



2013/2014 Annual Report

STRATEGY TO ACTION

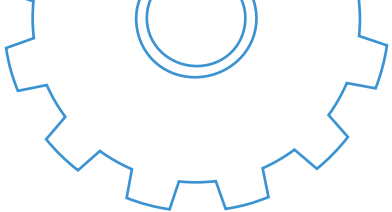


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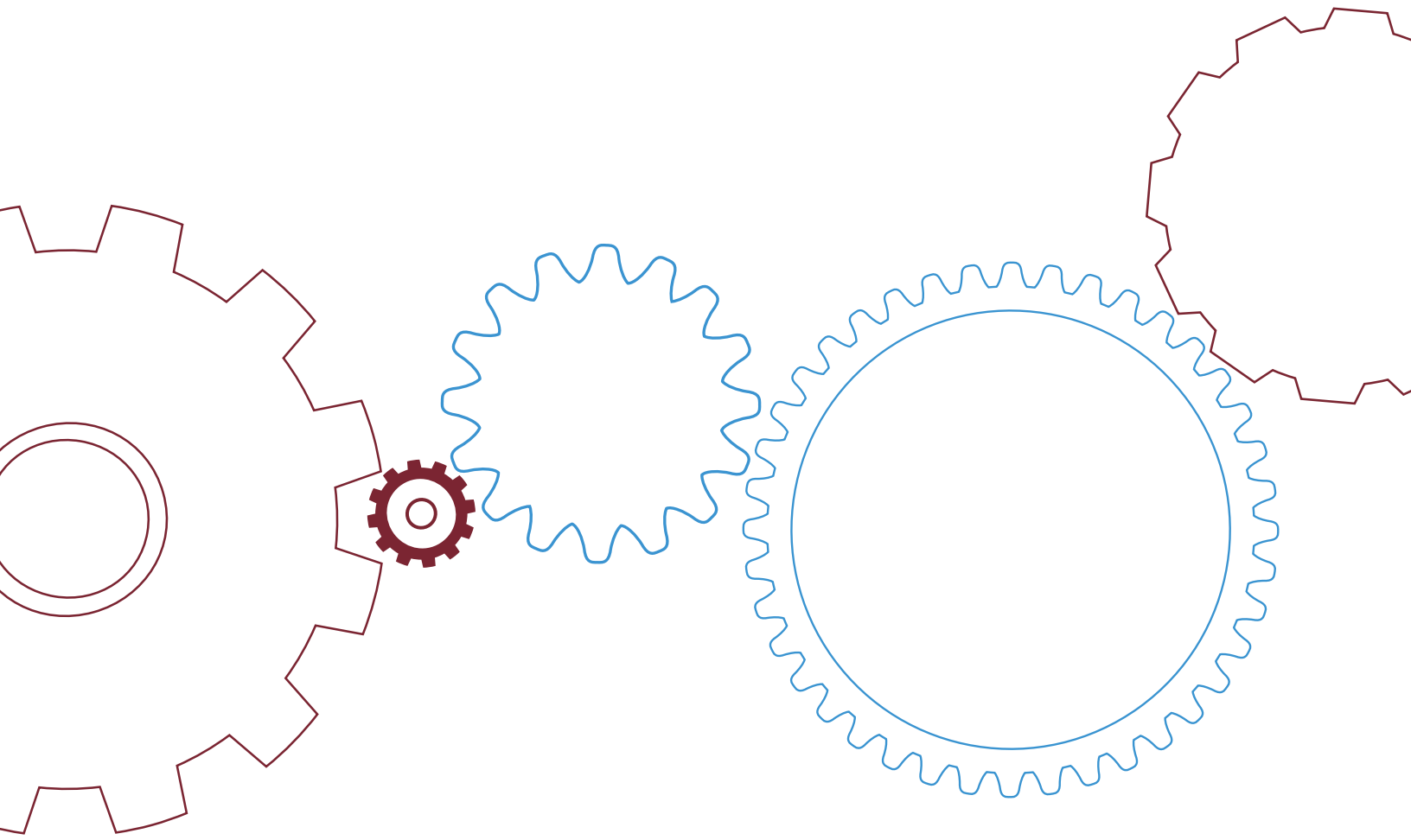
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Letter from the Board Chair and CEO

At this time last year, it was all just an idea.

We spent a considerable amount of time and effort engaging stakeholders and listening to the market in order to develop both a Strategic Plan and a Business Plan that would maximize our efforts and better serve our markets.

Earlier this year, we welcomed the Ministry of Labour's release of Ontario's occupational health and safety strategy. In keeping with the Ministry's plan, it was a priority for PSHSA to focus our strategy around supporting small business, vulnerable workers and high hazard activities. Our bold new 2014-17 Strategic Plan and Business Plan, combined with the Ministry of Labour's OH&S Strategy, have enabled us to do what we do best. We are focusing our energy on making a real difference; our work is motivated by achieving the largest possible impact for our clients.

With the approval of the Strategy and Business Plan, and the dedication and hard work from our Board of Directors, senior leadership and staff, all the groundwork has been laid and we are now beginning to see real progress.

Recognizing the unique needs of each sector, we have realigned the organization, adopting a sector-based structure where teams specialize in their field of expertise rather than working as generalists. This has been a welcomed change for clients as they appreciate the

value of working with health and safety professionals who know their business.

A key result of our time spent engaging stakeholders and researching the market was the identification of our primary customer. We are now focusing on employers and employer/employee associations; it is through these groups that we believe we will reach an increased audience and expand our impact. We have already begun to work collaboratively with employer and employee associations, forming partnerships to provide readily accessible health and safety resources and solutions to their membership. This has been exemplified through our partnerships with the Human Resources Professional Association of Ontario, the Economic Development Departments within the Greater Toronto and Hamilton Areas, and more. Through these groups, we are able to leverage our resources and affect real change. We are proud of our relationships; we enjoy working collaboratively with others and look forward to expanding both current and future partnerships.

Ontario businesses continue to be challenged by limited time, resources and the changing demographics of the workforce. This presented an opportunity for PSHSA to look beyond traditional methods to reach our clients and focus on delivering accessible, effective and scalable solutions, based on leading best practices, which respond to the needs and wants of our community. We are diversifying our business lines. Consulting and training will remain as PSHSA's traditional programs and we are leveraging new

technologies and approaches through product development and eLearning to expand our reach and increase our value to clients.

The results are a testament to the strength of the strategy: in its first quarter, PSHSA had already expanded its reach by 50% over the prior year. This is only the beginning.


We would like to acknowledge our voting members and express our sincere gratitude. These groups have supported PSHSA since its inception, and we look forward to engaging them in further activities.

We would also like to thank the Board of Directors and Advisory Councils for their invaluable leadership, guidance and insights over the past year. We look forward to continuing our work together in strengthening this organization.

Finally, we thank and congratulate our staff for accompanying us on this exciting journey. Each of you has been integral to the planning, idea generation, development and implementation of our strategic direction. We are proud to work with such a dedicated group and eagerly anticipate the many achievements we will celebrate in the future.

We encourage you to take a few moments and browse through our annual report to learn more about some of our past accomplishments and future plans.


Don MacLeod
Board Chair


Ron Kelusky
President & CEO



About PSHSA

Our Mandate

Public Services Health & Safety Association (PSHSA) collaborates with Ontario's Public and Broader Public Sector communities providing consulting, training, resources and scalable solutions to reduce workplace risks and prevent occupational injuries and illnesses. PSHSA is committed to serving its market of 10,000 firms and 1.67 million workers in health and community care, education and culture, municipal and provincial government, public safety and emergency services, and First Nations communities. We deliver sustainable and impactful health and safety solutions based on evidence and informed by leading practices to affect positive change.

Vision

Enable a healthier and safer tomorrow for Ontario's Public Sector Community.

Mission

Create safer workplaces.

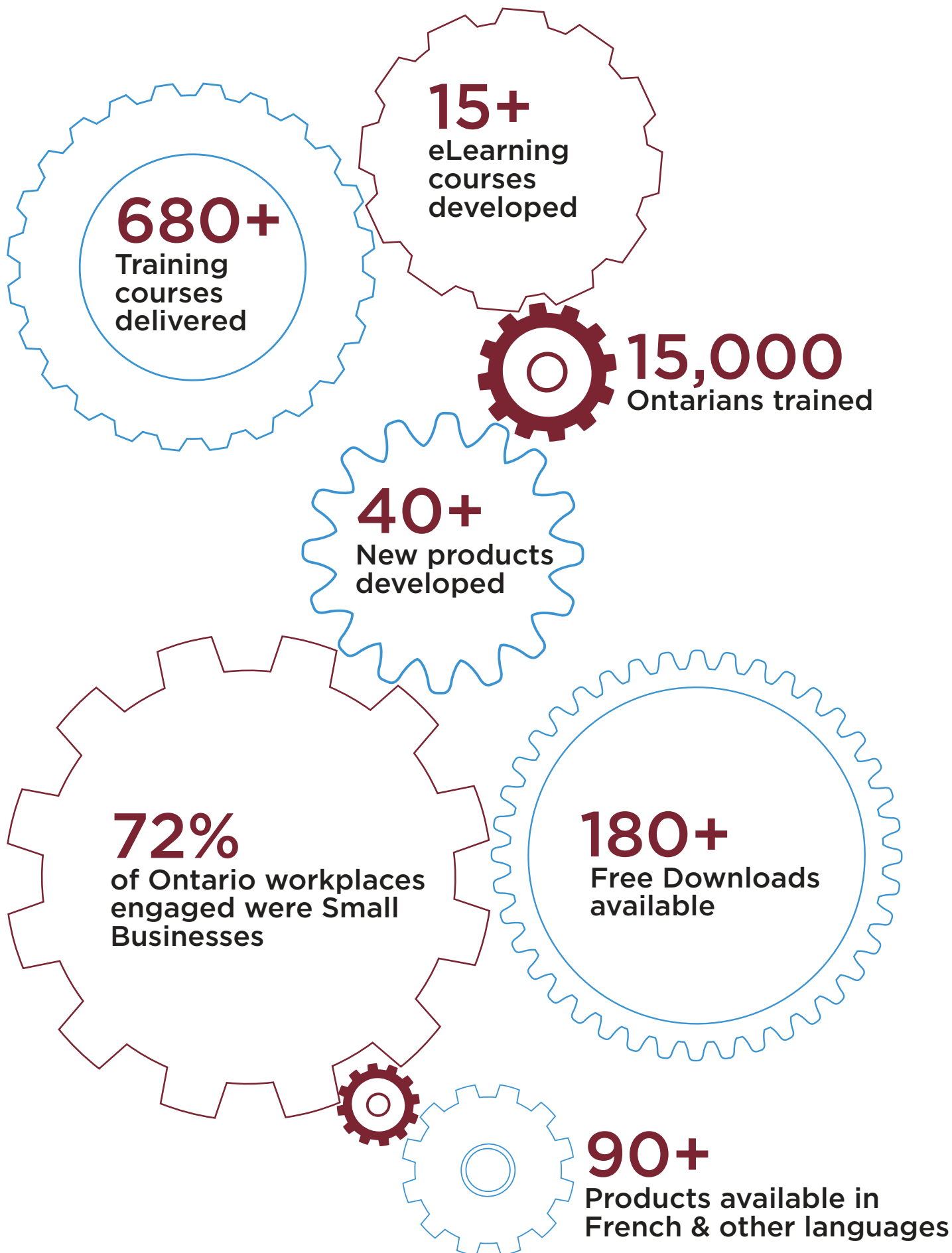
We achieve this through collaboration, innovation and knowledge transfer.

