



2019-2021

STRATEGIC & OPERATIONAL PLAN

Table of Contents

WCB Overview.....	1
Meredith Principles.....	2
Vision & Mission	2
Strategic & Operational Plan.....	3
Values Statements.....	4
True North – Aspirational Goals	5
Strategic Objectives 2019-2021	6
Operational Targets.....	7
WCB Contact Information.....	8

Front cover

Top left: 2018 Safe Worker Winner
Justin Ellis, Humboldt Electric,
Saskatoon

Middle right: **Saskatchewan Workers’
Compensation Board**, Regina

Bottom left: 2018 Safe Saskatchewan
Mission: Zero Award Winner **STARS**
Air Ambulance, Regina

WCB Overview

Workers' compensation insurance is a provincial responsibility. Each Canadian province and territory has its own workers' compensation legislation. All compensation systems are based on an historic compromise dating back 100 years. In that compromise, employers agree to cover the costs of workers' compensation insurance and benefits, and in return receive protection from civil law suits when an injury occurs. In return for giving up their right to sue an employer if they were hurt on the job, workers receive a guarantee of benefits – including wage loss.

We operate like an insurance company. We protect registered employers from lawsuits when a workplace injury happens and we provide guaranteed benefits and programs to injured workers in industries covered by the Act. Our costs are funded entirely by premiums paid by employers in covered industries. The premiums are based on injury frequency and costs. Any injured worker in an industry covered by the Act can claim benefits and programs. Any employer in an industry covered by the Act must register with us and pay invoiced premiums.

We see the effects of workplace injuries every day and believe that even one injury is too many. That's why we are leaders in promoting workplace safety and injury prevention.

Meredith Principles

1. No-fault compensation, which means workers are paid benefits regardless of how the injury occurred. The worker and employer waive the right to sue. There is no argument over responsibility or liability for an injury.
2. Security of benefits, which means a fund is established to guarantee funds exist to pay benefits.
3. Collective liability, which means that covered employers, on the whole, share liability for workplace injury insurance. The total cost of the compensation system is shared by all employers. All employers contribute to a common fund. Financial liability becomes their collective responsibility.
4. Independent administration, which means that the organizations who administer workers' compensation insurance are separate from government.
5. Exclusive jurisdiction, which means only workers' compensation organizations provide workers' compensation insurance. All compensation claims are directed solely to the compensation board. The board is the decision-maker and final authority for all claims.

Our Vision

We eliminate injuries and restore abilities.

Our Mission

We will be a customer-centric organization that continuously seeks to add value for our customers through a culture of continuous process improvement.



Strategic & Operational Plan

Every year, the Saskatchewan Workers' Compensation Board (WCB), through the Board and Executive, develops a three-year strategic and operational plan. The annual planning process with this three-year horizon allows for both stability and changes required to meet our ever changing environment, and provides the flexibility needed to respond to emerging operational issues and address risks to corporate and strategic success.

The Strategic Plan is anchored by the Meredith Principles and describes what the WCB holds to be true about Saskatchewan's compensation system, our customers, and the nature of our relationships with workers, employers and the people of Saskatchewan.

These are the major elements of our Strategic Deployment System – the process used to develop and deploy our strategies:

- Vision, Mission & Values
- True North – Aspirational Goals
- Enterprise Risk Management
- Strategic Objectives
- Operational Plans
- Performance Monitoring

Values Statements

Our corporate values are the standards by which our actions and decisions are to be considered and judged by others.

Safety

We relentlessly pursue Mission: Zero ensuring all employees have the healthy and safe workplace they deserve.

Respect for People

We recognize the value and worth of every individual and their contribution to our success and we treat everyone in an open, honest and dignified way.

Excellence

We strive for perfection and seek improvement and innovation every day in how we carry out our work in service of our customers.

Collaboration

We work hand-in-hand with our partners and with our customers to deliver on their expectations and meet their needs.

Customer Focused

We create an exceptional experience for all customers and we bring their perspective to the forefront of our conversations and improvement efforts.

True North – Aspirational Goals

Our corporate beliefs enable a culture of continuous process improvement and are core to creating a customer-centric organization.

Customer Experience:

Workers and employers deserve excellent service. That's what employers pay for.

People – 100% engagement

Our people expect leadership to provide a healthy and engaging environment. Healthy and engaged staff are better positioned to serve our customers.

Mission: Zero – Zero injuries

Every injury is predictable and preventable. Our customers rely on us to help them eliminate injuries. Our staff deserve to work in a safe and secure environment.

Financial – 100% value

Customers expect us to deliver value through our services and programs at a fair and reasonable cost and to meet all our obligations now and in the future.

Quality – Zero errors

We owe our customers defect-free service.

Timeliness – Zero wait times

Customers rely on us to deliver service at the right time, when they need it.



