2015 Annual Report

Vision, Voice, Value

Office of the
Employer Advisor
Nova Scotia Society

Kevin Corkum Memorial Award

Cover Artwork: Original painting by Jason Fox, Truro, Nova Scotia
Used with permission of Mr. Fox.
To find out more about Jason Fox go to: www.jfoxart.com

Original painting and award plaque presented to Mary Morris, Executive Director, OEA NS
by Alan Angrignon, Manager, Forest Safety Association of Nova Scotia
Marriott Harbourfront Hotel, Halifax
January 26, 2016

Kevin Corkum Memorial Award

OEA NS was honored to receive the Kevin Corkum Memorial Award for Safety for its work in 2015 with the Employer Business Coalition regarding the draft Occupational Health and Safety Regulations.

In memory of their son, Kevin, the Corkum family has provided a lasting tribute to organizations and/or individuals who promote and exhibit the highest dedication to workplace safety and standards. Kevin was employed in the forest industry in Nova Scotia. At the request of the Corkum family, Forest Nova Scotia presents this award annually at their Annual General Meeting.

Jeff Bishop, Executive Director, Forest Nova Scotia and Alan Angrignon, Manager, Forest Safety Association made the presentation at their annual meeting and dinner to OEA NS. In thanking Forest Nova Scotia and the Corkum family for the award, Mary Morris, on behalf of OEA NS acknowledged the efforts and participation of the Forest industry with the Employer Business Coalition focussing on appropriate OHS regulation for the province.

Ms. Morris stated: *"OEA is honored to be recognized for our involvement with the review of the draft OHS regulations in 2014-2015. We are deeply appreciative of this recognition by Forest Nova Scotia. The review and work with the draft regulation was many months in duration and the collaborative effort of employers across many sectors including Forest Nova Scotia. The involvement of employers in this regulatory review in 2015 was un-precidented in the province's history. Employers came together to discuss the impact of the draft regulation to their industry sector with a focus on regulatory improvement. Employers are committed to safe workplaces and they are involved in the processes and programs developing them. Employers want to be proactively engaged with government departments whose regulations directly impact business sectors. They want to work together to develop good regulation; focussed on positive outcomes and directed at areas or issues that are problematic. This can make Nova Scotia a safe working province. It is what the Kevin Corkum Memorial Award promotes."*

Table of Contents

Message from the Board of Directors.....6
OEA Board of Directors.....7
Message from the Executive Director.....8
OEA Staff.....8
OEA Mission Vision and Values.....9
Strategic Themes for 2014-2017..... 10
OEA Service Zone.....11
OEA Employer Services Plan.....11
Year End Review
- Financials.....15
- Service Evaluation Results.....16
- Employer Testimonials.....17
- New File Navigations.....19
- Cumulative File Navigations.....19
- Employer Information.....20
- Employer Business Profile 21
- Navigation by Issue.....22
- Occupational/Workplace Health and Safety.....23
- Appeals.....23
- Education and Learning.....25
- Employer Consultation.....25
- Education and Learning: Evaluations.....26
- Education and Learning: Employer Feedback.....27
- 7th Annual Employer Conference.....28
- Partnerships and Events.....28
- Marketing & Social Media.....29
- OEA Service Providers.....30

By Employers, For Employers

Bernadine MacAulay, President

On behalf of the OEA NS Board of Directors it is my pleasure to present our Annual Report for the calendar year 2015. Our Board continued to work on Governance as a priority of our Strategic Plan and launched four new subcommittees of the Board to develop more directly in the areas of Board Governance, Communications, Human Resources and Financial Responsibility. These subcommittees maximize the talents and wide ranging capacities of our Board of Directors who volunteer their time to continue the objectives and growth of OEA NS!

We welcomed three new Board Directors in 2015; Jordi Morgan of CFIB, Juanita Spencer of Spring Garden Road Area Business Association and Tina Lane of Marid Industries bringing our Board size to ten and strengthen our business expertise.

The OEA NS Board continues to survey itself annually in order to set a Board plan and objectives for the following year. This survey addresses both lagging and leading indicators and is compared to previous years. The 2015 Survey result was 4.42 out of 5. The 2014 Survey result was 4.2 out of 5. We are very proud of our overall accomplishments in 2015 and we look forward to 2016 with a robust activity plan. Our alliances and work with employers and system partners continues to be strong as evidenced by the creation of the Employer Business Coalition; a group that informally continues and which OEA NS can count on for support and guidance.

I would like to sincerely thank my Board colleagues and our staff for their time and dedication during the past year. The OEA is able to be a premier service for Nova Scotia employers because both your employers and you want the OEA NS to grow! Thank you for your support to me as President.

OEA Board of Directors: 2015

From L-R: Tina Lane, Jordi Morgan, Juanita Spencer, Alan Angrignon, Richard Feehan, Chris Ipe, Jim Cormier, Henry Vissers

Missing from Photo: Bernadine MacAulay, Board President and Christine Carruthers

Photo: Dash Creative

OEA Board of Directors

Bernadine MacAulay – Board President
Owner,
Bernadine MacAulay Law Inc.

