

# CODE OF RIGHTS AND CONDUCT

BoD Resolution 2018/02/19 Date: April 17, 2018

**REFERENCE:** [Workers' Compensation Act, RSA 2000, Section 9.2](#)

Established under the authority of s.9.2 of the Workers' Compensation Act (WCA), the *Code of Rights and Conduct* (the Code) sets out the rights of workers and employers (including their authorized representatives), in their interactions with the Workers' Compensation Board-Alberta (WCB) and how WCB conducts itself to make sure those rights are recognized. The Code provides a formal means for workers and employers to raise service issues and concerns and sets out a range of possible outcomes when resolving them.

The Code deals with service issues and does not replace the current process for review and appeal of adjudicative and employer account decisions. For information about review and appeal, see G-2, *The Review and Appeal Process*.

The rights and obligations set out in this Code are in addition to any other rights and obligations under the WCA, any other enactment or the general law.

## Rights and Conduct

<b><i>Dignity and respect</i></b>	You have the right to be treated with dignity and respect. WCB is committed to being honest and courteous in all our interactions, providing considerate treatment and recognizing individual needs, including cultural differences and beliefs.
<b><i>Fairness and impartiality</i></b>	You have the right to fair and impartial treatment in your interactions with WCB. We will listen to you and your views will be considered when making decisions that affect you. WCB will exercise fairness and impartiality in making determinations under the WCA.
<b><i>Effective and timely communication</i></b>	You have the right to effective communications. WCB will be open and honest when communicating with you, responding to questions and issues in a timely manner, and ensuring that information is provided in an accessible form that meets your individual needs.
<b><i>Full and correct information</i></b>	You have the right to full and correct information in your interactions with WCB. Our goal is to keep you fully informed, ensuring you have the information you need regarding services, entitlements, and responsibilities.

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## *Access to information*

You have the right to examine all relevant documents when a decision directly affects your interests. We will ensure you are aware of your rights and will assist you in accessing the information you need. See Policy 01-02, Part I and Part II, Applications 1 and 2, *Access and Privacy* for more information.

## *Privacy and confidentiality*

You have the right to privacy and confidentiality. Information given to WCB will be used only for the purposes allowed by the WCA, and the *Freedom of Information and Protection of Privacy Act*. For more information, see Policy 01-02, Part I and Part II, Applications 1 and 2, *Access and Privacy*.

## Service issues and concerns

WCB is committed to following the Code when working with you, but we recognize that service concerns can arise. Here are the steps to follow when you have a service issue or concern (these steps differ from those used to resolve claim and account decision concerns):

**Step 1:** We know it can be difficult to talk to people about service concerns and that's why our first step is for you to share your concerns with the supervisor of the person providing the service. This may be all that is needed to resolve an issue, but if you still have concerns, move on to Step 2.

**Step 2:** If you are unable to resolve your concern with the supervisor, share your concern with the manager. The manager will work with you and your claim or account team to address your concerns (see *Consequences and Remedies*, below).

**Step 3:** When the Fair Practices Office is up and running\*, if you are still not satisfied with the response you receive to your service concern, you may notify the Fair Practices Office.

\*Expected date: December 1, 2018

As part of WCB's commitments under the Code, we will inform you of the steps that have been taken to address your service issues and what next steps, if any, are available to you.

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## Resolutions and outcomes

In the event of a breach of the Code, WCB will address the issues with you. Resolutions will vary depending on the individual and the issue involved, but will typically include some or all of the following:

- meeting with you
- providing you with any relevant information
- providing a written summary and explanation
- providing a verbal or written apology

Discussions regarding breaches of the Code will focus on resolving the issue(s); financial remedies are not available.

## Commitment to improve

WCB is committed to analyzing and monitoring issues arising from this process, identifying concerns with operational policies and processes, and undertaking necessary actions to improve systemic problems. Annual reporting will be done on issues that are sent to the Fair Practices Office.

[Document History](#)

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