



Policy Amendment Proposal GN-02 Illiteracy

This policy amendment proposal relating to illiteracy will reflect the issues consulted on during the engagement for the *Workers' Safety and Compensation Act* (the 'Act') and will align the amendments made in the new legislation.

The new Act comes into force July 1, 2022. The intended effective date of the proposed policy amendments will be July 1, 2022.

The proposed amended Illiteracy policy will reflect minor changes to ensure consistency with the provisions of the Act.

A five-year policy review plan will be developed later in 2022. After July 1, 2022, all amended policies to align with the new Act will be prioritized for a more detailed review.

The purpose of this policy is to ensure that appropriate assistance is provided to everyone in communicating with the Workers' Safety and Compensation Board.

Relevant sections of the Act

The following sections of the Act are relevant:

- 200 illiteracy

Proposed minor changes to this policy are highlighted in yellow

- changes to section references, language and definitions

Board Orders/Regulations

N/A

Current policy

[GN-02 Illiteracy](#)



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The board of directors is providing this policy amendment proposal to stakeholders seeking their input, comments, questions and suggestions.

Some questions for consideration:

1. Are there any general comments about this policy proposal?
2. Are there any gaps in this policy proposal?
3. Additional comments?

The views of our stakeholders are important to us. All feedback will be considered prior to the board of directors approving any amendments.

Engagement on this policy proposal closes on **March 31, 2022**. Please provide your feedback by:

1. Downloading a [fillable form](#) on our website and sending it as an attachment to Policy.Feedback@wcb.yk.ca
2. Emailing comments directly to Policy.Feedback@wcb.yk.ca
3. Receipt in our building by March 31, 2022, by mail or drop off at
*Yukon Workers' Compensation Health and Safety Board
401 Strickland Street
Whitehorse, Yukon Y1A 5N8*

By the end of April a summary of all feedback on this policy amendment proposal will be published on our website at www.wcb.yk.ca



Policy Amendment Proposal

GN-02 Illiteracy

Preventing work-related injuries is the most important job in any workplace. The *Workers' Safety and Compensation Act* establishes the responsibilities of all workplace parties to work together to ensure the physical and psychological health and safety of workers. When injuries do occur, workers and employers must continue to work together to facilitate an injured worker's early and safe return to health and work.

Purpose

This policy ensures that appropriate assistance is provided to everyone in communicating with the Workers' Safety and Compensation Board.

Definitions

board means the Workers' Safety and Compensation Board

worker means a person who performs work or services for an employer under a contract of service or apprenticeship, written, or oral, express or implied and as further defined in section 77 of the Act

Policy Statement

1. General

Written notice is required for a number of things, including the filing of a claim or a request for reconsideration of a decision. There are people who are functionally illiterate and this may limit their access to the safety and compensation system.

The board may waive any requirement under this Act for an illiterate person to provide written notice and may accept instead notice in any form that the board considers appropriate.

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.

2. In Lieu of Written Notice

The **board** will accept, in place of written notice:

- a. notice in person;
- b. notice by telephone;



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- c. notice by other electronic media; or
- d. oral translation by a third party when an individual's first language is not English.

3. Third Party Notice

The board will accept written notice completed by authorized individuals other than the worker, dependant of a deceased work, or employer such as:

- a. board staff;
- b. the Workers' Advocate; or
- c. a third party, which may include but is not limited to a relative, friend, union representative or agent.

4. Costs

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