



Office of the Employer Adviser

Annual Report

2016-2017

Annual Report
2016 - 2017

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A Message from the Director

I am pleased to submit this report on the OEA's activities for 2016-2017.

Our goal is to provide the best service we can to Ontario employers in their dealings with the WSIB, and in responding to OHSA reprisal complaints. As I have said in prior reports, I believe our services are second to none in providing advice, education, and training to Ontario employers. We continue to receive very high levels of satisfaction, and I regularly see employers take the time to write letters of appreciation to our staff for the services they have provided.

Our staff continuously strive to upgrade their skills and remain current of new developments in workers' compensation law and policy. Although we meet with employer groups to inform them of WSIB policies, our focus is to rely more on providing training and information through webinars and our website. We will continue with those efforts in the future.

Again, I wish to express my continued appreciation to our stakeholders whose ongoing support is critical to our success, and to my staff for their dedication and commitment to serving the employers of Ontario.

A handwritten signature in black ink, reading "Michael Zacks". The signature is written in a cursive, flowing style.

Michael Zacks
Acting Director

Part 1 OEA Mandate

The mandate of the Office of the Employer Adviser is established by Section 176(2) of the Workplace Safety and Insurance Act, 1997 (“the WSIA”),

... to educate, advise and represent primarily those employers with fewer than 100 employees, in issues arising under the WSIA.

In addition, in 2011, the OEA mandate was increased, under the Ontario Occupational Health and Safety Act, Section 50, to include

... providing advice to Ontario employers facing reprisal charges at the Ontario Labour Relations Board (OLRB) – i.e. worker allegations that they have been unfairly treated by their employer after raising a health and safety issue - and representation at the OLRB for employers with fewer than 50 employees.

The OEA vision and mission flow from these legislative mandates:

OEA VISION

An Ontario in which small and medium-sized businesses operate safe, fair and high-performing workplaces that contribute to a vibrant, competitive economy.

OEA MISSION

The OEA’s mission is to be the premier organization for providing representation, advice and education to Ontario employers regarding workplace safety and insurance matters and health and safety reprisal issues.

The Director of the OEA is an Order-in-Council appointment. Michael Zacks, OEA General Counsel, was appointed by Ministerial letter, in 2004, to act in this position.

Part 2 Overview of WSIB Program and Activities

Advisory Services

The OEA provides advice to help Ontario employers address workplace safety and associated costs, and meet their obligations under the WSI (Workplace Safety and Insurance) system in a timely and cost effective manner. It is critical for employers to understand a very complex program, avoid errors and safeguard their workplaces and their workers; and OEA advisory services are targeted to help them. Clients, using OEA services, get timely access to accurate information, make better business decisions, operate safer workplaces and avoid appeals.

Staff in the OEA call centre provide just-in-time counsel to all Ontario employers who have WSI questions or concerns; representation services are limited by the OEA mandate to primarily serve employers with fewer than 100 employees. Since the agency is funded by the WSIB (Workplace Safety and Insurance Board), no fees are payable by employers using OEA services, thus ensuring the ready availability of expert and confidential advice. This is especially important for small employers, since they typically do not have such expert resources available in-house. Access to the Advice Centre's trained personnel provides all employers with an equal playing field, enabling good decision-making and avoiding costly mistakes and unnecessary penalties.

The OEA Advice Centre is staffed by three Intake Advisers located in its Toronto head office, who take calls from employers about their workplace safety insurance concerns. Since the Advice Centre also accepts e-mail enquiries, employers can raise their issues, at their convenience, outside business hours; these queries may result in a return phone call from an Intake Adviser to discuss the matter in greater depth, over and above the usual emailed return advice.

The agency's trained Intake Advisers provide advice that is detailed, thorough and tailored to the business requirements of each employer. Ranging in time from a couple of minutes to hours, depending on the complexity of the issue under consideration – e.g. from providing access to a WSIB form to in-depth assistance with a classification or premium issue – all employers' calls are dealt with as soon as possible. Clients appreciate the Advice Centre's emphasis on answering calls live – i.e. answering employers when they call in, with the goal of minimizing 'telephone tag' – with the advisers working to the employer's schedules, providing prompt and timely advice.

Client satisfaction with services provided by the Advice Centre, as measured through random telephone surveys, is 98.6% for this fiscal year. Clients willing to recommend the services of the OEA to other employers is 100%. These numbers are similar to those reported last year and continue to exceed target levels set at a high 90%. The OEA is very proud it can annually report this high level of satisfaction and is very pleased that clients value the services that are being provided.

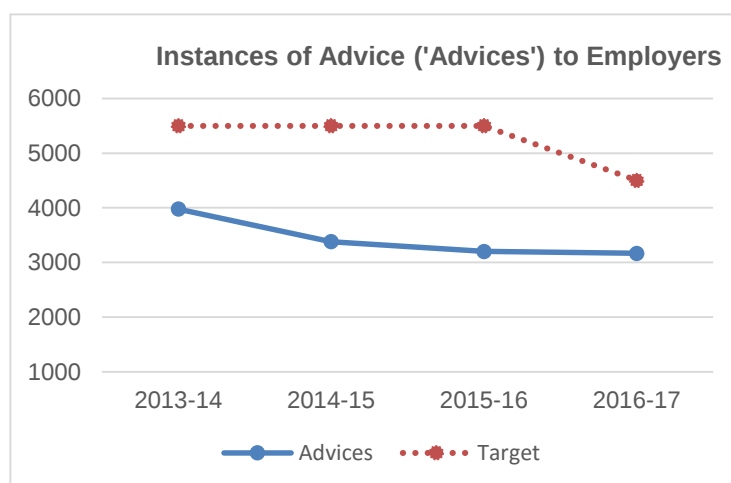
Critical to these high satisfaction levels, we believe, is the agency's ongoing focus on dealing with employer queries as quickly as possible. During this reporting period 82% of all incoming calls went directly to an adviser, with the remainder responded to within one business day – most usually within an hour of the incoming call. The comparable figure for 2015-16 was 79.7%; both are significantly higher than the 70% target for 'answering calls live'. Getting such immediate access to expert advice means time saved for employers, and ensures their concerns are discussed – and resolved – efficiently. Similarly, e-mail enquiries are responded to on a priority basis, within one business day.