Building on Our Strengths – Sector Knowledge, OHS Expertise & Anywhere Learning

Our public sector knowledge and experience is what separates us from the rest. This expertise allows us to truly understand our clients' businesses and their unique health and safety needs. Located across Ontario, our sector teams bring together specialized knowledge about the sectors we serve and expertise to address health and safety issues to provide clients proven prevention training, consulting services and resources based on best practices and ongoing research.

It's our belief that all workers and employers should have access to the occupational health and safety information they need, regardless of physical location. This commitment to Anywhere Learning allows PSHSA to enhance prevention activities by delivering comprehensive training and consulting solutions in a variety of convenient formats. From eLearning to regional classroom training, we offer effective solutions to make your organization a healthier and safer place to work.

No matter where you are on your health and safety journey, PSHSA has the people, knowledge and solutions to help you identify risks, control hazards and meet legislative requirements.



PSHSA is made up of two areas:

- **Prevention Services**
- **Product Development & Corporate Programs**



Prevention Services

Preventing occupational injuries and illnesses is at the heart of our organization; it's what motivates each and every one of us to innovate and deliver. Our consulting teams employ their health and safety expertise and their sector experience to create solutions for our public sector clients, helping Ontario workplaces become the healthiest and safest in the world.

Recognizing that each of the sectors we represent have different needs, PSHSA has realigned its structure to better serve our clients. The feedback has been positive and stakeholders are pleased that PSHSA has moved to a sector-based model of delivery.

Prevention Services has truly embraced PSHSA's new strategy, and we are excited to see such progress so soon after its release. The projects and initiatives in which we've led or participated provide incredible validation: this is a model that is working.



Health & Community Care

The Healthcare sector continues to face a number of challenges that have the potential to impact workers' health and safety. Increasing client care demands, an aging population, increased obesity rates, the prevalence of dementia-related illnesses and emerging infectious diseases require a multi-dimensional approach. The newly appointed Executive Director of Health and Community Care and Sector Lead will work together with the Health and Community Care team to execute PSHSA's strategic plan and health and community care sector plan, utilizing partnerships, research opportunities and innovative, scalable solutions to ensure we are able to meet the diverse needs of healthcare workplaces in Ontario.

HENRIETTA VAN HULLE

Executive Director, Health & Community Care

Henrietta Van hulle has a deep commitment to and passion for improving the health and safety of those working in the health and community care sector. With over 30 years experience serving the healthcare sector, Henrietta has built a reputation of expertise and professionalism, and is a valued member of every team. Henrietta's knowledge and experience encompasses all aspects of occupational health and safety, but specialties include infection prevention and control, workplace violence prevention and disability management.

Henrietta is a passionate leader with a transformational and innovative leadership style, a high level of emotional intelligence, well-honed communication skills, and a proven ability to inspire and motivate. As Executive Director of the Health and Community Care sector at PSHSA, Henrietta is ready to lead, manage and develop a cross-functional team of health and safety professionals as they support the OHS prevention strategy in Ontario's health and community care settings. She looks forward to working collaboratively with senior leaders and stakeholders to develop and institute innovative health and safety best practices which will provide the foundation and capacity to achieve greater advances in corporate safety culture.



BUILDING EVIDENCE AND PRACTICE TO LEAD THE WAY

Health and Safety Climate Assessment Project

PSHSA received funding from the Ministry of Health and Long-Term Care (MOHLTC), through HealthForceOntario, to assess the health and safety climate and culture of four organizations across Ontario's healthcare system. The Health and Safety Climate Assessment Project is a groundbreaking and important initiative, as research shows that a positive organizational health and safety culture is associated with lower workplace injury and illness rates as well as other positive organizational outcomes.

This project builds on previous work also funded by the MOHLTC through HealthForceOntario, which involved broad stakeholder consultation and led to the development of a set of core, consensus-based healthy and safe workplace indicators for Ontario's publicly funded community and healthcare organizations. PSHSA's Health and Safety Climate Assessment Project focuses on further developing one of the key indicators of the previous project: employee engagement climate. The development of a culture of health and safety is the key to preventing occupational injuries and illnesses and we believe the climate assessment tool will assist organizations to further understand the dimensions of health and safety climate and culture.

The Health and Safety Climate Assessment Tool (HSCAT) was developed in the United Kingdom and has been successfully used to assess the health and safety culture of organizations in high-risk environments. The purpose of the assessment is to identify current perceptions held by the organizations' workforce. It provides a snapshot of the state of contributing factors that play a role in affecting the organization's culture, which influence the way people behave and how they think and feel about health and safety issues. The immediate benefits include the profiling of the health and safety climate of organizations and the action planning that the profile allows.

For this project, PSHSA conducted health and safety climate assessments at four organizations representing stakeholders across the healthcare system – an acute care health facility, a community care organization, a long-term care home and a public health unit. Following the implementation, PSHSA consultants presented the finding to each client along with recommendations for maintaining or improving their health and safety culture.

The combined results of the project can be found in our safety climate report which contains an overview of the process we followed, the positive feedback we received from participating clients, the summary results with PSHSA's insights and our recommended next steps. We believe it contains valuable results and insights about the health and safety climate of Ontario healthcare organizations that will be of interest to healthcare organization and all workplaces across Ontario. Many organizations are aware of the value in knowing and understanding their safety climate. Our goal at PSHSA is to deliver this message to as many organizations as possible. The final report is now available at: <http://www.healthyworkenvironments.ca/health-and-safety-climate-assessment-project>.

We are grateful to the MOHLTC for funding the initial project and allowing us to further explore this opportunity to improve organizational health and safety cultures in organizations across Ontario.

Management of Aggression and Responsive Behaviours in Healthcare

The Healthcare sector represents 10% of Ontario's labour market, and is the largest employee base most impacted by violence in the workplace. In 2012, the Healthcare sector represented 75% of the WSIB firms affected by this problem (WSIB EIW, March 2013 Snapshot). Violence claims made up 9% of total lost-time injuries and 14% of claims costs in healthcare overall, indicating an above average cost per claim. Acute Care, Long Term Care and Community Care are the largest segments of the healthcare workforce, representing over 75% of the 787,000 healthcare workers in Ontario. These sub-sectors also represent the areas where aggression and responsive behaviours are most prevalent.

The Ministry of Labour has provided funding for a PSHSA-led project to bring together key stakeholders at various levels of the Healthcare sector to address this pervasive and impactful issue. This initiative sets out to sustainably reduce incidents of aggression and responsive behaviours across Ontario's Healthcare sector by delivering a model and toolkit that provide workplaces with a consistent, scalable and validated approach which can be implemented across sectors.

Work began in April of 2014, and will consist of a three phase process over a 5 year period.

1. Discovery: Framing the issue, examining delivery mechanisms and investigating the barriers to knowledge transfer
2. Consensus-based Principles: identifying principles through review of programs, policies, compliance tools, training curricula and delivery methods.
3. Delivery: developing an appropriate delivery model.

PSHSA is leveraging collaborative partnerships across the Healthcare spectrum, including ministries, regulators, policy makers, funders, employer and employee associations, acute care, long term care and community care environments, and other leading organizations for this project.

Confirming optimal programs, policies and procedures for minimizing impacts of aggression will enhance the solutions available for our clients. The immediate focus is to prevent workplace violence, particularly for vulnerable workers in health care, specifically nursing care, residential care, nursing service and groups homes, such as personal support workers.

In working with stakeholders to extend capacity, delivery has the potential to increase effectiveness and scalability. In the medium and long term, the intent is for knowledge mobilization to extend beyond the Healthcare sector, thus maximizing impact and efficiencies for workers across the province.



Education & Culture

In our discussions with the Board of Directors, Advisory Councils and stakeholders, it was identified that there was significant opportunity for PSHSA to strengthen its presence in the Education sector. With the appointment of both an Executive Director of Education and Education Sector Lead, we have developed a new sector plan that includes an emphasis on understanding unique client needs, enabling our consultants, maximizing the impact of client relationships and creating new sources of reach. This emphasis will enable us to focus on new, meaningful activities that range from creating momentum in the education sector to developing new interdependent partnerships. We look forward to seeing significant growth as well as increased quality and impact of service in the education sector.

MONICA DA PONTE

Executive Director, Education & Culture

Monica is a strategic business leader with 15 years of progressive management experience in both for-profit and not-for-profit sectors. Monica came to us in the Spring of 2014 from WWF-Canada, where she spent the past 7 years driving change and building a conservation culture through the creation of interdependent relationships across sectors. She has been highly successful in developing long term and sustainable partnerships with organizations and is particularly interested in integrating societal priorities, like health and safety, into organizational cultures.



ADDRESSING KEY HAZARDS THROUGH CONSULTING SOLUTIONS

Lambton Kent District School Board

The Ministry of Labour has had a focus on improving health and safety in Ontario schools, particularly in the area of technology shops and science labs. The Lambton Kent District School Board turned to PSHSA for our expertise in these areas to address hazards and improve safety for students and staff.

PSHSA completed health and safety hazard assessments of the technology and science departments at thirteen high schools within the Lambton Kent District School Board using the HSO Hazard Management Tool. The tool provides a consistent method for recognizing, assessing and controlling physical, biological, chemical, musculoskeletal and psychosocial safety hazards in the workplace. PSHSA had played an important role in the development of this tool.

This project enabled PSHSA to engage in dialogue with technology and science staff to identify and document best practices, as well as to understand the challenges facing staff in today's world.

Upon completion of the assessments, PSHSA provided the Lambton Kent District School Board with a detailed report for each facility which included a list of both actual and potential hazards identified in each area, an assessment and evaluation of the hazard, the legal requirements for each hazard, controls that are currently in place as well as recommendations on further controls. The final reports have also been shared with the staff at each of the thirteen high schools with the intention that sharing best practices will eliminate the potential for injury or loss among students and staff.

The school board plans to roll out the results of the Hazard Assessment at their next Annual Health and Safety Representatives' update and intends to use this tool as a basis for identifying hazards during JHSC workplace inspections going forward.