Henry Vissers – Vice President
Executive Director,
Nova Scotia Federation of Agriculture

Rick Feehan – Treasurer
Chief Financial Officer,
Wear Well Garments Limited

Christine Carruthers – Director
Director, Human Resources,
Tandus Centiva

Jim Cormier – Director
Director, Atlantic Canada,
Retail Council of Canada

Christopher Ipe – Director
WCB Specialist, Barrister & Solicitor
Canada Post Corporation

Jordi Morgan – Director
Vice President Atlantic,
Canadian Federation Independent Business (CFIB)

Allan Angrignon – Director
Manager,
Nova Scotia Forest Safety Association

Tina Lane, CPA, CMA – Director
President & COO,
Marid Industries Limited

Juanita Spencer – Director
Executive Director,
Spring Garden Area Business Association (SGABA)

Message from the Executive Director

Work is Important. Business Success Makes it Possible.

It is with a sense of accomplishment and pride that we present the OEA NS Annual Report for 2015. Accomplishment through every item of our Strategic and Business Plans resulting in employer directed activities, events, programs and services. Pride in our staff and consultants who bring it all together and demonstrate professionalism, expertise and dedication. It is towards "navigating employers in the right direction" that we focus. Nova Scotia employers are an integral part of OEA operations and we actively seek their ongoing feedback and regular input through our annual stakeholder meeting, surveys, meetings, consultation and interactions. We are constantly mindful of reports about our provincial economy and challenges in our business community. Therefore our business focus in 2015 emphasized partnerships and Eyoab Begashaw's role was expanded to include development of business relationships. This partnership focus provided more proactive interactions with employers, especially where there were identified needs and leveraged Eyoab's skills and knowledge in business networking. In 2015 the business community asked OEA to lead the Employer Business Coalition, formed directly in response to draft OHS regulations being released. The Coalition continues to meet with employers remaining very involved and communicating about issues.

2015 was a year filled with challenge which OEA met with the support and strength of employers, the OEA Board of Directors, system partners and stakeholders. We thank them for their continued trust and support of OEA NS!

My personal thank you to the OEA Board of Directors for their guidance, advice and assistance in 2015. To my office colleagues and our contract supports – you are the best!

Mary Morris,
Executive Director

Staff

Mary Morris
Executive Director / Employer Advisor

Angela Peckford
Employer Advisor

Eyoab Begashaw
Manager, Business Operations

We would also like to acknowledge and thank the following individuals who worked with OEA on contract in 2015 and contributed greatly to assisting employers: Jeannette Combes, Robert Macdonald and Bernadine MacAulay. Thank you for your involvement and expertise.

Healthy, Safe and Engaged Workplaces in Nova Scotia: OEA NS Society delivers its mandate to assist and contribute to business success.

Self-Management of OEA NS Society: OEA NS Society will sustain a Governance Model, that supports and advances the mission of the Society, including Education – Support – Expertise – Communication – Advocacy, which in total produces sustainable and measurable system change and supports employers to create and maintain better workplaces in this province.

Navigating Employers in the Right Direction.

Change: OEA NS Society strives for necessary and effective system change to benefit Nova Scotia employers in a positive and direct way. We value the change that can occur when programs and services which meet employer's needs, are accessible, represent good value and expert quality.

Accountability: OEA NS Society works to provide effective, efficient governance, program and system assessment, communication and accountability to employers, partners, business associations and funding agencies.

Transparency: OEA NS Society gathers and maintains data within the framework of modern privacy practices, respecting access and delivery of services. We believe in keeping employers and employer associations informed on current issues and promoting open discussion.

Collaboration: OEA NS Society works with external agencies and departments. We recognize the value of combining strengths and perspectives to attain desired OEA NS outcomes.

Contributing to a successful Nova Scotia business community with expertise, advice, support and resources.

Client Focused Approach: OEA NS Society considers all client outcomes and impacts when building and delivering programs and services.

Outcome Driven Approach: In the allocation of resources, OEA NS Society seeks to deliver results for clients, partners and funding agencies. Our outcomes support the Mandate, Mission, Vision and Values of the OEA NS Society.

Diversity: OEA NS promotes a working environment that is inclusive and accepting, ensuring each staff member and client is treated fairly and equally. OEA NS commits to service a diverse range of organizations from all sectors, sizes and regions of the province - making certain each client receives the same quality of attention and effort from OEA NS.

Integrity: OEA NS vitalizes working together with honesty between staff members and clients. OEA NS values strong moral principles in all aspects of business and day-to-day interactions.

OEA NS Society is guided by the following values or principles as we strive to achieve our Vision:

Respect: OEA NS believes in a high standard of respect, respecting the dignity and value of each staff member, and respecting individual opinions. OEA NS commits to respecting and building sustainable working relationships with all stakeholders, including clients and partners.

Strategic Themes for 2014-2017

- Board Governance
- Programs & Services
  - Core
  - Core Plus
- Financial Sustainability
- Empowering Employers
- Infrastructure, Data Management & Staff Resources

The OEA 2014 Business Plan can be found on our website, using the following link:
http://oeans.ca/about-us/business-plan

OEA Service Zone

OEA NS meets the needs of employers and business associations by providing advice, advocacy, navigation and education in four main service areas.

OEA's Service Zone includes Workers' Compensation, Occupational Health and Safety, Human Resources, Human Rights and related and intersecting navigations.

