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Your Employee Handbook

This handbook is your personal guide to working at Workers’ Compensation Board-Alberta (WCB). It includes information to help you understand the organization, your status, pay, benefits and working conditions. It also identifies the resources available to assist you in your daily work life and career.

Since this handbook is intended to be a quick reference guide, material has been condensed from other sources. No single publication can answer all your questions. Your supervisor or Human Resources can provide you with additional information, interpretations and resources. You may also refer to the Human Resources Guidelines, which are on the Electronic Workplace. Should anything in this handbook conflict with the information contained in the Guidelines, the latter shall apply.

All employment matters for Health Sciences Association of Alberta (HSAA) members are governed by the collective agreement. If the collective agreement is silent on any issue, the corporate policy applies.
SECTION ONE:

This is WCB
Welcome to WCB-Alberta and congratulations on your decision to work here. Our skilled, knowledgeable and dedicated employees are our greatest assets to encourage injured workers to focus on a safe and healthy return to work.

WCB provides an interesting and challenging work environment. We foster teamwork and the leadership of skilled supervisors who can help us achieve our vision – a safe, healthy and strong Alberta. As well, we encourage you to explore the extensive corporate training and wellness opportunities offered here.

Our commitment to you and to our customers is to listen, to be responsive to the changing needs of our business, and to make sound decisions that support our strategic direction.

I am continually impressed by the quality of the people in our organization – people who share a passion for making a positive difference in the health and safety of Alberta workers and employers. I hope you will count yourself amongst them.

Guy R. Kerr
What is Workers’ Compensation?

Corporate profile

Founded in 1918, WCB is a statutory corporation with a legislative mandate under the Workers’ Compensation Act (the Act) to administer the workers’ compensation system for the province of Alberta. While accountable to the Minister of Jobs, Skills, Training and Labour, WCB is independently funded and operated as an insurance enterprise. Through the payment of premiums, over 168,000 employers fund the system, which covers more than 2.1 million workers.

WCB’s mandate

In Canada, workers’ compensation is a no-fault disability insurance system that protects both employers and workers against the economic impact of work-related injuries and occupational diseases. Based on the Meredith Principles, the system covers injured workers for lost employment income and provides health care, rehabilitation and other services required because of a work-related injury, while employers are shielded from litigation. This system brings economic stability to the workplace through collective liability that minimizes the risks and expenses of injury. To achieve these objectives, the Act established the Accident Fund and imposed a statutory obligation on WCB to ensure that it be fully funded.

At the highest and simplest level, WCB is involved in two significant and complementary business activities—customer operations and financial management.

Customer operations provides disability insurance for workplace injuries. Key business processes include rate setting, assessment and collection of premiums from employers, payment of compensation benefits to injured workers, return-to-work services and administration.

Financial management uses an integrated risk-based approach to managing assets and liabilities, generating an adequate return on invested assets to pay for claim-related obligations. Key business processes include strategic financial planning, investment management, claim benefit liability valuation, financial risk management and financial performance reporting. Strong financial management not only ensures security of benefits for workers and fair premiums for employers, but also provides appropriate tools for evaluating how effectively WCB is meeting its financial obligations.
Governance of WCB-Alberta

The Board of Directors is responsible and accountable for WCB as defined in the Act and corporate governance policy. The Board of Directors determines and regularly reviews the strategic direction for WCB. In determining the strategic direction, the Board of Directors will use information from a wide range of sources including WCB employees, stakeholders, customers and external experts.

The structure of the Board of Directors is determined by the Act. The Board of Directors consists of:
(i) a member who shall be Chair, who is appointed by the Lieutenant Governor in Council;
(ii) not more than 3 members whom the Lieutenant Governor in Council considers to be representative of the interests of employers;
(iii) not more than 3 members whom the Lieutenant Governor in Council considers to be representative of the interests of workers;
(iv) not more than 3 members whom the Lieutenant Governor in Council considers to be representative of the interests of the general public; and
(v) the President of the Board, who shall be a non-voting member.

WCB’s vision and mission

The core principles set out in WCB’s vision and mission shape the corporate beliefs and values that guide the organization’s operating philosophy.

Vision

Albertans working—a safe, healthy and strong Alberta.

Mission

WCB-Alberta, working together with our partners, will significantly and measurably reduce the impact of workplace illness and injury on Albertans.

WCB’s strategic vision is to make a positive and lasting impact on the people, society and economy of Alberta through what it does, while the mission statement describes the guidelines for how it intends to conduct business.
Strategic Priorities

We are dedicated to doing work that is fair and focused and that makes a difference for Albertans. Our work is grounded in legislation and policy and also responsive to the needs of our stakeholders. To bring our vision and mission to life, we focus our efforts on four key priorities:

1. Commitment to decision fairness
   Our stakeholders deserve assurance of the fairness of the workers' compensation system. We are committed to demonstrating system fairness through our decisions, relationships and processes. Fairness is the cornerstone of all our actions.

2. Focus on a safe return to work
   Our reason for existence is to minimize the impact of workplace injury - the best possible option to get that result is a safe and successful return to work. Through caring benefit administration, efficient and effective rehabilitation delivery and proactive return-to-work planning, we can help injured workers achieve their fitness for work and independence. Client success is the ultimate goal.
3. Leveraging prevention
By developing pricing options that reflect employer performance, we contribute in concrete ways to our provincial commitment to safer workplaces, while providing for fairness in premiums. Prevention is at the heart of Albertans working safely.

4. Financial stability
Injured workers depend on the benefits they receive from us and their employers trust us to manage a system that is fair and sustainable. Responsible financial management strategies ensure the workers' compensation system is sustainable and reliable in the long term.
The Attitudes and Behaviours We Value

WCB recognizes that today's business environment is global and interconnected, demanding attention to external influences, conditions and people. We also recognize that to achieve our objectives and support our vision and mission, we must approach our business with both an outward and inward focus. To this end, the attitudes and behaviours we value at WCB are defined through PEARL:

**PARTNERSHIPS**
Work together in partnerships, both internally and externally, to achieve shared goals.

**EXCELLENT SERVICE**
Provide customers with excellent services and products.

**ACHIEVEMENT**
Fulfill commitments and achieve desired results.

**RESPECT**
Treat everyone with dignity and interpersonal sensitivity, share information with staff, customers and partners, act with integrity and as trustees of the workers’ compensation system, and listen and respond to the needs of our customers.

**LEARNING & GROWTH**
Demonstrate continuous personal and corporate improvement, and apply this knowledge to provide the best services and products.
WCB’s Universal Competencies

WCB’s universal competencies reflect and support our values as an organization. They align with our business strategies and help with employee development and career planning.

Employees are supported to develop the following skills in each competency.

Building relationships:
- Is easy to approach and talk to;
- Spends the extra effort to put others at ease;
- Can be warm, pleasant and gracious;
- Builds rapport well;
- Is a good listener, uses diplomacy and tact;
- Is seen as a team player and is cooperative;
- Relates well to all kinds of people: up, down, inside and outside the organization;
- Easily gains trust and support of peers; and
- Encourages collaboration.

Learning and development:
- Is able to identify the need to change personal, interpersonal and managerial behaviour and is committed to continuous improvement;
- Understands that different situations require different skills and approaches;
- In an attempt to influence others, gauges their reactions and adjusts; and
- Seeks feedback and works to deploy strengths and compensate for weaknesses and limits.
Customer focus:

- Is dedicated to meeting the expectations and requirements of internal and external customers;
- Gets first-hand customer information and uses it for improvements in products and services;
- Acts with customers in mind; and
- Establishes and maintains effective relationships with customers and gains their trust and respect.

Organizational Structure

WCB is organized into five principal operating and support areas:

1. Operations and Disability Management;
2. Operations and Information Management;
3. Employee and Corporate Services;
4. Finance; and
5. Secretary and General Counsel.

Electronic Workplace Link
Departments > Getting to Know your Organization > Organizational Chart
Strategic Management Council (SMC)

The Strategic Management Council (SMC) provides senior executive-level decision making for the organization, and is comprised of:

- President and CEO;
- Vice President, Operations;
- Vice President, Operations and Chief Information Officer;
- Chief Financial Officer;
- Secretary and General Counsel;
- Vice President, Employee and Corporate Services; and
- Executive and Board Liaison.

SMC meets weekly to discuss substantive matters concerning the overall operation of WCB’s internal and external relationships, and to recommend actions.

Planning and Priorities Committee (P&P)

Meeting bi-weekly, this group of directors plans, implements and evaluates our corporate operational programs. They also provide advice and recommend corporate priorities to SMC. The committee is comprised of:

- Director, Disability and Health Care Management
- Director, Customer Service & Disability Management
- Director, Customer Service & Risk Management
- Director, Corporate Services
- Director, Corporate Communications
- Director, Human Resources
- Director, Legal Services
- Director, Medical Services
- Chief Investment Officer
- Corporate Controller
- Senior Manager, Information Management
- Manager, Policy Development
- Senior Manager (2) (rotating)
Making decisions is a part of everyday life at WCB and given the complex nature of our business, making sound ethical decisions is important.

As an organization, we have values that shape our business. Ethics represent our values in action and are guidelines for individual and corporate behaviour. They are grounded in three principles:

1. Respect for the law.
2. Recognition of the rights and dignity of others.
3. Personal and organizational integrity.

We’re all responsible for acting in an ethical manner. As part of WCB’s commitment to an ethical workplace, there are resources about the corporate ethics program and process available to assist you in making sound, ethical decisions. If you’re faced with an ethical dilemma, here’s what you should do:

- Refer to WCB’s Statement of Ethics Booklet for guidance.
- Talk to your supervisor. Don’t be afraid to ask for guidance and support.
- If you’re facing an ethical dilemma that involves your supervisor, or if your supervisor isn’t able to help resolve the issue, talk to a HR representative. He or she can also help when the problem is highly sensitive, complex or involves someone from another area.
- Talk to the ethics committee chair or any member of the ethics committee for informal, confidential and personalized guidance.
- Make a formal submission in writing to the chair or any member of WCB’s Ethics Committee. Your issue will be discussed, and the committee will provide you with a formal opinion.