The OEA's sixteen regionally-located Employer Specialists are also available to provide advice. Many employers have come to know their local specialist through referrals from the WSIB, the Workplace Safety and Insurance Appeals Tribunal (WSIAT), health and safety associations, community and business groups, or existing and former OEA clients. As well as providing targeted advice, Employer Specialists routinely provide educational

presentations for local community groups. Employers, and employer associations, have historically established on-going relationships with their regional representatives; the goal of maintaining, and increasing, regional contact and local presence remains a priority for OEA staff.

Fiscal 2016-17 saw the instances of advice provided to Ontario employers decrease slightly year over year – i.e. 3,167 this fiscal year versus 3,202 for last year. This year's 1% decrease follows last year's decline of 5.2%; we believe we are on track to maintain or reverse these levels in the 2017-18 fiscal year. Because the call centre and OEA staff are dealing with incoming problems and queries, it is difficult to predict service demand or maintain consistent/stable numbers. The OEA continues to focus on gaining and sustaining public awareness of the availability of its services, so an employer's paralegal solution of choice, re workplace safety insurance issues, is the agency.

Figure 1



The OEA is able to provide this valued service to Ontario employers through the professional, dedicated efforts of its staff. Staff training is ongoing in order to ensure that everyone is current with Board policies and procedures and on top of workers' compensation practices, and thus provides expert and up-to-date advice to OEA clients.

We rely on the website to provide timely information to Ontario employers whenever they are looking for it, 24/7. But sometimes website users have unique, personal issues and they can't identify the answer on the site. In such instances, the website facilitates users sending in e-mail queries using an online form. E-mail queries sent to the Advice Centre were down this year, at 129 versus 187 for the last reporting period; the previous year was 94, so this statistic appears to be somewhat volatile. It is important that employers do have an alternative method of getting answers to their questions, especially outside agency core business hours.

In addition, it is worth noting, that where referral source was available, 11% of advices provided in 2016-17 went to employers who came to the agency via the OEA website. The OEA website organization into construction and non-construction focused portals, plus the user-friendly, searchable, organization of information within those divisions, appears to be working for Ontario employers. The website, in conjunction with the availability of live Advice Centre services, ensures that employers have ready access to the information they need, as and when needed, to meet their WSI responsibilities. Note that a website revamp is being planned, and ease of use for employers seeking information from the site, or from advisers, will continue to be the priority.

As noted in previous reports, a small employer typically 'needs' advice services only once every seven or eight years or so. Given such intermittent need, it is an ongoing challenge for the OEA to be and remain 'front-of-mind' as a primary resource for Ontario employers with regard to their workers' compensation issues. Increasing awareness across all business sectors of our free, expert and confidential services and sustaining that awareness among our client community, remain the most significant outreach challenges for the OEA.

In 2016-17 the OEA continued its focus on informational sessions for stakeholder groups covering such things as WSIB's appeal processes, work reintegration and other topics, such as mental stress, as they became relevant; face-to-face presentations were the primary delivery

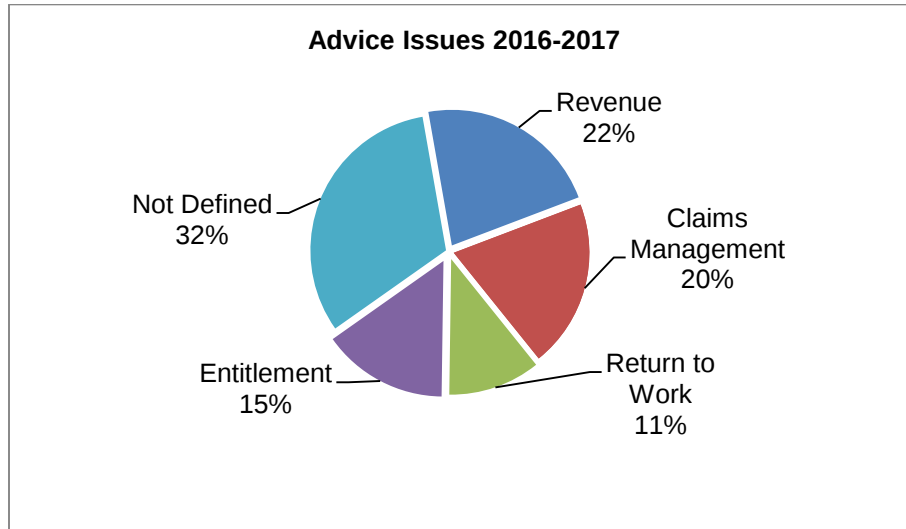
vehicle during this fiscal year. We note that 13% of all advices provided by the OEA in 2016-17, where the referral source was available, arose from contact with OEA personnel – through such things as presentations or regional outreach.

Twitter continues to be a significant adjunct to our outreach activities – the year saw an increase of 11% in the number of OEA Twitter followers, following last year's 46% reported increase. The OEA had 2,746 followers as of the end of the current reporting period. The OEA continues to investigate and assess other social media opportunities as a cost effective means to increase our marketing 'reach'. Additional detail about these efforts is contained in the "Value to Clients" section of this Report.

Analysis of the subject of the advice being provided shows that more inquiries continue to be about Revenue issues than anything else; at 22%, this is similar to last year's 26%. As with previous fiscal reports, the second most important focus was Claims Management, at 20%, which again is similar to last year's reported 23%. Instances of Return to Work queries have decreased slightly and those relating to Entitlement have slightly increased, leaving them in 4th and 3rd place respectively. We are seeking to address the increase in 'not defined' to 32% on a go-forward basis.

Figure 2 shows the workplace safety and insurance issues facing Ontario employers and their business priorities, as derived from our advice statistics. It specifically reflects such employer concerns as the premiums they are being charged to fund the system – including issues such as the rate group where they have been classified, the Board's remittance practices, independent operator status, etc. - and their need for additional knowledge about their obligations within the system.

Figure 2



As noted, agency clients are generally very satisfied with the services provided by the OEA, and it is felt that at least part of that satisfaction is due to the high percentage of Advice Centre calls that are taken 'live' - which means that an Intake Adviser answers the phone when the employer calls the Advice Centre. By answering live, the employer does not end up leaving a voice-mail and waiting for a return phone call at a time that may not be as convenient for them, or perhaps even after the problem has resolved itself (either positively or negatively). As previously noted, the answer live rate was 82% for 2016-17, significantly exceeding the Advice Centre target of answering 70% of calls live.