OEA Employer Services Plan

Employer Navigation
- Core
- Core Plus

- Board Standards and Governance
- Organizational and Financial Sustainability
- Operational Excellence, Human Resources and Administration
- Employer Education & Learning,
- Advocacy and Partnerships, Communication

Year End Review

Financials

THE OFFICE OF THE EMPLOYER ADVISOR, NOVA SCOTIA, SOCIETY
STATEMENT OF FINANCIAL POSITION
AS AT DECEMBER 31, 2015

	2015 $	2014 $
ASSETS		
CURRENT ASSETS		
Cash	156,451	153,899
HST receivable	7,896	10,733
Prepaid expenses	3,326	3,298
	167,673	167,930
LIABILITIES		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	11,179	30,170
Deferred revenue	72,024	72,043
	83,203	102,213
NET ASSETS		
UNRESTRICTED NET ASSETS	84,470	65,717
	167,673	167,930

THE OFFICE OF THE EMPLOYER ADVISOR, NOVA SCOTIA, SOCIETY
STATEMENT OF OPERATIONS AND NET ASSETS
FOR THE YEAR ENDED DECEMBER 31, 2015

	2015 $	2014 $
REVENUE		
Workers Compensation Board of Nova Scotia	400,019	420,254
Other revenue	18,754	25,763
	418,773	446,017
EXPENDITURES		
Administrative expenses	400,019	420,254
EXCESS OF REVENUES OVER EXPENDITURES	18,754	25,763
UNRESTRICTED NET ASSETS - beginning of year	65,717	39,954
UNRESTRICTED NET ASSETS - end of year	84,470	65,717

Service Evaluation Results

Service Navigation

Employers contact OEA NS for assistance with Workers' Compensation, Occupational Health & Safety, Human Resources, Employment Legislation, Appeals Assistance, Advocacy, Education and Training.

At the conclusion of service with OEA NS, employers are asked to complete a service experience survey. Survey feedback provides performance feedback to assist to ensure outcomes of OEA's Strategic Plan and system outcomes have been met.

Employer knowledge levels are self reported on a scale of 1-5. (5 being "Excellent")

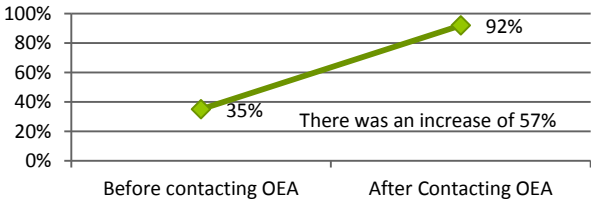
- **Pre- OEA knowledge levels** rated by employers: 35% rated their knowledge level as 4 or above.
- **Post – OEA knowledge levels** rated by employers: 92% rated their knowledge level as 4 or above.

- **Outcome:** 57% increase in employer knowledge reported by employers after contact/work with OEA NS.

In 2015 OEA NS issued 221 surveys with a return rate of 33%. Employers new to OEA NS services were 34% of the total survey group.

For comparison: in 2014 OEA NS issued 153 surveys with a return rate of 39.5%.

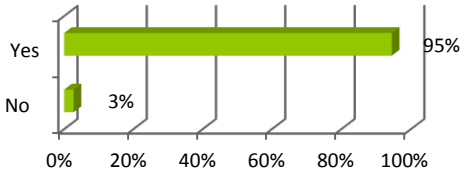
Employer rating of 4 or 5 for their knowledge level before and after contacting OEA



**Note: 1=Poor and 5=Excellent*

Service Quality

Did Employers receive the assistance they were looking for?



The Service Quality survey consists of questions employers are asked to rate regarding the quality of their experience with OEA NS on a scale of 1-5 (5Being "Excellent").

The results below relate to ratings of 4 or higher.

- 94% - professionalism of service when they contacted OEA NS

- 96% - the timely handling of their enquiry

- 93% - how well OEA NS staff listened to, understood and responded to their needs

- 95% - accuracy and relevance of the information provided by OEA NS

- 94% - overall satisfaction of their experience with OEA NS

Employer Testimonials

- "OEA makes my life much simpler as the information regarding labour & employment standards is quite grey. Even in my HR department, we interpret the standards differently. Everyone has their own view." *Anonymous*

- "The OEA was a huge asset in our appeal to WCB. Their knowledge of how the system works and their guidance through the process was invaluable." *Anonymous*

- "Great resource, very helpful." *Anonymous*

- "The confidence I have gained through the knowledge I have learned through OEA has made me a better employer." *Anonymous*

- "Very happy with advice given. Very helpful resource for small business in N.S. Very pleased." *North's Auto Body*

- "Mary was fantastic during the entire process. As an Employer I wouldn't have proceeded without her assistance." *Anonymous*

- "We are very pleased with the help & advice we get when we contact them (OEA). Very helpful" *Anonymous*

- "The OEA provides invaluable service to employers of Nova Scotia. They are incredibly knowledgeable and understanding. I would not submit any info other than my WCB Remittance or Subcontractor Report to WCB unless it was first reviewed by OEA." *Anonymous*

- "Always a professional, friendly, knowledgable response when working with the OEA. Informative and stress relieving." *Jocelyn McIsaac- Nova Scotian Crystal*

- "Very helpful, professional & received feedback in a timely manner." *Anonymous*

- "The OEA provided an invaluable service to the employer, in terms of advice & support and education. Sometimes an employer needs a quick and easy solution to a problem and the OEA is there to provide that as well as the more in depth issues." *J.& H. Industries Ltd.*