Centennial College

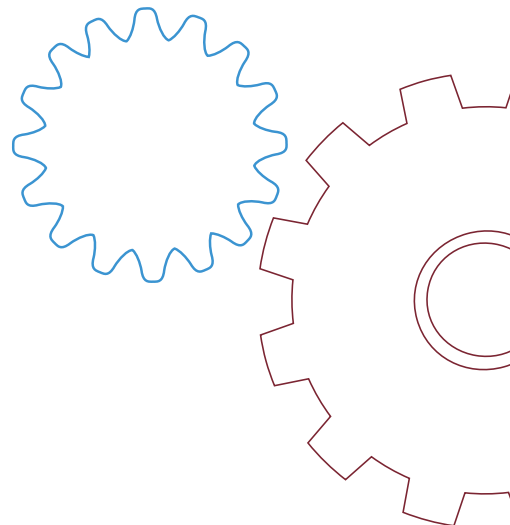
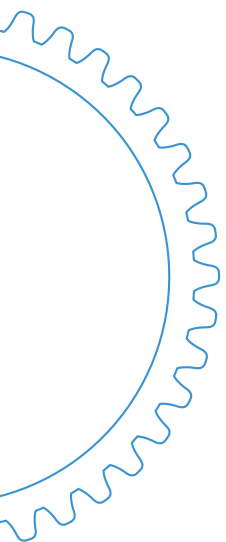
From March to August of 2014, PSHSA partnered with Centennial College to conduct violence risk assessments at five of their campuses in order to help improve their existing programming. This project provided us with the opportunity to create an electronic tool that collects the information required for a violence risk assessment audit for future projects.

We were able to provide a series of comprehensive violence risk assessments enabling the College to use the report as a roadmap to help plan and implement controls to improve their program. In addition, we are able to leverage the work for future assessments both inside and outside Centennial.

Sheridan College Roof Top Safety Project

PSHSA partnered with Sheridan Institute of Technology & Advanced Learning to conduct a safety audit and assessment with a goal of providing recommendations to address roof top safety hazards related to maintenance and construction activities performed by both Sheridan employees and contractors. This project was a proactive measure to ensure that roof work hazards were identified and measured and that control options were implemented on a prioritized risk analysis basis. PSHSA used a hazard ranking system to categorize risk potential, and provided expertise in fall prevention, hazard recognition, risk assessments and control measures.

The final report outlined actionable recommendations to reduce injuries as a result of working on Sheridan College facilities roofs. The results of this assessment can be used to implement engineering solutions and develop procedures for safe access to locations for inspection, maintenance and repair work, when working alone or when the physical characteristics of the space pose a potential hazard. Suggested prioritization of actions was also provided in order to correct the more hazardous situations first. We look forward to leveraging this work to prevent roof top injuries.





Government & Public Safety

Within the Allied Government classification is a diverse mix of subsectors. Government work includes administrative positions in office settings to heavy work in indoor/outdoor environments. High hazard work is common throughout government services and public safety, and can result in catastrophic outcomes if not addressed correctly. Exposure to falls from heights, uncontrolled environments, heavy equipment, confined spaces, rescue operations, and vehicular traffic are just some of the high hazard activities these workers face every day. With the appointment of both an Executive Director and Sector Lead with immediate municipal experience, and a team assigned to service our sector directly, we have ensured that our solutions are based on the needs of the sector. The development of partnerships to increase reach and the establishment of relationships which connect our consultants to stakeholders are among the main focuses.

MONICA A. SZABO

Executive Director, Government & Public Safety

With over 26 years of experience in environmental health and safety, Monica A. Szabo is a senior leader who has built a reputation for developing progressive and results-oriented health and safety solutions for the broader public sector. Monica is a Registered Occupational Hygienist (ROH), Canadian Registered Safety Professional (CRSP) and ABIH/BCSP Certified Occupational Health and Safety Technologist (OHST). She completed the Queen's Operations Leadership Program in 2006.

In her current role as Executive Director, Government, Education and Public Safety, Monica is responsible for ensuring the quality and effectiveness of product and service delivery with a focus on the broad strategic goals and objectives. Monica works collaboratively with staff, senior executives, councils, boards and unions and looks forward to continuing her work to significantly improve results for clients in the public sector.



MEETING CLIENT NEEDS THROUGH OUR TECHNICAL AND SECTOR EXPERTISE

Ontario Recreation Facilities Association (ORFA)

The Ontario Recreation Facilities Association (ORFA) is a recognized leader in the recreation facilities profession, providing training and education programs to their members for the purpose of competent operation of a facility. ORFA first developed a professional designation program over 20 years ago to assist members in developing competency to effectively work within the recreation facilities industry. ORFA understands the importance of health and safety and has deemed it a required component of their certification process.

Earlier this year, PSHSA partnered with ORFA to develop customized Health and Safety for Management training for members that meets and exceeds the requirements of Regulation 297/13 for mandatory supervisor training. The PSHSA Health and Safety for Supervisors program was customized to meet the needs of ORFA and its members. The program is now a mandatory training element required to complete their certification process. PSHSA's experience in both the municipal recreation facilities workplace and our understanding of occupational health and safety laws enabled us to deliver a customized solution for our association client. This training has been incorporated into the ORFA Certificate Programs to ensure that all facilities operators would receive the required training and have the same foundational health and safety knowledge.

The project allowed us to increase our reach for health and safety training in this subsector of municipal government. The first session was overbooked, and a second session was added to the program launch at the annual ORFA conference. Feedback from the initial sessions was very positive, and future sessions have been scheduled across the province. This partnership has the potential to train 5,000 current ORFA members in their health and safety responsibilities and represents a model which can be adopted among other stakeholder groups.

Expansion of Confined Space Training Capacity

Earlier this year, PSHSA submitted an application to the Ministry of Labour seeking additional funding to convert its portable classroom (sea container) previously used for Clandestine Lab hazards training of emergency services personnel into a second Confined Space portable classroom. The goal was to repurpose an existing piece of equipment that, over time, had become less popular with our client base and fulfill an increasing demand for Confined Space training across the province. The demand for Confined Space training often exceeded our current capacity to deliver. Funding was granted to repurpose the portable classroom and purchase materials to stock the unit.

PSHSA then expanded the internal capacity to deliver Confined Space courses by training six additional consultants across the province. The Confined Space training course is a two-day session, with the first day held inside a traditional classroom and the second held outside using the portable classroom in all types of weather.

With the second classroom and training of additional internal resources, PSHSA has increased its ability to deliver this in-demand course across Ontario, meeting more of our clients training needs. We have already entered into training agreements with the Emergency Services Training Centre in Blyth and the Meaford Fire Training Centre to offer Confined Space Training this coming winter.



Product Development and Corporate Programs

Product Development and Corporate Programs provide staff with the support they need to be the best at what they do, ensuring they always have the right tools, skills and knowledge at their fingertips. Corporate Programs includes support functions such as Information Technology and Finance. Product Development has a wider focus which includes research, innovation, product development, eLearning, marketing and communications, and client acquisition functions.

GLENN CULLEN

Vice President, Product Development and Corporate Programs

Glenn has led the Product Development and Corporate Programs teams at PSHSA for a little more than two years now. Glenn brings his private sector experience and talents for transforming organizations to succeed through a market focus. Glenn's experience bridges the prevention services and product development and corporate programs functions, moving the organization to understand the market and its needs, aligning new and existing products to meet these needs, and designing the organization to deliver products in both traditional and innovative ways.



Product Development

eACCESS

The Product Services team continues to lead with the introduction and crystallization of eAccess to expand reach to our markets.

As demands for resources, time and money continue to challenge our clients, eAccess functions to address these challenges and close the gaps. eAccess seeks to enhance prevention activities by delivering efficient, on-demand access to occupational health and safety solutions, regardless of physical location, via electronic delivery, by means of eLearning, eConsulting and Mobile technologies.

eAccess is an organization-wide plan to support the development and implementation of digital initiatives which allow us to increase accessibility and expand our impact. Working closely together, our Prevention Services, eLearning, Product Development, Marketing and Communications departments are focused on enhancing service offerings and prevention activities to meet both the current and future needs of our clients.

eLearning

Our eLearning team has experienced tremendous growth and success over this past year. Clients are recognizing eLearning as a scalable, measureable and sustainable training option. This diversification of the product line has resulted in tangible outcomes. Among the most notable projects are our partnerships with OFMEM and Revera Inc.

Customizing Solutions to Facilitate Compliance - OFMEM Supports Fire Code Amendment with Online Fire Safety Planning Courses

In spring 2013, with the filing of Ontario Regulation 150/13, the Fire Code was amended to require that three groups successfully complete a fire safety planning course approved by the Fire Marshal in regard to their fire safety responsibilities.

The following groups must complete the training.

- Owners and operators of care occupancies, care and treatment occupancies and retirement homes regulated under the Retirement Homes Act, 2010, or their delegates. They are the persons having primary responsibility for implementing the emergency planning provisions of Section 2.8 (Division B) of the Fire Code in such facilities, including a fire safety plan.
- Chief fire officials responsible for approving fire safety plans for buildings containing care occupancies, care and treatment occupancies, or retirement homes.
- Persons designated as “supervisory staff” working occupancies housing vulnerable Ontarians.

To facilitate compliance with Fire Code requirements, PSHSA partnered with the Office of the Fire Marshal and Emergency Management (OFMEM) to develop three eLearning modules and provide learning management service. This scalable

solution brought together subject matter expertise, instructional design expertise, facilitation expertise and eLearning development capabilities PSHSA released the online courses in April 2014.

1. Fire Safety Planning eLearning: Chief Fire Officials

This course will prepare Chief Fire Officials to develop fire safety planning knowledge required to ensure that the Fire Safety Plans that they approve meet the regulatory requirements, and thus contribute to fire safety in facilities housing vulnerable Ontarians. This course is comprised of 7 learning modules, a short survey and a mastery test.

2. Fire Safety Planning eLearning: Training for Owners/Operators

This course will prepare owners/operators to develop and implement Fire Safety Plans in accordance with the needs of the facility they operate, and will provide the knowledge required to fulfill their regulatory obligation regarding fire safety planning. This course is comprised of 10 learning modules, a short survey and a mastery test.

3. Fire Safety Planning eLearning: Training for Supervisory Staff

Persons designated as “Supervisory Staff” in accordance with the Ontario Fire Code are all those persons who have a responsibility to assist in carrying out Fire Safety Plans for facilities such as Care Occupancies, Care and Treatment Occupancies and Retirement Homes. This course will provide Supervisory Staff with fire safety planning knowledge, which will support them to carry out their duties. This knowledge must be supplemented by training within the facility of their employment to ensure that they are capable of carrying out the specifics of the Fire Safety Plan for that facility. This course is comprised of 8 learning modules, a short survey and a mastery test.

In addition to the online courses, PSHSA will also deliver traditional classroom courses regionally for owners/operators and for chief fire officials, beginning in the fall of 2014.

The partnership between PSHSA and the OFMEM has been and continues to be a very successful one. The courses have been well received by their three target groups and the positive feedback continues to roll in. One Owner/Operator sums it up nicely:

“ *I found the course excellent! Fantastic Job! The information in the course is right on target. Very valuable and totally used in the field. I am so happy that this course is available and will definitely have my supervisory staff take [it]. The eLearning is so easy and accessible to reach staff at times when they can do the courses. I have found my staff using eLearning are more receptive and eager to take courses. Thank you and hats off to all that worked on this!* ”

Helping a Client Exceed Compliance - Revera Inc. Long Term Care Services Exceeds Mandatory Supervisory Training Requirements

Regulation 297/13, which came into force July 1, 2014, requires health and safety awareness training for supervisors under Ontario's Occupational Health and Safety Act (OHSA). In order to comply with the new regulation, Revera needed a training solution that was scalable, measurable and sustainable, and arrived at eLearning as the best format.

