

COMING TOGETHER TO SERVE YOU BETTER

your business partner in reaching

zero

2009 ANNUAL REPORT



IAPA





Introducing Your New Health and Safety Association

Workplace Safety & Prevention Services

Designed to Serve You Better

Who We Are Today: Amalgamating Into One

In 2009, Ontario's prevention system launched a bold effort to better serve employees and employers. On January 1, 2010, just eleven months after it was announced, the independent efforts of twelve health and safety associations were streamlined into four new organizations.

Combined, these four organizations serve more than 236,000 Ontario businesses. One of the four, Workplace Safety & Prevention Services (WSPS), has a mandate to meet the health and safety needs of 154,000 businesses in the agricultural, manufacturing and service industries, representing 3.8 million employees across Ontario.

About Workplace Safety & Prevention Services (WSPS)

Whether you're a dairy farm or a manufacturer of office chairs, a campground or a manufacturing plant – whether you design it, grow it, pick it, can it, make it, ship it, shelve it, sell it or serve it – welcome to Workplace Safety & Prevention Services (WSPS), your trusted health and safety advisor.

WSPS helps businesses, large and small, achieve zero workplace injuries, illnesses and fatalities by providing health and safety information, products, programs and services for these industries:

- agriculture
- landscaping
- manufacturing
- service
- hospitality
- retail
- wholesale trade

Now, as a result of the amalgamation, Ontario businesses can get the health and safety expertise they need in one place, from one website, through one door.

Who We Were: Building on Our Legacy

In addition to successfully amalgamating into one organization, the three "legacy" organizations that now comprise WSPS achieved their individual mission objectives in 2009.

Farm Safety Association (FSA)

Established in 1973, FSA served more than 16,600 Ontario businesses, representing over 83,000 Ontario workers in the agriculture, landscaping, horticulture and agri-business sectors. In 2009, FSA assisted member firms in reducing their lost-time injury (LTI) rates by 3%, their non-lost-time injury (NLTI) rate by 8%, and their total injury rate by 6%.

Industrial Accident Prevention Association (IAPA)

Operating in Ontario since 1917, IAPA served more than 50,000 member firms, representing 1.3 million Ontario workers, in the manufacturing and industrial sectors. In 2009, IAPA assisted member firms in reducing their LTI rates by 22%, their NLTI rate by 19%, and their total injury rate by 19%.

Ontario Service Safety Alliance (OSSA)

Founded in 1997, OSSA served more than 88,000 businesses in Ontario's service sector, representing 2.4 million workers, comprising 60% of Ontario's workforce. In 2009, OSSA assisted member firms in reducing their LTI rates by 14%, their NLTI rate by 17%, and their total injury rate by 16%.

IAPA

Mission

A world where risks are controlled because everyone believes suffering and loss are morally, socially, and economically **unacceptable**.

Vision

To improve the quality of life in **workplaces** and communities we serve by being an internationally recognized leader in **providing effective programs, products and services** for the prevention of injury and illness.

IAPA

FSA

Mission

The elimination of all **workplace injuries** and **illnesses**.

Vision

To **promote safe, healthy workplaces and lifestyles** for the Agricultural, Horticultural and Landscaping industries in Ontario.



Missions and Visions: Finding Common Ground

OSSA

Mission

A health and safety culture where workplace fatalities, injuries, and illnesses are **unacceptable** and **preventable**, and are **eliminated**.

Vision

The Ontario Service Safety Alliance raises health and safety awareness, provides knowledge and services, and **builds partnerships**, to support the Ontario service sector.



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Message from the President and CEO

Doing the right thing isn't always easy, and some of the changes we seek from Ontario's workplaces can seem daunting in an already complex and evolving world of work. Change is both difficult and exciting, and an amalgamation, especially one as large in scope as that undertaken by the Ontario prevention system last year, challenges people, the organizations involved, the system in which they operate, and, yes, those we serve. Our task is to make the benefits of change real and positive for all Ontarians.

In 2009, we experienced many of the same challenges that employees and employers experience every day in a tough economy. And yet, the year could not have been more successful. We are grateful to the early engagement of staff, volunteers, clients and partners for making this possible.

We owe much of our success to the invaluable lessons we learned from listening to employees and employers in many different forums in all sectors. Our commitment is to continue to find ways to put constructive dialogue in motion, improve our understanding of clients' realities, and deliver on better service, quality and outcomes. Some of the most powerful moments in 2009 came from collaborative conversations about how to produce a better Ontario – moments when we all paused to listen, to respect past achievements, and to aspire to better supporting one another.

We began building a company last year that will be one of the best places in the province to work, where dedicated and professional staff feel supported, are proactive – and trusted and ready to respond to client needs.

