



# **Workers' & Employers' Advisers Offices**

## **2018 Budget Increase Implementation July 2020 Update**

### **Presentation to Minister Harry Bains**

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## WAO - Developing new services

WAO pursuing new outreach efforts:

- under-represented worker groups (indigenous workers, agriculture, fisheries)
- fatal or serious injury claims
- labour and other industry conferences, medical professional associations, etc.

### Metrics

- Exceeded outreach target by 75%
- Increased Prohibited Action inquiries and front end support to workers by 33%
- Completed 36 Prohibited Action mediations to date - projected total for 2020 equal to 66, which is a 65% increase from 41 in 2017.
- Initiated pilot project relating to representation on OH&S reviews and appeals



## EAO - Developing new services

- EAO continues to develop new, accessible educational material:
  - Launched new Workplace Inspections & Hazard Identification seminar in Nov 2019
  - New member Joint Committee training (4 modules) webinar based.
  - New COVID-19 webinars: Right to Refuse Unsafe Work / COVID- 19 Claims
  - 2019: EAO conducted 467 (+20%) seminars with 12,344 participants (+72%)
- Completed 32 Prohibited Action mediations to date (in contrast to 35 total mediations in 2019) – projected total for 2020 equal to 64, which is a 137% increase from 27 in 2017.

\*percentage increase compared to 2017



# Summary

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- WAO and EAO have implemented new services and outreach to better serve injured workers and employers in BC.
- Branches continues full service during COVID-19.