Workplace Safety and Insurance Representation Services

The agency primarily represents employers with fewer than 100 employees in disputes arising under the WSIA, at both the WSIB and at the WSIAT (see Figure 5), per its mandate. At the WSIB operating level, representation services involve negotiation, which is provided by an Intake Adviser or by an Employer Specialist, by means of telephone calls and/or correspondence. At the two appeal levels (WSIB Appeals Branch and WSIAT), as well as in return-to-work or work re-integration negotiations, Employer Specialists provide the representation services. At this level, representation involves a range of activities, from negotiation to appearing at mediations or hearings with the employer, and managing the case on their behalf.

The OEA, through its representation services, plays an important role in reducing conflict in the WSI system. OEA Intake Advisers and Employer Specialists maintain good working relationships with staff at the WSIB. Agency personnel work with their WSIB counterparts to ensure that Ontario employers have high quality representation within the system. The agency's focus on reaching unrepresented employers continues; staff work with the Board to have referrals made to the OEA where appropriate. Our involvement in such things as RTW (return to work) plans and negotiations ensures an equal footing for both workplace parties, and supports a solution that returns employees to the job in a timely, cost-effective manner, removing some strain from the system. Similarly, agency staff works closely with the WSIB Collections Branch, to facilitate the payment of premiums that are due and to ensure that employers pay their share in a way that complements their on-going business needs.

Negotiations continue to be a preferred interim resolution step, since they usually offer a more timely, more efficient solution. Because employers need to, and have a preference for, spending their resources on activities associated with direct contributions to their profitability, an appeal is usually the second-choice dispute resolution alternative. In

response to this employer bias, the OEA continues to promote the early resolution of disputes. Performance Measure A1 (see Appendix A) reflects the agency's achievement in this effort: in 2016-17 the OEA resolved 56% of disputes without a hearing, compared to last year's corrected level of 60%; both are below the 65% target level. Since OEA staff have no direct control over whether an employer and/or worker agrees to a negotiated settlement, the agency is pleased with the way it has been able to contribute to the lessening of conflict within the WSI system through the resolution of so many disputes without an associated hearing.

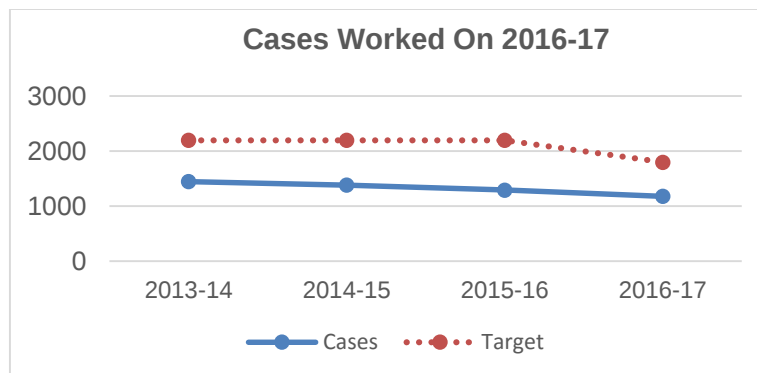
While these efforts often successfully conclude cases at the Board operating level, many cases do proceed to appeal. Also, some employers do not learn of the availability of OEA (free) services until their case has progressed to the appeal stage. Of the 1,181 cases worked on in 2016-17, Employer Specialists represented employers in 144 cases that involved mediations/negotiations. Whether cases proceed to appeal or not, agency staff always strive to resolve matters as quickly as possible. In a system where 95% of appeals are worker-driven, OEA involvement improves balance in the system, ensuring that employers' perspectives and needs are being both represented and respected.

Further analysis of the 1,181 cases worked on during the 2016-17 reporting period reveals the following:

- 378, or 32%, were resolved, slightly lower than last year's 37%;
- 396 cases, or 34%, were new in-year, the same as last year;
- 15% of all cases worked on in year had 'successful' or 'mixed' outcomes.

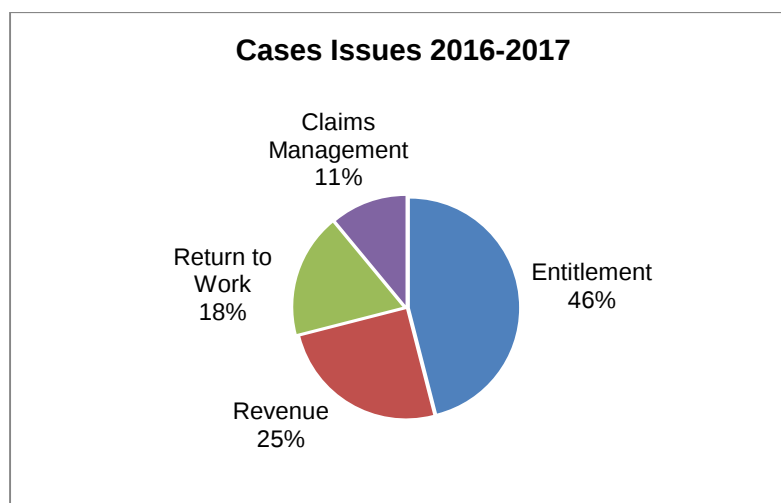
With regard to client satisfaction, 98% of employers surveyed indicated that they were satisfied with their OEA representation, identical to last year; 98% also said that they would recommend agency services to others. Both continue to be significantly higher than the target level of 90% and indicate a client community that is very aware and appreciative of the work done on their behalf by agency staff.

Figure 3



In comparison with the data for instances of advice, analysis of the representation issues remains markedly different. As last year, Entitlement is the number one concern for employers represented by the OEA. Revenue is in second place, as the primary issue for 25% of employers, identical to last year. Return to Work (18%) and Claims Management (11%) are in third and fourth place respectively, identical to last year. These statistics are reflective of the areas having the largest impact on employers and where agency assistance can be most beneficial.

