

## Why you should read this bulletin

We have created the Policy Insider to provide you with important information related to policies at the Workers Compensation Board. The Policy Insider will help you to access information on policy and be aware of policy changes that may affect you. All WCB policy is available for viewing and printing on our new website at [www.wcb.pe.ca](http://www.wcb.pe.ca).

## Policy Changes

The Workers Compensation Board has approved the following policy changes:

### Amended Policy:

POL06-01 "Internal Reconsideration" – This policy was amended to clarify that reconsideration will normally be conducted by a file review without a hearing. *Effective date: June 23, 2005.*

POL06-02 "Workers Compensation Appeal Tribunal" - This policy was amended to include the definition of "Employer Advisor". *Effective date: April 26, 2005.*

POL07-09 "Executive Limitations, Treatment of Clients" - This policy was 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. *Effective date: June 23, 2005.*

POL07-13 "Board Members' Code of Conduct" - This policy was amended to add the definition of "Regular meeting" and reworded section 2(c). *Effective date: June 23, 2005.*

POL07-24 "Ends, Ends" - This policy was amended to provide minor editorial changes, clarification regarding lawsuits, amendment of financial "stability" to "compensation" and only "access" to knowledge can be provided. *Effective date: June 23, 2005.*

### New Policy:

POL02-25 "Self-Insured Employer-Administration Fee" – This policy was developed to provide guidance with respect to the administration fee charged by the Workers Compensation Board for self-insured employers. *Effective date: June 23, 2005.*

POL07-71 "Pension Replacement Benefits" – This policy was developed to provide guidance with respect to a worker's entitlement to pension replacement benefits. *Effective date: June 23, 2005.*



# Policy INSIDER

Edition 11  
August 2005

## Did You Know?

The Board of Directors recently approved in principle changes to the Client Services policy POL04-01, "Travel Allowances." If these changes are given final approval, this will mean an increase in the amount that the Workers Compensation Board reimburses workers for transportation costs related to medical appointments, vocational rehabilitation training, and other meetings that are arranged by the Workers Compensation Board related to a worker's claim. The Workers Compensation Board is proposing the rate per km be increased from \$.22/km to \$.27/km. The proposed rate of increase was determined by reviewing the changes in gasoline prices on Prince Edward Island since November 2000. The last increase that was approved by the Workers Compensation Board was in November 2000 when the rate per km was increased from \$.20/km to \$.22/km.

You can review the proposed changes to this policy in the Policy-Public Consultation section of our website at [www.wcb.pe.ca](http://www.wcb.pe.ca) and provide your comments. All input will be considered by the Workers Compensation Board prior to final approval of changes to the "Travel Allowances" policy.

## Stay Informed ... Stay in Touch

### Customer Liaison Service

Access the Customer Liaison Service offered by the Workers Compensation Board. This service provides a formal way for you to log complaints about the quality of service you receive from the WCB. The Customer Liaison Officer will record information on all quality service issues, transfer this information to the appropriate staff person, and ensure that the WCB responds to each complaint received. You can contact the Customer Liaison Officer at:

Customer Liaison Officer, Workers Compensation Board  
14 Weymouth Street, PO Box 757, Charlottetown, PE C1A 7L7  
Tel: 1-866-460-3074 Email: [customerliaison@wcb.pe.ca](mailto:customerliaison@wcb.pe.ca) Fax: 902-368-5705

### Policy – We want your feedback

All WCB policy is available for viewing and printing on our website at [www.wcb.pe.ca](http://www.wcb.pe.ca). View our proposed policy in the Policy - Public Consultations section of our website and submit your feedback on the draft policy.

If you require general information about Workers Compensation Board policy contact our Policy and Planning Coordinator, Danny Miller, at 1-800-237-5049 or 902-569-7713, or by email at [jdmiller@wcb.pe.ca](mailto:jdmiller@wcb.pe.ca).

**Please note:** Staff in the Policy department do not make decisions related to your claim or have access to worker claim files. If you have questions related to your claim with the Workers Compensation Board, contact your Entitlement Officer or Case Coordinator at 902-368-5680 or toll-free in Atlantic Canada at 1-800-237-5049.

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