My profound appreciation to staff and volunteers in each corner of the province for taking the time to teach me what makes their legacy organization truly incredible, and for encouraging all of us to remember that this is the course we need to be on to reach zero.

A final and considerable note of recognition and thanks to the current and past Boards of Directors for your generosity of time, your commitment and advice, and your faith in us as an organization. I am honoured to have been given this opportunity to lead WSPS in providing an extraordinary service to help keep Canadian workplaces free from illness, injury and fatality.

In 2010, we will be your partner in prevention, and, with you, continue the work of building a culture of health and safety across Ontario.

Elizabeth Mills
President and CEO

“ Our task is to make the
benefits of change real
and positive for all
Ontarians. ”

Message from the Chair

To imagine a different future and see the transformation occur with all its foreseen and unforeseen challenges is the nature of leadership and courage. These qualities characterized 2009 in many ways, in a year that moved beyond words to acting on the future with the conviction that the mission and vision of Ontario's prevention system was never more in need than now.

During 2009, many experienced its positive early effects. Ontario campgrounds, for example, benefited from a single seamless source of health and safety resources for both the service and landscaping components of their business (see page 11 for more).

What made last year's achievements all the more remarkable was the context in which they occurred. On behalf of the Board, I congratulate staff for achieving prevention outcomes and financial targets in the midst of the historic change to the prevention system and the economic downturn. Their continued focus on clients and on business results is a testament to their professionalism and dedication. We would particularly like to acknowledge the excellent leadership provided by President and CEO Elizabeth Mills. Her passion for prevention and her skill in transforming obstacles into opportunities has put our organization on the best possible footing for the future.

I also want to extend the Board's thanks to the previous Board members of the three organizations and indeed all the volunteers who, with their rich diversity of backgrounds, contributed so much to improving prevention in the three sectors supported by our firm: agriculture, manufacturing and services.

Let me also express my appreciation to my Board colleagues for their willingness to share their different perspectives and engage in thoughtful debate. This next year, 2010, will continue to challenge all of us as we seek to ensure that both the prevention and the business benefits from the amalgamation are realized, and as we contribute to the review of Ontario's occupational health and safety system, led by Tony Dean.

The call to action to make our world healthier and safer is both real and inspiring. The amalgamation of the three "legacy" organizations, FSA, IAPA and OSSA, into one – Workplace Safety & Prevention Services (WSPS) – is a wonderful partnership opportunity to tap inspiration, ingenuity and innovation. It makes the best possible use of resources for the best of all possible reasons: leaving work as you arrived and going home healthy and safe each day.



Gordon Vala-Webb
Chair

“ The call to action
to make our world
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Your Business Partner
in Reaching
zero



The Case for Change

When the elements converge to create a perfect storm, sometimes the door of opportunity blows open.

In 2009, with economic challenges and unacceptable health and safety outcomes making it paramount for every dollar invested to deliver measurable improvements in workplace health and safety, the Ontario Prevention System walked through that door to pursue better ways to protect vulnerable workers.

It had the courage to begin with itself.

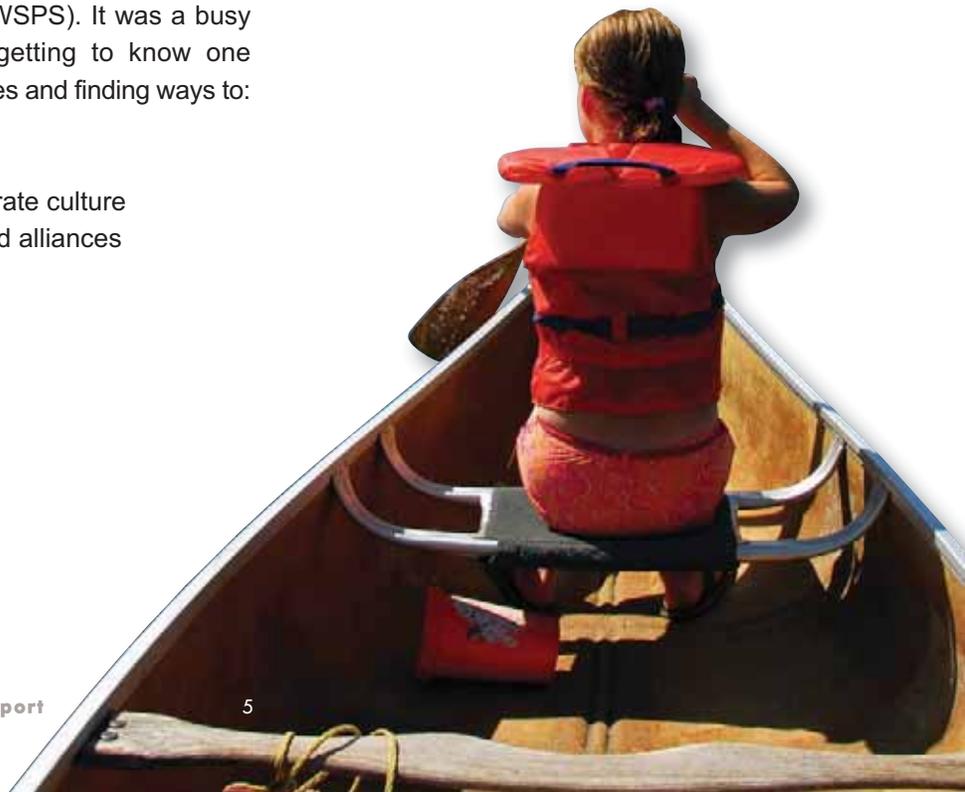
The business case for change, published by the Workplace Safety and Insurance Board (WSIB) in February 2009, launched the amalgamation of the province's health and safety associations from 12 to four. As part of that transformation, the business case made commitments to Ontario's business community to provide more and better services to help workplaces eliminate injuries, illnesses and fatalities.