Ethics provide a solid foundation for individual and corporate success. When there’s a workplace of mutual dignity, respect and trust, employees feel valued. When employees treat stakeholders this way, they too feel valued, which leads to an enhanced reputation and to the continued effectiveness of our organization.
Confidentiality of Information and Conflict of Interest Acknowledgement:

On commencement of employment and renewed annually, you are required to sign a “Confidentiality of Information Acknowledgement” and a “Conflict of Interest Acknowledgement”, in which you agree to maintain the confidentiality of organizational, client and employee information and agree not to use your position for personal profit or gain or to participate in activities damaging to the interest of WCB.

Electronic Workplace Link
Employee Information > Ethics

Reporting of Unprofessional Conduct

As an employee, you may be required to deal with a variety of professionals in the course of your employment. Occasionally you may become aware of circumstances that require reporting someone’s behaviour to his or her professional association.

Unprofessional behaviour that may be reported is typically defined by the code of conduct of the respective association and may include unethical behaviour, negligence, malpractice, fraud or unbecoming conduct. WCB supports your lodging a complaint and will assist you in reporting complaints to an association.

Electronic Workplace Link
Departments > Human Resources > HR Guidelines > General Business Practices > Reporting of Unprofessional Conduct

Commitment to Employment Equity

WCB is committed to providing equal opportunity to all qualified persons without regard to race, colour, religion or national origin, gender, age, physical or mental disability or sexual orientation. Equal opportunity is provided in employment, promotions and wages.

WCB actively pursues the removal of barriers that inhibit or prevent equal opportunity to all employees and reasonably accommodates individuals when needed.
Workers’ Compensation Board is committed to providing a healthy, harassment-free work environment supportive of the dignity, self-esteem and productivity of every employee.

A Workplace of Respect is about you – who you are, the groups you belong to, the similarities you share with the people around you and the things that make you unique. We all play an important role in ensuring the workplace is harassment-free, values diversity and fosters mutual respect.

**Respect at work includes:**

- You value yourself as a person and value others
- Others value you as a person
- You understand your job and are able to do it
- Others recognize the value of your job and you recognize the value of others’ jobs
- You are able to act in accordance with your personal values and beliefs and you respect that others can do the same
- Others listen to you and your views and you listen to others

**What can you do to promote a Workplace of Respect?**

- Start the day with common courtesy
- Be mindful of what you do and say
- Maintain an open dialogue
- Take accountability for your actions
- Explore differences
- Look for common ground
- Focus on solutions
- Recognize that social media is not entirely separated from the workplace
- Always be respectful

You are entitled to pursue your duties free from harassment. Any act of harassment committed by a WCB employee at work is considered employee misconduct. If you feel you are not being treated with
With respect, we encourage you to let the individual know the behaviour is unwelcome and to ask him/her to stop. If you do not feel comfortable approaching the person on your own, contact your supervisor, department head or Human Resources for assistance.

Electronic Workplace Link
Employee Information > Human Resources > HR Guidelines > General Business Practices > Workplace of Respect

**Freedom of Information and Protection of Privacy Act**

It is every employee’s responsibility to handle documents and personal information of staff and customers in accordance with the Freedom of Information and Protection of Privacy (FOIP) Act. All employees are encouraged to take FOIP training and contact the FOIP office for assistance.

**Indemnity Protection**

WCB will assume legal responsibility for financial loss that results from an honest mistake, error in judgement or oversight on your part while performing the duties of your office for WCB. WCB will also assume legal responsibility if you are sued in an action arising out of the performance of your duties as an employee, unless you acted maliciously, dishonestly, were grossly negligent or knew that your activities were not within the scope of your employment.

**Casual Dress**

WCB has a business casual dress guideline, which is outlined in the Human Resources Guidelines, and may be viewed on the Electronic Workplace. It is recommended that you review these guidelines or check with your supervisor or manager if you are unsure if an item is appropriate for work wear.
Office Locations

WCB has offices located in Edmonton and Calgary.

Edmonton:

107 Street Building
9912-107 Street
Edmonton AB  T5K 1G5
T (780) 498-3999

Jarvis Building
9925-107 Street
Edmonton AB  T5K 1G4
T (780) 498-3999

Financial Building
Appeals Advisors
500-10621-100 Avenue
Edmonton AB  T5J 0B3
T (780) 498-8640
F (780) 498-7870

Millard Health
131 Airport Road
Edmonton AB  T5G 0W6
T (780) 498-3200
F (780) 498 3907

Calgary:

Calgary Office
150-4311 12 Street NE
Calgary AB  T2E 4P9
T (403) 517-6000
F Customer Service (403) 517-6001
Employer Service (403) 517-6201

Braithwaite Boyle Centre
Appeals Advisors
602-1701 Centre Street, N
Calgary AB  T2M 7Y2
T (403) 517-6220
F (403) 517-6221

Business Hours

WCB business hours are between 8 a.m. and 4:30 p.m., Monday through Friday.
SECTION TWO:  
*Your Career at WCB*

**Applying for a Job**

You are encouraged to apply for jobs you feel match your qualifications and interests. Your application will be treated in a confidential manner.

Job openings within WCB are posted on-line and in the following locations:

- Main Floor, 107 Street Building;
- Main Floor, Jarvis Building;
- WCB Millard Health;
- WCB Calgary Office;
- Electronic Workplace; and the
- WCB website.

![Electronic Workplace Link](Employee Information > Career Opportunities)

**Security Clearance**

New or rehired employees will be asked to undergo a security clearance and offers are contingent upon completion of the security clearance. Current WCB employees who, through competition or appointment, are offered a transfer, promotion or an acting opportunity with greater payment authority than their current position will be required to undergo a security clearance.

A security clearance is a screening for the presence of criminal convictions, against the Canadian Police Information Centre.

![Electronic Workplace Link](Departments > Human Resources > HR Guidelines > Employment Practices > Security Clearance)
Probation

Permanent and temporary non-management employees new to WCB are required to serve a minimum probation period of six months. Management employees are required to serve a minimum probation period of one year. The probation period allows departments to assess your suitability for the position. Exceptions may be considered in consultation with Human Resources and the department.

If you have already served a probation period upon commencing employment with WCB, and subsequently transfer to a new position within the organization, you will not be required to serve an additional probation period.

Career Planning Assistance

WCB promotes internal growth and encourages employees to apply for positions. If you would like assistance in exploring career options you may contact Human Resources for confidential career planning assistance.

Promotions, Transfers and Secondments

Opportunities to advance your career include:

- **Promotion:**
  A permanent or temporary (greater than three months) move from one job to another in a higher salary grade.

- **Transfer:**
  A permanent or temporary move from one job to another within the same salary grade.

- **Secondment:**
  A temporary assignment to another work area to provide assistance on a project basis.
Cross Train or Developmental Opportunity:
A temporary move from one position to another, limited to a maximum of three months.

Acting:
Temporarily assuming the duties of a job in a higher salary grade, while maintaining the duties of the employee's own job. Must be a minimum of six consecutive working days for non-supervisory jobs or 21 consecutive working days for supervisory jobs.

Learning Activities

WCB is committed to providing a work environment that encourages continuous learning. Education, training and learning activities are developed and provided in-house by WCB to meet the needs of its employees. Opportunities may also be accessed through external organizations. Depending on factors such as the nature of the activity, its relevance to both your personal and organizational needs, and the availability of funds, costs associated with learning activities may be covered by the department. Cost sharing arrangements between you and your department may also be considered.

Costs may include:
- registration and/or admission fees;
- tuition;
- travel, accommodation and subsistence;
- textbooks and/or other printed course materials; and
- time off to participate in the activity.

Electronic Workplace Link
Employee Information > Human Resources > HR Guidelines > Employment Practices > Learning Activities
Association Memberships

WCB encourages professional affiliations and may pay for association memberships as determined by your department head. If you have a question regarding whether you can be reimbursed for membership fees or luncheon/dinner meeting costs, see your supervisor.

Performance Development

Your performance contributes to the overall success of WCB. Each year objectives are set on a corporate, team and individual level. Your supervisor will provide you with feedback regarding your performance on an ongoing basis. Prior to the completion of your probation period, and annually thereafter, you and your supervisor will meet for a formal review of your performance.

A few weeks prior to your review date, your supervisor will review your performance with you, and set performance objectives and goals for achievement in the next review period. You will be asked to sign your performance review form, confirming that you have read and understood the contents. You will then receive a copy of the completed review. In addition, you may meet with your supervisor more frequently to review your progress towards the completion of your objectives.

Your performance review should be a positive experience, giving you an opportunity to receive constructive feedback, check your progress to date and determine what you need to do to fully meet or exceed your goals and objectives.
Employee Recognition Initiatives

Rewards and Recognition

WCB promotes a culture of recognition that supports both individual and team achievement of excellence. Programs include the President’s and Vice President’s Awards, for employees recommended by their supervisors or peers, for outstanding service or accomplishments; team awards for significant team achievements; and individual awards to enable supervisors to recognize their employees for specific achievements. These programs support the attitudes and behaviours we value by:

- rewarding individuals and teams for exceptional performance at the time it happens throughout the year;
- recognizing individuals and teams for the significant difference they make in helping the organization succeed; and
- communicating the successes in the organization to the rest of WCB.