- "Excellent service, exactly what we need!" *Anonymous*

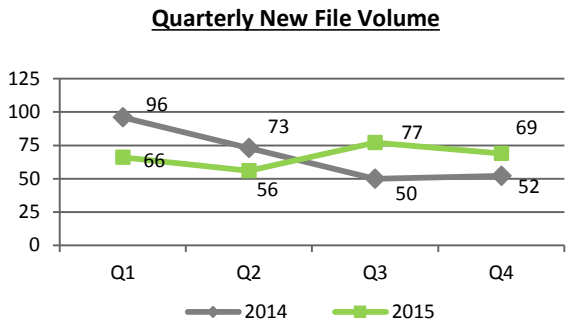
Employer Testimonials

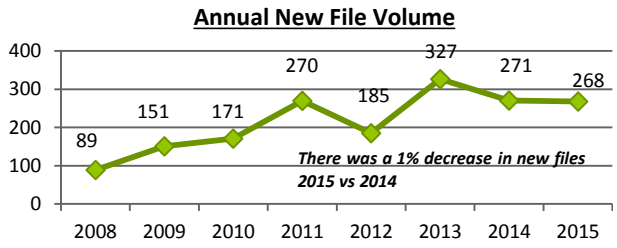
- "Very knowledgeable in regards to WCB and how they operate." *Victorian Order of Nurses, Halifax Branch*
- "Mary was knowledgeable and provided feedback in a timely manner." *Anonymous*
- "Your office and staff are a God send for Employers! Please keep up the good work and thank you! " *Anonymous*
- "The staff at OEA provided excellent and timely assistance to us while we navigated the complexities of the Workers' Compensation Process." *Anonymous*
- "If you're trying to figure something out and just don't know what to do- talk it out with an OEA representative." *Ambassatours Gray Line*
- "I have used the services of OEA on a number of occasions and have always been given constructive, relevant and timely support and advice that has lead to appropriate resolution of the problem at hand." *Anonymous*
- "Mary provided very insightful & knowledgeable information regarding a very sensative HR issue." *Anonymous*
- "We have found the OEA essential in understanding the WCB claims and appeals process." *Lee Johnson - Dura Tech Industrial & Marine Ltd*
- "Every Employer should be aware of OEA and use their services. OEA helped our company with employee issues and provided advice to prevent any future issues. We would fully recommend to any employer." *Anonymous*
- "Over the years I have found Mary Morris and OEA to be a very quick and effective resource for understanding our companies rights and for helping develop strategies for fixing HR problems." *Trecan Combustion*

New File Navigation

New files relate to Intake of complex WCB case management issues, return to work, OHS, human resources and appeal issues. In 2015 there were 268 new files.

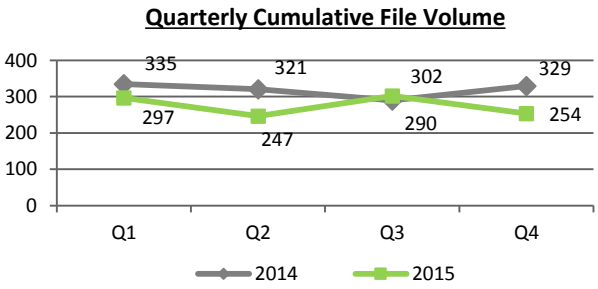
- 2015: two Employer Advisors on staff.
- 2015 compared to 2014: 1% decrease in new file navigation.
- Q4 2015 compared to Q4 2014 - 2014 OEA had to delay taking new files in during Q4 due to staff time constraints.
- Q4 2015 - OEA hired contract Employer Advisors to assist with Intake to ensure service for employers was not compromised.

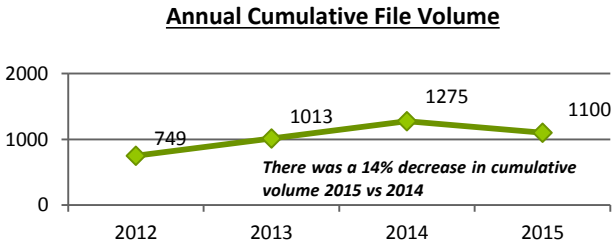




Note: Files which took less than 2 hours were not tracked until Q3 of 2012.

Cumulative File Navigation





Employer Information

Initial Contact

In 2015 26% of the employers contacting OEA did so for the first time. This was a 6% difference from 2014.

Time to Resolution

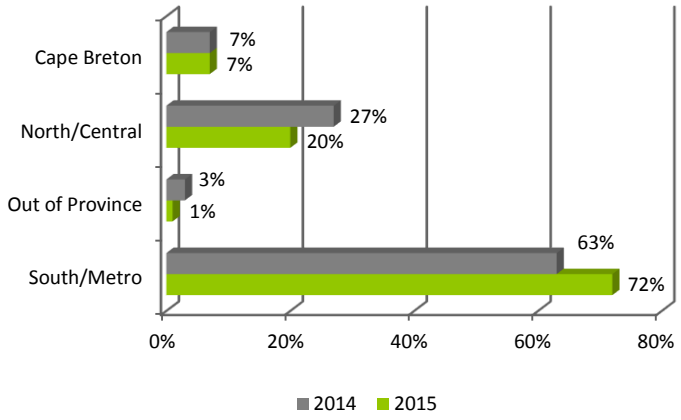
- In 2015 38% of employer contacts were resolved at first contact with an Employer Advisor.
- In 2015 32% of intake issues were resolved in less than 2 hours.
- Compared to 2014 21% of employer contacts were resolved at first contact with an Employer Advisor.
- Compared to 2014 52% of intake issues were resolved in less than 2 hours.
- In 2015 62% of intake issues demonstrated to be more complex and required assignment to an Employer Advisor.

