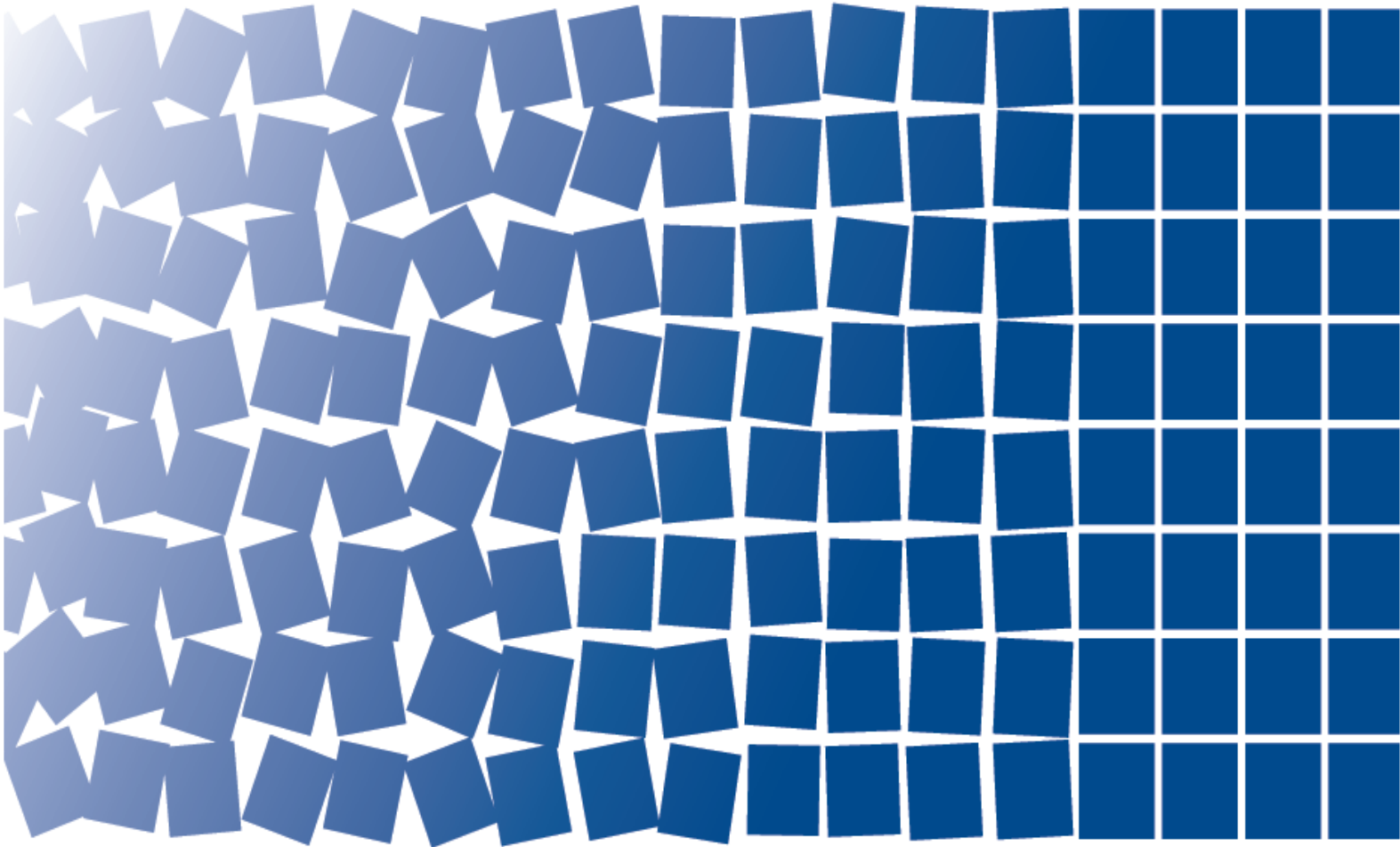


# **WORKERS' COMPENSATION SERVICES OPERATIONAL RECORDS CLASSIFICATION SYSTEM**



**GOVERNMENT RECORDS SERVICE**

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

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*WORKERS' COMPENSATION SERVICES*

