



2025

# COMMUNITY REPORT

Q2

## Listening, Learning, and Leading Change.

Building on the momentum of Q1, we've continued to deliver meaningful progress in prevention, return to work, and service excellence – results made possible through strong partnerships with employers, workers, health care providers, and community leaders across Nova Scotia.

By June, Nova Scotia's provincial injury rate held at 1.28 time-loss injuries per 100 covered workers – the lowest we've ever seen and keeping us on track for our year-end target. Our focus on supporting early and safe return to work meant 76% of workers returned to work within 90 days, exceeding our target of 71%. We continue to provide timely and efficient service with 91% of first contacts made within two days, while 72% of approved claims received first payment within 15 days.

We're also listening closely to workers and employers, and their feedback is guiding our path forward. Many tell us they're experiencing faster response times, improved satisfaction, and clearer communication. At the same time, we know there's more work to do. Customers continue to report challenges navigating our website, particularly when it comes to locating and submitting forms or using our online messaging system. These insights confirm that improving our digital touchpoints will have a meaningful impact on our customer experience.

We're actively building new, customer-focused tools to make interactions simpler, faster, and easier – including an **intuitive new website** and **SMS confirmation for workers submitting a new claim**.

Beyond the metrics, this quarter was about engaging directly with Nova Scotians. We hosted more than 200 employers at our inaugural Leadership in Focus Summit, strengthened ties with health care providers and industry leaders in preparation for **Duty to Cooperate legislation**, and connected with partners while participating in events throughout the province.

We also stood alongside families affected by workplace tragedy as we commemorated the annual Day of Mourning and participated in the Threads of Life Atlantic Family Forum and annual Steps for Life Walk. The importance of these events was underscored by sobering data: occupational disease fatalities were three times higher than last quarter. While largely the result of exposures from decades past, they are a devastating reminder of the lasting impact of unsafe workplaces and of the responsibility we all share to build a safer future.

Our work isn't done, but Q2 proves that with shared responsibility and clear goals, we can create safer workplaces and stronger futures for Nova Scotians. Visit our **Accountability Hub** to learn more about our journey and see how we're measuring progress.

Banner photo: Return-to-Work manager, Olivia Doiron, and Case Manager, Tyler Declare, attend WCB's Return-to-Work Symposium, a three-day training event featuring hands-on workshops, engaging sessions, and inspiring talks from leaders in disability management.



**WORK SAFE.  
FOR LIFE.**  
WORKERS' COMPENSATION BOARD OF NOVA SCOTIA

### Q2 2025: Summary of Performance

WORKPLACE FATALITIES		Q2 2025	Q2 2024	TOTAL 2024
	Health-related	2	3	7
	Occupational disease	6	2	6
	Acute fatalities	5	4	7
	Total	13	9	20

### Key Performance Indicators (KPIs)

INJURY PREVENTION		ACTUAL 2024	Q2 2025	TARGET 2025	TARGET 2030
	Time loss injuries per 100 covered workers	1.38	1.28	1.36	1.16
	Prevention improvement plans in place for system impact employers	N/A	95%	100%	N/A

RETURN TO WORK		2024	Q2 2025	TARGET 2025	TARGET 2030
	Time loss days per 100 covered workers	269	246	223	167
	Return to work – within 90 days	67%	76%	71%	80%
	Return to work – full and partial	94% / 2.1%	95.9% / 1.8%	93.5% / 3.5%	94.5% / 3.5%

EXCEPTIONAL SERVICE		2024	Q2 2025	TARGET 2025	TARGET 2030
	First contact in 2 days	77%	91%	75%	80%
	Entitlement decision in 7 days	65%	82%	75%	80%
	First payment within 15 days	64%	72.5%	75%	80%
	System uptime	N/A	99.8%	99.5%	99.5%

### Statement of Financial Position

As at June 30, 2025

	JUNE 30 2025 (Unaudited)	JUNE 30 2024 (Unaudited)	DECEMBER 31 2024 (Audited)
	(\$000s)	(\$000s)	(\$000s)
<b>ASSETS</b>			
Cash and cash equivalents	\$ 65,882	\$ 25,055	\$ 26,750
Other receivables	14,079	14,840	10,428
Investments	2,785,526	2,490,521	2,744,278
Property and equipment	3,296	3,188	3,179
Intangible assets	23,440	22,286	21,980
	<b>\$ 2,892,223</b>	<b>\$ 2,555,890</b>	<b>\$ 2,806,615</b>
<b>LIABILITIES AND FUNDED (UNFUNDED) POSITION</b>			
Other payables and accrued liabilities	\$ 51,224	\$ 30,413	\$ 41,864
Post employment benefits	21,759	24,353	21,069
Insurance contract liabilities	2,718,970	2,687,061	2,712,592
	<b>2,791,953</b>	<b>2,741,827</b>	<b>2,775,525</b>
Funded (unfunded) position	100,270	(185,937)	31,090
	<b>\$ 2,892,223</b>	<b>\$ 2,555,890</b>	<b>\$ 2,806,615</b>