OEA continues to retain and develop relationships with employers they have previously assisted. In 2015 72% of employer contact was from returning employers. This was an increase of 8% compared to 2014.

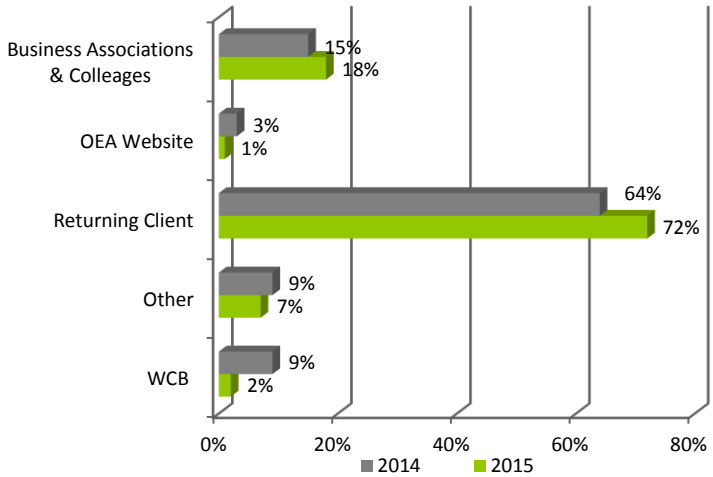
Regions

There was a 9% increase in the number of employers from the South/Metro area when comparing 2015 to 2014. They have consistantly been the largest group, followed by North/Central, since tracking began in 2013.

Primary Location of Employers



How Employers Found Out About OEA

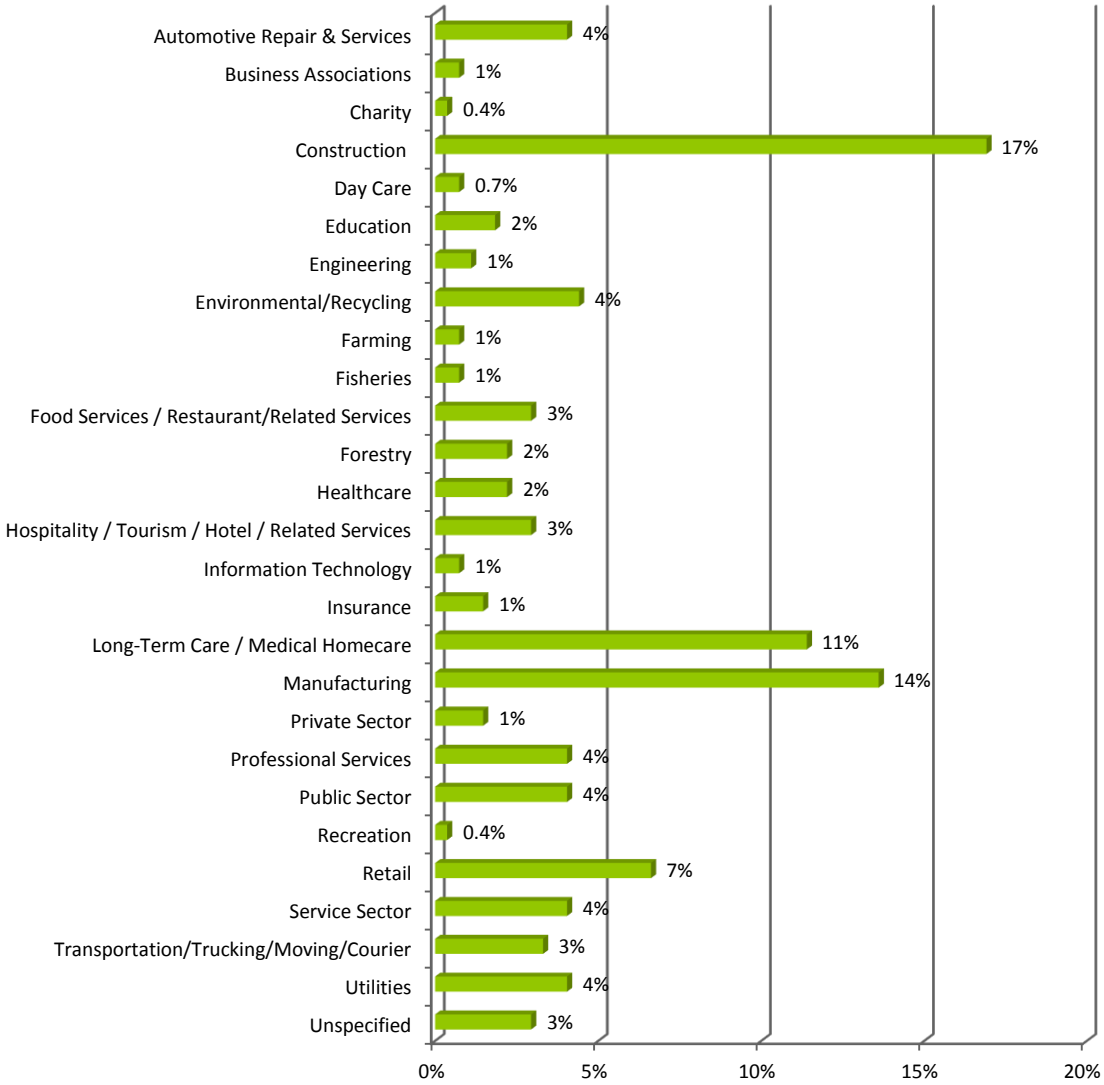


Employer Business Profile

- 94% of employers contacting OEA were WCB assessed employers.
- 77% of employers were not unionized and 23% were unionized.
- 92% were private businesses and 8% were public workplaces.