Three health and safety associations – Farm Safety Association (FSA), Industrial Accident Prevention Association (IAPA) and Ontario Service Safety Alliance (OSSA) – started the process of becoming one in 2009, with all the exhilaration and challenges such a bold plan entails.

Although the transformation was not formalized until January 1, 2010, FSA, IAPA and OSSA executive leaders and employees made purposeful strides in 2009 toward embracing their new identity – Workplace Safety & Prevention Services (WSPS). It was a busy year of crossing traditional boundaries, getting to know one another, working collaboratively, clarifying roles and finding ways to:

- Provide better services to workers
- Improve support to business
- Elevate the discussion to address corporate culture
- Leverage “one to many” partnerships and alliances
- Tap into the magic of volunteers
- Get a head start on becoming one

Here is their story.





Provide Better Service to Workers

Support for workers begins with improving their access to health and safety information and training so they can act to protect themselves from injury. In 2009, FSA, IAPA and OSSA put worker needs at the centre of many initiatives. Here are five:

- **Focused on Injury Hot Spots**

Four hazards cause the majority of workplace injuries and fatalities: musculoskeletal disorders, motor vehicle incidents, contact with machinery and falls. In 2009, the three health and safety associations began taking a coordinated approach to these system priorities. Starting with the Ministry of Labour (MOL) slips, trips and falls blitz in November, they consolidated their resources and coordinated their communication to help businesses work with employees to prepare for the campaign.

- **Extended Service in the North**

Workers in large centres like Toronto have better access to health and safety information and services than their counterparts in Ontario's widespread North. In 2009, WSPS worked with its partner health and safety associations to close that gap by coordinating the provision of services to clients in the North so that Workplace Safety North consultants, for example, could provide assistance to WSPS clients. This crossover approach helps to provide workers with the same access to services in all communities in the province.

- **Improved Certification Standards**

The WSIB is undertaking a public review to improve its Joint Health & Safety Committee (JHSC) Certification Program Standards and ensure that effective, consistent training is made available to JHSC members. In 2009, WSPS co-chaired a far-reaching consultation with stakeholders, seeking their perspective on the WSIB's proposed changes around such issues as duration and learning objectives of the program, renewal of certification status, and availability of multi-modal delivery methods including e-learning.

- **Enriched Regional Conferences**

For more than 30 years, IAPA has hosted regional conferences and trade shows in communities across Ontario, featuring speakers and sessions that address all facets of the healthy workplace. In 2009, FSA and OSSA partnered with IAPA in designing, staffing and promoting the conferences, as well as in providing speakers. The coordinated effort resulted in a five per cent increase in registration in spite of a difficult economy, and a wider range of participating workplaces.

- **Reached Out Through Technology**

Achieving a mandate to serve workers in more than 150,000 Ontario firms makes finding efficient modes of service delivery an imperative. In 2009, WSPS forged an alliance with the Canadian Centre for Occupational Health and Safety (CCOHS) to co-brand and launch eight new health and safety electronic courses – customizing them to reflect Ontario legislation and meet the needs of both workers and employers. The alliance also includes the distribution of 38 additional CCOHS e-courses.

E-learning: A Solution for our Times

Thanks to an alliance with CCOHS, WSPS is reaching out to thousands of workers through health and safety web-based e-learning courses. This high-quality, flexible and low-cost option supports workers by delivering content in smaller, self-paced units, and promotes high rates of retention. Learning management systems associated with e-learning programs allow organizations to track employees' grasp of critical topics like contractor safety, emergency preparedness, ergonomics and hazardous materials. Courses are continually being added.



