

**THE WORKERS' COMPENSATION BOARD  
MEETING OF THE BOARD OF DIRECTORS  
M I N U T E S**

**DATE:** April 17, 2018

**PLACE:** The Workers' Compensation Board  
12th Floor Board Room  
Jarvis Building  
9925 - 107 Street  
Edmonton, Alberta

**TIME:** 9:00 a.m.

**BOARD MEMBERS**

James Kindrake, Chair  
Erna Ference, Member  
Philip Hughes, Member  
Ivana Niblett, Member  
Mary Phillips-Rickey, Member  
Grace Thostenon, Member

**EXECUTIVE**

Guy Kerr, President & Chief Executive Officer \*\*  
Ron Helmhold, Chief Financial Officer ♦\*  
Wendy King, Vice President, Operations & Chief Information Officer ♦\*  
Pieter Lambooy, Vice President, Operations ♦\*  
William P. Ostapek, Secretary and General Counsel ♦\*  
Roxy Shulha-McKay, Vice President, Employee & Corporate Services \*

**ALSO PRESENT**

Sheila Szabo, Executive and Board Liaison ♦\*  
Hon. Christina Gray, Minister, Alberta Labour ♦  
Lenore Neudorf, Assistant Deputy Minister, Alberta Labour ♦  
Mustafa Farooq, Ministerial Assistant, Alberta Labour ♦

♦ attended for presentation on Implementation of WCB Review Panel Recommendations

\* excused for item 12

\*\* excused for item 12 (part 2)

## 6.6 **Code of Rights and Conduct**

The draft Code was open for online consultation for approximately 60 days, from January 2 to March 6, 2018. We received 26 responses online. In addition to the online consultation, three face-to-face meetings were held: a preliminary meeting in Edmonton on February 13, and larger sessions in Edmonton on February 22 and Calgary on February 23, 2018.

There was support in principle for the proposed Code; however, a number of issues were raised and WCB has revised the draft Code to address many, though not all, of the concerns. In accordance with Section 9.2, the revised draft was provided to the Appeals Commission, which did not express any concerns.

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**Board of Directors**

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**Issues:** One of the main issues was a concern that the Code may change the current process for review of adjudicative and employer account decisions. The document has been revised to make it clear that the new process applies only to service issues. Similarly, the document has been revised to make it clear that financial remedies will not be part of the resolution process for service issues.

Several stakeholders felt it was important that WCB report on its analysis and monitoring of issues and this is reflected in the revised Code. The reporting will be on issues that go to the Fair Practices Office.

Plain language was the focus for some stakeholders and the document has been revised in both tone and language to reflect this concern.

There were a number of concerns with the process WCB will follow in dealing with services issues. The process has been revised accordingly. Additional updates are expected when the Fair Practices Office is up and running.

**Cost impact:** These policy changes will have no impact on overall costs.

**MOTION**

2018/02/19

It was moved that,

"The Board of Directors approve the *Code of Rights and Conduct* (the Code), which includes revisions as a result of stakeholder consultation. This is a new document that was developed in response to changes in the legislation that were introduced in Bill 30. Section 9.2 requires that WCB:

...in consultation with workers, employers, the Appeals Commission and the Fair Practices Office, establish a Code of Rights and Conduct that sets out the rights of workers and employers in their interaction with the Board and describes how the Board operates in recognition of those rights.

**Effective date:** September 1, 2018."

**CARRIED**