Construction, Manufacturing and Health Care were the three industry sectors using OEA the most in 2015. Compared to 2014: Construction, Manufacturing and Retail.

Employer Industry Sectors



Navigation by Issue

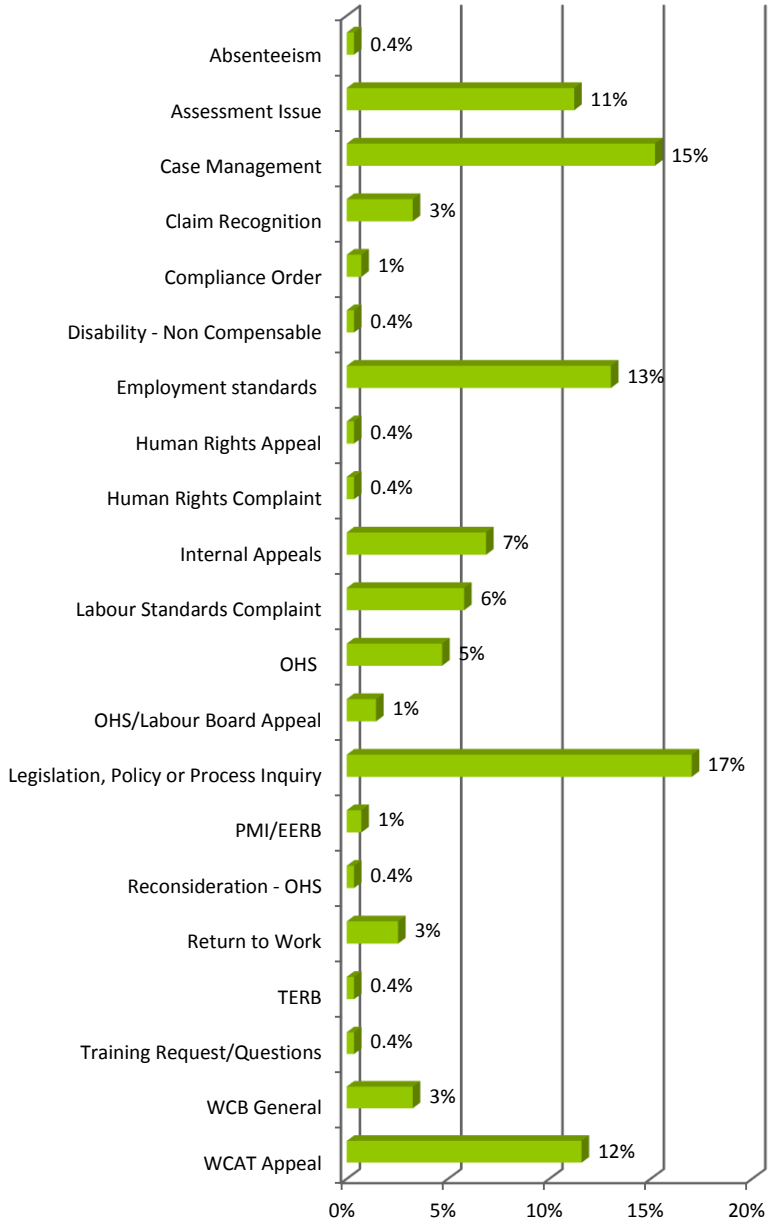
OEA NS Service Zone includes Workers' Compensation, Workplace/Occupational Health and Safety, Human Resources, Employment Legislation, Appeal Assistance, Human Rights, Advocacy, Consultation and Training.

In 2015 individual navigation is broken down below:

- 57% Workers' Compensation
- 7% Workplace/Occupational Health and Safety
- 36%Human Resources, Employment/ Standards

In 2015, there was a 15% increase in Human Resources and Employment related issues addressed by OEA's Employer Advisors.

Reasons for Contacting OEA



Note: There may be multiple reasons
Case Management includes Duty to Accommodate and Disability Management

Occupational/Workplace Health & Safety

OEA's priority and focus is workplace health and safety for all Nova Scotians. It is our shared objective with all system partners and stakeholders that everyone work safely, without accidents.

OEA NS is also an employer and a workplace.

OEA NS works with employers to strengthen workplace practices, health and safety learning, policy development and compliance to ensure a healthy and successful working business community.

.

Issues in OHS Files	2014	2015
OHS Appeal	13%	26%
General Health & Safety	25%	22%
OHS Navigation	25%	15%
Legislation, Policy & Process	25%	26%
Compliance Order, Admin Penalty, Work Refusal, Discriminatory Action & Return to Work	13%	11%
Totals	**100%**	**100%**

Appeals

There was a 9% increase in total appeal files in 2015. Following an annual trend of decreasing Internal Appeal files and increasing WCAT files, there was a reduction of 9% in Internal Appeal files and a 7% increase in WCAT Appeal files in 2015. As also shown above, there is also a increase in OHS, Labour Board and Admin Penalty Appeals.