PSHSA partnered with Revera to build a Health and Safety for Supervisors eLearning course for their 2,000 supervisors across the province. The course satisfies all criteria outlined in Regulation 297/13 for supervisor and worker awareness training, including:

- The duties and rights of workers under the Act.
- The duties of employers and supervisors under the Act.
- The roles of health and safety representatives and joint health and safety committees under the Act.
- The roles of the Ministry, the Workplace Safety and Insurance Board and entities designated under section 22.5 of the Act with respect to occupational health and safety.
- How to recognize, assess and control workplace hazards, and evaluate those controls.
- Sources of information on occupational health and safety.
- The requirements set out in Regulation 860 (WHMIS) with respect to information and instruction on controlled products.
- Occupational illness, including latency.

The initiative has been very successful. Revera demonstrated leadership in the marketplace addressing the new mandatory requirement and the feedback has been very positive. Learners describe the course as an interactive and dynamic experience.

“We chose to work with PSHSA because of their level of understanding and expertise... When they're speaking they really know what they're talking about. Overall, it was a very positive and successful experience.”

Sherri Bastos, Revera Inc.

Supporting Regulation 297/13

To support the Chief Prevention Office of the Ministry of Labour, PSHSA ran a radio ad to inform Ontario workers of Regulation 297/13, Mandatory Occupational Health and Safety Training for Supervisors and Workers, which came into effect on July 1. The ad ran on several radio stations across Ontario and was well received by PSHSA clients.

PSHSA also developed two eLearning courses to support Ontario employers in complying with the new regulation: Supervisor Health & Safety Awareness and Worker Health & Safety Awareness. The training enhances general awareness of legislated health and safety responsibilities, including the

Internal Responsibility System, worker rights, supervisor duties and common workplace hazards, including Regulation 860 (WHMIS). These comprehensive eLearning courses assist participants in understanding the requirements of Regulation 297/13 as well as how to recognize, assess and control workplace hazards.

The SCORM-compliant, self-paced programs allow for unique user tracking; users are not required to complete the training in one sitting. Users are also able to log in at a later time to obtain certificates. The program is applicable for all sectors, and takes approximately 45 minutes to complete. Successful completion of this interactive and user-friendly training will ensure users are compliant with the Ministry of Labour's newest regulation.

Not only have the modules exceeded expectations in the number of learners who have completed them on PSHSA's learning management system, but organizations like Western University and the Ontario Association of Community Care Access Centres have gone so far as to implement them on their own learning management systems. This subscription-based model for eLearning course licensing has drastically increased PSHSA's reach.

eConsulting

We have learned from our stakeholders that they want access to health and safety information through a variety of on-demand channels. The world of work within Ontario businesses is shifting, and PSHSA is providing a variety of solutions to increase access to occupational health and safety information and resources.

Consulting is a suite of online channels providing workers and employers with access to a query-based consulting service, on-demand health and safety information and resources, and a reference point to any health and safety requirement.

- Live Chat
- Inquiry Forms (Ask the Expert, Contact Us, Footer)
- Email
- Telephone

Our initial pilot confirmed the need for access to occupational health and safety information in these formats, and, as a result, we are expanding our focus and implementing identified improvement opportunities to meet the needs identified by the market.

Mobile

PSHSA is entering the mobile market by leading the development of a mobile application as part of the “How leaders are using benchmarking information on OHS” research project funded through a new two-year grant from the Ontario Ministry of Labour Research Opportunities Program.

The application will employ gamification to improve leadership skills and a dashboard which will provide the organization with real-time information about their benchmarked scores against other organizations in their

same rate group. Gamification is the application of game-design techniques to non-game applications for the purpose of making them more engaging. Gamification employs status and reward as a motivator, and is being used in educational materials and marketing. The focus in research is to understand the impact that gamification will have on learning and the application of information.

The app will be built based on the data gathered from the 8 item Organizational Performance Metric (OPM) tool. The app will provide a dashboard of the organization's performance to identify areas of improvement, and employ the use of educational games focused on improving decision making and leadership skills as they relate to occupational health and safety. The user (leader) will be challenged with games related to improving leadership capabilities specific to the gap areas identified in their benchmarking report. The game will provide the user with rewards and incentives to encourage continuous work on these skills.

We feel that this is an excellent opportunity to move research to commercialization, which fulfills our role in the health and safety system of taking research to practice. The commercialization of research increases our reach by introducing innovative products and solutions that align with our health and safety mandate for Ontario workers and employers.

RESEARCH

Participating in leading research and then taking this research to practice through knowledge translation or commercialization is a very importance aspect of PSHSA's strategic plan. We appreciate the importance of the correlation between research, innovation and product development, and understand the cycle of research to product to research to product. Sometimes our products will drive a research agenda and, at other times, the outcomes of research will drive the development and implementation of products. This approach to product development continues to show promise, and our sector partners recognize that PSHSA is a leader in this area.

How Are Leaders Using Benchmarking Information on Occupational Health and Safety Performance?

The Ministry of Labour Research Opportunities Program recently funded a project that demonstrates the research-product-research cycle. In 2009, the Institute for Work and Health began working with the Ontario prevention system partners to develop leading indicators for occupational health and safety performance. This work included the development of the Organizational Performance Metric (OPM) and the Ontario Leading Indicators Project (OLIP).

Initially, the prevention system partners wanted to know if they could develop a consistent and simple tool that would help prevention system consultants do a consistent and quick initial assessment of an organization's health and safety performance. The prevention system developed IWH-OPM which is an eight-item questionnaire. This is a simple, high level tool (or product) that appears to predict a firm's

workplace injury experience, and it can be used to benchmark organizations with others in their sectors.

OLIP is a larger study designed to find organizational and management measures which can be used by workplaces and system partners to gauge and improve health and safety performance before injuries and illnesses occur. The study assessed five potential leading indicator tools, including OPM, through a 20 minute survey administered to employers across Ontario, scoring everything from their policies and practices to training and worker participation. Participants have now received benchmark reports based on their survey scores. These reports let the organizations know the health and safety areas in which they're doing well, and the areas that need improvement. The reports also let participants know how they're doing relative to the other organizations that took part in the survey. In industry sectors and subsectors with at least 10 participants, reports also compared their performance to their peers.

The next step in this research-product-research-product story is to better understand how leaders use the information they get from the benchmarking reports. The system partners are focused on the development of a dashboard and game-based applications that will help leaders identify performance gaps, compare OHS performance to industry peers and discover areas of improvement.

As a key partner in this research project, PSHSA played an important role in developing survey questions and recruiting organizations to participant in the study. PSHSA has also acted as an advisor to IWH throughout the process and will take the lead in developing the application in the next phase of the research.

“PSHSA has been involved since the beginning of both projects. The project would not be successful without the role of PSHSA safety professionals on the original committee that developed the OPM and PSHSA consultants and staff who helped recruit the businesses that participated in the OLIP.”

Dr. Ben Amick, IWH

Corporate Programs

At the foundation of any organization are its corporate responsibilities of Finance, Human Resources and Information Technology. Finance provides good governance and value for money; HR continues to focus on the importance of talent management and the rewards good talent management practices bring to PSHSA; and IT is the informational infrastructure which provides the conduit to our customers and the communications and knowledge management pathways for our internal organization. It is this foundational work which allows us to maximize funding and effectively target system priorities.

Expanding our Reach in New and Innovative Ways

Partnering with Community-Based Small Business Centres to Improve Health and Safety

Based on conversations with clients, consultants have identified that occupational health and safety legislation can present some challenges for small business owners. While a number of factors contribute to this, the main issues include limited resources, time and money, and the absence of guidance and support materials particular to small businesses.

In response to this, PSHSA has developed a 3-hour Small Business Health and Safety Training Program. This program helps business owners, managers and health & safety representatives to learn their responsibilities and prevent injury and illness in the workplace. Topics covered include Ontario's prevention system, OHSA and regulations affecting small businesses, roles and responsibilities of workplace parties, and steps in developing an effective health and safety management program. Through these sessions, small business owners learn how to comply with legislative requirements, how to create a safe working environment and protect workers, they understand their responsibilities and gain access to a variety of free resources.

As a pilot, two sessions were scheduled for the Small Business Enterprise Centre in Picton along with representatives from the Prince Edward Chamber of Commerce and the Prince Edward/Lennox & Addington Community Futures Development Corporation, Career Edge, and the County of Price Edward. Both sessions were filled to maximum capacity with long waitlists, and so an additional three fully booked sessions were arranged. In total, 123 participants from 86 small businesses representing all sectors attended the program.

Following our business model, consultants have approached various Small Business Enterprise Centres across Ontario to help the centres provide better support regarding occupational health and safety issues for small businesses in their communities. Since then, sessions have also been held in Napanee, Chatham and Bancroft, with future sessions scheduled across the province.

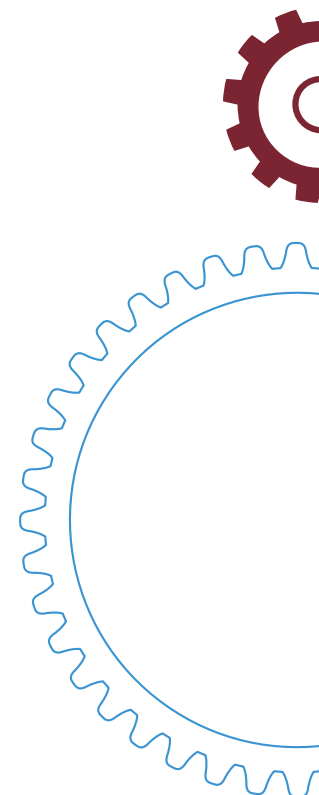
Partnering with Associations for the Multiplier Effect

Our stakeholders told us that partnerships with employer and employee associations will help us reach an increased audience and achieve the greatest possible impact. The multiplier effect occurs when we are able to find an association whose mandate and focus mirrors our own – we can increase understanding and engage in conversations about health and safety issues within the specific sector and then build solutions that increase awareness and access to the employees and members of the association.

Most recently, we have partnered with the Human Resources Professional Association of Ontario (HRPA) to provide their membership with readily accessible health and safety resources and solutions.

Marketing and eConsulting have worked closely with eLearning, Product Development and Prevention Services to develop a learning schedule consisting of key courses and webinars which will be offered to their membership, as well as an information sharing group. HRPA and PSHSA also worked together to offer free Health & Safety Awareness eLearning courses to assist HRPA members with compliance with Regulation 297/13. Through this one partnership, PSHSA was able to connect with HRPA's member base of over 18,000 HR professionals across the province. We have been able to leverage our resources and affect real change.

We enjoy working collaboratively with others and look forward to expanding both current and future partnerships.





At PSHSA, we recognize the impact and importance of employee engagement on organizational culture. Moreover, in today's environment, a strong organizational culture is more indispensable than ever before. It means that our staff are committed to our success, passionate about our mandate and recognized for their achievements.

