

# Directory of Records

**Workers' Compensation Board–Alberta**

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## WCB Mandate

Workers' compensation is a disability insurance system set up under the Alberta Workers' Compensation Act that protects both employers and workers against the impact of work injuries. It compensates injured workers for lost income, health care and other costs related to a work related injury. It protects employers from being sued by workers if they are injured on the job. This system brings stability and protection to the workplace by providing coverage at a cost shared by all employers. It also protects employers and workers against the risks and expenses of injury and the uncertainties of litigation.

In Alberta, the Workers' Compensation Board (WCB) is an independent organization that manages the worker's compensation insurance business based on legislation, the Workers' Compensation Act and regulations. The WCB is an employer-funded organization providing cost-effective disability and liability insurance for more than 100,000 employers and over one million workers in Alberta.

The Workers' Compensation Act was the result of an historic agreement between labour and business based on the Meredith Principle. Employers agreed to fund the program. In exchange, workers gave up the right to sue their employer for the impact of work related injuries.

The WCB's responsibility is to provide high quality service to both employers and injured workers and fair compensation. Employers, workers and health care providers also have responsibilities in helping the system to work effectively.

The WCB must:

- provide injured workers with clear information in a timely manner.
- provide injured workers with effective compensation and rehabilitation services to help them return to some type of employment.
- work with injured workers, employers and labour organizations to promote injury prevention and develop effective disability management services.

## Organization

The Workers' Compensation Board is organized into six divisions that report to the CEO and President. The six divisions are: Business Development and Information Management; Customer Service and Disability Management; Customer Service and Risk Management; Employee and Corporate Services; Finance; and Secretary and General Counsel.

The WCB main office is located in Edmonton with a branch office in Calgary. Regional services are provided at offices located in Red Deer, Lethbridge and Grande Prairie.

## Introduction

The WCB Directory of Records is a public access tool which describes the structure and function of WCB departments and the records they create, including those series of records defined as personal information banks. It is designed to assist in identifying records.

## How the Directory is Organized

The sections are divided into the six divisional areas of the WCB. The divisional section consists of departments, arranged alphabetically by the name, with a personal information bank.

The personal information bank refers to those series of records and information systems that are organized and capable of being retrieved by a personal identifier (an individual's name or identifying number). The Freedom of Information and Protection of Privacy Act requires that all personal information banks be reported in the Directory of Records. Each personal information bank listed includes the following:

- Location of the personal information is identified by the Department.
- Title: the name of the records series or information system that has been identified as a personal information bank.
- Purpose for Collection: why the personal information is collected and how it is used.
- Information: the categories of information maintained (including both general and personal information) and the individuals to whom the information pertains.
- Authority for collection.

## Access Point

### **Freedom of Information and Protection of Privacy (FOIP) Office**

#### **FOIP Coordinator and Chief Privacy Officer**

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Edmonton, Alberta T5J 2S5

Telephone: (780) 498-3876

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## Business Development and Information Management

Business Development and Information Management (BDIM) includes the Corporate Communications area that supports all WCB departments in advancing the WCB's Strategic initiatives and Corporate Scorecard goals. They work with staff to identify issues or opportunities and then provide guidance on how to get the key messages to the appropriate audience. Government Relations is part of BDIM and responds to inquiries from the Minister responsible for the WCB, MLA inquiries on behalf of workers or employers and inquiries from the Ombudsman's Office. The Information Management group is an administrative area that provides development and support services for WCB electronic system requirements.

### Personal information banks:

#### Corporate Communications



##### Corporate Communications Project Files

**Purpose for collection:** The information is used for mailing invitations to events, and for mailing annual reports and other event related materials.

**Information maintained:** Name, address, phone number, fax number and email or website address of the individual.

**Categories of individuals:** Individuals who have attended or expressed interest in corporate events and meetings such as the Annual General meeting and rates announcements.

**Authority:** Workers' Compensation Act and the Freedom of Information and Protection of Privacy Act

#### Government Relations



##### Government Relations Files

**Purpose for collection:** The information is used in assessing options for the Minister and/or MLAs to respond to requests for assistance. Information is also provided to the Office of the Ombudsman to assist their investigations.

**Information maintained:** Name, address, claim number, medical details, financial, employment history, account details and other relevant claim details.