Service Awards

Employees who have completed a specific number of years of service with WCB receive recognition as follows:

- Five years: Recognition in the Communicator, and a $50 gift certificate.
- 10 years and every five years thereafter: Recognition in the Communicator, and a choice of taxable gift certificate or taxable cash.
Employee Records

Human Resources maintains a file for each WCB employee. This file contains information such as your employment application or resume; benefit plan documentation; performance reviews; salary history; and status or job changes. This information is kept in the strictest confidence, and you have the right to reasonable access to review your own file. It is your responsibility to provide Human Resources with any new information or changes of status (e.g., marital) that may be pertinent to your file or affect your benefits.

To protect your privacy, WCB does not give out any information to outside organizations regarding its employees, unless required by law. If you need to have personal information about yourself released to an outside organization (e.g., salary verification to a bank), you must provide written authorization to Human Resources for this information to be released. Contact Human Resources for details regarding the process for giving this authorization.

Right to Appeal

You have the right to appeal management decisions that personally affect you in the course of your work. Your appeal will be heard initially by your supervisor. If you are not satisfied with the decision, you may appeal the decision in writing to the next level of management. If you are considering an appeal, you may contact Human Resources for confidential guidance.
SECTION THREE:
Your Pay and Benefits
Section THREE:  
Your Pay and Benefits

How You Are Paid

Your pay is deposited directly into your bank account using electronic funds transfer. You will be asked to supply a void personal cheque or a bank-initiated form to indicate the necessary bank account information. Please inform Human Resources, in writing, of any changes to your banking information at least two weeks prior to payday to ensure funds are redirected to the correct account.

Your month-end pay will be transferred to your bank account on the third last working day of the month. You will receive your pay stub indicating earnings, deductions and taxable benefits for the current pay period.

Although your salary is paid to you on a monthly basis, you may choose to have a mid-month advance of up to one quarter of your gross monthly salary. If you choose this option, the amount is deposited in your bank account on the 14th of the month, or on the last working day prior to the 14th of the month.

Electronic Workplace Link  
Departments > Human Resources > Your Pay > Pay Schedules
Payroll Deductions

There are three categories of payroll deductions: those required by law; those which are conditions of employment; and those which are voluntary. Deductions required by law include: Income Tax, Canada Pension Plan and Employment Insurance Premiums. Deductions that are conditions of employment include: Public Service Pension Plan or Management Employees Pension Plan contributions, and Health Sciences Association dues (members only). Voluntary deductions include: charitable contributions, Social Club membership dues, Group Life Insurance (optional coverage), Canada Savings Bonds, and personal computer loans.

EPost

New employees and employees returning from a Leave of Absence who were not previously on EPost are required to sign up. EPost is a safe, secure way to receive and store your pay statements and/or T4 slip. For additional information, visit the Electronic Workplace.

Canada Savings Bonds

You may purchase Canada Savings Bonds through a voluntary monthly pay cheque deduction. Further information is available through Human Resources.
Employee Giving Program

WCB offers employees a simple, convenient and confidential way to donate to their charity/charities of choice.

Employees are invited to join the program anytime throughout the year and can donate as little as $5/month.

Electronic Workplace Link
Staff Lounge > Community Works > Employee Giving Program

Workers’ Compensation

All WCB employees are covered for workers’ compensation as outlined in the Alberta Workers’ Compensation Act.
Eligibility for Group Benefit Plans

Are you Covered?

You are eligible for the group benefit plans as follows depending on your employee class. Part-time employees must work an average of 14 hours per week minimum (time off for vacation and paid holidays does not count towards this total) over a calendar year in order to maintain benefit coverage.

Permanent: continuous, either full-time or part-time.

- Extended Health Care (Medical and Vision)
  1st of month following employment.
- Dental Plan
  1st of 4th month of employment.
- Group Life Insurance
  Upon commencement of employment.

Long-term: more than six months but with a specified end date, either full-time or part-time.

- Extended Health Care (Medical and Vision)
  1st of month following employment.
- Dental Plan
  1st of 4th month of employment.
- Group Life Insurance
  Upon commencement of employment.

Short-term: six months or less, either full-time or part-time.

- You are not eligible for any coverage.

Casual: ongoing, less than 14 hours per week.

- You are not eligible for any coverage.

Retiree: Employees who retire* prior to age 65 may be covered under this plan until age 65 provided that:

- they apply for continuation of this benefit prior to retirement; and
- they pay the full deemed premium on an annual basis.
*Retirement means the employee ceases employment with WCB and immediately thereafter commences receipt of a pension under the Public Service Pension Plan or the Management Employees Pension Plan. Retirees must also meet residency requirements. These include having a provincial health care plan (e.g. Alberta Health Care) and physically residing in Canada for a minimum of 183 days during each calendar year.

Contact Human Resources for more detailed information on eligibility, benefits coverage and cost or view the Employee Benefits booklet on the Electronic Workplace.

Electronic Workplace Link
Employee Information > Benefits > Benefits Booklet

WEB Link
This booklet is also available at:

Coverage for Health & Dental Benefits

Extended Health Care Plan

The WCB Extended Health Care Plan, currently administered by Alberta Blue Cross, provides you with additional protection for medical, vision and dental expenses not covered by Alberta Health Care. The cost of the Extended Health Care Plan is paid 100 per cent by WCB for all permanent and long-term employees.

If you will be taking a leave of absence without pay of more than 22 consecutive working days, you may continue this benefit coverage by paying the full deemed premium cost.
Coverage Selection

You may select either single (employee only) or family (employee and dependent) coverage. Covered dependents include:

- a legal partner or a common-law partner of one or more years, including same sex common-law relationships;
- a child less than 21 years of age who is unmarried and dependent on you. This definition includes adopted children, step-children and foster children or wards for whom you are entitled to claim deductions for income tax purposes;
- an unmarried child over 21 but under 26 years of age, in full-time attendance at an accredited educational institute; and
- an unmarried child over 21 years of age dependent on you because of physical or mental infirmity.

A dependency declaration form is required for eligibility of common-law partners and children over 21 years.

Coverage Details

Extended Medical Coverage

Coverage under this plan is effective on the first of the month following eligible employment. The Extended Medical plan reimburses you for:

- 90 per cent of the cost of drugs prescribed by a Health Care Professional (excluding drugs that are available over the counter). Most pharmacies will verify your coverage and direct-bill Alberta Blue Cross at the time of purchase so you need only pay the balance of the cost;
- 100 per cent of private hospital room costs not covered by the Alberta Health Care Insurance Plan;
- specified medical expenses such as ambulance fees and medical equipment;
- services of paramedical practitioners such as psychologists, massage therapists and physiotherapists (subject to certain limits); and
- travel insurance – up to a maximum of five million dollars Canadian ($5,000,000) for emergency medical expenses should you be ill or injured outside Alberta.
Vision Care Coverage

Coverage is effective the first of the month following eligible employment. Benefits are as follows:

- Up to $600 for the purchase or repair of lenses, frames, contact lenses and laser eye surgery every two years, based on the date of claim.
- The cost of the optical exam up to a reasonable and customary charge every two years, based on the date of claim.
- For children under 14 years of age – $600 benefit and optical exam up to a reasonable and customary charge annually, where a prescription change is required, based on the date of the claim.

Dental Care Coverage

Dental coverage is effective on the 1st of the 4th month of eligible employment. The dental plan has three options and payment is based on the usual and customary fees charged by dentists as determined by Alberta Blue Cross or, where applicable, the current Alberta certified dental mechanics’ fee guide. You can elect to change your coverage option once every two years, or within 31 days of a major life event (marriage, birth of child, loss of other coverage, etc.).

- Section 2A: covers 100 per cent of Basic Dental Services and 100 per cent of Extensive Dental Services. It does not cover orthodontic treatment.
- Section 2B: covers 80 per cent of Basic Dental Services, 80 per cent of Extensive Dental Services, and 50 per cent of Orthodontics to a lifetime orthodontic maximum reimbursement of $1,500.
- Section 2C: covers 65 per cent of Basic Dental Services, 65 per cent of Extensive Dental Services, and 50 per cent of Orthodontics to a lifetime orthodontic maximum reimbursement of $3,000.

A completed pre-authorization form is required for extensive dental claims over $800 or orthodontic treatments. When this form is returned to you it will confirm your share of the cost of the treatment.
• Basic Dental Services:
  includes but is not limited to: Diagnostic and Preventive Procedures; Fillings; Pulpal and Root Canal Therapy; Treatment for Gum Disease; Oral Surgery; and Dentures.

• Extensive Dental Services:
  includes Crowns; Bridges, Inlays and Onlays; Pre-Fabricated Veneers; Gold Restorations; and Bridge Repairs.

• Orthodontics:
  includes procedures of treatment for the correction of malposed teeth (braces).

**Claims Procedures**

Claims for expenses incurred may be submitted directly to Alberta Blue Cross up to 1 year from when the expense was incurred. Claims may be submitted electronically through Alberta Blue Cross's member services site. Claim forms are also available from Alberta Blue Cross, pharmacies, dentists, Human Resources, online at [www.ab.bluecross.ca/forms.html](http://www.ab.bluecross.ca/forms.html) or the Human Resources Electronic Workplace homepage.

You may elect to have your claims reimbursements directly deposited into your bank account.

**Spending Account**

Each year WCB provides eligible employees with a spending account to use towards their health and wellness needs.

You may choose to allocate your funds to either a Non-taxable Health Spending Account or a Taxable Wellness and Lifestyle Spending Account, or you may split the funds and allocate a portion to both types of accounts.