How the Amalgamation Helped a Cookie Producer Pass Workwell

Last fall, English Bay Batter Inc., an IAPA client and gourmet cookie producer based out of Vancouver with two plants in Mississauga, had just six months to boost its health and safety performance before WSIB returned to conduct its second Workwell audit. As part of the “getting to know you” activities related to the amalgamation, IAPA learned that OSSA had a Workwell audit manual in its product lineup. The manual was an ideal solution for English Bay Batter, except that it was designed for OSSA’s service sector clients, and not an industrial application. Using the generic manual as a platform and collaborating to develop the needed manufacturing components, IAPA, OSSA and English Bay Batter together built and implemented a customized manual that – sneak preview! – helped earn the small manufacturer an impressive 98.5% score on its Workwell audit in 2010.



Improve Support to Business

Simply believing in the achievability of zero injuries and illnesses is powerful. Employers want to believe, needing only encouragement, consistency and a clear path to sector-specific solutions. In 2009, FSA, IAPA and OSSA reached across traditional boundaries to coordinate, simplify and streamline their collective services in ways that would address the needs of business. Here are three examples.

- **Maintained Business Continuity**

A challenge of distilling three organizations into one is making the experience as seamless as possible for clients. In 2009, WSPS – while increasing in size, transforming the way it did business, and developing a common measurement framework – succeeded in maintaining business continuity. It maintained existing relationships and contact points with workplaces and retained traditional branding, making it easy for clients to continue accessing resources and support.

- **Partnered to Present a Conference on Warehouse Safety**

Health and safety in warehousing and distribution centres is an issue in all three industries represented by WSPS: agriculture, manufacturing and service. In 2009, FSA, IAPA and OSSA partnered with one another and the Canadian Standards Association to design, promote and deliver a two-day conference event to help workplaces across the three sectors learn how to effectively control and manage the risks in this shared environment.

- **Coordinated Services for the Tim Horton Children’s Foundation Camps**

TDL – one of Canada’s largest franchise corporations – contracts with WSPS at multiple levels to meet its health and safety needs in its many different service streams. In 2009, TDL recommended WSPS to the Tim Horton Children’s Foundation camps, which operate in Canada and the United States. FSA and OSSA crossed traditional lines to co-develop a “one-stop” health and safety program for the camps that covers all aspects of their business, including their farms, greenhouses, grounds and services.

Elevate the Discussion to Address Corporate Culture

Ontario is already a great place to do business, live and work. What will make it better is elevating the conversation at health and safety strategy tables so that prevention system partners and workplaces build the business case for a corporate culture that embraces prevention. WSPS led those discussions in three ways last year.

- **Boosted Workplace Performance through Safety Groups**

Firms that join together to build their health and safety prevention measures and incorporate them into their daily business, achieve results and reap rewards far above those who operate in isolation. That's the motivation behind the 723 manufacturing and 135 service sector firms that chose to join a regional chapter within the WSIB Safety Groups Program. In 2008 (numbers not yet available for 2009), the IAPA Safety Group achieved a lost-time injury rate reduction of 8.67% per cent and a severity rate reduction of 3.36% per cent, with a WSIB rebate of more than \$5.6 million divided among 755 firms. Planning is underway to transition OSSA's Safety Groups to IAPA's mature model and to extend the offering to the agriculture/landscaping sector.

- **Supported Small Business Facing Workwell Audits**

For many years, OSSA has actively supported workplaces facing WSIB "Workwell" health and safety audits. In 2009, OSSA successfully piloted a new approach that involved engaging clients before they were contacted by the WSIB by sharing performance data compared with their rate groups, and inviting them to participate in one of three webinars that addressed the implications of a Workwell audit. In addition, FSA, IAPA and OSSA worked with industrial associations and the WSIB to adapt the Workwell audit for small business.

- **Championed Workers' Mental Health**

Employers are learning creative new ways to improve the health and well-being of their employees by addressing non-physical hazards associated with organizational culture and workers' personal health goals. In 2009, as part of its Healthy Workplace Strategy, WSPS participated at a national forum on mental health in the workplace to create a national standard for Canada. FSA, IAPA and OSSA also collaborated on a workplace violence strategy that deepens the conversation around organizational culture and behaviours.



Safety Group Helps Automotive Firm Generate Ideas

Pfaff Automotive has six seats at OSSA's Safety Group – one for each of our six business locations. For two years, we have attended quarterly meetings to share best practices with other automotive dealers in the area. At the meetings, an exchange of ideas has helped our managers pick up time-saving ideas, along with synergies that have helped implement the dealerships' health and safety plan. The Safety Group also enabled our managers to gauge their effectiveness in implementing their health and safety plan in relationship to their peers in the Group.

