



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

SUBJECT: GENERAL & CORPORATE POLICY NO.: GC - 04
BOARD APPROVAL: [Signature]
APPROVAL DATE: 93-11-17
BOARD ORDER NO.: _____
EFFECTIVE DATE: 93-11-17

REVOKED
APR 05 2005

POLICY STATEMENT

SECTION REFERENCE: **82**

POLICY: **ILLITERACY**

GENERAL INFORMATION

The Workers' Compensation Act requires written notice for a number of things, including, but not limited to, the filing of a claim or an appeal of a decision.

However, it is recognized that many people in the territory are functionally illiterate and this may limit their rightful access to the system.

A person is functionally illiterate when their inability to read, write, do mathematical calculations or orally communicate hinders their ability to function within their society.

People are functionally illiterate for a variety of reasons, including english as a second language, learning disabilities or an incomplete education.

The board is permitted, in these circumstances, to accept substitutes for written notification.

POLICY

A. APPLICATION

This policy applies to all workers, workers' dependants and employers in the Yukon Territory.

This policy is intended to assist persons who are illiterate, and is not intended to replace the normal requirement for written notification.

B. IN LIEU OF WRITTEN NOTICE

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

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

C. THIRD PARTY NOTICE

The board will accept written notice completed by individuals other than the worker, worker's dependant, or employer by:

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

D. NO REIMBURSEMENT

The costs incurred by an assisting third party shall not be reimbursed by the Board.