

# About the EMPLOYER ADVISOR BRANCH

## WHAT DO EMPLOYER ADVISORS DO?

Employer Advisors help you with issues or disagreements you may have with WCB claims or accounts. They provide advice and act as your representative.

## Employer Advisors Offer

### EDUCATION

We explain WCB legislation and policy and how it applies to your account or a claim matter. We also conduct information sessions to educate employers about their rights and responsibilities under the Workers' Compensation Act.

### ADVICE AND SUPPORT

We provide advice and guidance on navigating the WCB system (e.g. accident reporting and return to work). We also assist you with locating evidence to support your case.

### REPRESENTATION

We represent you through all three levels of appeal — the WCB Customer Service Department / Employer Account Services, the Dispute Resolution and Decision Review Body (DRDRB), and the Appeals Commission (AC). Our Advisors attend hearings with you, write submissions, and make arguments on your behalf.

### INDEPENDENT FROM WCB

The Advisor Office is a program of the Government of Alberta. We are independent from the WCB. Advisors provide relevant, objective, and confidential advice.

### EXPERTISE IN WCB LEGISLATION AND POLICY

Our Advisors are highly trained professionals with in-depth knowledge of WCB legislation, policy, and procedures. They use their expertise to assess WCB decisions and recommend appropriate actions tailored to your specific claim or account.

### SERVICE ELIGIBILITY

Any employer covered under WCB Alberta, is eligible to access our services at no cost.

### WE ARE HERE TO HELP

Contact us for assistance at the toll-free number below, email us at [advisoroffice@gov.ab.ca](mailto:advisoroffice@gov.ab.ca), or visit our website at [advisoroffice.alberta.ca](http://advisoroffice.alberta.ca)