

**The Employers' Advisers Office**



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Employers' Advisers Office

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**Agenda**

- EAO Authority
- EAO Services
- 5 Things Every BC Employer Should Know About WorkSafeBC
- Where to find us

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**Employers' Advisers Office (EAO)**

Authority under S.352 of the *Act*

- Provide advice, assistance & representation to Employers on the Workers Compensation Act, and the Regulations wherever there is merit

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**Employers' Advisers Office (EAO)**

The EAO is:

- Independent from WorkSafeBC (S. 350(1))
- Funded by WorkSafeBC via the Accident Fund (Section S. 350(3))
- Connected to WorkSafeBC networks / programs (S. 353(1))

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**What Can the EAO Help With?**

**WORK SAFE BC**

Claims	Health & Safety (Prevention)
Insurance	Prohibited Action Complaints

**EAO**

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**How can the EAO Help You?**

**Advice and Assistance:**

- EAO Toll-Free Phone  
**1-800-925-2233**
- Answering questions
- Providing information / advice
- "Do I need to fill out a Form 7?"
- "How do I respond to orders received?"




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**How can the EAO Help You?**

**Representation (with merit):**

- Complex cases that require more than a phone call
- Assigned to an Adviser for ongoing assistance
- Reviews / appeals
  - Written submissions
  - Oral hearings
- Mediations




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**How can the EAO Help You?**

**Merit Assessment**

- Not Advocates
- We ensure the correct application of law and policy
- Evidence of an error of law, fact, or policy
  - New information
  - Information overlooked
  - Evidence incorrectly weighed




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**How can the EAO Help You?**

**Education & Training:**

- Webinars
- In-person Seminars
  - Public Seminars
  - Employer Requested Seminars




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### How can the EAO Help You?

**Education & Training:**

- New JHSC Member Training
- Claims Management 1-4
- Workplace Inspections and Hazard ID
- Due Diligence
- Incident Investigations




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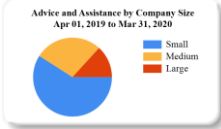
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### A Year at the EAO – Stats

**2019/20 Year End Statistics (April 1/19 to Mar 31/20):**

- A&A's - **7072**
- Total Representations - **1564**
  - Submissions - **1410**
  - Oral Hearings - **119**
  - Mediations - **35**
- Seminars - **469**



Advice and Assistance by Company Size  
Apr 01, 2019 to Mar 31, 2020

■ Small  
■ Medium  
■ Large

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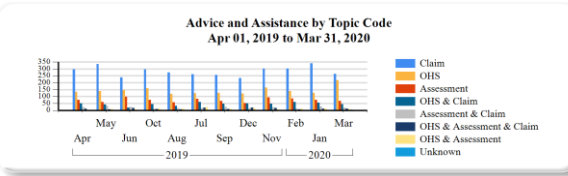
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### A Year at the EAO – Stats

**Advice and Assistance by Topic Code**  
Apr 01, 2019 to Mar 31, 2020



■ Claim  
■ OHS  
■ Assessment  
■ OHS & Claim  
■ Assessment & Claim  
■ OHS & Assessment & Claim  
■ OHS & Assessment  
■ Unknown

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**5 Things Every Employer Should Know about WorkSafeBC**




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**1. Legal Responsibilities**

- You are required to register for WorkSafeBC if:
  - You are an employer
  - You are incorporated
  - You hire contractors that are unregistered
- Employers are responsible for the health and safety of their workers and those on their worksite
  - Know and apply the legislation
  - Have a functional OHS program
  - Enforce your program
- Report injuries within 3 days of becoming aware

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**2. You have a Safety Record**

- OHS violations remain on your record for 3 years
- Complying with an order does not remove it from your record
- Violations accumulate → \$\$ penalties
- If an order was issued incorrectly, you must have it *cancelled*
  - Discuss with the Officer (reconsiderations 75 days)
  - Request a review (45 days)

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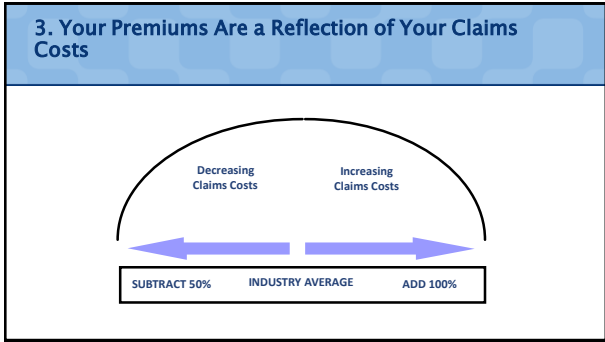
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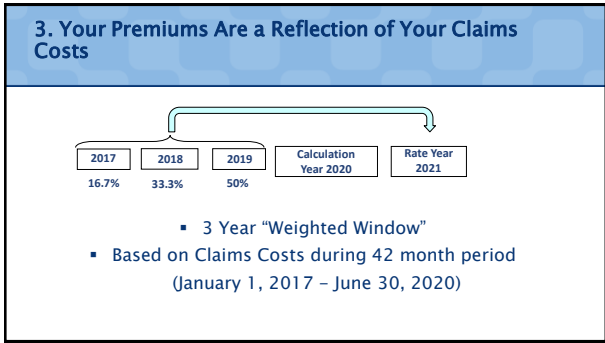
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- ### 4. Get Involved in your Claims
- Complete your F7 on time
    - Modify / edit pre-filled F7s to your own version of events
  - Protest claims where necessary
    - Provide rationale / evidence
  - Make an airtight offer light duties
    - Informal offer at time of incident (verbal or text)
    - Formal written offer as soon as possible (in-person, mail, or email)
  - Get to know your Entitlement Officer / Case Manager

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### Conduct of an Appeal

- Written submissions
  - Written argument
  - Evidence
- Oral Hearing
  - Verbal argument
  - Witnesses
  - Cross examinations
- Decisions issued in writing




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### Summary - 5 Things

1. Know your legal responsibilities
2. Manage your safety record
3. Your experience rating (premiums) are a reflect of your claims
4. Get involved in your claims
5. You can have WorkSafeBC decisions changed

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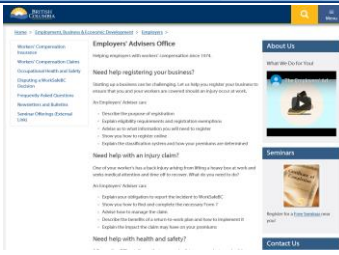
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### How to Contact Us

**Call Us!**  
**1-800-925-2233**




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Questions?




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Thank-you!

Kaitlin Irving  
[kaitlin.Irving@eao-bc.org](mailto:kaitlin.Irving@eao-bc.org)  
 EAO Toll-Free: 1-800-925-2233  
[www.gov.bc.ca/employersadvisers](http://www.gov.bc.ca/employersadvisers)

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