

Worker Advisor Office - Email Inquiry Guidelines

Every year, the Worker Advisor Office receives numerous emails to our public email address (wao@gov.mb.ca). Our responses need to be accurate and clear. It is also important that they look professional and that the information provided is consistent.

These guidelines are intended to:

- provide the framework for responding to different types of inquiries, and
- ensure consistency in the appearance of email responses.

Steps for Responding to General Inquiry Emails

- Intake Officers are to respond to general inquiry emails within 2 days
- Use “Arial” font with black type in size 12
- Remove the word “Spam” from the subject line, where necessary, and replace it with “Worker Advisor Office Inquiry”
- Confirm that the email address is correct. Forward emails received by MB Government Inquiry (MGI) to the writer of the original email.
- If applicable, select the appropriate response for the inquiry using the templates below (**Templates**)
- Add a black slash (“/”) followed by your initials (“ab”) to identify you as the author of the email.
- Re-read the response to ensure the spelling, grammar and format is correct
- After sending the email, drag it from your “Sent” items to the “Sent” items of the “+WPG112 – WAO (LIM)” email box.
- Drag the inquiry to “Emails Done” folder of “+WPG112 – WAO (LIM)” email box.
- If the initial email contains an attachment, it is important that you also drag the item from your “Sent” box to the “Sent” box of the GI email account so that we retain the attachment.
- If the email contains a telephone number and pertains to a WCB matter that is more appropriately addressed in a discussion, then call the individual instead of sending a generic reply. Following the call,

Claim or Claim-Related Questions

- Check WAO Claimant Application – if email is from claimant with an active file, then forward the email to the assigned intake officer or worker advisor for a response.
- Forward complaints about the actions or assessment of an intake officer or worker advisor to the manager.

Policy-Related Matters

- Forward policy-based e-mail inquiries to the WAO Manager. These include:
 - Inquiries related to the intent of legislation,
 - Questions on comparative data between Manitoba and other jurisdictions
 - Inquiries on which the Minister has been copied
 - Media requests

Junk Mail

- Junk mail including announcements about prize winnings, commercial advertising, etetera, can be deleted **but** check there is no claim attached or Worker Advisor Office inquiries before you do.
- Emails marked “Spam” are not always junk mail. Many are legitimate emails that have been identified as possible spam by the government system. In these cases, replace the word “Spam” with “Worker Advisor Office Inquiry” in the subject line of the email
- When an email is received advsing that an email that has been quarantined as spam. Click on the URL provided and you will be automatically redirected to your quarantined email site. You will not need to enter a password when you access quarantined emails via the email notification.

Templates

- a. **Worker Advisor Office**
- b. **Employment Standards**
- c. **Workplace Safety and Health**
- d. **Immigration / Employment**

a) Worker Advisor Office:

Thank you for your email.

As you may know, the Worker Advisor Office provides advice, assistance, and sometimes representation, to injured workers who want to appeal a decision made by the Workers Compensation Board of Manitoba (WCB).

Please call us so we can discuss your concerns and obtain further information from you. This will help us fully respond to the issues you have raised.

You can call our office at 204-945-5787 in Winnipeg, or toll free at 1-800-282-8069 and ask for extension "5787" or the "Worker Advisor Office" by name. We are open Monday through Friday between 8:30 am and 4:30 pm.

Alternatively, if you prefer, please provide a telephone number where you can be reached, and we will call you directly.

*Worker Advisor Office
Manitoba Growth, Enterprise and Trade
Phone: 204-945-5787
Toll-free (inside Manitoba) 1-800-282-8069 (ext. 5787)
Fax: 204-948-2020*

b) Employment Standards:

Thank you for your email.

The Worker Advisor Office provides assistance to injured workers who want to appeal a decision of the Workers Compensation Board of Manitoba (WCB).

Your concerns appear to be about your rights and responsibilities in your employment. You may wish to contact Manitoba Employment Standards directly at:

Employment Standards
604 - 401 York Avenue
Winnipeg, MB. R3C 0P8
Telephone: 204-945-3352 or toll free in Manitoba 1-800-821-4307
Fax: 204-948-3046
Web: <http://www.gov.mb.ca/labour/standards/index.html>

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c) **Workplace Safety and Health:**

Thank you for your email.

The Worker Advisor Office provides assistance to injured workers who want to appeal a decision of the Workers Compensation Board of Manitoba (WCB).

Your concerns appear to be about workplace safety and health. You may wish to contact Manitoba Workplace Safety and Health directly at:

Workplace Safety and Health Division
200 - 401 York Avenue
Winnipeg, MB. R3C 0P8
Phone: 204-945-3446
Toll free 1-800-282-8069
Web: www.gov.mb.ca/labour/safety/

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d) **Immigration / Seeking employment in Canada**

Thank you for your email.

The Worker Advisor Office provides assistance to injured workers who want to appeal a decision of the Workers Compensation Board of Manitoba (WCB).

Your concerns appear to be about the requirements for immigrating and working in Canada. You may wish to visit Immigration and Citizenship Canada's website at (<http://www.cic.gc.ca/english/immigrate/index.asp>) for additional information on this matter. You may also wish to visit www.immigratemanitoba.com for information specifically about immigrating to the province of Manitoba.

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