Figure 4



Education of Employers

On average, a small employer has a workplace injury occur only once every seven or eight years. At the time of the injury, the employer's need for information about claims management and return to work is acute. Chances are, however, that most small business owners do not have the requisite information at their fingertips, since most of their time and resources are of necessity focused on business growth and profitability. Compounding this lack of information is the fact that few small employers have the time or available staff to attend seminars or education sessions, either when a need arises or on a pro-active basis.

Accordingly, the OEA's educational strategy continues to be a multi-channel approach which makes information available to employers in a format that is timely, relevant and accessible. The focus of the agency's education strategy has been to ensure that employers expand their understanding of the WSI system as part of the representation process; posting useful information and tools on the OEA website; assisting stakeholders with their education initiatives where appropriate; and, more recently, providing webinars directly to interested parties, with registration available via the OEA website. The agency is also leveraging Twitter, tweeting educational information and reaching out to stakeholders directly. Other social media channels continue to be evaluated as opportunities and resources present themselves.

In 2016-17, the OEA focused on meeting the need in the employer community for additional information about changes in policies under consideration at the WSIB and various other topical issues. The OEA also presented as guest speakers for different stakeholder groups, where invited. In 2016-17, 69 such presentations were provided, and staff participated in 1 trade show/symposia.

Due to difficulties with the underlying technology, the agency did not provide any webinars live to the public in the 2016-17 reporting period. We are back on track and will be doing live presentations again in 2017-18; we had considerable feedback from clients that they

missed this educational opportunity. Note that we are modifying our delivery model, to post the recorded webinar on the OEA website, in order to make it available to the most people as soon as possible. Webinars have been proven to be an ideal way to fulfill the OEA education mandate, directly providing relevant information to employers at locations convenient to them, and with the least time commitment from them. It is a very good way for the OEA to disseminate information about upcoming issues, such as changes in policies or procedures, to affected employers in a timely fashion.

The OEA has continued to provide 'live' presentations to stakeholder/employer groups, although its emphasis has shifted to restricting such participation to those with larger registrations. In all, the OEA had more than 1,685 attendees at an agency presentation/briefing/workshop during the 2016-17 fiscal year, similar to last year's total of 1,922. The agency will continue to use webinars and 'live' presentations as opportunities arise and are considered appropriate.

One of the goals of the agency's representation services is to build self-reliance for employers within the WSI system, by making sure that they understand their roles and responsibilities under the Workplace Safety and Insurance Act. This includes teaching employers how to improve their claims management and return-to-work procedures, so that employers will be more independent and knowledgeable in the future. Performance Measure A2 (see Appendix A) shows the proportion of OEA clients who used agency services for the first time in 2016-17. Last year, the OEA reported new clients at the 57% level; the comparable figure for 2016-17 is 50%. It would appear that our outreach efforts continue to be somewhat successful in bringing new clients to the OEA. The agency will continue to try and improve the impact of its outreach and education efforts, and bring as many Ontario employers as possible to the OEA to address their WSI system needs.

In addition to the 'hands-on' education provided through casework, the OEA strives to meet the needs of its broad customer base by providing WSIB-related information through a variety of access/delivery mechanisms:

- 'Director's Message' updates are posted on the OEA website as well as sent to the OEA electronic database as an e-bulletin.
- Topical e-bulletins continue to go out to the OEA database on an ad hoc basis, whenever there is anything deemed worthy of communicating to Ontario employers.
- In addition, the OEA was provided with a list of email addresses from the WSIB in 2016-17 which were added to our database; and these employers – more than 25,000 – also receive informational e-bulletins that are deemed of interest to the general public.
- E-bulletins continue to be archived on the OEA website, with current e-bulletin content showcased as the most recent website updates. Employers using the site can sign up for e-bulletin subscriptions while visiting.
- Two separate guides specifically targeted for Non-Construction and Construction employers continue to be available in both English and French, as downloads from the website.
- A small tri-fold glossy brochure outlining the services available from the OEA is being routinely distributed to employers and has proven to be a very popular handout. Printed in both English and French, 3,355 were distributed in 2016-17.

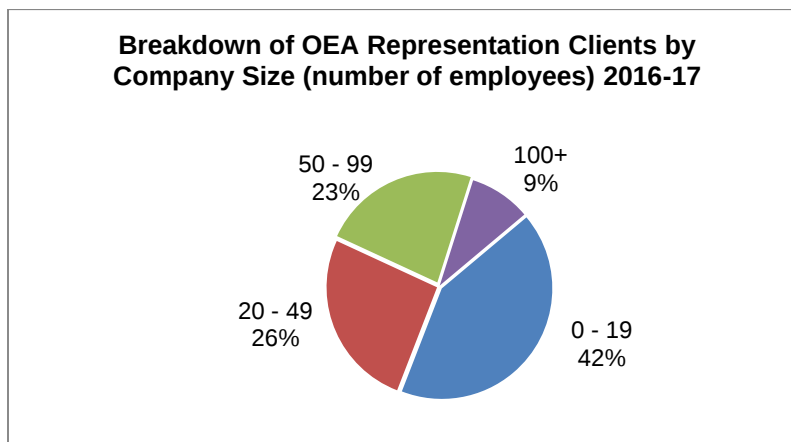
Part 3 OEA Clients

Since the OEA's mandate is to serve primarily those employers with fewer than 100 workers, the merit review undertaken before the OEA represents an employer includes determining their size. In fiscal 2016-17, 9% of clients provided with agency representation had more than 100 employees, the same as reported last year.

It is not administratively viable to screen employers contacting the call centre in order to deny advice to those with more than 100 employees; and permitting access to advice to all Ontario employers is also accepted as beneficial to the system, overall. Thus 16% of all advices for 2016-17 were provided to employers with 100 plus employees. This is up from last year, but the same as the year before. This seems to indicate there is a natural range to the companies contacting the OEA for advice.