*Chris Pfaff
President & CEO
Pfaff Automotive Partners*

How Crossing Traditional Boundaries Served the Collision Repair Sector

The collision repair trade association's perspective

We were part of a health and safety pilot in 2009 that tested a collaborative approach to raising awareness of hazards in our sector. Together – our association, OSSA, IAPA, the Ministry of Labour and other government ministries that regulate our members – designed three workshops for collision repair shops across the province. It was a marvellous way to share information. Being able to access sector-specific health and safety information that addresses the actual materials, chemicals and products used is very valuable to our members. The approach worked well for Ontario's prevention partners, too – they were able to build on the trust our members have in us to get their message out to hundreds of facilities.

John Norris
Executive Director
Collision Repair Trade Association of Ontario
CRIA.com

The Ministry of Labour's perspective

Phase one of this initiative has been a success! The focus on the collision repair sector fit well with the Safe at Work Ontario strategy. The vast majority of workplaces that do collision repair work are small operations with limited resources to devote to health and safety. Although the essential role of the MOL inspector is to enforce the legislation, this initiative was a golden opportunity to work in partnership with OSSA to promote an awareness and understanding around the hazards associated with this sector. The MOL introduced the business owners to the services available from OSSA, our partners in prevention and training. OSSA provided resources and a custom model for compliance, which made understanding and complying with health and safety regulations much easier for employers, supervisors, and workers in the collision repair sector. I believe the partnership between OSSA consultants and MOL inspectors will improve the health and safety in workplaces and reduce injuries to workers.

Doug Kariam
Program Manager
Industrial - York West District,
Central Region
Ontario Ministry of Labour

Leverage "One to Many" Partnerships and Alliances

Fostering relationships with trusted industry leaders who have established networks with the business community is a successful strategy that enables WSPS to extend its reach and promote its message. Engaging industry partners as health and safety advocates and leveraging their influence with their members, helps to change people's attitudes and behaviours and build a culture of safety. Here are four examples of one-to-many partnerships that illustrate the value of collaborating with third parties.

- **Recast Roles to Serve the Collision Industry**

The MOL has traditionally been perceived by workplaces as enforcers of health and safety legislation, while health and safety associations are seen as advisors and problem-solvers. In 2009, OSSA and IAPA harmonized those identities for the collision repair industry. The two organizations collaborated with the MOL and two collision repair industry associations – Collision Information Assistance and Toronto Automobile Dealers Association – to assess what auto body repair shops needed to reach Zero. The five partners then worked with other regulatory ministries to develop customized information sessions designed to help small businesses navigate their requirements, resulting in a successful business model that can be replicated for other at-risk industries.



- **Provided a One-Stop Service to Campgrounds**

Campgrounds represent another small or micro business sector, many with just five or fewer workers, and all requiring expertise related to grounds keeping that was not part of OSSA's scope. In 2009, OSSA attended five campground owner/operator meetings across the province to raise awareness and understanding of the employers' responsibilities to manage health and safety in a campground operation. OSSA drew on the resources and expertise of FSA to provide an expanded range of products and support to address the specific hazards related to their work activities, from services for campers to operating tractors and chain saws.

- **Leveraged the Partnership with Canadian Manufacturers & Exporters**

IAPA has a long-standing, mutually beneficial relationship with Canada's largest trade association, Canadian Manufacturers & Exporters (CME). In 2009, IAPA and CME continued to make progress on encouraging members to integrate health and safety across their supply chain. This included the promotion and delivery of Certification Training Part I and II for the manufacturing sector.

- **Partnered with Canadian Agricultural Safety Association on Three-Year Campaign**

The Canadian Agricultural Safety Association (CASA) is a national organization dedicated to improving the health and safety of farmers, their families and workers. In 2009, FSA was one of many contributors who worked with CASA to lay the groundwork for the launch of the national "Plan. Farm. Safety." awareness campaign, in partnership with Canadian Federation of Agriculture, Farm Credit Canada, and Agriculture and Agri-Food Canada. The three-year campaign is designed to address the leading hazards contributing to farm-related injuries, and show how a safety plan is part of an effective business plan. Over its three years, it will help Canada's agricultural businesses assess, improve, develop and measure their safety systems.



Grocery Industry Partners to Develop Safe Practices for Reuseable Bags

While enthusiasm for reusable grocery bags has helped reduce the impact on landfills, the new bags have had unintended consequences for staff and customers. Check-out stations weren't designed for the variety of reusable bags, increasing the potential risk of sprains and strains. The same is true for customers who overfill large bags. In response, OSSA and IAPA launched a *Grocery Environmental Bag Advisory Project Group* to collaborate on best practices and guidelines for the grocery industry, and, ultimately, on how to design flexible, safe cashier stations. Who's at the table? Senior representatives and prevention experts from the grocery industry, industry associations, labour and WSPS, as well as suppliers of most cash stations and environmental bags in Ontario.

