A

RETURN TO WORK		2024	Q1 2025	TARGET 2025	TARGET 2030
	Time loss days per 100 covered workers ¹	269	258	223	167
	Return to work – within 90 days	67%	75% ³	71%	80%
	Return to work – full and partial	94% / 2.1%	95% / 2%	93.5% / 3.5%	94.5% / 3.5%

EXCEPTIONAL SERVICE		2024	Q1 2025	TARGET 2025	TARGET 2030
	First contact in 2 days	77%	86.7%	75%	80%
	Entitlement decision in 7 days	65%	77.1%	75%	80%
	First payment within 15 days	64%	70.2%	75%	80%
	System uptime	N/A	99.6%	99.5%	99.5%

¹Rolling 12-month average of the previous 12 months ²Based on confirmed workforce numbers ³Includes those who returned to work in modified duties

Statement of Financial Position

As at March 31, 2025

	MARCH 31 2025 (Unaudited)	MARCH 31 2024 (Unaudited)	DECEMBER 31 2024 (Audited)
	(\$000s)	(\$000s)	(\$000s)
ASSETS			
Cash and cash equivalents	\$ 40,828	\$ 21,620	\$ 26,750
Other receivables	10,393	11,752	10,428
Investments	2,806,258	2,476,829	2,744,278
Property and equipment	3,322	3,118	3,179
Intangible assets	22,597	23,344	21,980
	\$ 2,883,398	\$ 2,536,663	\$ 2,806,615
LIABILITIES AND FUNDED (UNFUNDED) POSITION			
Other payables and accrued liabilities	\$ 45,770	\$ 42,728	\$ 41,864
Post employment benefits	21,414	24,005	21,069
Insurance contract liabilities	2,743,089	2,680,565	2,712,592
	2,810,273	2,747,298	2,775,525
Funded (unfunded) position	73,125	(210,635)	31,090
	\$ 2,883,398	\$ 2,536,663	\$ 2,806,615

Statement of Operations*For the three months ended March 31 (Unaudited)*

	YTD MARCH 31 2025		YTD MARCH 31 2024
	(\$000s)		(\$000s)
Insurance service result			
Insurance service revenue			
Insurance revenue	\$ 114,529	\$	104,632
Other Contribution - Province of NS	1,093		1,093
	115,622		105,725
Insurance service expenses			
Claims costs incurred	(70,995)		(68,593)
Assumptions change and actuarial experience adjustment	5,432		(6,129)
Administration expense	(14,640)		(13,467)
	(80,203)		(88,189)
	35,419		17,536
Insurance finance result			
Investment income	52,513		58,797
Insurance finance expense	(37,381)		(19,748)
	15,132		39,049
Other revenue and expenses			
Self-insured revenue	2,386		2,075
Other administration expense	(4,623)		(4,253)
System support	(343)		(297)
Legislated obligations	(5,935)		(5,473)
	(8,515)		(7,948)
Excess of revenues over expenses applied to increase the funded position	\$ 42,036	\$	48,637

Statement of Changes in the Funded (Unfunded) Position*For the three months ended March 31 (Unaudited)*

	YTD MARCH 31 2025		YTD MARCH 31 2024
	(\$000s)		(\$000s)
Funded (Unfunded) position excluding accumulated other comprehensive income			
Balance, beginning of period	\$ 21,196	\$	(265,242)
Excess of revenues over expenses applied to increase the funded position	42,036		48,637
	63,232		(216,605)
Accumulated other comprehensive income			
Balance, beginning of year	9,893		5,970
	9,893		5,970
FUNDED (UNFUNDED) POSITION, END OF PERIOD	\$ 73,125	\$	(210,635)

Statement of Cash Flows

For the three months ended March 31 (Unaudited)

	YTD MARCH 31 2025 (\$000s)	YTD MARCH 31 2024 (\$000s)
Operating Activities		
Cash received from:		
Employers, for insurance premiums and self-insured administration fees	\$ 119,453	\$ 105,725
Other contribution - Province of NS	1,093	1,093
Net investment income	52,493	2,475
	173,039	109,293
Cash paid to:		
Claimants or third parties on their behalf	(73,765)	(77,548)
Suppliers, for administrative and other goods and services	(20,786)	(38,380)
	(94,551)	(115,928)
Net cash provided by (used in) operating activities	78,488	(6,635)
Investing Activities		
Increase in investments	(61,980)	(2,130)
Cash paid for:		
Purchase of equipment and intangible assets	(2,430)	(217)
Net cash used in investing activities	(64,410)	(2,347)
Net increase (decrease) in cash and cash equivalents	14,078	(8,982)
Cash and cash equivalents, beginning of year	26,750	30,602
Cash and cash equivalents, end of period	\$ 40,828	\$ 21,620

Preparing for Duty to Cooperate

This year, we've been focused on preparing people for the new Duty to Cooperate legislation that takes effect July 15. We've consulted and connected with thousands of employers and workers through webinars, meetings, and events to get them ready for the changes ahead. We released the **WCB Return to Work and Duty to Cooperate Policy** on June 4 that puts the legislation into action – offering clear guidance on what's expected. Learn more: wcb.ns.ca/DutytoCooperate.



WCB employees learning about the Duty to Cooperate legislation at a return-to-work training session.

Toll-free: 1-800-870-3331 | **Email:** info@wcb.ns.ca | **Corporate website:** wcb.ns.ca | **LinkedIn:** @WCBNovaScotia

