



WAO
Yukon Workers'
Advocate Office

Service Commitment and Standards

PURPOSE

This service commitment sets out the standards you can expect from WAO, and what we expect from you. This commitment supports WAO's policy, and procedures, public sector ethics, cross jurisdictional best practices and reflects the governing legislation.

OUR COMMITMENT TO WORKERS

WAO commits to providing workers with a fair, client focused experience while adhering to the core values of our work and expectations of the public.

What You Can Expect from Us

- Provide a safe and respectful environment for you to share your perspective.
- Act honestly and in good faith with you, YWSCB, WCAT and other relevant parties.
- If applicable, guide you through the appeal processes.
- Provide clear and timely advice.
- Respect your privacy, subject to the applicable laws.
- Maintain independence from YWSCB and the WCAT.
- Manage actual or perceived conflicts of interest.
- Withdraw from serving you if you ask us to help you break the law, demonstrate abusive or disrespectful behaviour, or repeatedly fail to follow this Service Commitment.
- Provide a fair, consistent, and transparent process for filing a complaint about us.

What We Cannot Do for You

- Guarantee an outcome from YWSCB or WCAT.
- Represent you in a court of law.
- Represent a worker seeking to overturn another worker's claim.
- Represent you if there is a lack of evidence supporting your claim.
- Represent a client who already has a formal representative other than WAO.
- Represent you if you take action(s) that are not consistent with our advice.
- Break the law, further unethical or frivolous conduct, or abuse the workers' compensation system.

What We Expect from You

- **Commitment:** Review this Service Commitment to understand what is expected from you.
- **Respect:** Treat us with respect, including in emails, in letters, and on phone calls.
- **Transparency:** Tell the truth and not withhold information from us.
- **Openness:** Provide us the information that is requested by us or related to your claim file.
- **Partnership:** When we need your help to obtain information about your claim, help us get that information.
- **Communication:** Timely responses to our phone calls, email messages, or letters to help meet deadlines.