

Withdrawal of Services

While the right to representation by counsel or another agent is in the Regulations, (s.11 Alberta Regulations 325/2002) the services of the OAA is not a right.

Services can and will be withdrawn for various reasons consistent with, but not limited to, the following procedure:

1. *The services of the OAA will be withdrawn where a client seeks alternate representation (dual representation is not allowed).*

- 1.1. Upon becoming aware of the client's choice of alternate representative, the advisor will prepare correspondence to the client, copies to Customer Service (CS), WCB review body or AC, advising the services of the OAA have been withdrawn.

Said correspondence will detail the OAA will not take any further steps in this matter including protection of the time limitations.

- 1.2 The OAA file status will be recorded as withdrawn and the file closed.

2. *The services of the OAA will be refused and or withdrawn in situations such as, but not limited to, the following:*

- abusive behavior towards other WCB staff or property;
- abusive behavior towards OAA staff or property;
- criminal or fraudulent activities or findings (relevant to WC matters);
- misrepresentation of facts/evidence to OAA staff;
- blatant abuse of process;
- unreasonable demands; or
- other matters of conflict or potential conflict as determined by the OAA manager.

- 2.1 Regarding any occurrence as above, the advisor will bring the matter to the attention of the supervisor who will review the circumstances to consider withdrawing services.

If, in the opinion of the supervisor, services should continue, no withdrawal will be considered.

If, in the opinion of the supervisor, the incident/history warrants withdrawing services, correspondence will be sent to the worker by the advisor or supervisor.

If necessary, the matter will be referred to the manager for review.

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- 2.2 If the manager agrees, correspondence will be prepared to the client, copies to CS, WCB review body or AC advising of the withdrawal of services and the reasons. Again, said correspondence will advise the client no further steps will be taken by the OAA in regards to the time limitation.
- 2.3 The OAA file status will be withdrawn and the file closed.
- 2.4 In all such cases where the manager withdraws services of the OAA, services will not be reconsidered without managerial approval.