Details about the eligibility, fund amounts and items covered may be found on the EW and online.
Spending Account claims must be submitted to Alberta Blue Cross by the last day of February of the following year.

**Electronic Workplace Link**
Departments > Human Resources > Your Benefits > Blue Cross > Spending Accounts

**WEB Link**
This booklet is also available at:

### Group Life Insurance

A Group Life Insurance Plan is provided to eligible employees. WCB pays 100 per cent of the premium for the Basic, Accidental and Dependent Life Insurance coverage. If eligible, you will be automatically enrolled in this plan upon commencement of employment. You pay the full cost of any Optional Life Insurance you have selected. You will be enrolled in this plan once your application is approved by our insurer.

### Basic Life Insurance

For permanent employees, basic life insurance provides you with an amount of insurance equal to coverage at 2X your annual salary, rounded upwards to the nearest $1,000. (Part-time employees are entitled to coverage at 1X their equivalent annual salary.)

Full-time, long-term employees with less than one year of employment are entitled to coverage at 1X their equivalent annual salary, rounded upwards to the nearest $1,000. Once you have reached 12 months of continuous service, you will be entitled to coverage at 2X your annual salary, rounded upwards to the nearest $1,000.

Part-time, long-term employees with less than one year of employment are entitled to coverage at half their equivalent annual salary, rounded upwards to the nearest $1,000. Once you have reached 12 months of continuous service, you will be entitled to coverage at 1X your equivalent annual salary, rounded upwards to the nearest $1,000.
Dependent Life Insurance

Permanant and long-term employees with more than one year of employment are also provided with coverage in the amount of $20,000 for their partner and $10,000 for each dependent child.

Accidental Death and Dismemberment Insurance (AD&D)

Permanent and long-term employees with more than one year of employment are entitled to AD&D insurance. If you should die, or suffer a serious injury as a result of an accident, you are covered for an additional amount based on the schedule of benefits published in the AD&D booklet in the “Employee Benefits Program” package.

Optional Life Insurance

Optional life insurance is available, on your life only, in multiples of $25,000 up to $500,000. Premiums are based on age, gender and lifestyle factors. You must provide satisfactory medical evidence of insurability to the insurance carrier, for their approval, before this coverage can commence.

Electronic Workplace Link
Departments > Human Resources > Your Benefits > Life Insurance

Public Service and Management Employees Pension Plans

All permanent employees and long-term employees, who will be working more than one year, must participate in either the Public Service Pension Plan or the Management Employees Pension Plan, depending on the position held. Details of eligibility and benefits are available in the participant handbooks published by the plans and available through Alberta Pensions Services Corporation. www.apsc.ca
Group Home/Auto Insurance

Permanent employees and retirees of WCB may be eligible for preferred rates on personal home and automobile insurance through the designated insurance provider. For further information on this benefit, contact Human Resources, or TW Insurance Brokers directly at: 1-800-272-5688 or www.twinsurance.ca.

Electronic Workplace Link
Departments > Human Resources > Supplementary Benefits > Home & Auto Insurance

Taxable Benefits

There are certain benefits paid to you or on your behalf that are considered to be taxable income under Canada Revenue Agency regulations, and will therefore be included in your payroll/T4 information. These benefits are denoted on your pay stub by an asterisk (*) and may include (but are not limited to) the following:

- Group Life Insurance premiums paid by WCB;
- Accidental Death and Dismemberment (AD&D) Insurance premiums paid by WCB;
- parking benefits for employees who do not require their vehicles as a condition of employment;
- personal use of WCB vehicles;
- certain payments to employees for courses or course-related materials;
- deemed interest or cash rebate on computer purchase loans; and
- claims paid against the Taxable Wellness and Lifestyle Spending Account.

For more information on taxable benefits, contact Human Resources.

Supplementary Benefits

Employee Referral

An Employee Referral Award Program exists to provide employees with a $500 to $1,500 reward for the referral of a qualified external applicant to a designated vacant position when the applicant is hired.
Scholarship Program

A $1,000 scholarship opportunity is open to children of WCB permanent employees entering a full-time Alberta post-secondary program and may be used to support students' tuition, purchase of textbooks and supplies.

Helping Hand

WCB's Helping Hand program is an internal program sponsored by WCB to assist employees financially when they are faced with an emergency (i.e. personal crisis, hardship or tragedy). Employees can submit a request directly or an employee can refer their co-worker for assistance provided the co-worker is aware of the request being made. Care may be in the form of community resources, financial and/or emotional support. Helping Hand provides a safe place for a listening ear in assisting employees with various circumstances.

Staff Computer Purchase Plan

WCB has a computer purchase program that allows employees to engage in either an interest free loan or a 15 per cent cash rebate when purchasing a computer, up to a maximum of $3,500 over a 3 year period.
Child Care

WCB has a corporate membership with Kids & Company in Edmonton and Calgary. Kids & Company provides employees with the opportunity to purchase full-time and part-time child care, guaranteed child care space (with six months notice), back-up care in the event your regular caregiver is unavailable and enriched preschool programs.

Elder Care

WCB has a corporate membership with Kids & Company that provides employees with the opportunity to purchase elder care through YourNurse.

YourNurse provides access to customized one-on-one coaching and guidance from a Registered Nurse to help manage and navigate through any care-giving challenges.

Benefiting You

Each quarter, our Benefiting You newsletter is published and distributed online to provide updates, information and stories on all our benefit plans. Issues are also available on the EW.

Electronic Workplace Link
Departments > Human Resources > Resources > Benefiting You
Paid Holidays

You will receive time off with pay on the following holidays:

- New Year’s Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Civic Holiday
- Labour Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day
- Boxing Day
- Christmas Floater Holiday

When a paid holiday falls on a day of rest (e.g., Saturday or Sunday), time off with pay is granted on the following Monday. The Christmas floater holiday is scheduled so that you have five consecutive days off, including the weekend. Part-time and casual employees are not eligible for paid holidays, but instead receive five per cent of their salary on each month-end pay.
Flexible Work Programs

If you work in an area where it is feasible, and if approved by your supervisor and department head, you may apply to participate in one of five flexible work options:

- Compressed Work Week (two options exist within this category);
- Flexible Time;
- Phased-in-Retirement; and
- Earned Time Off.

The first three options require that you create a proposal and letter of agreement that must be approved by your supervisor and department head. These options are subject to a trial period to assess the suitability of the arrangement to you and your work unit. Changes to work schedules can only be implemented on the first working day of a month.

Earned Time Off (ETO) Days

The Earned Time Off option is most common and can be implemented without a formal proposal. Full-time employees may choose to participate in the ETO program. To earn one day off in the following month, you must work 7.6 hours per day (7 hours and 35 minutes) in the preceding month. ETO days may not be banked, but may be rescheduled by management for operational reasons. Upon leaving WCB, you may be paid out for up to two days of earned time off not taken.
Sick Leave - Short-Term

Permanent and long-term non-management employees are eligible for sick leave benefits once they have completed three months of continuous service. Management employees are eligible on commencement of employment. Sick leave is recorded in one-half or one day increments. Absences of more than 3.5 hours due to illness or medical appointments are considered sick leave.

Sick leave is counted in hours to accommodate the flexible work programs. The maximum hours available will cover you for a continuous period of sick leave until the long-term disability benefit becomes applicable. (Equivalent to 88 working days of seven and a quarter (7.25) hour days.)

**Full-time employees:**

<table>
<thead>
<tr>
<th>Service</th>
<th>Entitlement</th>
<th>Breakdown</th>
</tr>
</thead>
<tbody>
<tr>
<td>Upon date of hire for management employees, after three months of service for all others.</td>
<td>638 hours</td>
<td>&gt; 159.5 hours at 100% salary</td>
</tr>
<tr>
<td></td>
<td></td>
<td>&gt; 478.5 hours at 90% salary</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>After one completed year of service.</td>
<td>638 hours</td>
<td>&gt; 319 hours at 100% salary</td>
</tr>
<tr>
<td></td>
<td></td>
<td>&gt; 319 hours at 90% salary</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>After three completed years of service.</td>
<td>638 hours</td>
<td>&gt; 478.5 hours at 100% salary</td>
</tr>
<tr>
<td></td>
<td></td>
<td>&gt; 159.5 hours at 90% salary</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>After six completed years of service.</td>
<td>638 hours</td>
<td>&gt; 638 hours at 100% salary</td>
</tr>
</tbody>
</table>
### Part-time employees:

<table>
<thead>
<tr>
<th>Service</th>
<th>Entitlement</th>
<th>Breakdown</th>
</tr>
</thead>
<tbody>
<tr>
<td>Upon date of hire for management employees, after three months of service for all others.</td>
<td>319 hours</td>
<td>&gt; 79.75 hours at 100% salary</td>
</tr>
<tr>
<td></td>
<td></td>
<td>&gt; 239.25 hours at 90 % salary</td>
</tr>
<tr>
<td>After one completed year of service.</td>
<td>319 hours</td>
<td>&gt; 159.5 hours at 100% salary</td>
</tr>
<tr>
<td></td>
<td></td>
<td>&gt; 159.5 hours at 90 % salary</td>
</tr>
<tr>
<td>After three completed years of service.</td>
<td>319 hours</td>
<td>&gt; 239.25 hours at 100% salary</td>
</tr>
<tr>
<td></td>
<td></td>
<td>&gt; 79.75 hours at 90% salary</td>
</tr>
<tr>
<td>After six completed years of service.</td>
<td>319 hours</td>
<td>&gt; 319 hours at 100% salary</td>
</tr>
</tbody>
</table>

Short-term and casual employees are not entitled to sick leave benefits.

A paid holiday occurring during the first ten consecutive days of an illness will not be deducted from your sick leave bank.

