

Title	Navigate the System	CP-003
Effective date	December 1, 2018	
Replaces	New	
Next review date	February 1, 2019	

1 Overview

The Fair Practices Office (FPO) is accountable to Albertans for meeting its business objectives and accomplishing its mandate set out in business and operational plans. This operating policy for the Navigate the System Branch outlines the approach and standard business practices required to ensure client needs are met in a safe and respectful environment, with a focus on service quality.

2 Rationale

The purpose of this document is to provide guidance to FPO staff for the administration of their duties.

3 Scope

The Navigate the System Branch focuses on helping those in the workers' compensation system in navigation of the supports and services they need including referrals to social-based services and programs and transition between programs as they age or their circumstances change.

4 Policy

Navigate the System Branch – Intake:

- Answer questions on matters regarding the workers' compensation system to the best of their ability.
- Triage inquiries based on the information provided, and provide a holistic approach to client-centered services by considering the broad range of client needs and social-based programs and services available to meet identified needs.
- At each interaction, staff will work to empower the client to be independent by providing referral to appropriate services.
- Manage consent form distribution based on the type of FPO service required by the client.
- Adhere to the Government of Alberta privacy and confidentiality guidelines as outlined in the *Freedom of Information and Protection of Privacy Act*.

Navigate the System Branch – Referral Services:

- Provide appropriate information referrals to municipal, provincial, and federal government departments, assessment services, community agencies, non-profits, etc.
- Where applicable or appropriate, ensure a warm hand-off to other service partners by working closely with other public service and not-for-profit delivery representatives to coordinate social-based program and service delivery for clients, providing a seamless client experience.

- Make direct contact with service partners, and following up with client and program area to ensure appropriate services were received.
- Staff will endeavor to make appropriate referrals, based on regional availability of services, but cannot guarantee a client will receive services upon referral.
- Adhere to the Government of Alberta privacy and confidentiality guidelines as outlined in the *Freedom of Information and Protection of Privacy Act*.

5 Authority

Subsection 3(1)(e) of the Fair Practices Office Regulation enables the Commissioner to establish procedures respecting providing assistance to workers, their dependents or employers in navigating the workers' compensation system, including directing workers, their dependents, or employers to appropriate resources, persons(s) or organization for assistance.

6 Related content

1. *Workers' Compensation Act*
2. Fair Practices Office Regulation

7 Authorizing signature and date

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Approved by	Harold Robinson, Fair Practices Commissioner	
Signature	[original signed]	
Date	December 1, 2018	