POLICY NUMBER: POL-103

Chapter:
BOARD OF DIRECTORS

Subject:
EXECUTIVE LIMITATIONS, TREATMENT OF CLIENTS

Effective Date:
January 23, 2003

Last Update:
December 8, 2022

PURPOSE:

The purpose of this policy is to set out the Chief Executive Officer's responsibilities for the treatment of Workers Compensation Board clients.

REFERENCE:

Workers Compensation Act R.S.P.E.I. 1988, Cap. W-7.1, Section(s) 30
Occupational Health and Safety Act R.S.P.E.I. 1988, Cap. 0-1.01, Section(s) 5(1)
Workers Compensation Board Policy, POL-112, Board - Chief Executive Officer Relationship, Monitoring Chief Executive Officer Performance

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DEFINITION:

POLICY:

1. With respect to interactions with Workers Compensation Board clients, the Chief Executive Officer (CEO) shall not cause or allow conditions, procedures, decisions, or organizational circumstances which are unsafe, disrespectful, discriminatory,

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undignified, unfair, or which fail to provide confidentiality and privacy.

Accordingly, the CEO shall not:

A. Request information for which there is no clear need.

B. Use methods of collecting, reviewing, transmitting or storing client information that fail to protect against improper access to the material obtained.

C. Maintain facilities that fail to provide a reasonable level of privacy, both auditory and visual.

D. Fail to establish with clients a clear understanding of what may be expected and what may not be expected from the service offered.

E. Provide communication materials that are inappropriate for the reading level of the general population.

F. Fail to inform clients of appeal and complaint processes.

Monitoring

2. This policy will be monitored by the Board of Directors annually and reviewed in accordance with the annual monitoring schedule as set out in Workers Compensation Board policy, POL-112, Board - Chief Executive Officer Relationship, Monitoring Chief Executive Officer Performance.

HISTORY:

December 8, 2022 - Amended language around limitations to be consistent with other Governance policies. Added *discriminatory* to the general limitations and removed the qualifier of *appropriate* with respect to confidentiality and privacy. Broadened the scope of requesting information and clarified the language. Revised the subject of informing clients, from *the policy and respective rights* to *appeal and complaint processes*. Revised the monitoring schedule from bi-annually to annually.

May 9, 2019 – Added a purpose statement and reference to the annual monitoring schedule.

October 24, 2013 – Amended to remove section 1(g).

October 4, 2012 - Editorial changes made to the policy as a result of a review by the Board of Directors.

April 4, 2006 - Editorial changes made to the policy as a result of a review by the Board of Directors.

June 23, 2005 - Amended to add a new (E) to section #2 to outline that the Chief Executive Officer shall ensure communication materials are appropriate for the reading level of the general population.

September 22, 2004 - Amended to reflect a change in monitoring frequency for this policy from quarterly to bi-annually.

Board of Directors Approval Date: January 23, 2003