Employee development is a key contributor to employee engagement. As seen in our 2012 Employee Engagement Survey results, staff expressed concern about their ability to achieve their career objectives at PSHSA and their opportunities for learning and development (Hay Group, 2012). Since then, PSHSA has made investing in our people a priority. By focusing on employee development, we believe that the investment we make will continue to build our knowledge, increase innovation and impact our future success.

We rely on the knowledge of our team to elevate PSHSA as Ontario's preferred organization for occupational health and safety services. Without investing back into our team members, we could never be a leader in this space.

But don't just take our word for it; hear what our staff have to say...



RYAN ADAM

Sector Lead, Education

PSHSA offers opportunities to go after various areas of interest, whether it is expanding and developing skills or leading projects. Earlier this year, I recognized a chance to grow within the organization and was given the opportunity to interview for the

position of Sector Lead. As the successful candidate, I am thankful for the opportunity. The promotion has allowed me to further develop my skills and gain experience leading a team. Throughout the transition, senior managers have made themselves available to provide support and assistance as I strengthen my leadership skills.

I've also received support when bringing forward new ideas, notably the Small Business Initiative. I developed this program after a client meeting where I discovered an opportunity to address the apparent gap in health and safety awareness among small businesses. To date, well over 100 participants have attended the 3-hour sessions. Future sessions have been

scheduled for across the province and further resources have been dedicated to this project.

It's great to see that the senior management team sees the benefit in investing in staff. In the end, it's the people that make the organization what it is. It's important to support them in order to hold on to that asset.



TINA DUNLOP

Consultant, Healthcare

As the key account manager for Long Term Care service provider Revera Inc., I've worked closely with the OHS Manager to support their health and safety efforts. I learned that they were looking for a training solution focusing on health and safety

awareness and supervisor competency which would satisfy a large and dispersed audience. The idea for building a custom eLearning program for Revera blossomed from listening to the client and understanding their needs. I worked with a number of our internal people, ranging from front line staff to senior management, to write and submit a proposal describing how we do business and deliver results.

Out of the many opportunities Revera considered, they chose us. The project team worked very well together; it was a great example of good and effective teamwork, and the feedback has been very positive. Overall, I feel that my involvement with this project was an engaging experience; it provided a motivator to be more productive. It's definitely something I would do again.

I believe that investing in staff not only stimulates intellectual and professional growth, it stimulates creativity and innovation. If you feel more creative, innovative and engaged, you're going to feel more productive and you're going to want to meet your company's goals. At the end of the day, though, I think it's all about the customer. We're going to better serve our clients if we invest time and resources into our staff.

Investing in People



LINDA LORENZETTI

eLearning Developer

eLearning has always been a passion of mine. Last year, I was given the opportunity to transition within the organization to eLearning Developer. Now I have a job that I love and a great new manager. I've been to eLearning software training and

workshops, eLearning conferences, adult learning courses and Photoshop seminars. These professional development opportunities have allowed me to learn new things and apply them to my work. All of the new ideas cross-pollinate and result in new ways of doing things. I love the work; it's exciting and ever evolving. It's now one year down the road and we have a variety of exciting eLearning programs and projects on the go, and I'm exactly where I want to be.

It's nice to work at a place where they invest in their employees talents, and I feel appreciated and happy that my efforts are recognized. I think that most people want to enjoy what they do. When you have the sense that the organization notices and invests in what you do, you become engaged and it drives you to push yourself to do more for the organization. Positive employee investment equals positive results.



HENRIETTA VAN HULLE

Executive Director, Health & Community Care

I was given the opportunity to fill the position of Senior Director on an acting basis. During this period I was invited to sit on the senior management committee and attend meetings with PSHSA senior leaders

and system partners. Coaching and mentorship opportunities allowed me to learn from experts within the organization, and I was comfortable asking them for input in terms of what and how I could improve. I was also able to take an executive leadership course through the Niagara Institute which focused on collaboration, team building, decision making, coaching and building engagement through emotional intelligence.

All of these opportunities have helped me to strengthen my skills, and gave me the confidence to apply for and effectively transition into the role of Executive Director. With support from my colleagues, I am able to develop and utilize my own leadership style. I have support from my colleagues. Overall, I feel the experience has had a very positive effect on myself as an individual as well as on my team.



TANYA MOROSE

Consultant, Government

Like many of my colleagues, I am passionate about ensuring our products are top notch and wanted to play a role in making sure the curriculum we offer is the best it can be, but working on products while also maintaining client commitments

can be a challenge. Last year, our Product Development team was looking for resources to help develop solutions on a secondment basis. The secondment allowed me to contribute to our Product Development team without having to squeeze it in. It was a welcomed change of pace!

All in all, it was a positive experience. It was great to have the opportunity to work with members of the organization I don't normally interact with, and I now have a greater appreciation of the product development process. I couldn't have done the secondment without the support of my colleagues, and I am very grateful for their assistance throughout the process.



PATRICIA CLAUSEN

Sector Lead, Government

When PSHSA realigned its structure last year, a number of new opportunities were created within the organization. I was approached to move into the role as acting director and become a mentor to my team.

The position came with leadership training and exposure to senior meetings and events, like the annual general meeting and Advisory Summit. I felt that I had the necessary support and appreciated mentorship and coaching from my Executive Directors. When working on the business plan and strategic objectives, I felt that my perspectives were valued. I appreciated the opportunity to work at a higher level to expand my impact.

The acting position allowed me to gain important experience and, from here, I was able to effectively transition into the role of Sector Lead on a permanent basis. I consider this a significant investment that PSHSA has made in me. Previously, I didn't have these types of opportunities for exposure, learning and development. The promotion has allowed me to grow professionally into a management role, and, as a result, I have developed a more strategic knowledge base.



Thank You

We value our colleagues' knowledge, hard work and dedication to the advancement of occupational health and safety in Ontario. Thank you for your important contributions over the past year. Together, we are making a real difference.

Rita Abuyuan
Ryan Adam
Amanda Allan
Mike Atkinson
Suthan Balasubramaniam
Mary Bayne
Ernie Beltran
Doug Bennett
Kurt Bohme
Dean Case
Toni Cavaliere
Olena Chapovalov
Patricia Clausen
Christy Conte
Glenn Cullen
Carolyn Cuthbertson
Monica Da Ponte
Sonita Dillon-Rhodus
Tina Dunlop
Michelle duQuesnay-Jones
Penny Ebanks
Sandra Excellent
Lorraine Feliciano
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Christine Joli-Coeur
Hillarie Klass
Ron Kelusky
Mathew Kennedy
Breanne Knowles
Blaine Larock
Connie Limnidis
Robyn Lloyd
Linda Lorenzetti
Lynn McCaig
Christina Machowski
Scott MacKenzie
Hasan Makansi
Cassandra Mantia
Neil McDermott
Patrick McKeown
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Christine Pitt
Lily Rhodes-Novicki
Kamil Rizvi

Jennifer Russell
Cindy Schiewek
Victoria Serry
Siva Shanmugalingam
Bill Sisler
Liz Sisolak
Kim Slade-Traynor
Jayne Smith
Steven Sone
Susan Sun
Greg Swan
Monica Szabo
Kim Takata
Geoff Temple
Mark Urquhart
Henrietta Van hulle
Kathleen Walsh
David Wang
Brett Webb
Mark Wilson
Marla Wolfe
Frances Ziesmann

Governance & Guidance

We continue to receive excellent support as we work toward our common objectives. We would like to express our sincere appreciation to our Board of Directors, voting members, Advisory Council members and partners for their assistance and encouragement over the past year. Our work is truly collaborative, and we could not have realized our many achievements without your help.

2013-2014 BOARD OF DIRECTORS

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OUR VOTING MEMBERS

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Association franco-ontarienne des conseils scolaires catholiques
Association of Colleges of Applied Arts and Technologies of Ontario
Association of Local Public Health Agencies
Association of Municipal Managers, Clerks and Treasurers of Ontario
Canadian Mental Health Association, Ontario Division
Canadian Union of Public Employees
Council of Ontario Universities
Independent School Associations of Ontario
Ontario Association of Chiefs of Police
Ontario Association of Fire Chiefs
Ontario Association of Medical Laboratories
Ontario Association of Community Care Access Centres
Ontario Association of Medical Radiation Sciences
Ontario Association of Non-Profit Homes and Services for Seniors
Ontario Association of Paramedic Chiefs
Ontario Catholic School Trustees' Association
Ontario Community Support Association
Ontario Home Care Association
Ontario Hospital Association
Ontario Library Association

Ontario Long Term Care Association
Ontario Medical Association
Ontario Municipal Administrators Association
Ontario Municipal Health and Safety Representative Association
Ontario Municipal Human Resources Association
Ontario Museums Association
Ontario Nurses Association
Ontario Professional Firefighters Association
Ontario Public School Boards Association
Ontario Recreation Facilities Association
Ontario Public Service Employees Union
Ottawa-Carlton Association for Persons with Development Disabilities
Police Association of Ontario
Service Employees International Union

OUR PARTNERS

Candys Ballanger-Michaud, Workplace Safety North
Al Beattie, Infrastructure Health and Safety Association
David Collie, Electrical Safety Authority
Sophie Dennis, Deputy Minister of Labour
Kevin Flynn, Minister of Labour
George Gritziotis, Chief Prevention Officer
Dave Killham, Workers Health and Safety Centre
Steve Mahoney, Radiation Safety Institute
David Marshall, Workplace Safety and Insurance Board
Elizabeth Mills, Workplace Safety and Prevention Services
Dr. Cameron Mustard, Institute for Work and Health
Michael Roche, Occupational Health Clinics for Ontario Workers
Canadian Cancer Society Research Institute
Cancer Care Ontario
CRE-MSD
CRE-OD
Hamilton Health Sciences
McMaster University
Medical Services Inc.
Ontario Home Care Association
Sunnybrook Hospital
University Health Network



Summary Financial Statements

Independent Auditor's Report

To the Members of Public Services Health and Safety Association

The accompanying summary financial statements, which comprise the summary balance sheet as at March 31, 2014, and the summary statement of operations and changes in net assets for the year then ended, are derived from the audited financial statement of Public Services Health and Safety Association for the year ended March 31, 2014. We expressed an unmodified audit opinion on those financial statements in our report dated June 5, 2014.

The summary financial statements do not contain all the statements and disclosures required by Canadian accounting standards for not-for-profit organizations. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial statements of Public Services Health and Safety Association.

Management's Responsibility for the Summary Financial Statements

Management is responsible for the preparation of a summary of the audited financial statements in accordance with the basis described in Note 1.

Auditor's Responsibility

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with Canadian Audit Standard (CAS) 810, Engagements to Report on Summary Financial Statements.

Opinion

In our opinion, the summary financial statements derived from the audited financial statements of Public Services Health and Safety Association for the year ended March 31, 2014 are a fair summary of those financial statements, in accordance with the basis described in Note 1.



