

OAA Code of Conduct

1. Advisors will honestly represent the client.

Represent; do not misrepresent!

2. Advisors will be prepared and knowledgeable.

Know your client, the case and the evidence!

3. Advisors will observe WCB and Appeals Commission rules and procedures.

Advisors work for their clients within the review/appeal systems established by WCB and Appeals Commission. It is their right to set the rules. Know them! Follow them—as long as they comply with the principles of natural justice and procedural fairness.

4. Advisors will act with respect and courtesy.

Clients, witnesses, decision makers, representatives, hearing panel members and anyone else you come into contact with in the course of your work, deserve your professionalism.