**Categories of individuals:** The Government Relations office maintains records related to workers or employers who request assistance from the Minister responsible for WCB, MLAs or the Office of the Ombudsman of Alberta.

**Authority:** Workers' Compensation Act and the Freedom of Information and Protection of Privacy Act

## Customer Service and Disability Management

Customer Service and Disability Management is comprised of 17 teams of case management staff working with injured workers and employers to find treatment options and modified work opportunities to help injured workers return to the job safely and positively. The division also includes four other program areas. The Decision Review Body; provides employers and workers with an internal review of claim decisions. Millard Health; provides rehabilitation and disability management services to injured workers, along with research and development services. Medical Services; provides medical opinions on claims, contributes to policy decisions, coordinates Independent Medical Examinations and Medical Panels. Health Care Services; assists in making arrangements for access to health care providers, expediting services, negotiating exception services and ensuring reasonable health care costs.

### Personal information banks:

#### Medical Services



##### Dental X-rays

**Purpose for collection:** The information is used to review dental problems in relation to claim issues.

**Information maintained:** Name, claim number, personal health number, dental information.

**Categories of individuals:** Injured workers who have claims concerning dental benefits.

**Authority:** Workers' Compensation Act and the Freedom of Information and Protection of Privacy Act



##### Examination and Diagnostic Testing Appointment Database "Wall Chart"

**Purpose for collection:** The information is used to arrange appointments for the appropriate medical services and ensure the worker has attended the appointment.

**Information maintained:** Name, claim number, address, fax and phone number, type of examination, injury type, date of birth, date of accident, date and time of appointment.

**Categories of individuals:** Injured workers who have had examinations or diagnostic testing arranged for them by the WCB.

**Authority:** Workers' Compensation Act and the Freedom of Information and Protection of Privacy Act



##### Medical Complaint and Inquiry Files

**Purpose for collection:** The information is used to respond to workers' medical complaints or inquiries that are submitted to the WCB or the College of Physicians and Surgeons.

**Information maintained:** Name, claim number, address, fax and phone number, personal health number, Social Insurance Number, injury type, injury details, medical treatment, complaint or inquiry details.

**Categories of individuals:** Injured workers who have submitted a medical complaint or inquiry.

**Authority:** Workers' Compensation Act and the Freedom of Information and Protection of Privacy Act



### Medical Panel Files

**Purpose for collection:** The personal information is collected from the claim file to provide to the physicians participating in the medical panel.

**Information maintained:** Name, claim number, address, fax and phone number, personal health number, Social Insurance Number, injury type, date of birth, date of accident, medical treatment, medical history, employer, occupation, medical assessments, claim costs.

**Categories of individuals:** Injured workers who will be examined by a medical panel arranged by the WCB.

**Authority:** Workers' Compensation Act and the Freedom of Information and Protection of Privacy Act

## Millard Health



### Millard Health Treatment Files

**Purpose for collection:** Information is collected and used to contact individuals, establish functional/physical condition of clients, plan and provide treatment and assess rehabilitation program effectiveness.

**Information maintained:** Name, address, phone number, fax number, e-mail address, family history, date of birth, gender, marital status, Social Insurance Number, personal health number, date of accident employer's name, occupation, injury site, injury type medical treatment record, medical history, medical assessments, vocational assessments, functional assessments, earnings information, compensation payment and benefit details.

**Categories of individuals:** WCB claimants receiving treatment and assessment services at Millard Health. Information is also maintained for individuals who are receiving psychological services in the community and those who are receiving treatment through private referrals (eg. insurance company claims, etc).

**Authority:** Workers' Compensation Act and the Freedom of Information and Protection of Privacy Act

## Other



**Claim Files** – see description under Customer Service and Risk Management.

## Customer Service and Risk Management

The Customer Services section of the division includes case management teams who are partnering with employers and injured workers to find the best case management and return-to-work solutions. The Account Management group provides services to employers with WCB accounts. The Customer Contact Centre, Access to Information and Customer Records are also included in the Customer Service area. The Program Development and Risk Management part of the division is involved in various activities, such as premium audits, claim audits, health care audits, underwriting, account registration and quality assurance reviews.

### Personal information banks:

#### Customer Records and Document Imaging (electronic images on database system “Client Information System”, Customer Connect Support (paper files))



##### Claim Files

**Purpose for collection:** The information is used to determine compensation entitlement and vocational services; facilitate return to work; and manage inquiries from parties with a direct interest in the claim.