**Statement of Operations***For the six months ended June 30 (Unaudited)*

	SECOND QUARTER 2025	SECOND QUARTER 2024	YTD JUNE 30 2025	YTD JUNE 30 2024
	(\$000s)	(\$000s)	(\$000s)	(\$000s)
<b>Insurance service result</b>				
Insurance service revenue				
Insurance revenue	\$ 118,786	\$ 116,642	\$ 233,315	\$ 221,274
Other Contribution - Province of NS	1,093	1,093	2,186	2,186
	119,879	117,735	235,501	223,460
Insurance service expenses				
Claims costs incurred	(64,548)	(70,219)	(135,544)	(138,812)
Assumptions change and actuarial experience adjustment	34,246	31	39,679	(6,098)
Administration expense	(16,458)	(14,194)	(31,099)	(27,661)
	(46,760)	(84,382)	(126,964)	(172,571)
	<b>73,119</b>	<b>33,353</b>	<b>108,537</b>	<b>50,889</b>
<b>Insurance finance result</b>				
Investment (loss) income	(20,347)	14,061	32,167	72,859
Insurance finance expense	(16,676)	(14,945)	(54,057)	(34,694)
	<b>(37,023)</b>	<b>(884)</b>	<b>(21,890)</b>	<b>38,165</b>
<b>Other revenue and expenses</b>				
Self-insured revenue	2,548	2,567	4,935	4,642
Other administration expense	(5,198)	(4,482)	(9,821)	(8,735)
System support	(266)	(297)	(609)	(593)
Legislated obligations	(6,035)	(5,559)	(11,971)	(11,033)
	<b>(8,951)</b>	<b>(7,771)</b>	<b>(17,466)</b>	<b>(15,719)</b>
<b>Excess of revenues over expenses applied to increase the funded position</b>	<b>\$ 27,145</b>	<b>\$ 24,698</b>	<b>\$ 69,181</b>	<b>\$ 73,335</b>

**Statement of Changes in the Funded (Unfunded) Position***For the six months ended June 30 (Unaudited)*

	SECOND QUARTER 2025	SECOND QUARTER 2024	YTD JUNE 30 2025	YTD JUNE 30 2024
	(\$000s)	(\$000s)	(\$000s)	(\$000s)
<b>Funded (Unfunded) position excluding accumulated other comprehensive income</b>				
Balance, beginning of period	\$ 73,125	\$ (210,635)	\$ 21,196	\$ (265,242)
Excess of revenues over expenses applied to increase the funded position	27,145	24,698	69,181	73,335
	100,270	(185,937)	90,377	(191,907)
<b>Accumulated other comprehensive income</b>				
Balance, beginning of year			9,893	5,970
			9,893	5,970
<b>FUNDED (UNFUNDED) POSITION, END OF PERIOD</b>	<b>\$ 100,270</b>	<b>\$ (185,937)</b>	<b>\$ (100,270)</b>	<b>\$ (185,937)</b>

**Statement of Cash Flows***For the six months ended June 30 (Unaudited)*

	YTD JUNE 30 2025 (\$000s)	YTD JUNE 30 2024 (\$000s)
<b>Operating Activities</b>		
Cash received from:		
Employers, for insurance premiums and self-insured administration fees	\$ 245,592	\$ 227,062
Other contribution - Province of NS	2,186	2,186
Net investment income	54,898	18,298
	302,676	247,546
Cash paid to:		
Claimants or third parties on their behalf	(152,416)	(161,538)
Suppliers, for administrative and other goods and services	(41,655)	(73,549)
	(194,071)	(235,087)
<b>Net cash provided by operating activities</b>	108,605	12,459
<b>Investing Activities</b>		
Increase in investments	(64,041)	(17,732)
Cash paid for:		
Purchase of equipment and intangible assets	(5,432)	(274)
<b>Net cash used in investing activities</b>	(69,473)	(18,006)
<b>Net increase (decrease) in cash and cash equivalents</b>	39,132	(5,547)
Cash and cash equivalents, beginning of year	26,750	30,602
<b>Cash and cash equivalents, end of period</b>	\$ 65,882	\$ 25,055

## Stronger Together

Getting back to work after an injury takes more than a plan – it takes partnership. Watch how WCB is working with employers like Home Hardware on a new partnership model designed to strengthen our collaboration, enhance return-to-work outcomes, and drive system improvements.

**Watch the video >>**



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