*OPERATIONAL RECORDS CLASSIFICATION SYSTEM*

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SYSTEMS SECTION

## USEFUL INFORMATION

### Key to Information Schedule Codes and Acronyms:

|                                      |  |
|--------------------------------------|--|
| Information Schedule titles:         | <b>ARCS</b> = <i>Administrative Records Classification System</i><br><b>ORCS</b> = <i>Operational Records Classification System</i>  |
| Office information:                  | <b>OPR</b> = Office of Primary Responsibility  |
| Records life cycle:                  | <b>A</b> = Active<br><b>SA</b> = Semi-active<br><b>FD</b> = Final Disposition  |
| Active and semi-active period codes: | <b>CY</b> = Calendar Year<br><b>FY</b> = Fiscal Year<br><b>NA</b> = Not Applicable<br><b>SO</b> = Superseded or Obsolete<br><b>w</b> = week<br><b>m</b> = month<br><b>y</b> = year |
| Final disposition categories:        | <b>DE</b> = Destruction<br><b>FR</b> = Full Retention<br><b>SR</b> = Selective Retention<br><b>OD</b> = Other Disposition<br><b>NA</b> = Not Applicable                            |
| Special flags:                       | <b>FOI</b> = Freedom of Information/Protection of Privacy<br><b>PIB</b> = Personal Information Bank<br><b>VR</b> = Vital Records   |

The following links provide additional resources for managing your information:

- [ARCS and ORCS User Guide.](#)
- [Special schedules for records that are not covered by ARCS and ORCS.](#)
- [Legislation, policies, and standards for managing records in the BC Government.](#)
- [Tips, guides, and FAQs on related topics.](#)
- [Government Records Officer contact information.](#)

## WORKERS' COMPENSATION SERVICES

### Operational Records Classification System (ORCS)

#### Executive Summary

#### **Creating Agency**

Ministry of Labour

Labour Division

Employers' Advisers Office & Workers' Advisers Office

#### **Scope**

The *Workers' Compensation Services (WCSE) ORCS* establishes a classification system and retention and disposition schedule for the operational records created by the Employers' Advisers Office (EAO) and the Workers' Advisers Office (WAO) under the [Workers Compensation Act \(RSBC 2019, c. 1\)](#), the [Public Service Act \(RSBC 1996, c. 385\)](#), and preceding legislation.

These records document activities relating to assisting and advising employers, workers, and other areas of government, with workers' compensation inquiries, reviews, and appeals, pursuant to the [Workers Compensation Act \(RSBC 2019, c. 1\)](#) or any regulations or decisions made under the *Act*. It furthermore covers the activities of representing, communicating with, and educating clients regarding the *Act*, as well as reviewing and providing recommendations on proposed changes to operational Workers' Compensation Board of BC policies and legislation.

#### **Date Range of Records**

1968-04-06 - present

#### **Notes On Application**

This schedule fully supersedes two existing ongoing schedules:

- Schedule 105010 - Employers' Advisers Claim Files; and
- Schedule 870870 - Workers' Advisers Files.

Records classified under these superseded schedules will be retroactively reclassified.

Known branch record holdings extend back to the 1970's. This ORCS applies to all records held by either office since the [Workers Compensation Act \(RSBC 2019, c. 1\)](#) (then referred to as the Workmen's Compensation Act) was re-written with significant changes in 1968. Prior to this date, all workers' compensation claim assistance functions were carried out under the direction of legal professionals appointed by the government.

There is one case file classification under primary 80000 for records no longer created by the Employers' Advisers Office (EAO): 80000-40. These Liability Protection Forms (LPFs) were the

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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precursors to the EAO's modern case files, and individual branch offices may have classified these forms under the case file secondary.