**Information maintained:** Name, claim number, address, fax and phone number, e-mail address, Social Insurance Number, gender, marital status, personal health number, date of accident, employer’s name, occupation, employment history, injury site, injury type, medical treatment, medical history, diagnostic information, assessment test results, vocational assessments, earnings information, compensation payment and benefit details.

**Categories of individuals:** Injured workers, including fatally injured workers.

**Authority:** Workers’ Compensation Act and the Freedom of Information and Protection of Privacy Act

### Underwriting



##### Claimant Cost Transfers (section 95)

**Purpose for collection:** The information is used for determining if claim costs should be transferred from the workers’ accident employer to a different employer.

**Information maintained:** Name, claim number, address, phone and fax number, personal health number, date of birth, employer, occupation, date of injury, type of injury, Social Insurance Number, police reports, medical information, medical treatment and earnings information and claim costs.

**Categories of individuals:** Workers injured as a result of the fault of a different employer than the one that employs them.

**Authority:** Workers’ Compensation Act and the Freedom of Information and Protection of Privacy Act



## Claims Audit



### Claims Audit Files

**Purpose for collection:** Claim Audit information is used to ensure employers are complying with legislation and to make sure workers are receiving all benefits that the employer is required to provide.

**Information maintained:** Name, claim number, date of accident, employer, accident details, injury type, occupation, time loss from employment, modified work/work restrictions recommended, medical treatment, earnings information.

**Categories of individuals:** Injured workers identified when their employer undergoes a claims audit.

**Authority:** Workers' Compensation Act and the Freedom of Information and Protection of Privacy Act

## Customer Contact Centre



### Employment Insurance and Government Inquiries

**Purpose for collection:** The information is collected as a record of government entities that have requested information about injured workers and what personal information was provided.

**Information maintained:** Name, claim number, benefit details, rate information, claims status, medical information, reason for information request.

**Categories of individuals:** The information pertains to individuals about whom Employment Insurance or other government departments have requested information.

**Authority:** Workers' Compensation Act and the Freedom of Information and Protection of Privacy Act

## Management Audit



### Management Audit Files

**Purpose for collection:** To ensure that appropriate financial payments and benefits have been provided to claimants.

**Information maintained:** Name, claim number and financial information related to compensation and benefits.

**Categories of individuals:** Claimants being audited to ensure that the proper payments and benefits are being paid.

**Authority:** Workers' Compensation Act and the Freedom of Information and Protection of Privacy Act

## Medical Aid



### Medical Aid Inquiries

**Purpose for collection:** The information is collected to verify whether our records indicate we have received a billing and made the payment, if the payment is outstanding, or if we are not aware of the service provided.

**Information maintained:** Name, address, phone number, claim number, personal health number, date of birth, medical information, medical billing details.

**Categories of individuals:** The information pertains to workers who have received medical treatments and in situations where the service provider believes the examination/treatment invoice is not paid.

**Authority:** Workers' Compensation Act and the Freedom of Information and Protection of Privacy Act

## Registration and Account Services



### Request for Direct Deposit

**Purpose for collection:** The information is collected to arrange for payments to be made via an electronic funds transfer rather than the WCB issuing a cheque.

**Information maintained:** Name, address, phone number, claim number, worker/employer/vendor status, bank name, bank branch, bank account number, type of account (chequing/savings), signature, void cheque.

**Categories of individuals:** The information pertains to individuals requesting direct deposit of funds into their bank account.

**Authority:** Workers' Compensation Act and the Freedom of Information and Protection of Privacy Act

## Employee and Corporate Services

The Employee and Corporate Services division provides various services to support WCB employees and programs. The Human Resources area provides employee services and support. Facility Services is responsible for the overall management, coordination, planning and delivery of administrative services to WCB personnel. Contracting and Procurement Services and the Corporate Security program are both administered through the Employee and Corporate Services Division.

### Personal information banks:

#### Contracting and Procurement Services



##### Contracting and Procurement Services (CAPS) Travel Charges

**Purpose for collection:** The information is used to reconcile claimant charges on the corporate charge account to ensure costs are charged to the appropriate claim.

