



**YUKON WORKERS'  
COMPENSATION  
HEALTH AND  
SAFETY BOARD**

SUBJECT: GENERAL & CORPORATE POLICY NO.: GC - 02  
BOARD APPROVAL: *J. Klassen*  
APPROVAL DATE: 93-07-23  
BOARD ORDER NO.: \_\_\_\_\_  
EFFECTIVE DATE: 93-01-02

## **POLICY STATEMENT**

*Revised August 29, 1995*

SECTION  
REFERENCE: 1

POLICY:

### **ROLE OF WORKERS' ADVISOR**

#### **ROLE**

The role of the Workers' Advisor is primarily advisory but, where circumstances warrant, the Advisor will function as an advocate in taking a case forward to appeal.

The Workers' Advisor should advise a worker when there are no apparent grounds for appeal.

The Workers' Advisor shall represent any worker who wants to appeal, if the worker chooses to be represented by the Advisor.

The Workers' Advisor role will include education of workers, employers and their respective organizations to increase awareness of the board mandate and legislative entitlements under the Workers' Compensation Act, as they relate to the role of the Workers' Advisor.

#### **LEVEL OF INDEPENDENCE**

The budget for the Worker's Advisor will be developed on the same basis as other Branches within the Workers' Compensation, Health and Safety Board.

Expenditure of budget for Medical Consultation will be at the discretion of the Workers' Advisor, within budget constraints.

If the Workers' Advisor believes that an independent legal opinion is required, the decision will be made in consultation with the President. Responsibility for the decision to seek a legal opinion will rest with the President.

## RELATIONSHIP WITH WORKERS' COMPENSATION, HEALTH AND SAFETY BOARD

### General

It is desirable that a good working relationship exist between the Workers' Advisor and other staff of the Workers' Compensation, Health and Safety Board.

It is desirable that the Workers' Advisor assist workers to solve problems as early as possible in the claims procedure, in order to avoid the need to proceed to Internal Review and Appeal.

### Conflict of Interest

The first responsibility of the Workers' Advisor is to the Board. As the Advisor has been directed by this Board Policy to advise and support the worker's position, the Advisor is not in a conflict of interest position in relation to the Board.

### Confidentiality/Disclosure

Matters disclosed by a worker to the Workers' Advisor which have no bearing on the case are to be held confidential.

The Workers' Advisor must disclose information which potentially affects a claim, including information which may indicate that a claim is fraudulent.

In the event that information is disclosed by the worker which may indicate that a claim is fraudulent, the worker is to be advised that the Workers' Advisor must disclose the information.

In order to foster open communication and expedient claims processing by all Branches of the Workers' Compensation, Health and Safety Board, a single claim file is to be used by the Workers' Advisor and other Branches and all documentation is to be recorded there.