Chartered Accountants, Licensed Public Accountants
Markham, Ontario
June 5, 2014

Summary Financial Statements

Public Services Health and Safety Association Summary Balance Sheet

March 31	2014	2013
Assets		
Current		
Cash	\$ 1,698,967	\$ 1,021,417
Short term investments	2,549,985	1,783,745
Accounts receivable	795,274	367,145
Inventory	78,830	195,043
Prepaid expenses	62,296	66,144
	5,185,352	3,433,494
Investments	187,833	188,636
Capital assets	138,839	118,580
	\$ 5,512,024	\$ 3,740,710
Liabilities and Net Assets		
Current		
Accounts payable and accrued liabilities	\$ 1,285,933	\$ 1,288,648
Customer deposits	201,599	151,568
Deferred revenue	1,129,280	
	2,616,812	1,440,216
Deferred lease inducement	51,179	64,826
Deferred capital contributions	138,839	118,580
Employee future benefits	1,825,400	1,867,800
	4,632,230	3,491,422
Net assets	879,794	249,288
	\$ 5,512,024	\$ 3,740,710

Public Services Health and Safety Association
Summary Statement of Operations and Changes in Net Assets

For the year ended March 31	2014	2013
Revenue		
Ministry of Labour - operations	\$ 8,242,482	\$ 8,000,863
Training and publication recoveries	2,802,581	2,545,548
Special projects and other income	24,948	411,055
Amortization of deferred capital contributions	29,558	56,054
Investment income	22,371	22,056
	11,121,940	11,035,576
Expenditures		
Personnel costs	8,185,149	7,951,243
Program delivery expenses	875,694	924,569
Occupancy costs	320,480	313,603
Travel and business meetings	280,027	298,139
Office and general	207,749	217,518
Advertising and promotion	202,934	87,603
Consulting and professional fees	194,180	321,654
Communications	153,927	174,997
Finance charges and bad debts	44,222	59,633
Amortization of capital assets	29,558	56,054
Governance	28,586	28,556
Insurance	26,153	25,935
Subscriptions and publications	4,858	218
	10,553,517	10,459,722
Excess of revenue over expenditures before undernoted item	568,423	575,854
Utilization of surplus	(49,817)	
Excess of revenue over expenditures	518,606	575,854
Net assets (deficiency), beginning of year	249,288	(121,091)
Employee future benefits remeasurement gain (loss)	111,900	(205,475)
Net assets, end of year	\$ 879,794	\$ 249,288

Summary Note to Financial Statements

March 31, 2014

1. Summary Financial Statements

The summary financial statements are derived from the complete audited financial statements, prepared in accordance with Canadian accounting standards for not-for-profit organizations, as at March 31, 2014 and March 31, 2013 and for the years then ended.

The preparation of these summary financial statements requires management to determine the information that needs to be reflected so that they are consistent in all material respects with, or represent a fair summary of, the audited financial statements.

Management prepared these summary financial statements using the following criteria:

- (a) the summary financial statements include the balance sheet and the statement of operations and changes in net assets;
- (b) management determined that the statement of cash flows does not provide additional useful information and as such, have not included it as part of the summary financial statements;
- (c) information in the summary financial statements agrees with the related information in the complete audited financial statements including comparative information and all major subtotals and totals; and
- (d) in all material respects, the summary financial statements contain the information necessary to avoid distorting or obscuring matters disclosed in the related complete audited financial statements, including significant accounting policies and the notes thereto.

Copies of the March 31, 2014 audited financial statements are available at the office of Public Services Health and Safety Association - Suite 1505, 4950 Yonge Street, North York, Ontario, Canada.



TRENDS

Trends

Sector	# Schedule 2 firms
# PSHSA clients, Schedule 1	8,970
# PSHSA clients, Schedule 2	463
Schedule 1 Total Insurable Earnings 2013	\$31,370,930,178
Schedule 1 FTE Workers 2013	674,046.30

Data source: WSIB PSHSA Schedule 1 & 2 Detailed HSA Entity Reports, May 2014 snapshot.

% PSHSA Schedule 2 firms by sector:

Sector	# Schedule 2 firms	% of Sch 2 client base
Education	137	29.59%
Healthcare	39	8.42%
Municipal & Government Services	287	61.99%
Totals	463	100%

* Based on total firm count of 9,433

Data source: CRM, May 2014 data snapshot.

of workers by Sector:

Schedule 1 FTEs by Rate Group and Sector	2013 FTEs
810 - SCHOOL BOARDS	20,014.8
817 - EDUCATIONAL FACILITIES	129,625.5
Education Total	149,640.3
590 - AMBULANCE SERVICES	2,067.3
845 - LOCAL GOVERNMENT SERVICES	39,893.9
Municipal Total	41,961.2
851 - HOMES FOR NURSING CARE	74,684.2
852 - HOMES FOR RESIDENTIAL CARE	14,284.7
853 - HOSPITALS	205,008.7
857 - NURSING SERVICES	49,426.2
858 - GROUP HOMES	19,128.6
861 - TREATMENT CLINICS AND SPECIALIZED SERVICES	73,773.9
875 - PROFESSIONAL OFFICES AND AGENCIES	46,138.5
Healthcare Total	482,444.8
Grand Total	674,046.3

Data source: WSIB EIW Firm Experience Schema, May 2014 snapshot.

Schedule 1 & 2 firms by Sector:

Sector	# Firms
Education	1,385
Healthcare	7,082
Municipal & Government Services	966
Total	9,433

Data source: WSIB EIW Employer Coverage Schema and CRM (for the sectors), May 2014 snapshot.

Schedule 1 LTI Frequency Rates by Sector 2013:

Sector	2013 LTI Frequency Rate
Education	0.38
Healthcare	1.38
Municipal & Government Services	1.79

Data source: WSIB EIW Firm Experience Schema, May 2014 snapshot.

Top 3 LTI Categories by Sector 2013 (Schedule 1):

Education	
Falls	186
MSDs	182
Contact with/Struck By	123
Healthcare	
MSDs	2,729
Falls	1,208
Exposures	932
Municipal & Government Services	
MSDs	324
Falls	143
Contact with/Struck By	102

Data source: WSIB EIW Claim Cost Analysis Schema, May 2014 snapshot.
Fatalities are excluded.

Education

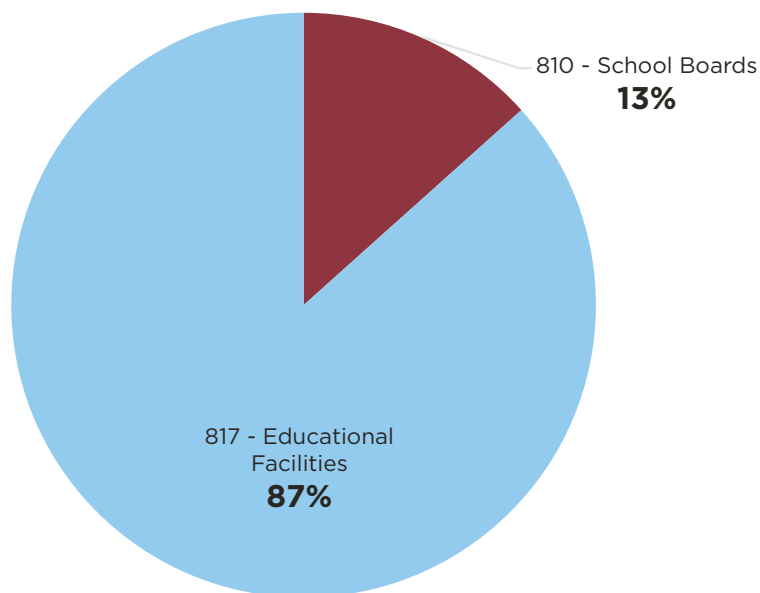
# of Sch 1 & 2 clients	1,385	Data source: WSIB EIW Employer Coverage Schema and CRM (for the sectors), May 2014 snapshot.
% of small business (Sch 1 only) based on <50 FTEs:	87%*	Data source: WSIB EIW Employer Coverage Schema and CRM (for the FTE counts), May 2014 snapshot.
% of Sch 1 Education firms:	90.11%	Data source: WSIB EIW Employer Coverage Schema and CRM (for the sectors), May 2014 snapshot.
% of Sch 2 Education firms:	9.89%	Data source: WSIB EIW Employer Coverage Schema and CRM (for the sectors), May 2014 snapshot.
# of rate groups:	2 plus Schedule 2	
largest employer groups:	see chart	
% of total FTEs:	see chart	

* Note: % of small business (Sch 1 only) is an estimate. 23 of 1,248 firms could not be identified as either small or large businesses.

Schedule 1 FTEs by Rate Group and Sector	2013 FTEs
810 - School Boards	20,014.8
817 - Educational Facilities	129,625.5
Education Total	149,640.3

Data source: WSIB EIW Firm Experience Schema, May 2014 snapshot.

**Education Schedule 1
Derived FTEs by Rate Group 2013**



Data source: WSIB EIW Firm Experience Schema, May 2014 snapshot.

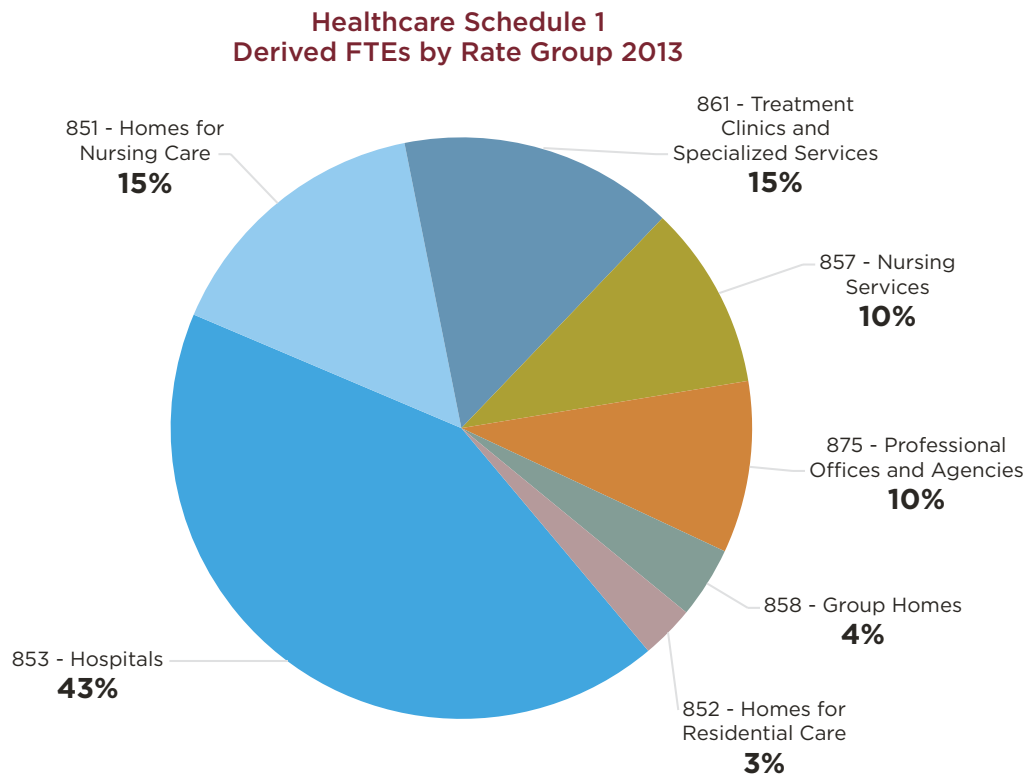
Healthcare

# of Sch 1 & 2 clients	7,082	Data source: WSIB EIW Employer Coverage Schema and CRM (for the sectors), May 2014 snapshot.
% of small business (Sch 1 only) based on <50 FTEs:	78%*	Data source: WSIB EIW Employer Coverage Schema and CRM (for the FTE counts), May 2014 snapshot.
% of Sch 1 Healthcare firms:	99.45%	Data source: WSIB EIW Employer Coverage Schema and CRM (for the sectors), May 2014 snapshot.
% of Sch 2 Healthcare firms:	0.55%	Data source: WSIB EIW Employer Coverage Schema and CRM (for the sectors), May 2014 snapshot.
# of rate groups:	7 plus Schedule 2	
largest employer groups:	see chart	
% of total FTEs:	see chart	

* Note: % of small business (Sch 1 only) is an estimate. 151 of 7,043 firms could not be identified as either small or large businesses.