**Information maintained:** Name, claim number, airfare provider name and charges, accommodation provider and charges.

**Categories of individuals:** Claimants who have had to use WCB travel service providers at some point during the management of their claim.

**Authority:** Workers' Compensation Act and the Freedom of Information and Protection of Privacy Act

#### Corporate Security



##### Incident Response Management System (IRMS)

**Purpose for collection:** The information is used to document unacceptable actions and communicate concerns or restrictions that will be implemented to reduce the likelihood of further incidents.

**Information maintained:** Name, claim number, address, phone number, details of the incident(s), any restrictions that have been implemented concerning contact with WCB staff.

**Categories of individuals:** Individuals whose actions have necessitated the involvement with Corporate Security staff.

**Authority:** Workers' Compensation Act and the Freedom of Information and Protection of Privacy Act

## Finance Division

There are three units within the Finance Division that offer different areas of expertise. Financial Management provides accounting, budgeting, reporting, payment processing, financial process improvements, financial system support, and financial oversight. Financial Planning includes Actuarial Services, Statistical Services, and Financial Planning. Investment Management provides cash and investment services, banking relations and risk management (insurance) services.

### Personal information bank:

#### Finance



##### Garnishee Requests

**Purpose for collection:** The information is collected in order to process garnishees of workers income to Revenue Canada, Employment Insurance, Maintenance Enforcement, Court Orders and Irrevocable Direction to Pay Orders.

**Information maintained:** Name, address, claim number, arrears owing, spouse's name, information about dependents, Social Insurance Number, date of birth, name of organization receiving funds.

**Categories of individuals:** Individuals who have garnishee orders issued against them for monies owing to third parties.

**Authority:** Workers' Compensation Act and the Freedom of Information and Protection of Privacy Act

## Secretary and General Counsel

The Secretary and General Counsel (SGC) division of the WCB provides Legal Services related to interpreting the WC Act, advice and legal representation and assists in the business operations. The Policy Development area's role is to support the Board's policy mandate by carrying out the WCB's policy development process. The Office of the Appeals Advisor is included in SGC and provides independent advice, assistance and advocacy services to injured workers, and their dependents, with respect to Workers' Compensation entitlements. The Labour Liaison office acts as a resource for unions and injured worker groups. The Freedom of Information and Protection of Privacy (FOIP) Office offers counsel, coordination, support and services in relation to the organization's compliance with the FOIP legislation.

### Personal information banks:

#### Freedom of Information and Protection of Privacy (FOIP) Office



##### FOIP Request/Privacy Complaint Files

**Purpose for collection:** The information is used to verify identification of individuals requesting their personal information, to contact applicants and process the information request or privacy complaint.

**Information maintained:** Name, claim number, address, fax and phone number, e-mail address,

Social Insurance Number, gender, marital status, personal health number, date of accident, employer's name, occupation, employment history, injury site, injury type, medical treatment, medical history, diagnostic information, assessment test results, vocational assessments, surveillance observations, earnings information, compensation payment and benefit details.

**Categories of individuals:** Individuals who submit requests for personal or general information; correction of their personal information; or breach of privacy complaints under the FOIP Act.

**Authority:** Workers' Compensation Act and the Freedom of Information and Protection of Privacy Act

## Labour Liaison



### Labour Liaison Claimant Files

**Purpose for collection:** Claimant information is collected to assist claimants in resolving their claim management issues.

**Information maintained:** Name, address, telephone number, email address, claim number, details of claim issues.

**Categories of individuals:** Claimants who have contacted the Labour Liaison Unit and requested involvement with claim management issues.

**Authority:** Workers' Compensation Act and the Freedom of Information and Protection of Privacy Act



### Labour Liaison Courses

**Purpose for collection:** The information is collected to advise individuals of course dates and times, and future offerings.

**Information maintained:** Name, address, telephone number, fax number, email address, union/local number, courses attended.

**Categories of individuals:** Union representatives who have attended, or who are attending, a course delivered by WCB Labour Liaison Unit.

**Authority:** Workers' Compensation Act and the Freedom of Information and Protection of Privacy Act

## Legal Services



### Legal Action Files

**Purpose for collection:** The information is used by WCB in legal claims/proceedings. The legal proceeding may involve appeals of WCB decisions at the Appeals Commission level or Judicial Reviews.