Designing Safety Days for the Mennonite Community

Drawing on a relationship of trust built over many decades, members of the Mennonite community near Mount Forest invited FSA to provide two Safety Days to area school children and their families in June 2009. With their large families and tendency to involve children in farming activities, this community represents a vulnerable group with a historically high rate of injuries and fatalities.

Using funding assistance from the Ontario Ministry of Agriculture, Food and Rural Affairs, FSA designed two days of presentations for over 350 school-age children, plus their teachers, siblings and parents. Topics included tractor rollover prevention; chemical look-alikes and chemical warning symbols; power take-off safety; flowing grain and grain bin safety; and bicycle safety. Sector-specific topics and a multi-station layout fostered high involvement, energy and satisfaction levels with attendees.

Tap into the Magic of Volunteers

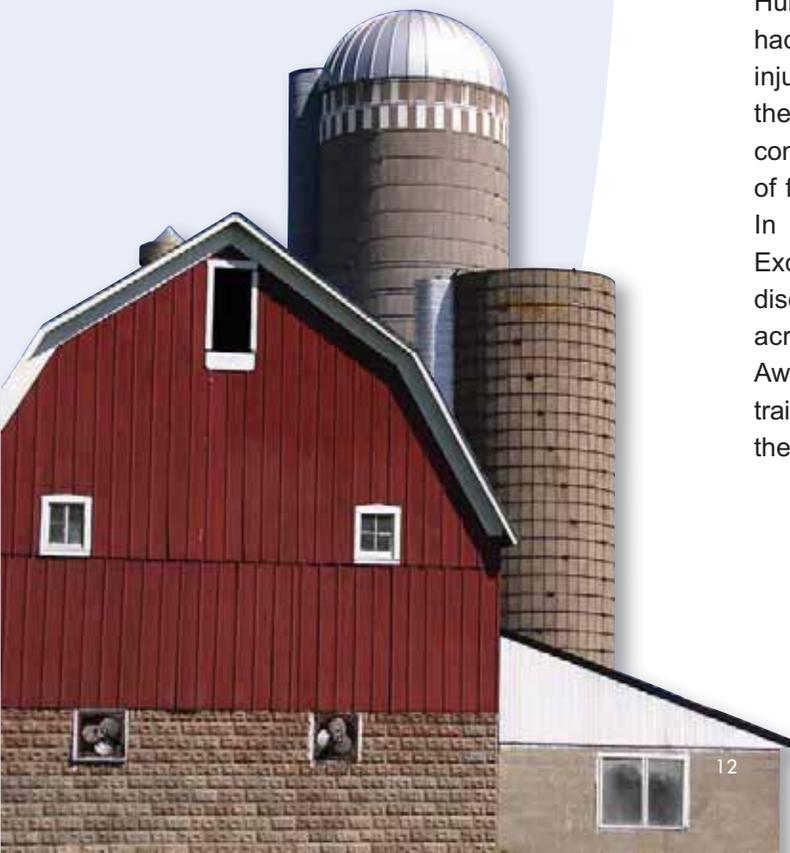
Dedication to helping others live a better life is a hallmark of volunteers. Nowhere is that more true than at WSPS. The leadership and influence of WSPS volunteers permeate the organization, and, through the exchange of ideas, information and experience, wind their way back into workplaces and communities in the form of healthier, safer workers, and products and services better designed to eliminate injury and illness. WSPS would not, and could not, go forward without their vision, care and energy. Here are three ways that WSPS volunteers make a measurable difference to people's lives.

- **Saved Lives in Rural Communities**

Ontario Agriculture Volunteer County Associations represent devoted individuals for whom health and safety is a heartfelt cause. Because of their genuine dedication and drive, they stand out in their communities as safety advocates and champions. In 2009, their tireless efforts imparted safety knowledge and awareness to future workers and their families through Safety Days, school visits, demonstrations at community events and more. Together, they have dedicated countless hours, participated in over 120 events across the province, touched over 51,000 people with critical safety messages, and saved lives in Ontario's rural communities.

- **Helped Thousands of Firms Embrace a Health and Safety Culture**

Hundreds of volunteers representing more than 600 firms have had a long and proud history of helping IAPA reduce workplace injuries and illnesses in Ontario workplaces. For decades, their donations of time, resources and sponsorships have contributed to instilling a health and safety culture in thousands of firms and a prevention mindset with countless individuals. In 2009, for example, IAPA's Networking and Knowledge Exchange volunteers facilitated 205 safety-based, peer-to-peer discussions with 1,300 member firms in many different sectors across Ontario. In addition, more than 225 Young Worker Awareness Program volunteers delivered over 900 two-hour training sessions to 28,000 high school students poised to enter the workforce.