Type of Appeal	2013	2014	2015
Internal Appeals	51%	41%	32%
WCAT Appeals	45%	51%	58%
OHS / Labour Board / Administrative Penalty Appeals	3%	7%	9%
Human Rights Appeals (related to OHS/WCB issue)	1%	2%	1%
Totals	**100%**	**100%**	**100%**

- 54% were employer appeals and 46% were worker appeals
- 47% were written appeals, 36% were oral appeals and 17% are pending a decision.

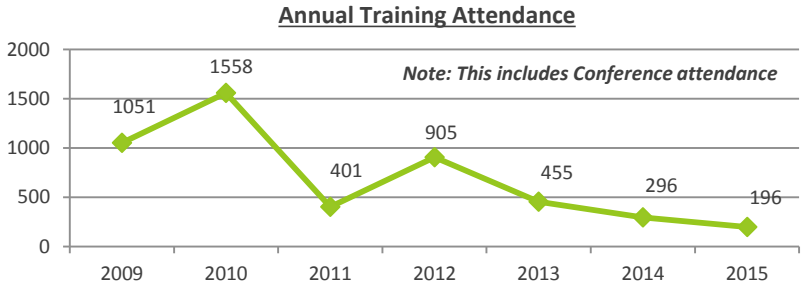
Appeal Outcomes	
Appeals currently in progress	46%
Employer's appeal denied	3%
Employer's appeal granted	22%
Employer's appeal granted in part	1%
Employer did not proceed with OEA	2%
Employer withdrew appeal	20%
Worker's appeal denied	1%
Worker's appeal granted	3%
Worker withdrew appeal	2%
Totals	**100%**

Appeal Breakdown by Advisor	Advisor 1*	Advisor 2**	Advisor 3	Advisor 4	Advisor 5
Internal Appeals	15%	12%	4%	0%	1%
WCAT Appeals	25%	24%	7%	2%	0%
OHS / Labour Board / Administrative Penalty Appeals	8%	1%	0%	0%	0%
Human Rights Appeals	0%	1%	0%	0%	0%
Total Appeal Files Split by Advisor	**48%**	**38%**	**11%**	**2%**	**1%**

** File load should be in range of 25 ** File load should be in range of 50*

Education and Learning

OEA taught 19 courses in 2015 and held a two day conference in partnership with McInnes Cooper which was sold out.



Employer Consultation

OEA was involved in a tremendous consultation efforts in 2015, particularly around OHS regulations and WCB draft policy. OEA includes Advocacy, therefore consulting with employers in all sectors and throughout the province is a very important role we have to ensuring employers have involvement.

Education and Learning: Evaluations

OEA offers Education and Learning programs tailored to employers changing employment and business needs.

Topics include:

- WCB Navigation for Employers
- WCB Navigation for PT Clinic Managers
- WCB *MyAccount* Training (provided by WCB)
- OHS Navigation for Employers
- Employment Legislation
- Disability Case Management
- Managing Mental Health in the Workplace
- From Pink Slips to Handshakes
- Drug and Alcohol Use and Testing
- Conducting Investigations
- JOHSC: An invaluable resource for employers
- Accommodation and Return to Work
- Letter and Submission Writing for Employers
- Appeal Preparation

In 2015 OEA NS issued 76 Education and Learning Surveys with a return rate of 44%. Of the completed surveys, 68% of employers were new to OEA NS.

In 2015, 27% of employers rated their knowledge level of the subject as 4 or above, prior to OEA NS training.

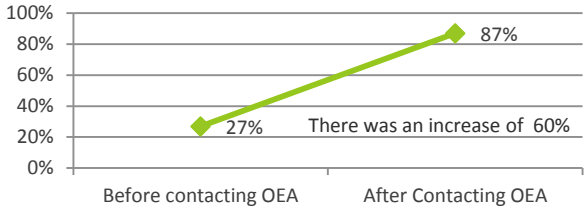
In 2015, 87% of employers rated their knowledge level as 4 or above, after OEA NS training.

This was a 60% increase in employer knowledge after training with OEA NS.

The Education and Learning Survey consists of questions on a scale of 1-5 (5 being "Excellent"). These results indicate the percentage of employers who rated OEA NS at 4 or 5.

- 92% - agenda quality
- 87% - effectiveness of handouts
- 94% - effectiveness of audiovisual materials
- 100% - instructor's knowledge of the content
- 100% - instructor's ability to relate to the participants and answer questions.
- 98% - instructor overall
- 98% - how well the instructor met the employer's expectations
- 83% - course registration process with OEA
- 80% - training facility

Employer rating of 4 or 5 for their knowledge level before and after contacting OEA



**Note: 1=Poor and 5=Excellent*

Education and Learning: Employer Feedback

Employers were asked for narrative feedback about the course they participated in:

