

Building Supply Sector Working Group

Meeting Minutes

Location: Kent Building Supplies Micmac Location, Dartmouth, NS

Sept 14, 2017 10:30am – 1:00pm

Attendees:

Joanna McLoughlin, Kent
Andy Walker, Kent
Kerri Lohnes, Kent
Craig Luscombe, Rona
Melanie Snyder, Rona
Jim MacGregor, Payzant's
Matthew Payzant, Payzant's
Lise Jeffrey, WCB
Kelly McIntyre-Hayes, WCB
Lisa Jackson, Home Depot
Lytton Adams, Home Depot
Jamie Zwicker, Happy Harry's
Matt Padfield, Barrett
John Canning, Happy Harry's

Guests:

Shelly Rowan, VP of Prevention and Service Delivery, WCB
Brian Field, Manager of Business Intelligence, WCB

Regrets:

Brian Graham, LAE
Steve Mitchell, Home Depot
Andrew Hartlen, Home Depot
Rob Paddock, LAE

Agenda items and discussion:

1. Welcoming statements and agenda reviewed by Jim.
2. Adoption of Minutes and update on outstanding issues by Craig.
 - Andy Moved, Seconded by Joanna.
3. General remarks – The focus of the meeting is to Empower all involved in the industry for Health and Safety – Shelly Rowan
 - Shelly Commented on our working group.
 - Discussed the fish harvesting industry coming together, assessing risk acceptance, leading to the lowest rates in years for that group.
 - Explained how Home Care workers have one of the dangerous jobs.
 - Shift focus on working healthy, all have the same goals – reduce injuries.
 - She thanked the group for your commitment and your leadership, and for what you've achieved so far.

- She advised that a sign of success for this group is that your industry's assessment rate for 2018 is dropping to 2.94. This is the largest drop in a number of years.
 - Shelley provided a number of examples of the many ways the group has made a difference to your industry's safety culture so far.
 - She noted that you've learned from each other. As an example, she spoke of Kent sharing its experience in a number of areas, including adjusting how they work on windows to avoid MSIs, and changing work practices with boom trucks based on an experience at a Newfoundland location.
 - She shared how Home Depot supported a safe and timely return to work through transitional duties.
 - She also shared how members of this group have been a valuable partner to us at the WCB. For example, she noted that both Kent and Payzants provided feedback on WCB's new worksafeforlife website, and on some of the tools we've created.
 - She shared how Payzant's, for example, has successfully developed more rigorous health and safety management practices, and increased its focus on safety.
 - She also noted the group has made connections beyond your industry. For example, learning from the experience of the Utilities Working Group on how to create an industry-led forum.
 - The above were just a few examples of what the group has accomplished.
 - Shelley thanked the group for stepping up and being the leaders we need.
 - She said that as an industry group, you can play a key role in helping to build a culture when it comes to return to work.
 - She said WCB needs support from the group and leadership in embracing and promoting work is healthy.
 - She commented that we all need to get better at developing return-to-work plans and supporting continued recovery in the workplace.
 - Shelley said the involvement and support of groups like this will be essential to keeping employees safe at work.
4. WCB Rate Assessments – Update on industry rates – Brian Field – (Presentation Included at the end of minutes).
- Communication of rate trends and premiums, Trend of our industry is bird shaped with rates now decreasing.
 - Review of rate setting model.
 - Discussed Industry rates and experience rating and how each affect your assessment rate.
 - Explained background of WCB, and financial situation.
 - Discussed the importance of accident prevention and return to work.
 - 12:11 discussion ensued with in group.
 - **Action Item-** Brian to look into claim duration for industry
5. On-Line Channel Discussion – Lise Jeffery
- Communication of updates to the "My Account" online platform
 - "Secure Messaging" is now available, this will allow employers to chat directly with a WCB case worker to discuss claims in a safe and secure manner.
 - There have been hacking attempts into the WCB data base, and there have been privacy breaches though email, this is why the secure messaging system was put in place.
6. Celebrating Kent's Recognition from WCB
- Received a plaque from Stewart MacLean, CEO WCB NS

- **Joint Workplace Initiative (JWI)** - Working with Lise and Kelly, Kent was able to transform the safety culture, pilot in 2 stores, Truro and Amherst.
- Compliance Officer Rob Paddock was also working on this team to help the Kent stores.
- Issues were identified in the stores for example, the blind cutter being too high for the staff.
- In most situations where solutions were needed, they were provided by the workers in the store.
- **Andy** publicly thanked Rob Paddock. **A comment was made that LAE employees are great – you should feel comfortable welcoming them into your stores.**

LUNCH BREAK

7. Pre-employment Testing -Jim MacGregor
 - They have been using Bedford Sackville Physio and it has been working for them.
8. Job Site Analysis – Who is Using? – Lise **Jeffrey**
 - JSA’s are very detailed and help a great deal when getting employees back to work following an injury.
 - As many of our positions and locations are similar, would there be any appetite to share our JSA’s with the group? **Yes. Jim advised he would be happy to share theirs.**
9. Other Items
 - **Discussion on the Origin of the Group – Group initially came together in the fall of 2014 when Lise noticed rates were increasing in this industry. The group was originally comprised of the five largest employers in this industry: Kent Building Supplies, Payzant Building Products, Home Depot, Rona and Central Supplies.**
 - **Action Item** – Payzant to contact ABSDA (Atlantic Builders Supply Dealers Association) and extend an invite to join our group.
 - New regulations regarding formaldehyde were discussed by Andy
 - **Action Item** – Andy to look into professional development for members of the group.
 - Empower and wellbeing and Ergonomics were suggested as a good starting point.
 - **Action Item** – Lise to send out link to WCB Summit
 - Working to Well Employer kits:
 - Joint Provincial Venture - Atlantic provinces working together for Health and Safety
 - Packages and handouts to be sent out
 - Workers reference guide included
 - Meet the Team
 - Video stories regarding RTW
 - CCOHS – Lise mentioned information available on the CCOHS website regarding Cannabis in the workplace and the risk of impairment.
 - Central Location of Group Information
 - Where can we store our information for this group?
 - Options presented were “Google Docs” and “Base Camp”
 - Issues: Google Doc requires a Gmail account.
 - **Action Item Jim to** see if we can store our information on the ABSDA website
 - Cancer At work
 - Online resources available. **RTW principles can be used by anyone.**
 - Return to work for Cancer patients.
 - **JDI – working on a mental health initiative within JDI.**

- Discussion on benchmarks for the group. How do we measure our success? Do we look at severity & frequency – reduction of days. How do we capture the best practices shared amongst each other and key learnings?
- **Action item** – Lisa – Home Depot to share RTW guidelines for next meeting.
- **Action item** – Discussion on Professional Development Session for the next meeting. Possibly future webinars. Kelly will follow-up with Matt Ross regarding the MSI Ergonomic Workshop.
- Although the group only meets twice annually, if something significant arises it would be helpful to have a conference call where the group can chat about different concerns/issues in between these meetings.

Thanks to Kent's for hosting the meeting today. The next meeting is scheduled for March 1, 2018.

Addendum: One item missed during our meeting was WCB's Employer Incentive Program (EIP) and On-the-Job Training Program (OJT). Below is a link to WCB's brochure which explains these programs.

http://www.wcb.ns.ca/Portals/wcb/EIP_brochure_2014.pdf

http://www.wcb.ns.ca/Portals/wcb/OJT_brochure_2014.pdf