

Your rights. Our commitment.

WCB-Alberta Code of Rights and Conduct: A new way of sharing what is important to us


By: Erin Hamilton

We're accountable to you.

It's something we've always believed, and in September we had an opportunity to formalize that promise when we established our Code of Rights and Conduct. Helping your workers recover and achieve a successful return to work after an injury is what we are devoted to every day. Not only do we want to get it right, but we want to make sure you are getting service that is fair, respectful and timely. Whether we're working together to return your injured worker to work, or helping you manage your account, we want you to know exactly what you can expect from us:

- **We will treat you with dignity and respect.**
You have the right to honesty, courtesy and considerate treatment regardless of specialized needs, cultural differences or beliefs.
- **We will listen to you.**
You have the right to have your views fairly considered when making decisions that affect you.
- **We will be open and honest when communicating with you.**
You have the right to have your questions and issues addressed in a timely manner.
- **We will provide you with complete and correct information.**
You have the right to be fully informed regarding services, entitlements and responsibilities.
- **We will ensure you have access to information.**
You have the right to examine all relevant documents when a decision is made.
- **We will ensure your information is held privately and confidentially.**
You have the right to privacy. Information given to WCB will only be used for purposes under the *Workers' Compensation Act* and the *Freedom of Information and Protection of Privacy Act*.

In addition to your rights, our Code of Rights and Conduct also outlines how to share your concerns if our actions haven't matched our commitments.

Workplace injuries can have a profound impact on you and your workers. We are committed to ensuring that when you need us, you know exactly what you can expect. 

To view the complete WCB-Alberta Code of Rights and Conduct, please visit wcb.ab.ca > [About WCB](#) > [Company Information](#) > [Accountability at WCB](#) > [Code of Rights and Conduct](#).