

Employer Resource Centre frequently asked questions (FAQs)

Understanding that employers may require support in navigating the workers' compensation system, the WCB has an Employer Resource Centre devoted to helping employers. This is your point of contact to answer questions, provide support materials and connect you with the right person at the WCB. The Employer Resource Centre gives you the tools you need to better navigate the WCB system.

What is the Employer Resource Centre?

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

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.

What services does the Employer Resource Centre offer to Saskatchewan employers?

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.

The Employer Resource Centre can help with your general inquiries. This can include:

- Your general responsibilities during the [claims and return-to-work process](#).
- What the [return-to-work process](#) looks like and your responsibilities.
- What you need to know if you have a [return-to-work program](#) in place.
- How to start a [return-to-work program](#).
- Where to find [WorkSafe Saskatchewan prevention training](#) and injury prevention educational materials.
- Information on the [Fair Practices Office](#).
- What you need to know about the [employer appeals process](#).

While the Employer Resource Centre can provide information on return-to-work processes and resources to develop return-to-work programs, as well as provide information about the Fair Practices Office and appeals process, it will not advocate on behalf of employers to resolve disputes about claims. Direct any specific injury claim questions to claims@wcbask.com.

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

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

- Online: wcbask.com/employers
- Email: ERC@wcbask.com
- Phone: 1.833.961.0042

What if I have a specific question on my employer account? Do I reach out to the Employer Resource Centre?

For specific questions on your employer account, contact the WCB's employer services department:

Email: employerservices@wcbask.com
Phone: 1.800.667.7590 ext. 2

The WCB's employer services department can help with questions such as:

- How to [register your business](#) with the WCB.
- How to apply for [WCB coverage](#).
- What the difference between a [letter of good standing and a clearance](#) is, and how to request them.
- How to [pay your employer premiums](#).
- What your current year's [industry premium rate](#) is.
- Information on [industry classification](#) and the employer.
- What the [experience rating program](#) is and how it can adjust your premium rate.
- What the WCB [defines as a worker or contractor of your business](#) and how to report them to the WCB.
- How to file your annual [Employer's Payroll Statement](#) by Feb. 28 of each year and how to revise your payroll estimates.

Who do I contact if I have a specific question on a worker's injury claim?

For specific questions on your worker's injury claim, contact the WCB's operations division:

- Email: claims@wcbask.com
Phone: 1.800.667.7590 ext. 1

The operations division can answer questions such as:

- When and [how to report a work injury](#)
- How to fill out [claim forms](#).



- [What qualifies as a work injury](#) with the WCB.
- What rights you do and do not have to parts of your [worker's claim record](#).
- Any other [specific claim-related questions](#), including a worker's claim status.

Can the Employer Resource Centre help me with my appeal?

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.

What if I need help registering my business with the WCB?

Contact the WCB's employer services department:

- Email: employerservices@wcbask.com
- Phone: 1.800.667.7590 ext. 2

Representatives can help you learn the purpose of registration, provide the information you'll need to register and help you register your business.

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

Visit the Employer Resource Centre online at 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 or by phone at 1.833.961.0042.

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

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.



Does the Employer Resource Centre offer injury prevention advice?

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.

Injury prevention education materials are available through WorkSafe Saskatchewan, the partnership between the WCB and the Ministry of Labour Relations and Workplace Safety. Visit worksafesask.ca/training for injury prevention training.

Who do I contact if I have experience rating program questions?

Contact the WCB's employer services department for information about the experience rating program. Information is also available on the WCB's website on the [experience rating program](#) under the "Classification and premium rate setting" page linked on the [centre's webpage](#). Representatives 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.

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.

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

A: The centre can provide general information on the claims process, however centre representatives cannot share confidential information on a specific claim. For claim-specific questions, contact the operations division.

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

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.

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For specific questions about your worker's injury claim, contact the WCB's operations division:

- Email: claims@wcbask.com
- Phone: 1.800.667.7590 ext. 1

What information can I find on the Employer Resource Centre's webpage?

Resources available through the Employer Resource Centre webpage at wcbask.com/employers include:

- **[Business registration and coverage](#)**
Find forms and information for employers on how to register your new business with the WCB, what to do if you close your business or change ownership and coverage options with the WCB.
- **[Reporting to the WCB](#)**
Learn about reporting wages, contractors and payroll statement, as well as paying premiums, requesting letters of good standing or clearances and premium rates.
- **[Injury claims](#)**
Was one or more of your workers injured in a work-related incident? Need to file a WCB claim? Learn the steps employers need to take to submit a claim.
- **[Employer rights and responsibilities](#)**
Learn what your responsibilities are with the WCB, your rights to your worker's medical information and what the WCB's responsibilities are to you and injured workers.
- **[Employer audits](#)**
Learn why the WCB may select you for an audit, how to prepare for an audit and how to avoid common reporting errors.
- **[Resources for employers](#)**
Learn how to register for direct deposit, forms and fact sheets for employers, news, privacy concerns, WorkSafe Saskatchewan, employer appeals and the Fair Practices Office.
- **[Fraud and abuse](#)**
Learn what fraudulent activity is, examples and tips for employers, workers and care providers, and how to report suspected fraud to the WCB.

- **[Safety and prevention](#)**
Learn the safety regulations governing your business activities, the safety obligations for your workers and your workplace and how to complete general health and safety training.
- **[Classification and premium rate setting](#)**
Learn what the current year's industry premium rates are, how employers are grouped together and how premium rates are determined each year.
- **[Pay employer premiums](#)**
Learn what you'll need to make a payment, what happens if payment is late and how to check your statement balance.
- **[Employer's Payroll Statement \(EPS\)](#)**
Learn how to submit your Employer's Payroll Statement (EPS), when the WCB must receive your payroll statement each year and who is required to complete an EPS each year.
- **[Letters of good standing and clearances](#)**
Learn the difference between letters of good standing and clearances and how to request them.

Who can I contact for more information?

For general inquiries:

- Employer Resource Centre
- Email: ERC@wcbask.com
- Phone: 1.833.961.0042

For specific inquiries if you are:

- ready to register your business
- requesting a clearance or a letter of good standing
- revising or updating your payroll
- discussing your statement of account and/or making a payment

Contact the employer services department

- Email: employerservices@wcbask.com
- Phone: 1.800.667.7590 ext. 1

Claim information

For specific questions on your worker's injury claim, contact the operations division:

- Email: claims@wcbask.com
- Toll free: 1.800.667.7590 ext. 2