It is your responsibility to maintain contact with your supervisor while you are absent from work due to illness or injury. If you are absent from work for more than five days in a row, your supervisor will advise Corporate Wellness, who may contact you to offer assistance with health issues, depending on the nature of your disability. Through the Corporate Wellness unit, your department may request that you provide information substantiating your inability to work.
Sick Leave - Long-Term Disability Coverage

Long-Term Disability (LTD) coverage provides benefits if you are unable to work due to illness or injuries arising from non-work related causes.

- Permanent non-management employees are eligible for coverage after completing six continuous months of employment.
- Permanent management employees are eligible upon commencement of employment.
- Long term, short-term and casual employees are not eligible for this benefit.

LTD benefits begin when all short-term sick leave benefits have been used. As long as you satisfy the requirements of the plan, you will receive 70 per cent of your pre-disability salary, less income tax. Rehabilitative services are provided to assist you in returning to work as soon as your health status permits.

LTD benefits cease at age 65.

Medical and Dental Appointments

Your supervisor may grant you time off for a medical or dental appointment, provided you are absent from work for less than 3.5 hours. Absences of 3.5 hours or more are considered sick leave, and will be deducted from your sick leave bank. Where possible, appointments should be scheduled outside of workdays. When it is necessary to accept an appointment during a workday, it is less disruptive to you and your work unit if you can schedule it for the beginning or end of the day.
Reporting Absences

If you are unable to appear for work on a given day, you must contact your immediate supervisor or designated alternate within one-half hour of your regularly scheduled start time. (This time limit may be waived if there were extenuating circumstances that prevented you reporting within the given time period.) If you reach the voice mail system, please try to connect with an appropriate person rather than leaving a message. If possible, you should inform your supervisor of when you will be able to return to work.

Vacation

WCB expects employees to take vacation leave to maintain their personal health and productivity. The amount of vacation leave you are entitled to depends on your length of service. Rehired employees, with the exception of casual staff, are given credit for prior WCB service.

Vacation Entitlements

Vacation time is accrued and taken in hours to accommodate flexible work programs, and increases based on length of service. The chart on the next page shows the entitlements in hours. To calculate the equivalent time in days, divide the hours by your work schedule daily hours.

<p>| Regular or ETO | 7.25 |
| CWI | 8.06 |
| CWII | 9.06 |
| Phased-in-Retirement | 5.80 |</p>
<table>
<thead>
<tr>
<th>If You Are A/An...</th>
<th>After...</th>
<th>You Are Entitled to...</th>
<th>Accrued at the rate of...</th>
<th>Days per calendar year,</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Management Employee (Permanent Full-time or Long-term Full-time)</strong></td>
<td>Appointment</td>
<td>181.20 hours per calendar year</td>
<td>15.10 hours per month</td>
<td>25 days</td>
</tr>
<tr>
<td></td>
<td>6 Completed years of service</td>
<td>217.56 hours per calendar year</td>
<td>18.13 hours per month</td>
<td>30 days</td>
</tr>
<tr>
<td></td>
<td>16 Completed years of service</td>
<td>253.80 hours per calendar year</td>
<td>21.15 hours per month</td>
<td>35 days</td>
</tr>
<tr>
<td><strong>Non-Management Employee (Permanent Full-time or Long-term Full-time)</strong></td>
<td>Appointment</td>
<td>144.96 hours per calendar year</td>
<td>12.08 hours per month</td>
<td>REG/ETO - 20 days CW1 - 18 days CW2 - 16 days</td>
</tr>
<tr>
<td></td>
<td>6 Completed years of service</td>
<td>181.20 hours per calendar year</td>
<td>15.10 hours per month</td>
<td>REG/ETO - 25 days CW1 - 22.5 days CW2 - 20 days</td>
</tr>
<tr>
<td></td>
<td>16 Completed years of service</td>
<td>217.56 hours per calendar year</td>
<td>18.13 hours per month</td>
<td>REG/ETO - 30 days CW1 - 27 days CW2 - 24 days</td>
</tr>
<tr>
<td></td>
<td>24 Completed years of service</td>
<td>253.80 hours per calendar year</td>
<td>21.15 hours per month</td>
<td>REG/ETO - 35 days CW1 - 31.5 days CW2 - 28 days</td>
</tr>
<tr>
<td><strong>Short-term Full-time Employee or Part-time Employee (Permanent, Long-term or Short-term)</strong></td>
<td>Appointment</td>
<td>8% of pay</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td></td>
<td>6 Completed years of service</td>
<td>10% of pay</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td></td>
<td>16 Completed years of service</td>
<td>12% of pay</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td></td>
<td>24 Completed years of service</td>
<td>14% of pay</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td><strong>Phased-in-Retirement Employee</strong></td>
<td>Appointment</td>
<td>115.92 hours per calendar year</td>
<td>9.66 hours per month</td>
<td>20 days</td>
</tr>
<tr>
<td></td>
<td>6 Completed years of service</td>
<td>144.96 hours per calendar year</td>
<td>12.08 hours per month</td>
<td>25 days</td>
</tr>
<tr>
<td></td>
<td>16 Completed years of service</td>
<td>174.00 hours per calendar year</td>
<td>14.50 hours per month</td>
<td>30 days</td>
</tr>
<tr>
<td></td>
<td>24 Completed years of service</td>
<td>203.04 hours per calendar year</td>
<td>16.92 hours per month</td>
<td>35 days</td>
</tr>
<tr>
<td><strong>Casual Employee</strong></td>
<td>Appointment</td>
<td>6% of pay</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td><strong>HSAA Employee</strong></td>
<td>Entitlement is calculated according to the Health Sciences Association of Alberta Agreement</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
You should take your full vacation entitlement in the year in which it is earned. However, individual consideration can be given for an employee to carry forward partial vacation entitlement. Two levels of approval are required for carryover greater than 21.75 hours.

Vacation entitlement must be used before unpaid Leaves of Absence of more than 22 working days are approved, except where the leave of absence is a maternity, parental or adoption leave, compassionate care or reservist leave.

**Outstanding Vacation if you Leave WCB**

Vacation is accrued at the rate shown per month. However, WCB policy allows vacation to be taken in advance of accrual within the calendar year. If you leave employment with WCB, vacation entitlement is calculated up to the last complete month worked. Any outstanding entitlement not taken will be paid out on your final pay; any overtaken vacation entitlement will be deducted from your final pay.

**Illness While on Vacation**

Sick leave provisions may apply to employees, if while on predetermined vacation time, suffer severe illness or injury; such as emergency surgery, serious illness or accident that requires hospitalization or confinement to bed rest for a period of five consecutive working days or more. A medical note from the treating physician and/or hospital records must be submitted to Corporate Wellness within the first week of the employee's return for consideration of reinstatement of vacation hours.

**Scheduling of Vacation**

You and your supervisor are responsible for ensuring your vacation is scheduled at a mutually acceptable time. Factors such as the following are taken into consideration when scheduling vacations:

- work volume;
- minimum staffing requirements;
- coordination with other employees;
• peak workload periods;
• personal circumstances of the employee; and
• length of employee service.

Vacation Accruals while Absent Due to Illness or Injury

Vacation hours continue to accrue while an employee is away due to illness or injury up to a maximum absence of 638 hours combined WCB or Sick Leave.

After 638 hours of sick leave or WCB time has been used, any remaining accrued vacation entitlement is paid out.

No vacation hours accrue while on Long-Term Disability.

Vacation accruals recommence upon active full-time return to work.
Maternity leave

If you are pregnant and have completed 12 months of service with WCB, you may take a maternity leave of up to one year. You should apply for your maternity leave at least three months before the date on which the leave is to begin so arrangements can be made for your replacement. To apply, go to the WCB forms section of the Electronic Workplace. A maternity leave includes an involuntary illness period and a voluntary period.

The Involuntary Illness Period of Maternity Leave

The involuntary illness period is the week of delivery and six weeks after the delivery. This period is considered as maternity sick leave, rather than leave without pay.

You are entitled to maternity sick leave compensation under WCB’s Supplemental Unemployment Benefit (SUB) Plan for the involuntary period of your maternity leave. The SUB Plan tops up your Employment Insurance Maternity Benefits to a maximum of 95 per cent of your salary for this period. Payment will be made as a lump sum.

You will need to provide Human Resources with your first Employment Insurance Maternity Benefit statement.

Benefit plans continue to the end of the month during which the involuntary period ends. This period is also considered pensionable service. Pension contributions, based on your full salary, are made during this time.

The Voluntary Period of Maternity Leave

The remainder of your maternity leave is the voluntary period. The voluntary period of maternity leave is a leave of absence without pay.
If you wish to have your benefits continue during the voluntary period, you are responsible for paying the full costs associated with those plans.

Vacation benefits accrue until the last complete month before the beginning of your leave. You may take the vacation you have earned up to the time your leave commences, or have it carried over until you return from your leave. Overtaken vacation will be deducted from your final pay.

Returning to Work After Maternity Leave

You must provide a minimum of \textbf{four weeks} notice, in writing, of the date you plan to return to work. If your baby is born earlier than the expected due date, your return to work date will automatically be adjusted to a maximum of 1 year from the baby’s date of birth or the date previously provided on the application, whichever is the earliest. When you return, your former rate of pay will be maintained, and a reasonable attempt will be made to return you to your former position. It may however, be necessary to reassign you to an equivalent position. If you do not report for work on the date agreed to, you will be considered to have resigned. If you require an extension beyond the date of return as outlined above, contact your supervisor at least four weeks prior to your return. Your supervisor will review your request on an individual basis. If you decide not to return from maternity leave and you resign your position, your last day of employment will be the day you notify WCB you are not returning.