- “Personable! Applicable!”
- “Time & more time.”
- “Mary Morris shared many do's/don'ts through out our accomodation training. Our management team engaged with her and found out some very helpful information in this regard. This was a great learning session for everyone and we plan to use OEA again for some of our future management development training.“
- “The instructor knew her information. By answering the question she was asked and informed the group.”
- “I like the details and examples for understanding from the instructor. Would be better to be a one day training so that there is no need to run too fast through the material near the end due to time constraint.”
- “Instructor had an indepth understanding of the Act; was able to use personal experience narratives.”
- “Small class size, stayed on topic and within timeframe.”
- “Facts, trainer, location, examples, answers to questions.”
- “The knowledge and openness of presenters (was what the participant liked best). Group related well and stayed engaged in discussion.”
- “Easy to talk to and understand.”
- “Other training titles you would like to see: "Accident Investigation" (2), "Sick Days“.”
- “Mary was awesome! It was great that she had so much practical experience to share. Thanks!”
- “I enjoy the discussions, examples given and the ability to ask questions.”
- “Great knowledge/info on subject. Suggest changing pace to keep people engaged.”
- “Informal/ informative/ enables further learning with basic knowledge.”
- “(1) Instructors knowledge: excellent (2) Perhaps an occasional video? (3) Email of links/ resources/ sites.”
- “More on termination.”
- “Psychological aspect of staff injuries and time off work.”

7th Annual Employer Conference

Thank you to everyone at McInnes Cooper for another successful Employer Conference in 2015!

Every year OEA NS partners with McInnes Cooper for the Annual Employer and Business Association Conference. Our success each year in delivering this educational program is due in to their contribution and ongoing support. In recognition of our guest speaker's contribution to the conference, a donation was made to *Dress for Success Halifax.*

Our speakers this year were:

- McInnes Cooper Labour & Employment Group
- Kyle Turner: Coordinator of Employer Engagement - *Immigrant Services Associaton NS (ISANS)*
- Brenda Saunders/Todd: Executive Director - *Dress for Success Halifax*
- Dr. Colin Davey
- Rick Alexander: Co-Chair, SME Working Group - *Labour & Advance Education*
- Mike White- Manager, Specialized Adjudication - *WCB*
- Harold Carroll: Executive Director - *OH&S Department*

Partnerships and Events

In 2015 OEA NS had the pleasure of joining a number of partners at their events and including them in OEA NS sponsored events. OEA NS would like to thank the following organizations:

Workers Compensation Board:

- Presentation at OEA NS Conference – June 2015
- WCB Rate Assessment Announcement for 2016 – September 2015
- Fall Consultation Series
- Meeting with Steering Committee – May 2015
- WSIS AGM – Tradeshow and Stakeholder video

Safety Services Nova Scotia:

- Conference Planning Committee

Labour and Advanced Education OHS Division:

- OEA NS listed as a resource in Small Business Toolkit - Fall 2015
- Fall Consultation Series
- Meeting with Deputy Minister & LAE Representatives February, May 2015
- Presentation at OEA NS Conference – June 2015

SPL Development Services Inc.

- On going support in organizational strategic planning.

Immigrant Services Association of Nova Scotia

- Providing training at OEA for staff and Employers.
- Presenting at the OEA Annual Conference

Marketing and Social Media

OEA NS would like to acknowledge and thank the following organizations for ensuring employers are made aware of OEA NS:

- Worker's Compensation Board of Nova Scotia
- Worker's Compensation Appeals Tribunal
- Canadian Federation of Independent Business (CFIB)
- Nova Scotia Federation of Agriculture (NSFA)
- Farm Safety
- Nova Scotia Forest Products
- Labour and Advanced Education/OH&S Department- Small Business Toolkit

In 2015 OEA NS initiated the following activities to reach out to employers and business associations across the province, in order to keep them informed of the programs and services that OEA NS offers.

- 2178 Marketing emails sent out
- 2 Advertisement Campaigns on ALLNovaScotia.com
- Sent out 24 New Client Packages
- 500 OEA "Who We Are" brochures distributed
- 75 small business toolkits distributed
- OEA conference
- OEA training
- OEA consultation
- Guest speaking at external events
- Two tradeshow displays

OEA Service Providers

OEA NS extends a sincere "Thank You" to all of its service providers in 2015. We are a proud to support employment and business in our daily operations. We carefully source and purchase only from Nova Scotia employers in order to ensure that employers and employees in this province are supported and recognized. We utilize unionized and non-unionized vendors.

- ADT Security
- Altimax Courier
- Bell & Grant Ltd. Insurance Specialists
- Bell Mobility
- Brookshire Developments Limited
- Canada Post Corporation
- Canadian Federation of Independent Business (CFIB)
- Corporate Impact Inc.
- Dash Creative
- DSM Telecom
- Eastern Building Cleaners
- Eastlink Fax & Internet Services
- Forest Safety Association of Nova Scotia
- McInnes Cooper Lawyers/Advocats
- Minuteman Press
- Nova Scotia Department of Labour & Advanced Education
- Nova Scotia Federation of Agriculture
- Nova Scotia Power
- Retail Council of Canada, Atlantic Region
- Spring Garden Area Business Association (SGABA)
- Tandus Flooring Limited
- Teachers Plus Credit Union
- Touchstone Bookkeeping
- WBLI Chartered Accountants
- Wear Well Garments Limited
- WebEX by Cisco
- Worker's Compensation Board of Nova Scotia
- Workplace Essentials
- Immigrant Services Association of Nova Scotia

Navigating Employers Toward Business Success

36 Brookshire Court, Suite 14
Bedford, Nova Scotia
B4A 4E9
Phone: 902.442.9366
Fax: 902.252.3466
www.oeans.ca