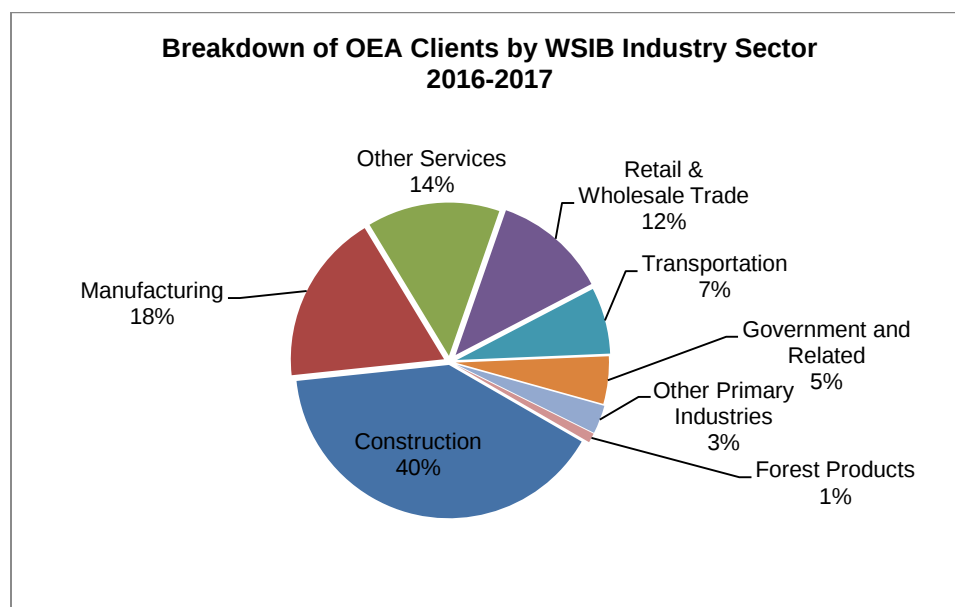
The OEA will continue to provide advice services to as many Ontario employers as contact us.

Figure 5



The sectorial analysis below is based upon WSIB classifications. The breakdown is consistent with the prevalence of small to medium sized employers in the different industry sectors. The construction industry continues to be the agency's largest client group at 40%, comparable to last year's figure of 35%, and reflects the significant impact of Board policies on this sector. Other sectors are little changed from previous reporting periods, mirroring the overall business distribution of Ontario employers.

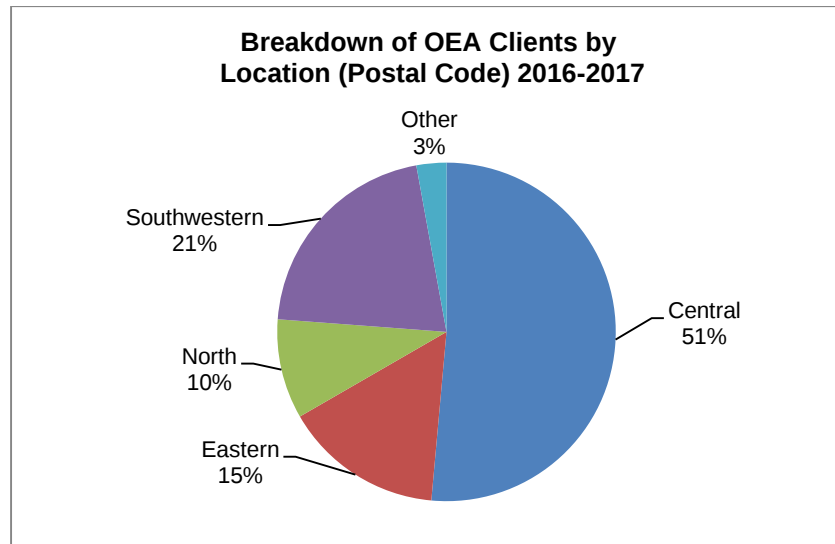
Figure 6



*Mining and Related 0%

Figure 7 provides the breakdown of the regional distribution of OEA clients for 2016-17. Service delivery reflects the population and business demographics of the province, with the Central area, which includes the Greater Toronto Area, comprising the largest client group. The distribution is very similar to last year, although 'Central' has declined to pre 2014-15 levels at 49%. The agency's location of Employer Specialists around the province facilitates the provision of representation services to employers in their local area, as appropriate.

Figure 7



Value to Clients

Historically, informing Ontario employers of the existence of the OEA and the availability of free advice and representation services has been a significant challenge – and that challenge persists. There is no doubt, given our high satisfaction ratings, that the services being provided by the agency are valued. Providing that satisfaction to a larger number of employers continues to be our focus and goal.

Outreach and marketing is therefore a constant and ongoing effort. For the 2016-17 fiscal year, the OEA reports the following activities:

- The agency continued to distribute articles on workplace safety and insurance related topics to employer groups, to be shared with their membership. Articles were provided to 26 groups such as retail, trade and professional associations, as well as major franchisors in 2016-17, comparable to the 31 reported for the previous year.

- The OEA participated in one rather than 2 trade shows/symposia this year,

although attendance was comparable to that of both events from the 2015-16. Since we have concluded that trade shows and symposia tend to attract an audience that is not sufficiently targeted to our services, we do not anticipate participating in many, if any such events on a go-forward basis. Were a specifically targeted opportunity to arise, it would be considered, and based on the cost-benefit analysis, we might participate.

- The OEA maintained the 2 web ads it initiated in 2015-16, but no additional ads were placed. Our evaluation continues, whether we should increase our web-based presence or limit it. Cost is a significant consideration in any discussions to expand this marketing strategy.
- In total, more than 69 presentations on such topics as work reintegration, return to work, the WSIB Rate Framework, and Mental Stress – as well as an introduction to the OEA - were provided to various stakeholder and employer groups by OEA staff. New in this fiscal was a joint initiative with the Office of the Worker Adviser, delivering a services overview to MOL regional staff meetings. More than 1,426 attended OEA staff presentations this year.
- 2,500 OEA 'Appeals' bookmarks were distributed. These bookmarks outline the services available from the OEA with regard to the WSIB appeals process. They are primarily used by the WSIAT as an insert in mailings to employers about their upcoming Appeals. This is consistent distribution, year after year.
- The OEA services overview brochure continues to be very popular. 3,355 pamphlets were distributed in 2016-17, its fourth year of production. It continues to be a much cheaper alternative handout (versus the printed Employer's Guides) and has the advantage of not losing currency as Board policies and procedures change. The Employer's Guides continue to be updated and are available on demand, as downloads from the OEA website.

