

Research Project Details	
Title	Opportunities and challenges for minority language speakers navigating WCB
Investigator(s)	Dr. Bronwyn Bragg, University of Lethbridge
Funding Period	2025-2027
Budget	\$37,500.00
Issue/Rationale	<p>The purpose of this research is to compile a holistic understanding of the experiences of immigrant and minority language speaking workers (hereafter ‘newcomer workers’) in relation to Alberta’s Workers’ Compensation Board (WCB) with the goal of improving client experiences and outcomes. This project will use Alberta’s meat processing industry as a case study to examine how newcomer workers navigate Alberta’s workers’ compensation system. With high WCB claim rates and a predominantly immigrant and minority language workforce, the meat processing industry will serve as a valuable case study to examine how newcomer workers navigate Alberta’s workers’ compensation system, what is currently working well, and where efficiencies can be found.</p>
Objective(s)	<p>Primary research objective:</p> <p>Use the meat processing industry as a case study to develop a comprehensive analysis of the relationship between newcomer workers and the Alberta Workers’ Compensation Board, using both quantitative (data related to newcomer usage of WCB) and qualitative data (interviews with experts and focus groups with workers).</p> <p>Related objectives:</p> <ol style="list-style-type: none"> Understand what, if any, are the linguistic and cultural barriers for meat processing workers in relation to WCB. Understand what, if any, are the systemic barriers to meat processing workers in relation to the WCB. Leverage research findings toward actionable recommendations for the WCB and external partners.
Anticipated Results/ Impact	<p>While focusing on an industry with a high number of claims, it is our goal to generate findings that will be applicable to improving client experiences and building trust with newcomer workers employed in other industries in Alberta. The findings from this mixed-methods project will inform recommendations aimed at improving the efficacy, efficiency, and fairness of WCB claims management.</p>
Keywords	<p>Client experience, newcomer workers, immigrant workers, meat processing, barriers, access, service journey</p>