

What's wrong with the system the way it is?

We have an effective system, but we can do more to reach all firms and to ensure that we respond to workplace safety needs in a flexible, proactive way.

What is the advantage of this integrated approach?

Ontario's Health and Safety Partners including the WSIB, Minister of Labour and HSAs are committed to eliminating all workplace injuries and illnesses.

Integrated delivery will improve efficiency and system delivery of services and intervention support.

There is now one common, transparent system-wide approach for engaging workplaces.

The process for identifying firms needing engagement has been improved.

The selection process incorporates local knowledge and priorities, and the engagement strategies reflect partners' strengths and capabilities.

How will this reduce injuries, illness and deaths?

We want to eliminate workplace fatalities, injuries and illness by creating a culture of prevention and compliance.

Integrated delivery will improve efficiency and system delivery of services and intervention support.

How did you develop this new integrated approach?

We are building on the success of the previous compliance and prevention programs of the system.

This was a consultative process with system partners – leaders, managers and front-line staff – participating in a review of current efforts and outcomes.

Changes are based on a shared goal to eliminate workplace injuries and illness, and are grounded in the needs of employers and workers in Ontario.

Why are companies being selected for engagement by the MOL, WSIB and or HSAs?

As part of Ontario's Prevention System Strategy, Ontario's prevention system partners, (MOL, WSIB and HSA's) must use the resources available in the most effective and efficient ways.

One of these is to ensure that companies with a history of injuries are contacted and that appropriate action is taken to reduce or eliminate the future risks of occupational injury and illness.

How are workplaces selected for visits by one of the system partners?

Workplaces were assessed on a number of triggers based on risk levels and by applying additional business/field intelligence to obtain a good understanding of the needs of each workplace.

All of the system partners worked together to identify, prioritize and allocate workplaces to the most appropriate outreach with the WSIB, HSAs or the MOL.

This ensures that workplaces receive industry specific training and guidance and helps employers and workers take the right steps towards improving their health and safety performance.

Does this mean that Ministry of Labour inspectors will make more visits?

Ministry of Labour inspectors will visit workplaces according to various factors, including the history of lost-time injuries (LTIs) and risk and hazards inherent in the workplace.

The level of intervention and number of times the inspector is required to visit will depend on the results of the first inspection.

How will I know if my company is going to be selected and what type of outreach I will receive?

If your company has had a fatality or higher than average Workplace Safety and Insurance Board (WSIB) claim frequency or claim costs in 2005, 2006 and 2007, it will be contacted.

A company's WSIB account profile shows its experience compared to all other companies in the appropriate WSIB rate group.

Employers who have had high claims costs can expect to be contacted by WSIB Workwell or Disability Prevention staff.

If an employer has had higher than average injury rates or previous compliance orders from the Ministry of Labour, it can expect some follow-up from an inspector.

As well, these employers can expect to be contacted by the health and safety association specific to their industry regarding the products and services available to assist them in preventing fatalities, injuries and illness.

Could an employer be visited by more than one partner in the prevention system?

Yes. Depending on the injury and compliance history of an employer, its health and safety programs and the hazards inherent in its work, it may be visited by one or more of the system partners.

Will I be visited by more than one partner at the same time?

No. The new approach will demonstrate a coordinate effort of responses/actions by system partners so that an employer does not have more than one system partner knocking on their door at the same time.

Is this approach new? What is different?

The goal of each partner – and the prevention system – is to help Ontario workplaces reach ZERO fatalities, injuries and illness.

There are three key improvements in the new approach:

1. In previous years, the system prevention program was based on a single year's experience. The new approach looks at multi-year patterns.
2. There are a number of triggers that bring one of the members of the prevention system to a workplace.
3. The resources of system partners are allocated to ensure the most appropriate use of resources.

How will the WSIB's New Service Delivery Model change service and what are the new roles?

The launch of the New Service Delivery Model (NSDM) will improve return to work and recovery outcomes and assist in creating safer and healthier workplaces.

The NSDM is a critical part of the WSIB's Road to Zero commitment to eliminating workplace fatalities, injuries and illnesses in Ontario.

The NSDM introduces redesigned and new roles to focus WSIB resources in specialized areas where they will have the most impact on prevention, return to work (RTW), labour market re-entry (LMR) and recovery.

The NSDM has led to the creation of new roles, the Return to Work Specialist (RTWS) and the Disability Prevention Specialist (DPS).

The RTWS will be working at a case level, assisting injured workers in a safe and timely return to work. Where an employer has not yet returned their worker to work, a WSIB Case Manager will contact the employer.

The Case Manager will ensure a timely referral to a Return to Work Specialist who will meet with the worker and employer on the employer's premises to assist in the injured worker's RTW.

The employer is also encouraged to contact the Case Manager to discuss the worker's return to work and the services of the Return to Work Specialist.

The Disability Prevention Specialists (DPS) work in the Prevention Division of the WSIB and will provide service directly to employers within their areas of expertise and/or connect them with other WSIB services or to WSIB's health and safety system partners where required.

DPSs focus on preventing injuries and improving RTW performance by sharing best practice approaches and developing workplace disability management capability.

Who do I contact in the Disability Prevention Branch?