- As mentioned earlier, no live webinars were presented by the OEA for resource and technology reasons. The agency anticipates a return to a full slate of new offerings in 2017-18, although the delivery model has been revamped. No longer will the agency provide multiple airings of a particular topic. Instead only one 'live' webinar will be scheduled and recorded. The recorded webinar will be posted to the OEA website where it will be accessible to a much larger audience on a more timely basis. In addition, users will have to register to view the online webinar, adding valued names of interested parties to the OEA electronic database.
- The OEA Twitter presence continues to grow. Since starting on Twitter in January 2013, the OEA has gained 2,746 followers – 2,576 English and 170 French. Tweets are posted daily and include updates on changes in WSIB policy, 'did you know' facts from the OEA guidebooks and special tweets when the Board issues news releases on such things as premium changes for the upcoming year. Followers include employer associations and organizations, as well as individuals. Additional social media channels continue to be evaluated as a means to effectively extend the agency's reach to the Ontario employer community.

Most of these efforts will be maintained and augmented in the next fiscal period.

Part 4 Overview of Section 50 Program and Activities

Advisory and Representation Services

Since April 2012, the OEA has been responsible for the provision of advice and representation services for Ontario employers facing Section 50 complaints under the Ontario Occupational Health and Safety Act.

There are 2 Employer Representatives at the OEA responsible for delivering on this mandate. In addition to the information and guidance provided on the OEA section 50 website, employers can call the Advice Centre for assistance. Referrals for representation services come through those two sources or through a direct referral from the OLRB (Ontario Labour Relations Board).

The OEA provided the following services to the employer community in 2016-17:

- 20 general informational calls were taken.
- 22 case-specific enquiries (advices) were provided.
- 27 representations (cases) were undertaken.
- 20 of the 27 representations were either settled or withdrawn, in year. Settlements range from the simple provision of a Letter of Employment to a (usually small) monetary payment. In most settled cases, the employer got a full and final release of any and all claims arising from employment or the termination thereof. The average saving for employers represented by OEA staff was 40% of the initial exposure; i.e. settlements averaged 60% of the amounts requested in the filing documents.
- No cases went to a full hearing as of the end of the current reporting period.
- Although detailed surveying of clients re their satisfaction was not undertaken during this period, informal feedback from employers has been very positive – especially considering the negative environment within which these services are required and delivered.

- Geographically, the case distribution ranged across the province as follows – Northern 9; Southwestern 20; Eastern 17; Central 23.

There seems to have been some growth in services across the province, and an overall increase in the volume of services rendered this fiscal, probably reflecting the broadening of the underlying OHSA legislation and greater efforts by MOL inspectors. Overall this year saw a 186% increase in the number of informational calls received, and a 35% increase in file handling. It must be noted, however, that the demand for Section 50 representation is intermittent and variable. Any representation is extremely time sensitive, because of the stringent time limits imposed by the OLRB for responses to complaints. The OEA is staffed to provide advice and representation as and when requested.

Part 5 Client Testimonials

We are pleased to provide the following excerpts from communications received from OEA clients, commenting on the services they received from its staff; note that no spelling edits have been made to the quotes:

“...Thanks again XXX for such an awesome service for employers. It is very much appreciated.”

T.R.

Ottawa

“I just wanted to express my thanks for your efforts with our XXX appeal. It was a long process ... You and the office of the Employer Advisor were instrumental in our success....We were very lucky to have you represent us, and of course, we are thrilled with the outcome.”

P.L.

Mississauga

“I thank you for all of your work to represent us. I have had nothing but praise for all of the work you have done for us. I have highly recommended you numerous times to other fellow XXX companies in need.”

L.K.

Thunder Bay

"..thank you, without your perseverance and your experience nothing would have happened. I know personally all the work you have done and all the hours that you spent...Thank you for a job well done."

B.A.
Gatineau

"Your level of commitment and service is outstanding. Thank you so much for the work that you do!"

E.D.
Hamilton

"...every single one of them said during their exit interview that the WSIB/OEA training session done by you was by far the most valuable training session....the actual takeaway and value in having you help explain the Ins and Outs of WSIB is extraordinary.."

K.M.
Muskoka

"Thank you very much for help!"

C.I.
Toronto

"AWESOME!! Thank goodness there's great lawyers like you that care .. I am so very appreciated of your work and helping drive this .. Great Job!"

K.M.
Ottawa

"XXX you have been an amazing ally in this process. You are knowledgeable and realistic, professional, yet human – kind and caring. There were many times that you encouraged me and answered my many questions and concerns. ...From the bottom of my heart I thank you."

J.W.
Chatham

"...This was a really valuable connection for us all. Thank you for the work that you and the OEA do."

B.L.
Brockville

The OEA routinely receives letters of appreciation after presentations to employer stakeholder groups and we are proud that our participation contributes to greater employer knowledge of the WSI system and awareness of resources that are available to help them.

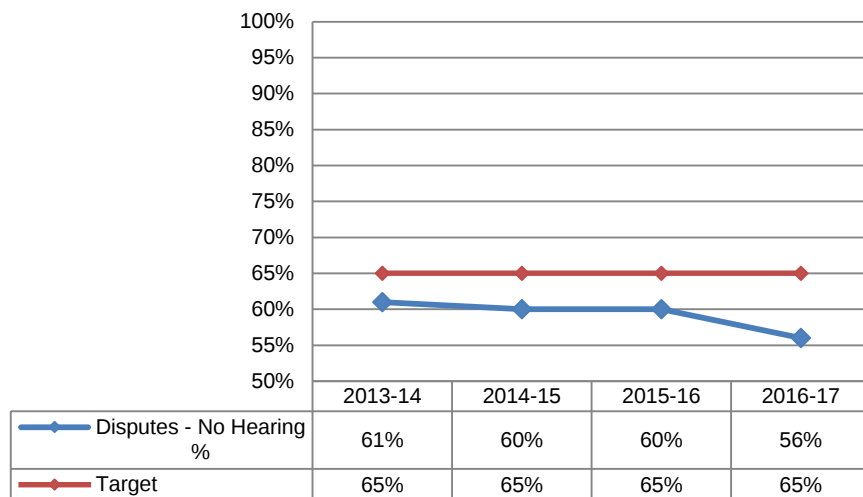
Appendix A: OEA Performance Measures 2016-2017

Key Activities: Advice and Representation Services

A1

Performance measure for 2016-2017: Percentage of disputes resolved without a hearing

Percentage of Disputes Resolved without a Hearing



Agency Contribution

OEA staff employs alternate dispute resolution strategies such as negotiation and mediation to help employers resolve disputes at an earlier stage.

