

# Hidden in plain sight

Having an  
action plan  
can save you



PHOTO BY EWAN NICHOLSON

By: Karla Johnston

## **C**arl Hendrie is the *man with the plan.*

Hendrie is the environmental, health and safety manager at Spectrum Process Systems. The Calgary-based company supplies equipment, pressure vessels and piping for oil and gas production, heavy oil processing and refinery operations.

Hendrie's safety plan is well known throughout the company.

And that's exactly the way he wants it—every one of Spectrum's 65 employees plays an important role in the company's safety program.

"There's a big difference between safety compliance and safety excellence," says Hendrie. "We want to be better than compliant. Safety is, and needs to be, a big part of our culture, and that means it's important for everyone to participate and be engaged. We're striving for safety excellence—we sink or swim together."

Hendrie adds that there is not only the health and safety of staff to consider, but also the financial benefits for the company.

Safety is a big part of being successful when bidding for work.

### **WCB account managers can help with your plan**

WCB account manager Leigh-Ann Moroz works with employers like Hendrie to develop action plans. These plans take a close look at a company's disability management program. They consider the cost and type of claims, whether modified work has been performed and whether the company is reporting claims within the legislative requirements.

Account managers also help with employer rate forecasting and analyzing the online reports available to employers through WCB's online service, myWCB (there are currently 15 reports available).

"Through the analysis, we look at

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areas where the employer might have missed opportunities and help analyze the gaps and make suggestions on how to close them," says Moroz. "Employers have control over some of the costs associated with managing claims. It's important that a company is proactive and always has a list of modified tasks available."

Moroz worked with Hendrie years ago while he was at another company, and was happy to see Hendrie incorporate many of those strategies when he went to work at Spectrum.

Hendrie says the main points of Spectrum's action plan include:

- **Preventing injuries.** But if they happen, the modified duty program kicks in immediately. The company has a list of meaningful tasks for modified duty ready for when they are needed, and the tasks range from sedentary to regular jobs with restrictions.
- **Using WCB's Occupational Injury Service (OIS)** providers for treatment and evaluation of an injured employee. The OIS providers have a copy of the company's modified duty task list so they know what restrictions can be accommodated.
- **Having a modified duty agreement form** filled out and signed by the employee, detailing modified duty tasks.
- **Monitoring the employee's progress** throughout modified duty and adjusting the tasks to meet the restrictions as he or she heals.

One of the great things about an action plan like this? You don't have to work with an account manager to put one together. WCB claims and premium auditors can help with customized account planning consultations and follow-ups, analysis on current claims costs and trends, and by providing education on best disability management practices.

WCB also has many seminars and resources available to help build on your current programs and monitor the factors impacting your costs and premiums. Moroz suggests signing up for WCB's Action Planning Seminar to help you get started.

"Not only does the seminar assist you in analyzing the information from the reports and highlight best practices, you are able to network with fellow employers who could be facing the same challenges you are," says Moroz.

**Ready to get started?** Sign up for WCB's Action Planning Seminar. Information can be found on our website at [Resources>For employers> Seminars and workshops](#). 

# Getting into the *action*

WCB account manager Leigh-Ann Moroz's

## 5 tips for employers to keep in mind when putting together an action plan:

### 1. Your plan starts at the top.

You need to have the support of your management team for your program to be successful. It's important that they support what you are doing and understand why you are doing it. A WCB account manager can help you with this if you are struggling to get the buy-in from your management team.

### 2. Review, analyze, track.

You need to understand how to review, analyze and track the key performance indicators that drive your WCB performance and the premiums you pay.

### 3. Know how your WCB pricing program works.

You need to understand the pricing program that your company participates in. Are you in the large business pricing program, in the small business pricing program or at industry-rated premiums? If you're in a business that bids on contracts, it can impact your ability to get contracts if your company goes into a surcharge position.

### 4. Know what resources are available to help you.

WCB has resources available, such as Occupational Injury Service (OIS). This service offers quick access to treatment and support for in-depth return-to-work plans. OIS is about getting the right care, at the right time, for the right outcome. For more information on OIS, go to the [Insurance and premiums > Lower your premiums](#) section of [www.wcb.ab.ca](http://www.wcb.ab.ca).

### 5. Evaluate and adjust your plan.

If you're meeting your objectives but your overall costs aren't improving, drill down to find out why and adjust your plan. If you're not meeting your objectives, use the reports to determine why and to get to the root of the problem and make adjustments.