Strategic Objectives 2019-2021

True North	Why it matters
Customer Experience <i>100% Customer Satisfaction</i>	Workers and employers deserve excellent service. That's what employers pay for.
Mission: Zero We will prevent injuries, fatalities and suffering in all workplaces.	Mission: Zero/ Safety <i>Zero Injuries Zero Fatalities Zero Suffering</i> <ul style="list-style-type: none"> Eliminating injuries is better than rehabilitation from injuries. Eliminating injuries prevents disability. One injury/one fatality is one too many. Eliminating injuries and fatalities prevents all the associated pain and suffering. Eliminating injuries and fatalities reduces the negative impacts on workers, employers, families and communities. Eliminating injuries and fatalities reduces the utilization of our health care system and the compensation system. Eliminating workplace injuries and fatalities at the WCB shows our staff that we care about them and their families.
Restore Abilities We will restore the abilities of all injured workers.	Quality & Timeliness <i>Zero Defects</i> <ul style="list-style-type: none"> Preventing injuries from having disabling impacts is critical to the well-being of our customers. Restoring injured workers to the functions of their life that matters most to them is part of our vision. People who need to remain on wage loss benefits longer than one year are much more likely to permanently lose earning capacity and suffer other life disruptions.
Culture of Continuous Improvement We will develop a culture that engages all staff in solving problems.	People <i>100% Engagement</i> <ul style="list-style-type: none"> Our desired culture must become our way of thinking, acting and being, as this will allow us to create the outcomes our customers deserve and sustain the improvements we make. We know that we will not achieve our vision to eliminate injuries and restore abilities of our customers unless we can create an environment that focuses staff's energy, knowledge and creativity. Developing a culture in which all staff are able to contribute every day to solving problems and making improvements for our customers is critical to our collective success. Our customers receive an exceptional experience through the efforts and improvements made possible by our dedicated staff.
Financial <i>100% Value</i>	Customers expect us to deliver value through our services and programs at a fair and reasonable cost and to meet all our obligations now and in the future.

Operational Targets

2019 Annual Objective Measures	2021 Strategic Objectives
By December 31, 2019, the WCB will improve customer satisfaction scores for workers from 4.17 to 4.3 (out of 5).	
By December 31, 2019, the WCB will improve customer satisfaction scores for Employers from 4.23 to 4.3 (out of 5).	
By December 31, 2019, there will be a 10% reduction in total workplace injuries in Healthcare (G22).	By December 31, 2021, there will be a 30% reduction in workplace injuries and fatalities AND zero WCB staff injuries and fatalities.
By December 31, 2019, there will be a 20% reduction in serious injuries in health care (G22).	
By December 31, 2019, there will be a 10% reduction in total workplace fatalities (traumatic).	
By December 31, 2019, there will be a 50% reduction in incidents related to workplace threats, violence & security at the WCB (internal focus).	
By December 31, 2019, we will be returning 89% of injured workers to function* within 6 months, as indicated by our persistency metric. <small>* Injured worker no longer requires wage loss benefits</small>	By December 31, 2021, we will be returning 95% of injured workers to function within 6 months as indicated by our 6-month persistency metric.
By December 31, 2019, we will request 70% of multi-disciplinary assessments within 90 days of injury.	
By December 31, 2019, we will have completed at least three improvement events within our claims value stream.	By December 31, 2021, there will be an increase in employee engagement levels to 90%.
By December 31, 2019, we will have installed our daily management system with 62% of our front line staff.	
By December 31, 2019, at least 50% of our teams will have implemented metrics related to our True North aspirational goals.	
By December 31, 2019, the WCB will maintain our funding within the 105% to 120% range.	
By December 31, 2019, our administration costs per \$100 of assessable payroll will remain in the bottom quartile of WCBs in Canada, <= \$0.25.	

WCB Contact Information

To help us respond to inquiries quickly and effectively, please include your name, firm name and number, phone number, email address and claim number when applicable.

Head office

200 - 1881 Scarth Street
Regina SK S4P 4L1
Online: www.wcbsask.com

Saskatoon office

115 24th Street East
Saskatoon SK S7K 1L5

Report an injury

Online: www.wcbsask.com
Toll free: 1.800.667.7590
Email: forms@wcbsask.com

Report suspected fraud

Fraud TIPS line: 1.877.595.2541
(Direct line to WCB investigators)
Email: fraud@wcbsask.com
Mail: c/o Director, Internal Audit (address above)

Fair Practices Office inquiries

Phone: 306.787.8651
Toll free: 1.888.787.8651
Fax: 306.787.6751
Toll free fax: 1.866.787.6751
Email: fairpracticeoffice@wcbsask.com
Online: www.wcbsask.com/about-wcb/who-we-are/fair-practices-office
Mail: c/o Fair Practices Officer (address above)

All other phone inquiries

Phone: 306.787.4370
Toll free: 1.800.667.7590

Fax and email inquiries

Employer Services

Fax: 306.787.4205
Toll free fax: 1.877.220.1671
Email: employerservices@wcbsask.com

Claims inquiries

Fax: 306.787.4311
Toll free fax: 1.888.844.7773
Email: claims@wcbsask.com

Prevention inquiries

Email: prevention@wcbsask.com

Appeal inquiries

Fax: 306.787.1116
Email: appeals@wcbsask.com

WorkSafe Saskatchewan

Fax: 1.888.844.7773
Email: worksafesask@wcbsask.com
Website: www.worksafesask.ca



Head Office

200 – 1881 Scarth Street
Regina, Saskatchewan
S4P 4L1

Toll Free: 1.800.667.7590

Phone: 306.787.4370

www.wcbask.com