Schedule 1 FTEs by Rate Group and Sector	2013 FTEs
853 - Hospitals	205,008.7
851 - Homes for Nursing Care	74,684.2
861 - Treatment Clinics and Specialized Services	73,773.9
857 - Nursing Services	49,426.2
875 - Professional Offices and Agencies	46,138.5
858 - Group Homes	19,128.6
852 - Homes for Residential Care	14,284.7
Healthcare Total	482,444.8

Data source: WSIB EIW Firm Experience Schema, May 2014 snapshot.



Data source: WSIB EIW Firm Experience Schema, May 2014 snapshot.

Municipal

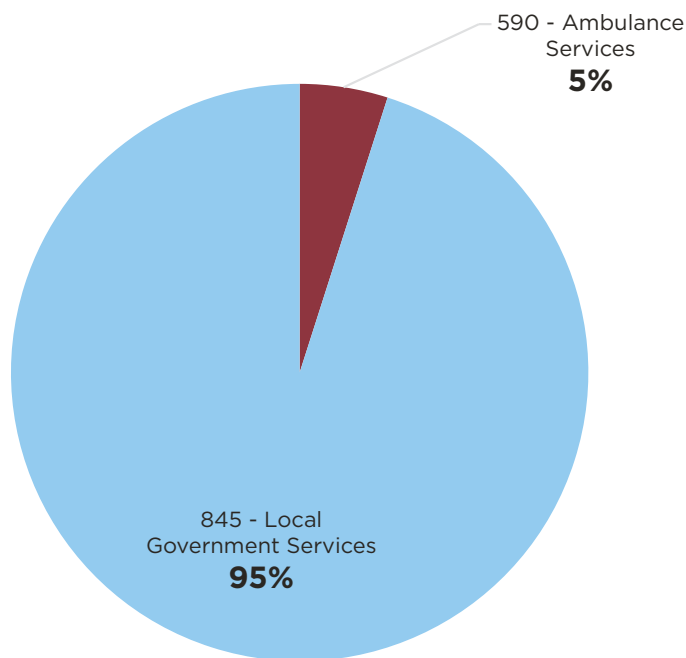
# of Sch 1 & 2 clients	966	Data source: WSIB EIW Employer Coverage Schema and CRM (for the sectors), May 2014 snapshot.
% of small business (Sch 1 only) based on <50 FTEs:	68%*	Data source: WSIB EIW Employer Coverage Schema and CRM (for the FTE counts), May 2014 snapshot.
% of Sch 1 Municipal & Government Sector firms:	70.29%	Data source: WSIB EIW Employer Coverage Schema and CRM (for the sectors), May 2014 snapshot.
% of Sch 2 Municipal & Government Sector firms:	29.71%	Data source: WSIB EIW Employer Coverage Schema and CRM (for the sectors), May 2014 snapshot.
# of rate groups:	2 plus Schedule 2	
largest employer groups:	see chart	
% of total FTEs:	see chart	

* Note: % of small business (Sch 1 only) is an estimate. 3 of 679 firms could not be identified as either small or large businesses.

Schedule 1 FTEs by Rate Group and Sector	2013 FTEs
590 - Ambulance Services	2,067.3
845 - Local Government Services	39,893.9
Municipal Total	41,961.2

Data source: WSIB EIW Firm Experience Schema, May 2014 snapshot.

Municipal and Government Services Schedule 1 Derived FTEs by Rate Group 2013



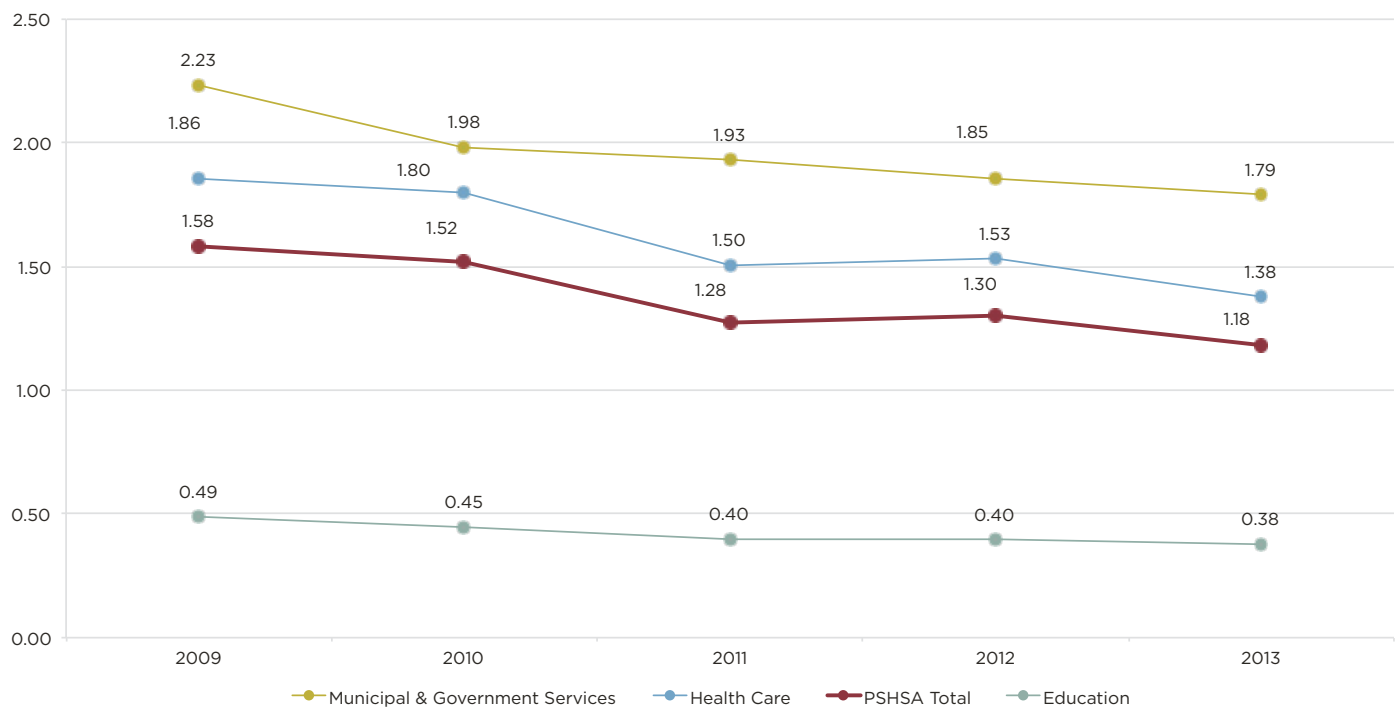
Data source: WSIB EIW Firm Experience Schema, May 2014 snapshot.

PSHSA Schedule 1 Count and Frequency Rate Comparison 2012-2013	2012 Injury Count	2013 Injury Count	2012 Freq Rate	2013 Freq Rate	% Freq Rate Decrease 2012 to 2013
Schedule 1 Allowed LTIs	8,733	7,959	1.30	1.18	-9.19%
Schedule 1 Allowed Total Injuries	25,264	25,014	3.76	3.71	-1.35%

(above figures include fatalities)

Data source: WSIB EIW Firm Experience Schema, May 2014 snapshot.

PSHSA Schedule 1 Non-Fatal LTI Rates 2009 to 2013



Data source: WSIB EIW Firm Experience Schema, May 2014 snapshot.

Schedule 2 Injury Counts 2012-2013

	2012 Injury Count	2013 Injury Count	% Increase 2012 to 2013
Schedule 2 Allowed Total LTIs	9,783	9,859	0.78%
Schedule 2 Allowed Total Injuries	21,028	21,854	3.93%

(above figures include fatalities)

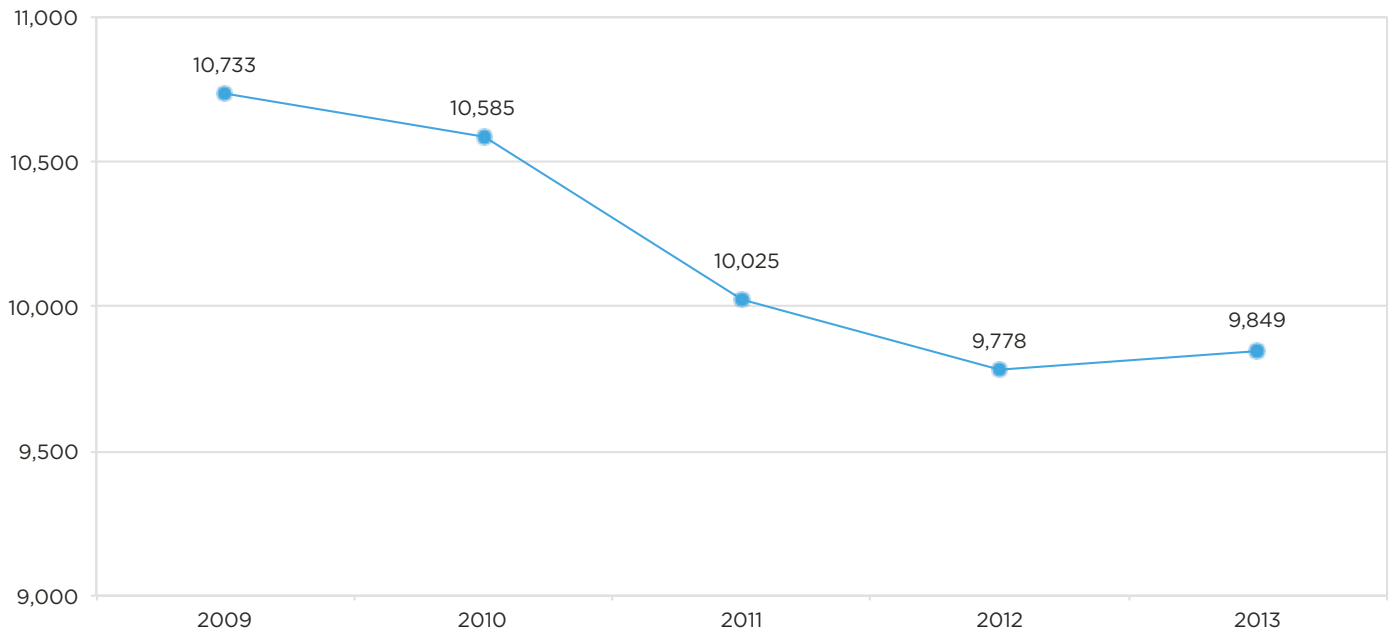
Data source: WSIB EIW Firm Experience Schema, May 2014 snapshot.