- **Drew on Client Expertise to Design Programs, Services and Products**

Since its inception, OSSA has drawn upon the expertise of its service sector clients to aid in the development of its programs, services and products. In 2009, 52 volunteers sat on four advisory committees representing four sub-sectors: restaurant and food services; retail, wholesale, office and related services; tourism and hospitality; and vehicle sales and service. Together, the committees held 16 meetings to provide feedback to OSSA on the quality and effectiveness of programs and products in the education of the workforce; and to identify occupational health and safety issues and trends to support the development of new strategic initiatives.



Early Days: Coalescing Around a Shared Purpose

Long before the amalgamation was finalized, FSA, IAPA and OSSA employees created an interim vision with the intent of capturing the benefits of the amalgamation and their passion for their work. Here's what they agreed on.

Far too many people continue to be injured or killed at work. It costs us all emotionally. It also costs Ontario businesses millions in lost productivity and revenue. This is unacceptable.

We believe it's possible for every organization in Ontario to achieve zero injuries, illnesses and fatalities. So, we're joining forces, knowing that we can do more together than standing alone.

We're getting focused. We're clarifying our roles, coordinating our services, and improving our efficiency. This will move more staff and services to the front line, where we can make a difference to the lives of our most vulnerable workers, and together, achieve a national culture of safety that will put an end to workplace tragedy.



Get a Head Start on Becoming One

Amalgamations can be both challenging and exhilarating as staff exchange the familiar for opportunity. In 2009, WSPS reached across the three organizational structures to learn, collaborate and share ideas and best practises – months before the amalgamation became legal on January 1, 2010. As part of that effort, employees at all levels of the organization created an interim vision centred on customer service that would hold them until they had a new business model. Other preparatory work in 2009 involved combining three payrolls into one and rolling out a common accounting system.

- **Formed Nine Working Groups to Propel Change**

In mid-2009, knowing the amalgamation was coming, WSPS formed nine working groups around key functions and issues. The groups, which comprised all levels of staff, served many purposes. They helped employees from the three organizations get to know one another, explore differences, celebrate similarities, and make clients the centrepiece of strategy.

Leaving Home to Learn and Grow

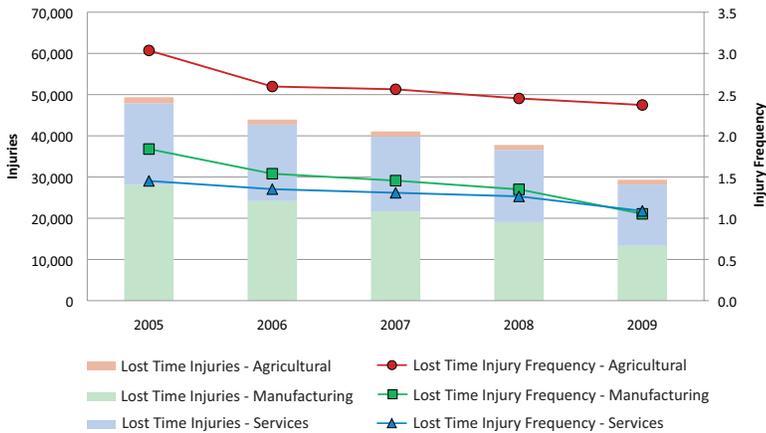
In 2009, three brave souls served as frontrunners for the amalgamation by leaving their home organization and accepting a secondment to another.

Teresa Chan from IAPA moved to OSSA to learn and share consulting standards, methods and tools. She is using the similarities and differences to develop ideas on how to share the two organizations' best practices.

Joshua Ricci from OSSA was seconded to IAPA to familiarize himself with IAPA's human resources policies and practices. He found his knowledge and skills transferred well to his new role.

And, Dora Pender from IAPA joined FSA to learn about its unique client offerings and relationships. She, like the others, was pleasantly surprised at the similarities between the organizations in key areas such as client records, business approaches, support systems, policies and procedures.

Agricultural, Manufacturing and Service Sectors Trend Toward Zero

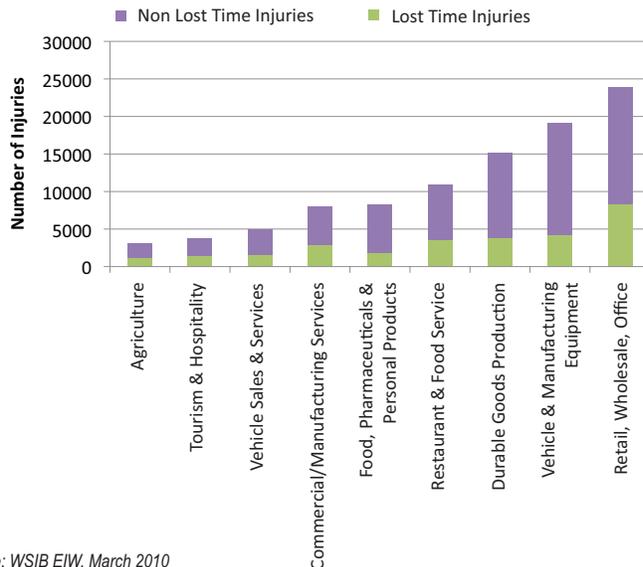


Source: WSIB Enterprise Information Warehouse (EIW), as of the following March for each year shown

Injury Trend by WSPS Sectors

WSPS members comprise 154,000 employers in Ontario's agricultural, manufacturing and service sectors, representing a workforce of 3.8 million, protected by the Occupational Health and Safety Act.