Pensionable service begins immediately upon your return to work. You will be given the option to purchase the service lost while on leave. Sick leave benefits are reinstated based upon the Sick Leave Guideline and individual circumstances. Other benefits will be reinstated immediately if you return to work on the first working day of the month. If you return to work on any day other than the first working day of the month, your benefits will be reinstated on the first day of the following month. As changes may have occurred in your work unit over the past few months, you may not automatically be able to return to a compressed or ETO schedule. Please discuss with your supervisor your new hours of work and the options available to you.
Leave Without Pay

A leave of absence without pay may be granted for one of the reasons listed below, subject to operational requirements. Other reasons may be considered on an individual basis. For all leaves, unless otherwise noted, you must provide your immediate supervisor with reasonable notice. For leaves of absence of more than five consecutive working days, you must submit a completed and approved Leave of Absence Application form to Human Resources. With the exception of maternity, parental or adoption, companionate care or reservist leave, it is generally expected that an employee exhaust their vacation prior to any unpaid leave; however, with supervisor discretion, an unpaid leave of less than 22 working days may be granted prior to using all vacation entitlement. To apply, go to the WCB forms, on the Electronic Workplace.

Adoption Leave

Either parent may apply for an adoption leave of up to one year, provided you have completed one year of continuous service. If you wish to apply for this type of leave, you must advise your department head once the adoption procedure has begun. You must then give final notice of the dates of your leave once you are advised by the adoption agency of the date the child will be placed with you. Requests for extension of adoption leave are considered on an individual basis. You should request the extension at least four weeks before the expiry date of the previously approved leave. You are entitled to WCB’s Adoption Supplemental Unemployment Benefit (SUB) plan. The SUB plan payment tops up your Employment Insurance benefit to 95% of your salary for a six week period. Payment will be made as a lump sum.

Parental Leave

After one year of continuous service, you may apply for a parental leave of up to 35 weeks. This leave is available to either parent. You must apply to take a parental leave at least three months before the date on which the leave is to begin. A parental leave may be taken only within one year of the child’s arrival in the home. A combined maternity (or adoption) and parental leave cannot exceed one year.
You are entitled to WCB’s Parental Supplemental Unemployment Benefit (SUB) plan. The SUB plan payment tops up your Employment Insurance benefit to 95% of your salary for a six week period. Payment will be made as a lump sum.

**Compassionate Care**

Permanent employees with greater than six months service may be granted leave without pay of up to six months to provide care or support to a member of their family who is seriously ill.

Employees who qualify for and are in receipt of their Employment Insurance Compassionate Care Benefit will be eligible for WCB’s Compassionate Care Supplemental Unemployment Benefit (SUB) plan. The SUB plan payment tops up your Employment Insurance benefit to 95% of your salary for the one-week waiting period, plus 95% less the EI payment for up to a following seven weeks. Payment will be made as a lump sum.

Benefit entitlements during an approved Compassionate Care leave will be affected as follows:

- Extended health care, spending accounts and life insurance will continue at no cost to the employee for the duration of the leave up to six months.
- Vacation entitlement ceases to accrue.
- Sick leave entitlement ceases.
- A service deduction is imposed (long service awards, vacation entitlement).
- Public Service or Management Employees Pension Plans contributions will continue for the eight week top-up period but will cease for the remainder of the leave. Pensionable service will be credited for the unpaid portion of the leave if the remaining required employee contributions are paid by cheque each month during the unpaid portion of the leave or when the Notice of Cost form is received from Alberta Pensions Services. If the employee elects to pay his or her contributions for the unpaid portion of the leave, WCB will pay the employer portion.

**Reservist Leave**

An employee who has completed at least 26 consecutive weeks of employment and who is a "reservist" may be granted leave without pay to take part in the following activities:
• deployment to Canadian Forces operation outside Canada;
• deployment to Canadian Forces operation inside Canada that is or will be providing assistance in dealing with an emergency or with its aftermath;
• subject to the regulations, annual training, including related travel time, for an amount up to 20 days in a calendar year; or
• an operation or activity set out in the regulation.

Personal Reasons, Learning Activities or Religious Holidays

A leave of absence without pay of:

• five consecutive working days or fewer may be approved by the employees' immediate supervisor; and
• greater than five consecutive working days must be approved by two levels of authority; the employee's immediate supervisor and the next level above.

Electronic Workplace Link
Departments > Human Resources > Benefits > Leave of Absence Without Pay

If You Take a Leave of Absence Without Pay of More than 22 Working Days

• The length of the leave will reduce your accumulation of vacation entitlement.
• The leave will not be considered service time for pension purposes (unless you make contributions after you return to work).
• Sick leave and long-term disability benefits are not payable if you become ill or are injured during your leave.
• Benefits coverage may continue for a maximum of one year, if you pay the full cost of the benefit in advance, including any portion normally paid by WCB. Otherwise they will cease at the end of the month in which the leave starts.
• For leaves other than maternity, parental or adoption, life insurance may be continued for a maximum of six months. For maternity, parental or adoption leave, life insurance may continue for a maximum of one year.
• Some variations apply to benefit plans during Compassionate Care leave. See above.
• Benefits are reinstated immediately if you return to work on the first working day of the month. If you return to work on any day other than the first working day of the month, your benefits will be reinstated on the first day of the following month.

• Upon returning from your leave, you will be reinstated at your former salary, and a reasonable attempt will be made to return you to your former position. However, it may be necessary to reassign you to an equivalent position elsewhere in the organization.

• You must provide at least four weeks notice, in writing, of the date you plan to return to work. If you fail to report for work on the day agreed to, you will be considered to have resigned.

• As changes may have occurred in your work unit during your absence, you may not automatically be able to return to a compressed or ETO schedule. Please discuss with your supervisor your new hours of work and the options available to you.

• If you decide not to return from your Leave of Absence and you resign your position, your last day of employment will be the day you notify WCB that you are not returning.

Leave With Pay

A leave with pay may be granted to all employees except short-term or casual employees for one of the following reasons. Other reasons may be considered on an individual basis.

Electronic Workplace Link
Departments > Human Resources > Benefits > Leave of Absence With Pay

Bereavement Leave

You may receive up to five days paid leave if a death occurs in your immediate family. If considerable travel is involved, you may receive an additional two days travel time with pay. Immediate family includes:

• child, parent, brother, sister, partner (including common-law partner);
• step-parents, step-children and step-siblings;
• mother-in-law, father-in-law, daughter-in-law, son-in-law, brother-in-law, sister-in-law;
• guardian; and
• grandparent or grandchild.
You may also be granted time off to attend the funeral of a close friend or a relative who is not immediate family. Part-time employees are entitled to the same benefits, meaning if his or her regular work schedule for that week is three days, then they would be entitled to those three days as paid bereavement leave.

**Subpoenaed Court Appearance or Jury Duty**

You will receive a paid leave to attend court when subpoenaed as a witness or called for jury duty. Any per diem fees paid by the courts must be assigned to WCB as the employee is paid their normal salary during their appearance in court. Reimbursements by the court for other expenses are not required to be paid to WCB.

Court attendance for other reasons is covered under "Personal Leaves".

**Personal Leaves**

You may encounter a personal matter requiring your immediate personal attention during working hours. This might include:

- illness in the immediate family;
- attendance at or transportation to a family medical appointment;
- caring for a family member - including child care and elder care;
- attendance at birth or adoption;
- important family circumstances;
- critical situation (e.g. fire, flood, snowstorm, etc.);
- attendance at court for reason other than a subpoenaed court appearance or jury duty;
- administration of an estate when the employee is designated as executor, or appointed administrator; or
- becoming a Canadian citizen.

A total of five days personal leave may be granted annually, to full-time and part-time employees, based on your date of hire (anniversary date). Unused personal leave may not be carried forward from year to year.
Learning Activities

You may apply for a paid leave of up to 22 consecutive working days to attend or participate in a learning activity (e.g., course, seminar, etc.). Approvals are required as follows:

- For a leave of up to five consecutive working days – your supervisor’s approval.
- For a leave of five to 22 consecutive working days – approval of your department head.

If you wish to request a leave of more than 22 consecutive working days, you must obtain the approval of the Vice President of your area.

Moving

If you are transferred by WCB from one city to another (e.g., from Edmonton to Calgary), you may be granted up to three paid working days for the purpose of moving.

Volunteer Community Service Work

Paid leave may be granted to employees to perform volunteer community service work for bona fide community organizations.

Requests must be approved by the supervisor before the leave is taken. The leave of absence may not interrupt daily business operations of the department. Supervisors may request validation of the employee’s involvement in the volunteering activity.

*One day per anniversary year* is available for all employees wishing to volunteer time to a community organization providing it meets the conditions outlined in the Human Resources guideline.

If the employee is serving as an executive of a community organization, up to *three days per anniversary year* may be allowed.

Electronic Workplace Link
Staff Lounge > Community Works > Volunteer Guidelines
Exception

Paid leave for volunteer community service may not be such that it is in conflict with the Code of Conduct, Ethics or Solicitation in the Workplace Guidelines.
SECTION FIVE: Health and Safety at WCB
SECTION FIVE:  
Health and Safety at WCB

WCB's Health and Safety Mandate

We are all responsible for protecting the health and safety of ourselves, or fellow workers, visitors, clients and contractors by working in compliance with the Alberta Occupational Health and Safety Act, Regulations and Code, all other applicable legislation and WCB's established safe-work procedures, practices and guidelines.

Our leaders are dedicated to supporting and maintaining a safe and healthy working environment through effective administration, education and training.

By working together, we can achieve our goal of a healthy, safe and productive workplace for everyone.