Schedule 2 Firm Counts by HSA Entity 2013:

HSA Entity	Count of firms	% of Total Schedule 2 Firms
PSHSA	463	97.27%
WSPS	7	1.47%
IHSA	4	0.84%
WSN	2	0.42%
Total	476	100.00%

Data source: WSIB Detailed HSA Entity Reports, May 2014 snapshot.

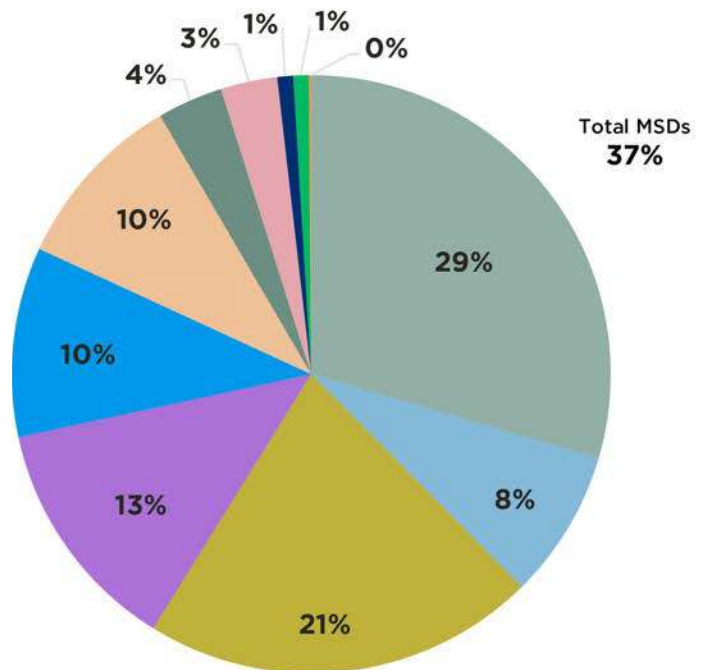
PSHSA Schedule 2 Non-Fatal LTI Counts 2009 to 2013



Data source: WSIB EIW Firm Experience Schema, May 2014 snapshot.

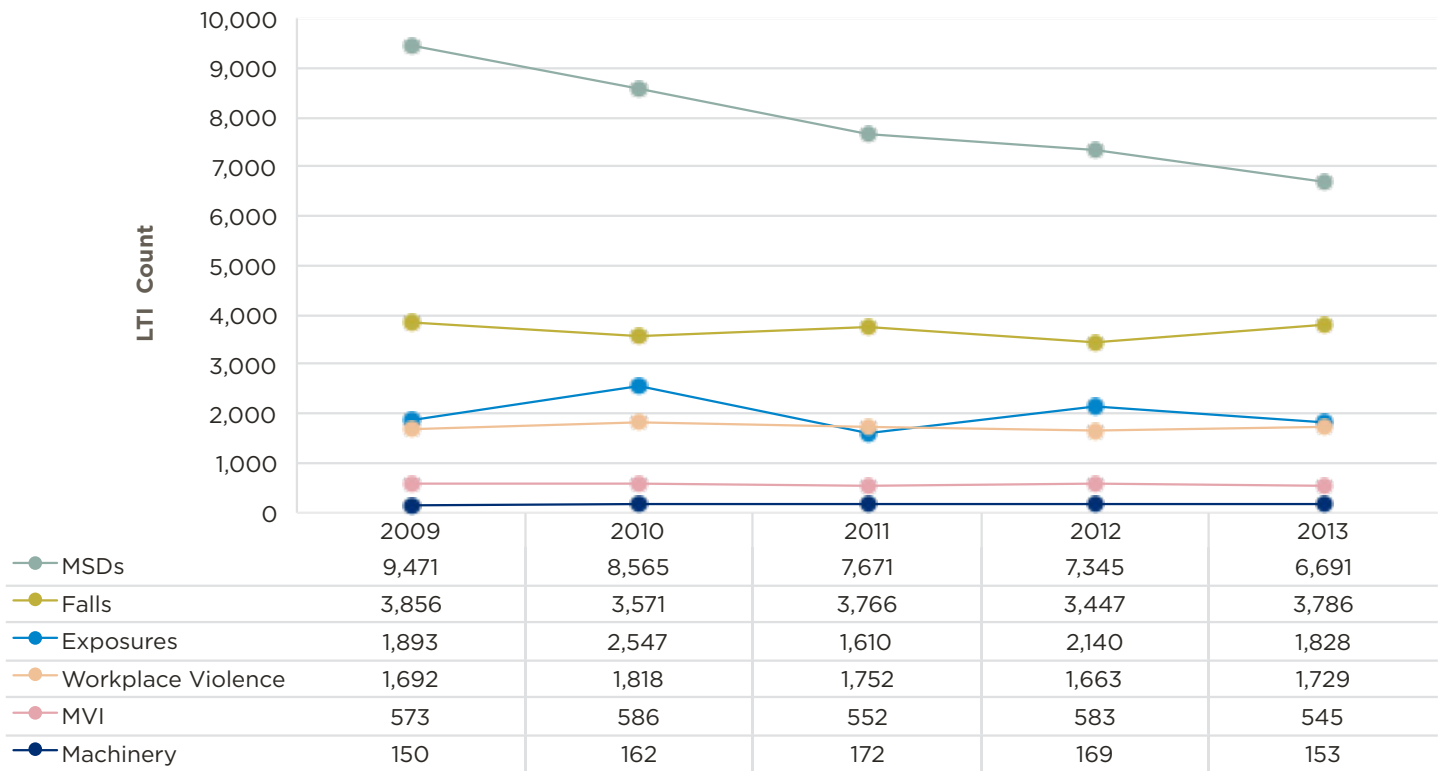
Schedule 1 and 2 Non-Fatal LTI Counts by Injury type in 2013 for all PSHSA Sectors

MSD Other	5,258
MSD Client Handling	1,433
Falls	3,784
Contact with/Struck by	2,275
Exposures	1,828
Workplace Violence	1,729
Uncoded	629
MVI	545
Machinery	153
Transportation	147
Fires and Explosions	23
Total	17,804



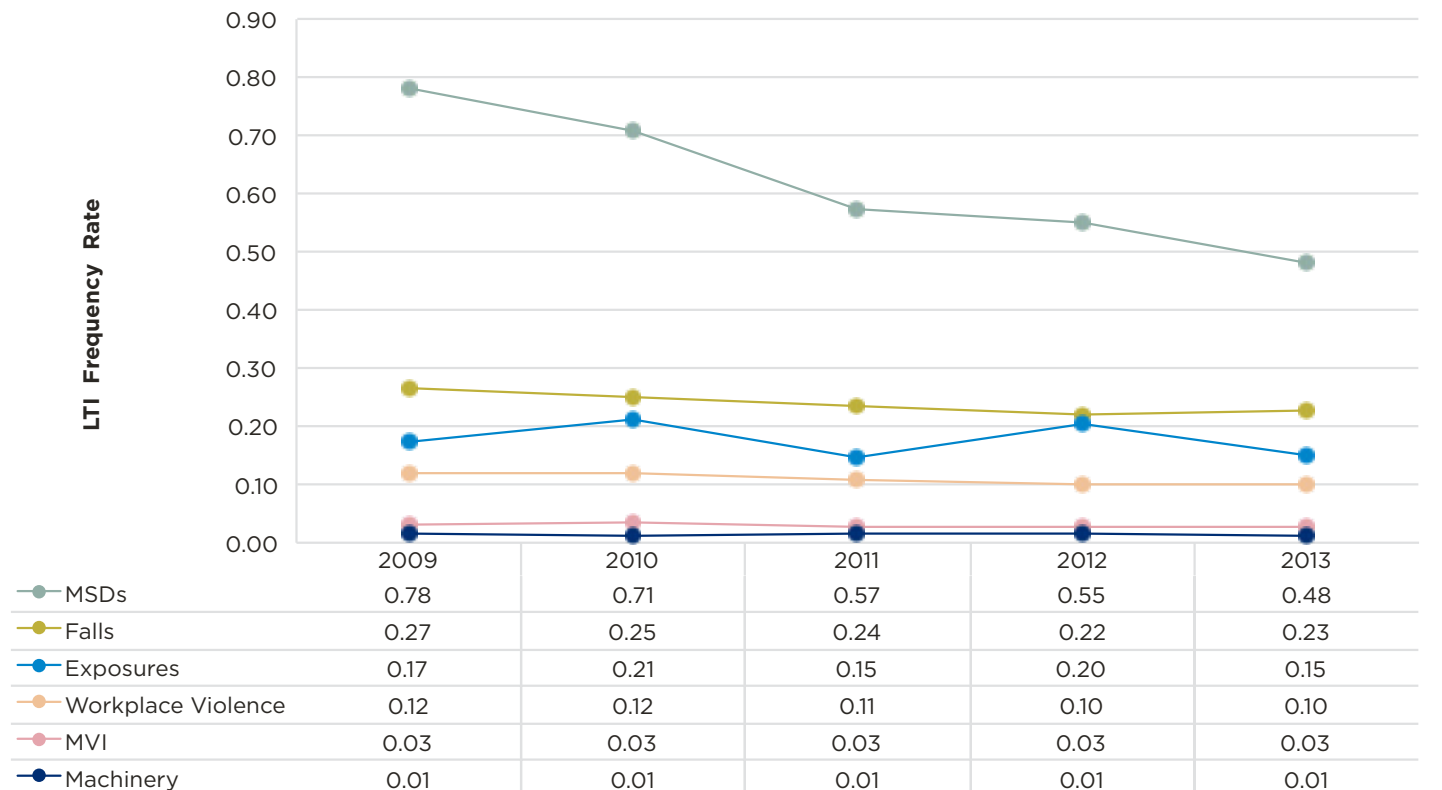
Data source: WSIB EIW Claim Cost Analysis Schema, May 2014 snapshot. Data excludes fatalities.

Schedule 1 & 2 Employers' Priority Hazard LTI Counts 2009 to 2013



Data source: WSIB EIW Claim Cost Analysis Schema, May 2014 snapshot.
Data includes fatalities.

Schedule 1 Employers' Priority Hazard LTI Frequency Rates 2009 to 2013



Data source: WSIB EIW Claim Cost Analysis and Firm Experience Schemas, May 2014 snapshot.
Data includes fatalities.



2013/2014 Annual Report

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