

<b>Type</b>	<b>Commissioner's Policy</b>	CP-004
<b>Title</b>	<b>Employer Appeals Advisor</b>	
<b>Effective date</b>	November 25, 2019	
<b>Replaces/Amends</b>	CP-004 – Employer Appeals Advisor	
<b>Next review date</b>	November 24, 2021	

## 1 Purpose

The Employer Appeals Advisor Branch (“EAAB”) provides independent assistance and advice to employers on Alberta Workers’ Compensation matters. We consult, educate, and represent employers through all levels of appeal in accordance with the *Alberta Workers Compensation Act*.

The purpose of this document is to provide guidance to Employer Appeals Advisors (“EAA”) for the administration of their duties.

## 2 Legislative Authority

The Fair Practices Office (“FPO”) Regulation, subsection 3(1) (e), under the *Workers Compensation Act* guides the Fair Practices Commissioner’s provision of assistance to workers, their dependents or employers in navigating the workers’ compensation system, including directing workers, their dependents, or employers to appropriate resources, persons or organizations for assistance.

## 3 Responsibility

This policy document does not outline the full scope of the duties and responsibilities of the Fair Practices Office; rather, it seeks to provide guidance for the daily administration of duties within the EAAB.

## 4 Policy

EAA’s Intake Details: (Claim related issues & Account related issues)

**To ensure timelines are met for service delivery, the EAA will:**

- Contact client within 5 business days of initial file assignment.
- Create an action plan within 30 business days of receiving the Workers’ Compensation Board (“WCB”) claim file.
- Return phone calls by the end of the next business day.
- Respond to emails by the end of the next business day.

**Contact the employer to clarify the issue(s) and book a meeting according to the following parameters:**

- Within 5 business days of initial assignment;
- In-person or by phone meeting with the employers to be booked when WCB file is received;
- If the employer issue is outside of the Section 46 time limit, <http://www.qp.alberta.ca/documents/Acts/W15.pdf>, advise the employer to submit a letter to the Chair of the Dispute Resolution and Decision Review Body (“DRDRB”) requesting an extension. If the employer is unable to do so, discuss whether you can write it on their behalf;
- EAA documents conversation or attempt within the CRM;

- If the contact was unsuccessful, attempt to contact the employer a second time. If this contact is unsuccessful, send a letter (no contact);
- EAA to send a letter to the employer to confirm the meeting date and time if the meeting is more than a few days into the future;
- If during the conversation, it is discovered the employer requires an interpreter for the upcoming meeting, request the case assistant book this service and include the date and time of the meeting, in the worker's native language if needed.
- When the meeting is out of town, send an email to manager for approval with travel details.

**Prior to the scheduled meeting, the EAA reviews the claim file to confirm:**

1. Merit;
2. Upcoming time limits for action;
3. Arguments for the identified issue;
4. Any additional issues the EAA has identified through their review.

**Creates an action plan:**

- After the consultation with the employer create an action plan in collaboration with the employer within 30 business days of receiving the WCB claim file.
- Continue to advance the employers issues of appeal in consultation with them through all levels of review.

**Adhere to the following when performing your duties:**

- Government of Alberta's Respectful Workplace policies;
- FPO's Respectful Workplace policies
- Demonstrate courtesy and professionalism in all client contact;
- Adhere to government privacy and confidentiality guidelines, specifically details as outlined in the *Freedom of Information and Protection of Privacy Act*.

## 5 Related Content

1. *Alberta's Workers' Compensation Act*  
<http://www.qp.alberta.ca/documents/Acts/W15.pdf>
2. *Freedom of Information and Protection of Privacy ("FOIP") Act*  
<http://www.qp.alberta.ca/documents/Acts/F25.pdf>
3. Fair Practices Regulation  
[http://www.qp.alberta.ca/documents/Regs/2001\\_128.pdf](http://www.qp.alberta.ca/documents/Regs/2001_128.pdf)
4. CP-009 – Denial / Withdrawal / Reinstatement of FPO Service
5. OP-EAAB-001 – Assigning New Files procedure
6. OP-EAAB-002 – Employer Appeals Advisor Branch Case Assistant procedure
7. OP-EAAB-003 – Requesting Information from the Workers' Compensation Board procedure
8. OP-EAAB-004 – Initiate Action Plan procedure
9. OP-EAAB-005 – Requesting Assistance from Workers' Compensation Board's Employer Appeals Consulting procedure
10. OP-EAAB-006 – Follow-up with Workers' Compensation Board Customer Service on Action Plan procedure
11. OP-EAAB-007 – Claims Cost Transfers procedure

12. OP-EAAB-008 – Requests to Change Employer Appeals Advisors procedure

## 6 Contact

Martin Roy, Executive Director (martin.roy@fpo.alberta.ca)

## 7 Authorizing signature and date

<b>Approved by</b>	Harold Robinson, Fair Practices Commissioner
<b>Signature</b>	[original signed]
<b>Date</b>	November 25, 2019