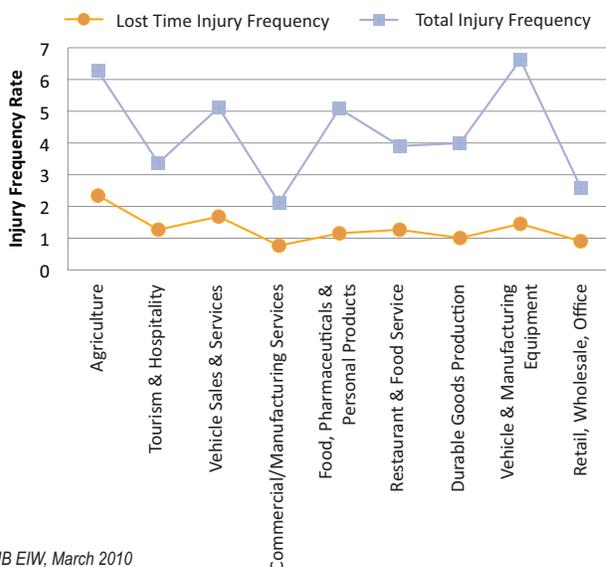
Source: Statistics Canada, Labour Force Survey, December 2009



Source: WSIB EIW, March 2010

Number of Injuries by WSPS Sub-sector in 2009

The total number of employees that experienced an incident at work that resulted in either a lost time or no lost time injury claim in 2009 are shown for each sub-sector. The number of injuries in each sub-sector generally reflects the size of the workforce. The retail, wholesale and office sub-sector had the largest number of injuries and also has the largest number of employees.



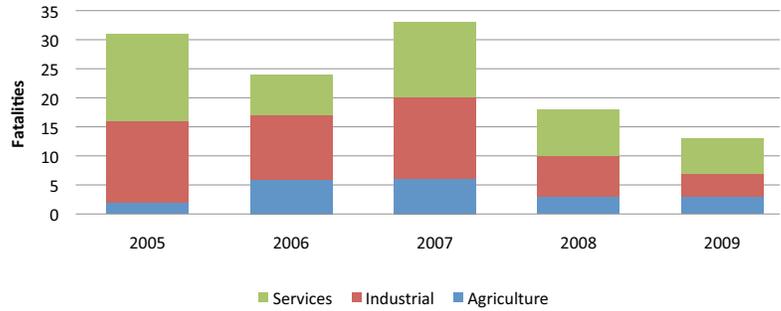
Source: WSIB EIW, March 2010

Lost Time and Total Injury Frequency Rates by WSPS Sub-sector in 2009

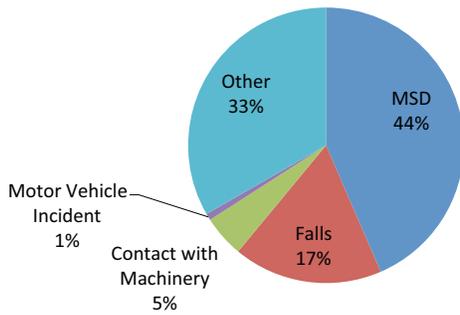
The lost time and total injury frequency rates are a ratio of the number of injuries reported in 2009 per 100 employees (full time equivalent). The frequency of injuries in each sub-sector generally reflects the risk in the workplace. Agriculture had the highest lost time injury frequency while vehicle and industrial equipment manufacturing had the highest total injury frequency rates indicating the high level of risk to be controlled in these two sub-sectors.

Traumatic Fatalities in WSPS Sectors

Fatalities in the agricultural, manufacturing and service sectors declined 58% from 2005 to 2009. The top three sources of fatalities are motor vehicle incidents (29%), contact with machinery (22%), and falls (13%).



Source: WSIB EIW, April 2010. Total fatalities may increase for more recent years as data emerges.



Source: WSIB EIW, March 2010

Lost-time Injuries by WSIB Priority Hazard

Musculoskeletal disorders (MSDs) and falls continue to result in a significant portion of LTIs. While motor vehicle incidents (MVIs) account for 1% of LTIs, they lead to a disproportionate number of traumatic fatalities and serious injuries.







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