

### About the Workers Compensation Board - Our Vision, Mission, and Values

#### Our Vision for the Future

A trusted partner, insuring today and building a safer tomorrow.

#### Mission

We are here to insure and support safe and healthy work and workplaces.  
We put workers and employers at the center of all we do.  
We provide them with valued services for injury prevention, compensation, and return to health and work while maintaining system integrity.

#### Values

**Integrity:** We treat everyone fairly, honestly and respectfully. We fulfill our mission with openness and transparency.

**Compassion:** We understand and care about the diverse needs of both our customers and our staff.

**Innovation:** We aim to find new and better ways to provide service that is fast, easy, caring, right and clear. We continually seek to make our system more responsive, efficient and effective.

**Accountability:** We are stewards of an important system and we are accountable to the public and our partners.

**Collaboration:** We strive to work together with each other, and with our partners to serve our customers and achieve our vision.

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## About the WCB Policy and Procedures Manual

Welcome to the Policy and Procedures Manual of the Workers Compensation Board of Manitoba.

WCB policies state the position of the WCB's Board of Directors on any given issue. The Policy and Procedures Manual provides policy information for workers and employers covered by workers compensation, as well as for other interested parties who want to understand the policy positions adopted by the Board of Directors.

The Policy Manual may be accessed free of charge on the Internet at [www.wcb.mb.ca](http://www.wcb.mb.ca).

To keep the Policy Manual relevant and accurate, regular updates to the policies are made. To view recent policy updates please follow the instructions found on the Policy Manual home page under "View Recent Updates". Information is also provided on options for receiving policy manual updates electronically.

## Policy Development at the Manitoba WCB

*The Workers Compensation Act* provides the framework for the administration of the workers compensation program in Manitoba, and all policies must be consistent with the Act. When applicable, each policy provides references to the Act and other related policies.

Policies describe how the Board has decided to interpret and apply *The Workers Compensation Act*, particularly in relation to those sections where the Act grants discretionary powers to the Board.

Policy statements on various issues may arise for a variety of other reasons. A policy statement may be required to clarify a legislated or regulatory requirement. Day-to-day operations may identify the need for a consistent WCB position on a particular issue. Another area that may give rise to policy statements is general government policy applicable to the organization, when WCB policy should be consistent with that of the government.

Finally, the need for a policy position may arise from individual adjudicative or appeal decisions, to ensure consistent interpretations are made of the legislative and regulatory framework.

Virtually all policy statements result in the development of WCB procedures and administrative guidelines to implement the policy.

The WCB is committed to employing an open and transparent policy development process. When developing policy, the WCB is guided by the following principles:

- The WCB is committed to consulting its stakeholders when significant policy issues are
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under development. Consultations will vary depending on the nature of the issue, but in all cases, the WCB is committed to engaging in meaningful dialogue with its stakeholders.

- Policy issues can be brought to the WCB's attention by a number of means. The WCB will be receptive to the issues its stakeholders raise.
- The WCB is committed to ensuring that approved policies are being applied as intended on a consistent basis.
- The WCB will disseminate policies widely.

### **Effective Dates**

From time to time, the WCB's Board of Directors will create new policies or review and amend existing policies. When this happens, the Board of Directors will state an effective date for the new or revised policy. The effective date indicates when and how a new or revised policy will apply to claims and will always be explained at the start of a policy.

Most often, an effective date is simply a calendar date, and that means that the new or revised policy will apply to any accident that occurs on or after that date. In these cases, previous policy will still apply to claims with an accident date before the new or revised policy's effective date.

Other kinds of effective dates are also used. At times, the Board of Directors may want a new or revised policy to apply to all new decisions on or after a certain date. When this type of effective date is used, decisions made on existing claims and new claims will fall under the new or revised policy. The use of this type of effective date may result in a change in future benefits or services to existing claims, but will not involve retroactive adjustment of any benefits previously paid.

More rarely, the Board of Directors will want a new or revised policy to apply retroactively - that is, to claims that arose from accidents that occurred as of a specific date before the new or revised policy was approved. A retroactive policy changes the policy from what it previously was during a time period already past.

The Board of Directors considers the following factors when selecting an effective date for new or revised policies:

- The circumstances contributing to the issue of the new or revised policy;
  - Fairness to those whose interests may have been unfairly dealt with by previous policy;
  - Any hardship to individuals which may result from the proposed method of applying the new or revised policy;
  - The requirements of "good public administration," striking a balance between fairness
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and practicality; and

- The potential net effect of the proposed method of applying the new or revised policy on the Accident Fund.