Corporate Wellness supports this by:

- promoting wellness, safety, injury prevention and early intervention services;
- providing health and wellness education and safety training courses to employees;
- coordinating the Employee and Family Assistance Program (EFAP);
- providing medical management and rehabilitation planning for employees off work due to injury or illness;
- developing return to work programs by liaising with ill/injured employees, supervisors and treating physicians;
- coordinating fitness classes, programs, and health and wellness workshops; and
- respecting and adhering to all legislation that impacts our most important resource - our employees.

Corporate Wellness is located on Main Floor Jarvis Building.

Electronic Workplace Link
Departments > Corporate Wellness
Health, Safety and Wellness Advisory Committee

The Committee is compiled of representation from all divisions of the organization. The primary function of the Health, Safety and Wellness Advisory Committee is to manage the overall vision of corporate health, safety and wellness at WCB. This involves:

• taking an active leadership role in identifying and resolving health, safety and wellness issues; and
• developing, implementing and periodically reviewing the policy, guidelines, processes, resources, educational materials and delivery systems that support the corporate health, safety and wellness program.

Hazard Assessment

As part of the Occupational Health and Safety legislation, each employee is required to be aware of the various hazards of their job. Hazard identification and assessment is a systematic process that examines the operations of work carried out by WCB staff. Key steps include:

• preparing a job inventory;
• identifying hazards;
• determining risk levels: frequency of exposure, probability of an incident, potential consequences, and the degree of risk – high, medium or low;
• eliminating hazards where applicable; and
• implementing risk controls.

Corporate Wellness covers the importance of the hazard identification and assessment process as part of the new employee orientation program and as a follow up contacts each new employee to review the hazards identified for their job as part of safety awareness. Hazard assessments are also reviewed on an annual basis with each staff member.
Emergency Response

All WCB buildings have at least two persons on each floor trained in Emergency Response:

- Emergency Floor Coordinators (EFC) - Primary function is to coordinate building evacuations, bomb threat procedures, and serve as a training resource to all staff on their floor.
- Emergency Response Officers (ERO) - Primary function is to be the first aid responders. They also assist Emergency Floor Coordinators in the event of an emergency evacuation or coordinate evacuation in the absence of EFC's in the area.

All Corporate Wellness, Security and Facility Services personnel are also trained in Emergency Response.

Electronic Workplace Link
Departments > Corporate Services > Emergency Response Plan

Reporting Health and Safety Concerns

When the incident causes significant property damage or minor injury where first aid only is required or if a near miss (close call or safety issue) occurs - you must complete the "Report an Incident" report.

Reporting Occupational Injury/Illness

You must report any and all work related injuries that require or may require medical intervention to your supervisor immediately. You must also complete the "Worker's Report" and submit to Corporate Wellness.

Your supervisor in turn must complete the "Employer's Report" and submit to Corporate Wellness within 24 hours of being notified to achieve 72 hour reporting compliance.

Electronic Workplace Link
Departments > Corporate Wellness > Accident/Incident Reporting
Employee and Family Assistance Program

WCB's Employee and Family Assistance Program (EFAP) provides professional confidential counseling and work-life solution 24 hours a day, 7 days a week through an independent provider Shepell-fgi. Services provided include:

- individual and family counseling
- health information
- nutritional counseling
- work life balance
- substance abuse
- financial and legal information

Electronic Workplace Link
Departments > Corporate Wellness > Employee and Family Assistance Program

Domestic Violence Resource Network

WCB provides assistance to employees involved in domestic violence situations and has created a Domestic Violence Resource Network (DVRN), designed to help employees who are involved in or witness to domestic violence. In responding to domestic violence, WCB will maintain appropriate confidentiality and respect for the rights of the employee involved.

Electronic Workplace Link:
Departments > Corporate Wellness > Domestic Violence Information

Prevention Services

- Ergonomic Assessments - are completed on onset of employment and when requested by the employee and/or supervisor for prevention of injuries.
- Physiotherapy Services - are available onsite at all three locations for prevention, early intervention and management of both work injuries and non-work related injuries.
• Massage Therapy - also available on site at all three locations. Please note: for massage therapy, all costs are the responsibility of the employee and is not considered a medical appointment so should be booked during lunch breaks or after your regular work hours.

• Weight Watchers On-Site Employee Incentive Program - you may be eligible for a $200 maximum taxable sign up bonus per calendar year for attending the "At Work" Weight Watcher program (on-site only).

• Smoking Cessation Program - reimbursement to a maximum of $300 per year for the purchase of smoking cessation products. (excluding electronic cigarettes or any of its products)

Fitness Centre

WCB Fitness Centres are available in Edmonton Central, Calgary and Millard Health Buildings. Hours of operation vary, refer to the Electronic Workplace site.

Fitness classes are offered before and after work and during lunch hours.

The fitness centres have state of the art fitness equipment. Showers and locker rooms are available to all staff during regular hours.

If you are interested in participating in fitness classes, or using the fitness centre, please contact Corporate Wellness or visit their Electronic Workplace homepage for further information.

Electronic Workplace Link
Departments > Corporate Wellness > Course Registration > Fitness Registration
Health Promotion Activities

Corporate Wellness offers a variety of educational information on wellness, health and safety issues. A number of "lunch and learn" workshops are conducted throughout the year and "The Wellness Quarterly", an informative newsletter with updates on the latest trends and do's and don'ts in fitness, wellness and safety for WCB is available for all staff.

Electronic Workplace Link
Departments > Corporate Wellness > Fitness and Health Resources

Smoking Policy

Smoking, chewing tobacco and electronic cigarette use is not permitted in any public office or common area nor in any other WCB owned or leased space. Smoking is also not permitted in all WCB vehicles.
SECTION SIX: Let’s Communicate
Section Six: Let’s Communicate

Communication

At WCB, we believe in the value of face-to-face communication to support a culture of collaboration and trust. We are committed to building an environment with open conversation and communication to keep our employees informed and engaged. Corporately, we use a variety of strategies and tools to communicate key business information to employees in a timely and transparent manner.

President’s Forum

Twice a year, our President & CEO invites all employees to attend and participate in President’s Forum. These forums are a great opportunity to learn about team and department accomplishments from across the organization and to hear updates on our corporate objectives. It’s also a good opportunity to connect with our President and ask questions you may have about our business.

Electronic Workplace (EW)

WCB’s primary internal communication and intranet tool is the Electronic Workplace (EW). The EW includes our email and calendar, as well as a wide variety of employee and business resources all in one location.

The home page of the EW contains a “What’s New” section to provide easy access to the latest WCB news. Employees are encouraged to read this section on a regular basis to stay informed about projects, events and business updates.
Website

WCB’s website is an excellent resource for employees and our external stakeholders. The site includes comprehensive information about our workers’ compensation system and offers many resources to support our stakeholders in helping injured workers return to work.

Employee Newsletter

Our employee newsletter, Communicator, is used to share information about the great work happening across our organization. For employees, it’s a way to learn about new projects and innovations, to celebrate individual, team and corporate accomplishments and to showcase the people and stories that contribute to our organization’s success.

Communicator is published by the Corporate Communications department six times a year and is available on the EW, as well as a number of locations in each of our buildings.

If you have a great story or idea you’d like to share for Communicator, let us know at corporate.communications@wcb.ab.ca.
Telephones

If your phone needs repair, you have any “how to” questions regarding your phone, or you need changes to your phone service, please contact the Help Desk (498-HELP).

Internal Telephone Directory

WCB’s corporate directory is online on the Electronic Workplace. This database is used for mail outs, distribution lists, mailing labels and other important communications. Employees are responsible for updating their own information online. Please make sure your information is correct and update it when you have any changes to your job, supervisor, unit, work location or phone number.

Voice Mail

Voice mail gives you a convenient and dependable way to communicate with people both inside and outside WCB. Voice mail answers your calls when you are on or away from your phone. Information on setting up your voice mail message and use of the voice mail system should be available at your desk or from your supervisor.

Please contact the Help Desk (498-HELP) if you have any questions or concerns regarding voice mail.
Information Management

System Access, Internet and E-mail Services

Internet and e-mail access is provided to employees for business purposes and WCB trusts employees to use corporate resources in a professional and productive manner. Use of corporate e-mail, Internet and social networking sites for personal use must be conducted on the employee’s own time or during personal breaks within business hours.

All use of corporate resources must conform to the “Statement of Ethics”, “Computer System Access Agreement”, “Internet Acceptable Use Standards”, “External/Internal E-mail Usage Guidelines”, as well as the “Use of Social Networking sites Guidelines”. The review of and adherence to these guidelines and standards are a condition of employment. All employees must complete and sign a "Computer System Access Agreement" and annually confirm their acknowledgement of this agreement.

As the Internet is a public forum, WCB may be held accountable for the inappropriate or unethical use of the network from company facilities. Therefore, WCB reserves the right to monitor all use of WCB information technology assets to ensure compliance with these acceptable use standards. WCB has facilities that allow tracking of all internet access from within our Corporate Network. This data is gathered for audit purposes and is only utilized when a situation of potential misuse is identified. Therefore, employees should not assume that their use of WCB information technology assets is private.

Please contact the Help Desk (498-HELP) if you have any questions or concerns regarding Internet and e-mail services.
Help Desk

The Help Desk is your single point of contact for all your technology questions, problems or issues relating to your computer environment and your telephone services. If the Help Desk Analysts are not able to resolve your request during the initial phone call, they will work with other Information Management (IM) support areas to ensure your request is addressed. The Help Desk can be reached by calling 498-HELP (4357), or e-mailing the Helpdesk mailbox. The following are sample topics that the Help Desk can assist you with:

- passwords or logon processes;
- major business systems (e.g., eCO, AIMS, IFMS, Image, etc.);
- WCB standard desktop software (e.g., Word, Excel, Powerpoint, etc.);
- WCB standard computer hardware;
- computer viruses or hoaxes;
- Electronic Workplace, e-mail, calendar; and
- voice mail and other telephone related services.

