

HOW TO USE THE MANUAL

OVERVIEW:

The *Alberta WCB Policies and Information Manual* contains the current versions of policies approved by the Board of Directors. It also includes the Principles, Code of Rights and Conduct, Fairness Review Mandate, and helpful information such as the Alberta Permanent Clinical Impairment Guide.

1. ***How can I find the information I need?*** There are three main tools to help you find the information you are looking for:

- The **Table of Contents** gives an overview of all documents in the manual. It includes the chapter, document number, document name and, for Part II of each policy, a list of the policy applications.
- The **Index** is another way of finding information. It is a complete alphabetical listing by subject.
- **Search** with key words:
 - For the most up-to-date policies, it is best to search the entire policy manual. Open the current version of the entire manual at <https://www.wcb.ab.ca/about-wcb/policy-manual>. Use CTRL + F to perform your search.
 - There is a search function within the Policy Manual. When you open the Manual: <https://www.wcb.ab.ca/about-wcb/policy-manual>, you will find a “Search Policy Manual” search bar on the top right of the screen. Using this search function will give you results from the manual, **including archived policies**. Top results may not show the most current version of a policy. The search function from any other WCB page will give you results from the entire WCB website, including the manual.

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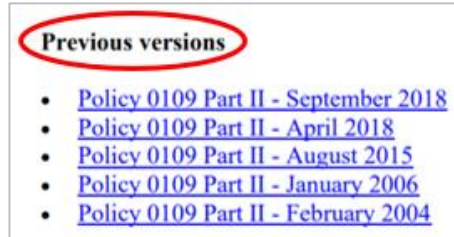
2. *How is the manual organized?* The policies, general information documents, and appendices are divided into sections:
- **General Policies** that are common to both claimant and employer services
 - **Claimant and Health Care Services Policies**
 - **Employer Services Policies**
 - **General Information** documents that are not policy statements
 - **Appendices**
 - **Stand-alone documents** including the Principles of Alberta Workers' Compensation, Code of Rights and Conduct, Fairness Review Mandate, Glossary, Archive Notes, Document History, and Index

3. *How is information arranged in the individual policies?* Generally, each policy has two parts:
- **Part I** contains a high-level policy statement and interpretation of key words and phrases
 - **Part II** contains one or more applications that use a question and answer format to address specific details of the policy application; policies may also have addenda at the end of Part II, usually listing dollar amounts that change from time to time

Both parts form the complete policy approved by the Board of Directors and are binding on decision-makers.

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4. *What if I want to see an older version of a policy?* When a policy is revised, WCB publishes the current policy in the manual, and archives the previous policy issue. A list of links to previous versions is included at the end of each policy.



Archived policies from 1997 forward are available. For information on how to view them or how to get copies of policies before 1997, see **Archive Notes**.

You can also check **Recent Changes** where you will find the most recent policy transmittal notice with a list of the revised policies and a brief description of what changed. Previous policy transmittals are archived there as well.

5. *What is the date at the top of each policy?* The date at the top of the policy is the date that the Board of Directors approved the policy. The board resolution number is also provided.

POLICY: 04-11 PART I	
Alberta WCB Policies & Information	Chapter: BENEFITS
	Subject: DUTY TO COOPERATE
	Authorization:
	Date:
	BoD Resolution 2021/02/09 March 22, 2021

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6. *Where can I find the effective date of each policy?*

In Part I of a policy, you can find the effective date near the top of the policy, in the body of the *Policy* statement.

POLICY:

If the evidence for and against a decision on a claim is approximately equal, the *benefit of doubt* goes to the injured worker.

This policy is effective January 1, 2018.

For Part II policy applications, the effective date can be found in the last question.

When is this policy application effective?

This policy application (Application 1 – General) is effective March 1, 2004, except when noted otherwise in a specific policy section(s).

Occasionally a specific policy question has a different effective date than the policy itself. When this occurs, it is noted in the side margin of the question.

3. *What if there are differing medical opinions about the worker's injury?*

This policy question is effective June 1, 2018, and applies to requests for medical panels made on or after that date.

There may be circumstances where there appears to be a discrepancy between medical opinions. This discrepancy, however, may be irrelevant to the case or may result from factors such as missing information or because examinations have been performed at different stages of recovery from the injury. WCB will attempt to resolve outstanding medical issues through consultation with the treating physician.

7. *What is the difference between the effective date and the issue date?*

The effective date is the date the policy comes into force (see Question 6). The issue date is the date the policy is published.



Issue Date: April 1, 2021
Supersedes: September 5, 2018

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