In revenue matters where the dispute only involves two parties (i.e. the WSIB and the employer), every effort is made to resolve matters at the operating level. However, 95% of appeals are worker-driven and employers often contact the OEA for assistance after the dispute has proceeded to the appeal level. This limits the target that can realistically be achieved.

What does the graph show?

While the OEA consistently contributes to the reduction of adversity in the workplace safety and insurance system and helping employers to manage disputes more efficiently and effectively, the measure is not directly controlled or controllable by the OEA. Ultimately, since most appeals are worker-driven and employers have the final decision on whether or not to settle prior to a hearing, this measure will fluctuate according to employer climate and issues in any given year. This year the agency did not meet its target. The OEA continues to help a substantial number of employers prior to the hearing stage.

2016-17 Commitments

The commitment for 2016-17 was 65% of disputes resolved without a hearing, which was not met.

Long-term Target

The long-term target is 65%

Proposed for Publication

Internal Use Only

☒ Existing Measure

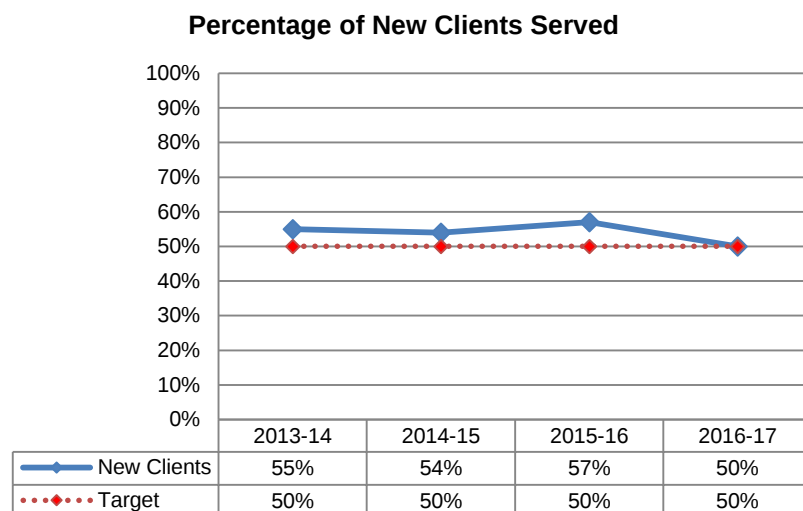
☐ New Measure

Appendix A: OEA Performance Measures 2016-2017

Key Activities: Advice and Representation Services

A2

Performance measure for 2016-2017: Percentage of clients served in year that used OEA services for the first time



Agency Contribution

Client feedback consistently calls on the OEA to ensure that more employers are aware of our services. The OEA also strives to ensure that employers become more self-reliant through casework.

This measure helps to determine whether the agency is expanding its reach to those eligible employers who are paying for OEA services in their WSIB premiums, but who have not previously accessed our services.

What does the graph show?

We continue to try and inform as many employers as possible of our no-charge, confidential, services. While we have met our target level, much work remains to be done to ensure that more Ontario employers are aware of, and avail themselves of, the OEA and its services.

2016-17 Commitments

The commitment for 2016-17 was 50% new clients served in year. This target was met.

Long-term Target

The long-term target is 50%.

Proposed for Publication

Internal Use Only

☒ Existing Measure

☐ New Measure

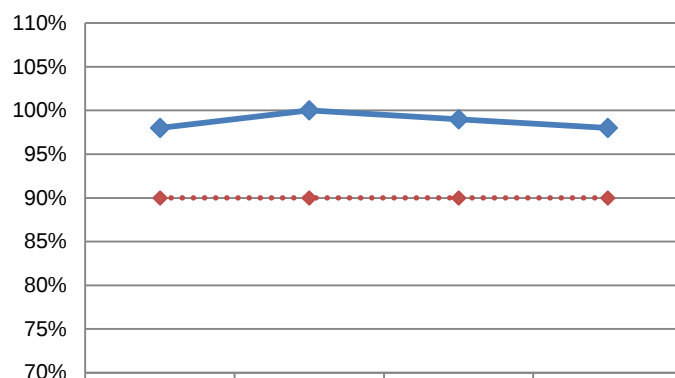
Appendix A: OEA Performance Measures 2016-2017

Key Activities: Advice and Representation Services

A3

Performance measure for 2016-2017: A customer satisfaction rate of 90% or higher

Percentage of Satisfied Clients



	2013-14	2014-15	2015-16	2016-17
—◆— Satisfied Clients	98%	100%	99%	98%
....◆.... Target	90%	90%	90%	90%

Agency Contribution

The primary complaint heard by agency staff is that employers were not aware of its services sooner. Most employers using the agency's services are very satisfied with the services they receive.

In addition to OPS customer service standards, the OEA has a number of internal standards, policies and performance measures, including those for telephone services and for file review, client follow up, etc., to maximize the service experience of OEA clients. The OEA's case management system was designed to provide tools to OEA staff that help them monitor and meet these expectations.

What does the graph show?

OEA clients are very satisfied with the service they receive.

Note that this graph shows the combined rate for both OEA WSI business streams – Advice Centre and Employer Representation.

2016-17 Commitments

The commitment for 2016-17 was a 90% client satisfaction rate. This target was exceeded.

Long-term Target

The long-term target is 90%.

