



YUKON WORKERS'
COMPENSATION
HEALTH AND
SAFETY BOARD

SUBJECT: GENERAL AND CORPORATE POLICY NO.: GC-04

BOARD APPROVAL: _____

APPROVAL DATE: April 5, 2005

BOARD ORDER NO.: _____

EFFECTIVE DATE: April 5, 2005

POLICY STATEMENT

ILLITERACY

Application

This policy applies to the Board of Directors, president, and staff of the Workers' Compensation Health and Safety Board ('the board'), and to all workers, workers' dependents and employers covered by the *Workers' Compensation Act* R.S.Y. 2002 ('the 2002 Act').

Section Reference

Section 96 of the 2002 Act provides that the board may waive any requirement under the Act for an illiterate person to provide written notice. The board may accept notice in any form the board considers appropriate.

Objective

This policy is intended to ensure appropriate assistance is provided to everyone in communicating with the board. It is not intended to replace the normal requirement to provide written notice under the Act.

General Information

The 2002 Act requires written notice for a number of things, including the filing of a claim or an appeal of a decision. The Act

recognizes that there are people who are functionally illiterate and this may limit their access to the compensation system.

A person is functionally illiterate when their ability to read, write, do mathematical calculations or orally communicate hinders their ability to meet the requirements of the Act.

The board may, in these circumstances, accept substitutes for written notification.

Policy Statement

1. In Lieu of Written Notice

The board will accept, in place of written notice:

- (i) notice in person,
- (ii) notice by telephone,
- (iii) notice by other electronic media,
- (iv) oral translation by a third party when an individual's first language is not English.

2. Third Party Notice

The board will accept written notice completed by authorized individuals other than the worker, workers' dependent, or employer by:

- (i) board staff,
- (ii) the Workers' Advocate, or
- (iii) a third party, which may include but is not limited to a relative, friend, union representative or agent.

3. Costs

Reasonable costs for services provided or required by the board under this policy will be covered by the board.

History

GC -04, Illiteracy, effective November 17,1993; amended April 5, 2005.