Sector & Regional Allocation Disability Prevention Branch Managers

Vern Ladouceur 416-344-4511

London (all sectors)

Toronto:

- Government Services (Schedule 2, Education, Electrical Utilities, Municipal)
- Industrial (Manufacturing, Food, Chemical, Automotive)
- Pulp & Paper
- Mining
- Steel

Ken Kish 416-344-2560

Thunder Bay (all sectors)

Sault Ste. Marie (all sectors)

Toronto:

- Construction
- Transportation

Luigi d'Ambrosio 416-344-5159

Windsor (all sectors)

Toronto:

- Services
- Health Care
- Agriculture

Paul Simourd 613-239-3380

Ottawa (all sectors)

Kingston (all sectors)

Sudbury (all sectors)

Timmins (all sectors)

North Bay (all sectors)

Wayne Nicholls 905-521-4571

Hamilton (all sectors)

St. Catharines (all sectors)

Kitchener (all sectors)

Guelph (all sectors)

What is the role of an HSA consultant in RTW?

Each HSA is reviewing its industry and its capabilities for assessing how deep it would like its consultants to go into the RTW discussion. At a strategic level, HSA consultants will provide at least a high-level overview of why an effective RTW program is important for a company and also an introduction to some tools and resources to assist it.

The WSIB is providing tools and templates for RTW that can be used as part of an introductory conversation with the employer to set the stage for RTW and further intervention by other parties (particularly the Disability Prevention Specialist), or that can be used at a deeper level by the consultant to help the employer develop a program.

If an employer has questions about building RTW programs, what tools can I share with them?

As part of the RTW Workshops, HSA consultants are provided with tools and templates for RTW. These tools and templates are based on the best evidence and

research available. They can be shared with employers, and the WSIB encourages employers to utilize these tools, templates and resources to develop their programs.

How can I advise employers who have questions about a RTW issue at a case level?

The WSIB's New Service Delivery Model has led to the creation of a position known as a Return to Work Specialist (RTWS). These RTWS will work at a case level, assisting injured workers in a safe and timely return to work. Where an employer has not yet returned its worker to work, a WSIB Case Manager will contact the employer. The Case Manager will ensure a timely referral to a Return to Work Specialist who will meet with the worker and employer on the employer's premises to assist in the injured worker's RTW. The HSA consultant may encourage an employer to contact the Case Manager to discuss the worker's return to work and the services of the Return to Work Specialist.

When employers require assistance with a RTW program beyond my expertise, where can I refer them to receive further information and/or support?

The Disability Prevention Specialists in the Prevention Division at the WSIB will provide assistance to employers in the development of a RTW program. HSA consultants should use the Disability Prevention Branch manager contact list to initiate referrals.

What is the function of the Disability Prevention Specialist (DPS)? Can I refer an employer to a DPS?

The Disability Prevention Specialists (DPS) work in the Prevention Division of the WSIB and provide services to assist employers in achieving self-sufficiency and compliance in the development and implementation of Prevention and Return to Work programs. The DPSs' focus is on preventing injuries and improving RTW performance by sharing best practice approaches and developing workplace disability management capability. They will provide service directly to employers within their areas of expertise and/or connect them to other WSIB services or to health and safety system partners where required.

HSA consultants should use the Disability Prevention Branch (DPB) manager contact list to initiate referrals.

When can I begin referring clients to the DPS?

HSA consultants can start referring clients to the DPS immediately by following the referral process described above (DPB Manager contact list). The WSIB sees this as a collaborative effort in the best interests of the employer, and encourage the HSA consultant and DPS to continue to communicate and provide periodic updates to each other on the progress of the employer.

If my employer has account management questions, to whom do I refer them?

Account-related issues are now handled by the Account Specialist in the New Service Delivery Model. Employers can call the WSIB General Enquiries (416-344-1000 or 1-800-387-0080), provide their account number and be referred to an Account Specialist.

To whom do I refer my client to directly: DPS, the RTW Specialist, or the Employer Service Centre?

The nature of the enquiry will determine the appropriate referral party:

1. Where the employer has a question regarding the Return to Work of a particular injured worker, the enquiry goes to the Case Manager who will ensure a timely referral to a RTW Specialist. If the employer does not know which case manager has been assigned to the claim, he/she should call WSIB General Enquiries (416-344-1000 or 1-800-387-0080) for assistance.
2. Where the employer needs assistance in the development of a RTW program (program level intervention), the enquiry should be referred to the Disability Prevention Specialist. The process for making a referral to the DPS is outlined above.
3. Where the employer has a question about their account, (e.g., premiums, reconciliations, etc.), the enquiry will go to the Employer Service Centre where an Account Specialist will address the issue. For transactional inquiries or a general inquiry, employers can call WSIB General Enquiries (416-344-1000 or 1-800-387-0080) for an appropriate referral.

What types of prevention initiative/resources/solutions will the DPS offer clients?

The DPS will assess needs using tools designed to review the employer's existing Health and Safety and Return to Work programs and identify needs, issues, problems and barriers. They will select tools and programs and involve expert resources as required to assist the employer. An action plan will be developed in partnership with the employer to enable the employer to achieve self-sufficiency in prevention and return to work.

The DPS will motivate and influence employers using legal, financial and social motivators to engage employers to adopt new programs, best practices and services designed to meet their identified needs. The DPS will follow up with workplaces to ensure milestones and timelines are met to achieve effective implementation of Prevention and RTW Programs.

Will there be a DPS assigned to my HSA/sector specifically?

The WSIB has assigned the DPSs geographically to sectors, based primarily on their current familiarity with a particular sector. They will bring their sector knowledge with them into this new role. The WSIB wants the DPSs and HSA consultants to get to know their partners working locally in the same sector. The WSIB hopes that joint meetings can take place early in 2009 as a "meet and greet," and to discuss roles, local sector challenges and opportunities and to enhance partnerships and relationships.