

## Employer Resource Centre Frequently Asked Questions (FAQs)

### **Q: What is the Employer Resource Centre?**

A: The WCB established the Employer Resource Centre dedicated to helping employers navigate the workers' compensation system.

For specific questions about your employer account or your worker's injury claim, you can continue to contact the WCB by calling 1-800-667-7590 or emailing [AskWCB@wcbask.com](mailto:AskWCB@wcbask.com).

For help with more general questions about where to start when applying for WCB coverage, injury prevention educational materials and what to do when an injury happens, contact the Employer Resource Centre at 1-833-961-0042 or email at [ERC@wcbask.com](mailto:ERC@wcbask.com).

The Workers' Compensation Act Committee of Review 2016 Report included a recommendation to establish the Employer Resource Centre as your point of contact to answer questions to help you better navigate workers' compensation system, provide support materials and connect you with the right person at the WCB.

### **Q: What services does the Employer Resource Centre offer to Saskatchewan employers?**

A: The Employer Resource Centre can answer your questions about where to start when applying for WCB coverage and provide information on injury prevention educational materials and general information on what to do when an injury happens. The centre can provide additional support to understand WCB requirements, understand how to fill out forms, or help with return to work.

Resources available on our website include:

[Register your business](#)  
[Reporting & managing your worker's injury claim](#)  
[Pay employer premiums](#)  
[Letters of good standing & clearances](#)  
[Reporting your payroll](#)  
[Classification & rate setting](#)

[Employer appeals](#)  
[Coverage](#)  
[Employer forms, fact sheets & FAQs](#)  
[Health & safety](#)  
[Create online account](#)  
[Fair Practices Office \(FPO\)](#)

**Q: How do I get in contact with the Employer Resource Centre?**

A: There are a number of ways you can contact the centre:

- Online: [www.wcbask.com/employers](http://www.wcbask.com/employers)
- Email: [ERC@wcbask.com](mailto:ERC@wcbask.com)
- Phone: 1.833.961.0042

For specific questions about your employer account or your worker's injury claim, you can continue to contact the WCB by calling 1-800-667-7590 or emailing [AskWCB@wcbask.com](mailto:AskWCB@wcbask.com).

**Q: Can the Employer Resource Centre help me with my appeal?**

A: The Employer Resource Centre can provide general information about the appeals process and explain the forms that you need to complete, as well as the information that is required. However, the centre will not advocate on your behalf to resolve disputes about claims or employer accounts.

**Q: Can the Employer Resource Centre help me register my business with the WCB?**

A: Yes. The centre can help you learn the purpose of registration, provide the information you'll need to register and help you register your business.

**Q: Where can I find more information about the Employer Resource Centre?**

A: Visit the Employer Resource Centre online at [www.wcbask.com/employers](http://www.wcbask.com/employers) for the tools you need to better navigate the WCB system. You can also contact the centre by email at [ERC@wcbask.com](mailto:ERC@wcbask.com) or by phone at 1.833.961.0042.

For specific questions about your employer account or your worker's injury claim, you can continue to contact the WCB by calling the: 1-800-667-7590 or emailing [AskWCB@wcbask.com](mailto:AskWCB@wcbask.com).

**Q: Can the Employer Resource Centre help me with health and safety in my workplace?**

A: The centre can provide information on safety regulations governing your business activities, safety obligations for your workers and your workplace and how to complete general health and safety training.

While the centre can provide information to help you set up your safety management system for your workplace, the centre will not set up your safety management system for you.

The centre can also provide you with return to work information that will help you manage your claims if you have an injury in your workplace.

**Q: Does the Employer Resource Centre offer injury prevention advice?**

A: Yes. The centre can help you with your prevention needs by providing you with injury prevention educational materials, as well as speaking to what other training and resources are available to you.

**Q: Can the Employer Resource Centre help me with experience rating questions?**

A: Yes. The centre has information about the experience rating program under the classification and rate setting page linked on the centre's webpage. The centre can help answer your questions about the experience rating program, the differences between the standard and the advanced programs and how your claims experience affects your premiums.

**Q: Can the Employer Resource Centre help me resolve issues about fairness?**

A: The centre can direct you to the Fair Practices Office (FPO). The role of the FPO is to listen to your concerns, provide information on how the WCB system operates and work to resolve problems. All inquiries to the FPO are confidential unless you request the FPO to speak directly to WCB staff about your concerns.

The FPO cannot deal with decisions under appeal, board members' conduct or decisions or matters already being dealt with by the Office of the Workers' Advocate, alleged illegal or fraudulent acts, or changes to *The Workers' Compensation Act, 2013* or its Regulations.

**Q: Can the Employer Resource Centre help answer my questions about a worker's injury claim?**

A: The centre can provide information on the claims process, however we cannot share confidential information on a specific claim. The centre can also help connect you with a representative who can assist with claim specific questions.

For specific questions about your employer account or your worker's injury claim, you can continue to contact the WCB by calling the: 1-800-667-7590 or emailing [AskWCB@wcbask.com](mailto:AskWCB@wcbask.com).

**Q: A worker was injured at my workplace and I don't know what to do. Can the Employer Resource Centre help?**

A: Yes. The centre can help you learn your obligations to report the incident to the WCB and the necessary forms you'll need. You can also learn how to manage a workplace injury for return to work and the impact an injury claim may have on your premiums.

For specific questions about your employer account or your worker's injury claim, you can continue to contact the WCB by calling the: 1-800-667-7590 or emailing [AskWCB@wcbask.com](mailto:AskWCB@wcbask.com).