

REQUESTS FOR POLICY REVIEW

OVERVIEW:

The *Workers' Compensation Act, RSA 2000*, and the *Workers' Compensation Regulation* are the core of workers' compensation in Alberta. The legislation sets out the responsibilities of WCB, employers, and workers, and is the framework for all injured worker benefits and employer premium assessments. WCB's Board of Directors determines policies to accompany the legislation to ensure consistent interpretation of the legislation and to provide guidance when the legislation allows discretionary decision making. All policies must be consistent with the legislation.

The Board of Directors is composed of members who are representative of the interests of workers, employers, and public stakeholder groups, and is responsible for reviewing and approving all compensation and employer service policies. The Board of Directors considers revisions to current policies when it has a concern about an issue, when WCB senior management recommends modifications or improvements, or when external stakeholders have identified areas of concern. When policies are reviewed, the impact on both workers and employers is considered. Depending on the issue under review, the Board of Directors may also undertake a formal stakeholder consultation process.

- 1. *How can I get information about a policy?***

If you want information about a policy, you can contact the person who usually handles your claim or employer account. If you prefer, you can call the general enquiry phone number for information on benefit and employer services policies. WCB staff will review the policy with you, explain its application, and provide the rationale for the various provisions in the policy.
- 2. *Are all the policies available to the general public?***

All policies in the *Alberta Policies and Information Manual* are available to the public. You can request copies of individual policies from WCB.

If you want to view the whole manual, you can do so online at <https://www.wcb.ab.ca/about-wcb/policy-manual/> or at any Alberta WCB office. Copies of the manual are also available in some public libraries in Alberta.
- 3. *What can I do if I've received all the information and have suggestions for policy changes?***

If, after receiving the information, you believe the policy should be changed, you can send a written request for policy review. Your request should include your specific areas of concern, why you believe the policy should be changed, and your suggestions for the revisions.

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*Suggestions for Policy
changes (continued)*

Please send your request directly to the Chair of the Workers' Compensation Board at the following address:

The Chair
Workers' Compensation Board
P.O. Box 2415
Edmonton AB T5J 2S5

Your request will be reviewed and you will be notified of the outcome.