Proposed for Publication

Internal Use Only

☒ Existing Measure

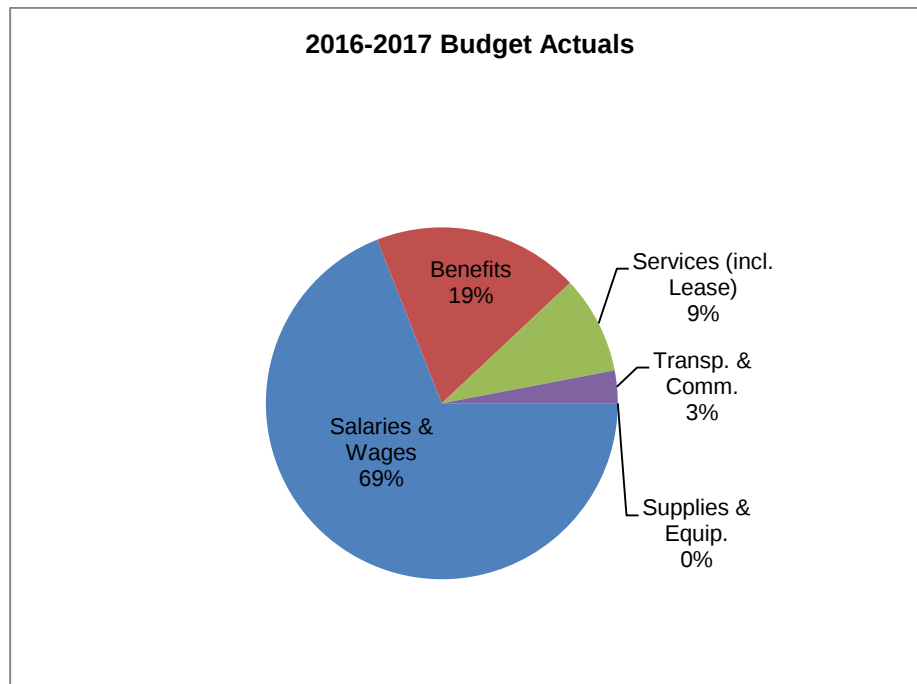
☐ New Measure

Appendix B: OEA Financial Report 2016 –2017

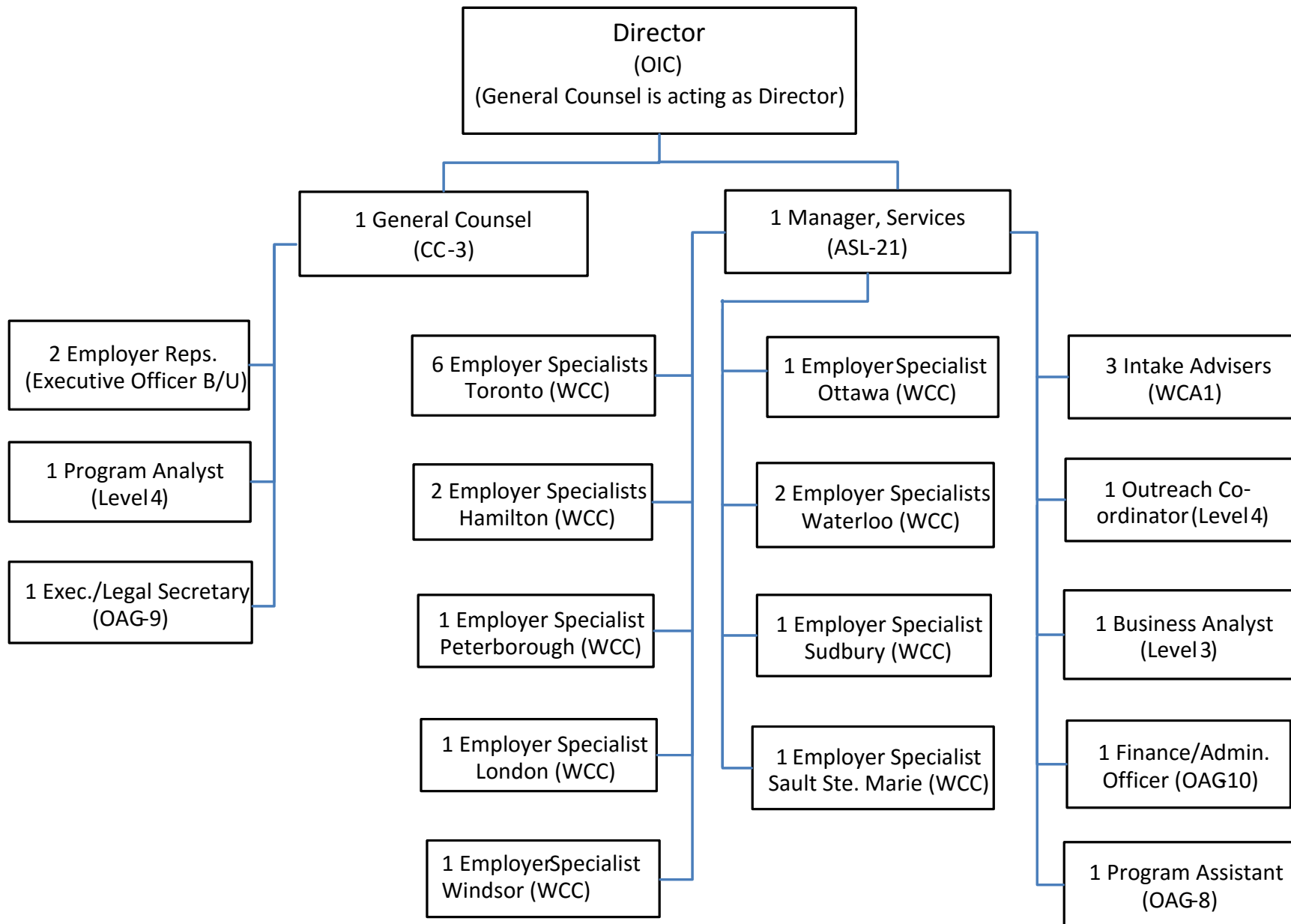
All Figures in \$000.0 thousand (except “%” column)

Account	Year-end Budget including Lease	Year-end Actuals	Surplus/ Pressure	%
Salaries & Wages	2,532.7	2,469.5	63.2	2.5%
Benefits	594.1	700.5	(106.4)	-17.9%
ODOE:				
Transportation & Communication	154.3	101.0	53.3	34.5%
Services	353.8	316.4	37.4	10.6%
Supplies & Equipment	39.8	17.1	22.7	57.0%
Total ODOE	547.9	434.5	113.4	20.7%
Total	3,674.7	3,604.5	70.2	1.9%

Figure 8



Appendix C: OEA Organization Chart



The General Counsel is currently acting as the Director.

Office of the Employer Adviser

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