**Information maintained:** Name, claim number, address, phone number, fax number, email address, Social Insurance Number, medical history, medical treatment, personal health number, marital status, date of accident, employer's name, occupation, employment history, injury site, injury type, diagnostic information, assessment test results, vocational assessments, surveillance observations, earnings information, compensation payment /benefit details, and particulars of the legal action related to the individual.

**Categories of individuals:** Persons commencing legal proceedings against the WCB, or persons against whom the WCB is commencing legal proceedings.

**Authority:** Workers' Compensation Act and the Freedom of Information and Protection of Privacy Act

## Office of the Appeals Advisor



### Office of the Appeals Advisor Files

**Purpose for collection:** The information is used to determine if claimants have received their full entitlements under the WC Act; and to ensure all available benefits have been paid.

**Information maintained:** Name, claim number, address, phone number, fax number, email address, Social Insurance Number, medical history, medical treatment, personal health number, marital status, date of accident, employer's name, occupation, employment history, injury site, injury type, diagnostic information, assessment test results, vocational assessments, surveillance observations, earnings information, compensation payment /benefit details, representatives contact information and particulars of the worker's claim issues.

**Categories of individuals:** Workers who have requested the assistance of an Appeals Advisor.

**Authority:** Workers' Compensation Act and the Freedom of Information and Protection of Privacy Act

## Policy Development



### Policy Notification Database

**Purpose for collection:** The information is used to contact individuals and advise them of policy announcements posted on the WCB website.

**Information maintained:** E-mail address.

**Categories of individuals:** Individuals who asked to be notified of policy announcements on the WCB website.

**Authority:** Workers' Compensation Act and the Freedom of Information and Protection of Privacy Act



### Policy Consultation Project Files

**Purpose for collection:** The information contained in submissions was summarized into a report for policy development use.

**Information maintained:** Name, address, fax number and telephone number, personal opinions expressed about proposed policy amendments.

**Categories of individuals:** Individuals who participated in policy consultation projects between 1998 and 2001.

**Authority:** Workers' Compensation Act and the Freedom of Information and Protection of Privacy Act



### **Proposed Policy Amendments Database**

**Purpose for collection:** The information contained in submissions is summarized and provided for review at Policy Committee and for the Board of Directors.

**Information maintained:** Name, email address, personal opinions expressed about proposed policy amendments.

**Categories of individuals:** Individuals who submitted comments on WCB proposed policy amendments.

**Legal Authority:** Workers' Compensation Act and the Freedom of Information and Protection of Privacy Act

## **Special Investigations Unit**



### **Special Investigation Unit Records**

**Purpose for collection:** The information collected is used for adjudicative purposes or to determine if the subject under investigation has committed a violation of the Criminal Code, WC Act or other WCB policies.

**Information maintained:** Name, address, telephone and fax numbers, email address, Social Insurance Number, medical history, medical treatment, personal health number, marital status, date of accident, employer's name, occupation, employment history, injury site, injury type, diagnostic information, assessment test results, vocational assessments, surveillance observations, compensation payment /benefit details, earnings information, criminal history, licensing permits, credit history, motor vehicle registration, photographs and video images.

**Categories of individuals:** Employers, workers, health care providers and other vendors who have been, or are, involved with the WCB and are subject of an investigation.

**Authority:** Workers' Compensation Act, Police Act and the Freedom of Information and Protection of Privacy Act

## **Subrogation Unit**



### **Third Party Litigation Files**

**Purpose for collection:** The information is used in pursuit of damages on behalf of claimants and WCB in third party litigation.

**Information maintained:** Name, address, telephone and fax numbers, email address, Social Insurance Number, personal health number, photographs, family history, insurance information, police reports, medical history, medical treatment, marital status, date of accident, employer's name, occupation, employment history, injury site, injury type, diagnostic information, assessment test results, vocational assessments, compensation payment /benefit details, earnings information, witness statements, and expert opinions.

**Categories of individuals:** Injured workers, defendants, witnesses and experts involved in third party actions.

**Legal Authority:** Workers' Compensation Act and the Freedom of Information and Protection of Privacy Act

## Conclusion

The WCB Directory of Records was prepared by the FOIP Coordinator's Office. If you have any questions about the *Directory* please contact the Coordinator.

### **Freedom of Information and Protection of Privacy (FOIP) Office**

#### **FOIP Coordinator and Chief Privacy Officer**

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