Information about other Information Management services can be obtained by contacting the Help Desk or by viewing the IM homepage.

Electronic Workplace Link
Departments > Information Management > Help Desk Homepage
Section Seven: On the Job Information

Corporate Security

Employee Pass Cards

Your employee pass card must be worn at all times while at work and must be clearly visible. Employee pass cards are required to access staff entrances and other areas/floors within our buildings. If you forget to bring your employee pass card to work, you must obtain a temporary pass card to wear during that day from the Main Floor Reception Desk in your building. If you lose your pass card contact Corporate Security to have it replaced.

Security Procedures

Please notify the Main Floor Reception Desk if you are expecting a scheduled visitor or delivery. This will ensure your visitor can quickly obtain a visitor pass when they arrive. If you do not recognize someone in your area, and they do not appear to have an employee or visitor pass card, approach the individual and offer assistance. Report any concerns, suspicious behaviour, or suspicious packages immediately to Corporate Security.

Workplace thefts are an unfortunate reality. Please take reasonable precautions to protect both corporate assets and your own personal property. Do not leave your wallet, purse, or any valuables unattended at your workstation, even if you are away for only a few minutes. Keep valuables in a locked cabinet or drawer. WCB is not responsible for replacing personal items that are stolen at work. Report all thefts of corporate assets or personal property immediately to Corporate Security.
Critical Incidents

Unfortunately, the nature of our business sometimes leads to incidents in which a small percentage of our clients become aggressive in their dealings with WCB. This aggression is usually displayed in the form of abusive or threatening behaviour, and most frequently occurs during telephone conversations with WCB employees. WCB does not tolerate this type of behaviour.

All threats, even those dismissed as statements made as a result of frustration, must be reported immediately to a Corporate Security Advisor. Corporate Security is available to respond to critical incidents 24 hours a day. Contact numbers are listed on the Electronic Workplace.

Emergency Response Plan

An emergency response plan exists to provide guidelines for responding to emergencies that may impact WCB and its employees. You are responsible for ensuring you are familiar with the contents of this plan and your responsibilities should an emergency occur. Emergency Procedures are located on the Electronic Workplace. Ensure the 24-hour phone number for reporting emergencies is posted on your phone (9-911).

Electronic Workplace Link
Departments > Corporate Services > Emergency Response Plan
Information Security

Information security relates to the integrity, availability and confidentiality of corporate information. As an employee of WCB and a user of corporate information systems and information technology assets, you are responsible for ensuring that corporate information is secured by following these guidelines:

- always keep your system passwords confidential and use passwords that are unique;
- only use corporate information technology assets, such as personal computers, for business purposes or restricted personal use within the IM Guidelines;
- lock or terminate your computer sessions when leaving your workstation unattended;
- if your PC functions in an odd manner and you believe it may be infected with a virus, contact the Help Desk for assistance;
- all software must comply with WCB standards and must be licensed;
- do not connect devices such as modems or fax cards to your PC; and
- bring security exposures or concerns to the attention of your supervisor.

The Help Desk (498-HELP) can assist you with any questions or concerns you may have relating to information security.
Building Maintenance

If you require maintenance staff for unscheduled services (e.g., moving large objects, hanging pictures, changing light bulbs, etc.), please complete a Facility Services Requisition located on the Electronic Workplace, under Corporate Services.

Electronic Workplace Link
Departments > Corporate Services > Facility Service Request

Cafeterias

WCB provides cafeteria facilities for the convenience of employees at the 107 Street Building, Jarvis Building, and Millard Health. Each cafeteria offers a selection of hot and cold meals. A list of weekly specials is posted on the Electronic Workplace under Corporate Services. Opening and closing times are posted outside the cafeteria entrances. Guests or visitors are permitted access only if accompanied by a WCB employee.

Parking

WCB offers on or off-site parking to staff based on your position and/or if the parking is a requirement of your job. If your position is eligible for parking, a stall will be assigned via a priority system. If you qualify for a parking assignment and choose not to accept it, you are not eligible for any alternate form of compensation. Details regarding the parking policy are available from Corporate Services. Assigned parking may be considered a taxable benefit.

Electronic Workplace Link
Departments > Corporate Services > Parking/Transportation
Submitting an Expense Claim

Claims for reimbursement of expenses related to WCB business are submitted using the “Expense Reimbursement System” on the Electronic Workplace. Reimbursable expenses may include:

- mileage;
- subsistence, meals and per diem allowances;
- accommodations;
- parking and taxis; and
- other travel related expenses.

Refer to the Travel, Accommodation and Subsistence Guidelines for further details and requirements for these types of claims.

Mail Services

Mail Management meets the needs of its internal and external stakeholders by handling all organizational mail services and ensuring that mail materials are delivered and received in an accurate and timely manner.

Mail addressed to WCB Calgary Office or Alberta Provincial Government offices (excluding Alberta Pensions Services) is delivered via the Government of Alberta (GOA) courier system, and arrives in 1 to 2 business days.

The Mail Management team is able to assist you with your internal/external courier request by providing advice and decisions regarding the best service to use for your needs.
Internal Courier Services

WCB has a courier on staff responsible for numerous scheduled daily, weekly and monthly deliveries.

- The courier is responsible for delivery of mail and packages between the 107 St Building, Jarvis Building and Financial Building. There is also a daily scheduled run to the GOA, Court House and Alberta Record Centre.
- Unscheduled internal courier requests can be made by contacting the Mail Centre at 4833.

External Courier Services

- External courier requests may be arranged through the External Courier Tacking System on the EW.
- The cost of using a private courier is directly charged to the organizational code of the requesting area.
- If a same day delivery is required for out of Edmonton, supervisory approval is required in writing since the cost is much higher than regular next day delivery.
- All incoming courier deliveries are received in the WCB Mail Centre. For the security of all WCB employees, external couriers are not allowed to deliver within the buildings. All items will be opened according to procedures. Please advise the Mail Centre if you are expecting an urgent delivery.
- The Mail Centre Staff will sign for the delivery and deliver the item with the next scheduled internal mail run. If the item is personal (non-work related) the individual will be asked to come to the Mail Centre for pick up.
Corporate Records Management

Corporate Records Management provides services to protect, retrieve and restore vital information. This includes the administration and maintenance of the following operations:

- records and information management practices and procedures;
- active records systems;
- inactive records systems;
- records appraisal;
- retention and disposition;
- records protection and data storage; and
- records and information management technology.

Print Services

WCB Print Services is a corporate-wide service to reproduce printed material and create new material utilizing a print on demand basis. All cost associated with printing is charged back to the departments at the end of each month. Services include:

- printing of new forms, manuals and related materials;
- reprinting of existing forms, manuals and other related materials;
- incorporating changes to existing forms and related materials;
- desktop publishing and limited design;
- reproduction of any printed material; and
- arranging for custom printing.
Supply Services

Supply Services performs a wide variety of functions, including the management of essential corporate inventories (e.g., forms, posters and envelopes; consumables forecasting and surplus office supplies. In partnering with our Corporate Sustainability Program, Supply Services manages the reuse of excess office supplies and stationary through our online catalog system.

Responsibilities include:
- receiving deliveries of goods;
- arranging for shipment of goods;
- inspecting incoming goods and reporting for vendor invoice remittances;
- verifying that goods received match Purchase Orders on IFMS;
- processing Supply Services on-line service requests;
- arranging repairs of equipment and chairs purchased through RGO or CDI; and
- coordinating the auction or disposal of goods and assets.

Form Management

Corporate Forms Management Services will assist departments by advising on the most efficient, consistent use of forms and established standards that are adhered to by assisting the department forms representative with the design of new forms or updating/changing to existing forms.

Effective form construction increases time and cost savings in information processing for the organization. Benefits are achieved through:
- forms creation control and standardization;
- elimination of obsolete forms;
- streamlining information distribution; and
- inventory control of business forms.
Social Clubs

WCB's Social Clubs strive to promote a climate of good fellowship and social relationships among staff. Separate Social Clubs operate in Edmonton and Calgary and organize a number of social events and ticket sales each year for WCB employees and their families. All WCB staff, except short-term and casual employees, are eligible for a Social Club membership and may apply by signing a form available from Human Resources, or on the Electronic Workplace. Monthly Social Club dues are deducted from your pay. Further Club details can be found on the EW.

Quarter Century Club

The Quarter Century Club honours WCB employees who have completed 25 years of service with the organization. The Club was founded by employees in 1965, and continues to be administered by employees. An annual dinner for Quarter Century Club members is sponsored by WCB in the fall, and the Club holds its annual general meeting in October of each year. For additional information, visit the Electronic Workplace.
Corporate Sustainability

Cycling to Work

Secured bike racks are available at Downtown Edmonton, Calgary and Millard Health locations for employees who would like to cycle to work. Contact Corporate Security for access to these secure sites.

Transit Passes

WCB's Corporate Sustainability Program offers transit passes to employees at a 24 per cent discount rate. Transit passes are available for Calgary, Edmonton, St. Albert, Fort Saskatchewan, Sherwood Park and Spruce Grove.

Recycling Program

WCB operates an extensive recycling program (including paper, toner cartridges, batteries and beverage containers). Employees are encouraged to help reduce office waste. Confidential papers should be placed in shredding boxes for disposal.

If there are variations between this document and the online version on the Electronic Workplace, the online version will prevail.