

**Chapter:** General and Administrative

**Legislative authority:** section 200

*Prevention statement*

*Preventing injuries is one of the most important responsibilities in the workplace. The Workers' Safety and Compensation Act (the '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.*

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## Purpose

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

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## 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

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## 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;
- 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.

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## History

GN-02 Illiteracy, effective July 1, 2008, revoked July 1, 2022

GC-04 Illiteracy, effective November 17, 1993, amended April 5, 2005, revoked July 1, 2008