Advisers in both offices require access to documents from WorkSafeBC (WSBC) systems while conducting operational functions, but these records are property of WSBC and are not covered under the scope of this schedule. Any WSBC documents advisers require access to for operational purposes are available through an Memorandum of Understanding (MOU) between WorkSafeBC and the government. This agreement is mandated through part 8 of the *Act*, which states that the Employers' and Workers' Adviser Offices must have access at any reasonable time to the complete claims files of the Workers' Compensation Board. Employer and worker interactions with WSBC do not always involve government advisers necessarily. WSBC decisions can be rendered without receiving advice or assistance from government advisers, and such cases do not contain government documentation.

### Standard Appraisal Considerations

The active and semi-active retention periods specified in this schedule meet all operational, administrative, legal, fiscal, and audit requirements. The final dispositions have been reviewed to ensure that records having enduring evidential and informational values are preserved.

### Specific Appraisal Considerations

Records scheduled for transfer to the government archives include:

- records of final or approved operational and strategic policies, because they provide significant evidence of the governance of the functions and programs covered by this schedule;
- records of responses to requests for law and policy consultations concerning the [Workers Compensation Act \(RSBC 2019, c. 1\)](#), because they document the consultative role performed by government in relation to the development and amendment of workers' compensation policies and legislation.

All other records covered under this schedule are destroyed at the end of their retention periods.

## SUMMARY LIST OF CLASSIFICATIONS

### SECTION 1 - EMPLOYERS' ADVISER SERVICES

| Classification | Classification Title                    | Retention    |
|----------------|---|--------------|
| 80000          | EMPLOYERS' ADVISER SERVICES             |              |
| 80000-01       | General                                 | CY+1y nil DE |
| 80000-20       | Advice and assistance files             | CY+2y nil DE |
| 80000-30       | Client case files                       | SO 6y DE     |
| 80000-32       | Client profile data                     | SO 6y DE     |
| 80000-40       | Liability protection forms              | CY+2y nil DE |
| 80000-50       | Public education - administration files | SO nil DE    |
| 80000-52       | Public education - development files    | SO+2y nil DE |
| 80000-55       | Public education - learning materials   | SO nil DE    |
| 80100          | POLICY DEVELOPMENT                      |              |

[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

| Classification | Classification Title                   | Retention    |
|----------------|--|--------------|
| 80100-00       | Policy - final                         | SO 5y FR     |
| 80100-01       | General                                | CY+1y nil DE |
| 80100-05       | Law and policy consultations           | CY 9y FR     |
| 80100-20       | Policy - development files             | SO+5y nil DE |
| 80100-30       | Policy interpretation and advice files | SO 6y DE     |

### SECTION 2 - WORKERS' ADVISERS SERVICES

| Classification | Classification Title                    | Retention    |
|----------------|---|--------------|
| 82000          | POLICY DEVELOPMENT                      |              |
| 82000-00       | Policy - final                          | SO 5y FR     |
| 82000-01       | General                                 | CY+1y nil DE |
| 82000-05       | Law and policy consultations            | CY 9y FR     |
| 82000-20       | Policy - development files              | SO+5y nil DE |
| 82000-30       | Policy interpretation and advice files  | SO 10Y DE    |
| 82100          | WORKERS' ADVISER SERVICES               |              |
| 82100-01       | General                                 | CY+1y nil DE |
| 82100-20       | Client case files                       | SO 10y DE    |
| 82100-22       | Client profile data                     | SO 10y DE    |
| 82100-40       | Public education - administration files | SO nil DE    |
| 82100-42       | Public education - development files    | SO+2Y nil DE |
| 82100-45       | Public education - learning materials   | SO nil DE    |

#### Endorsements

This schedule was developed in consultation with staff and managers who conduct the operational functions in the creating agency. It has also been reviewed by appropriate Government Records Service staff to ensure it meets scheduling and appraisal standards, and reflects sound record keeping practices.

Schedule Number: 195732

Schedule Developer: Adrian Bogdan, Archivist, 2024-01-30

Endorsed by Government Records Service: Mario Miniaci, Director, Archival and Records Initiatives, 2024-02-06

The government body endorses this schedule and its implementation: Dave Haralds, Executive Director, Employers' Advisers Office, 2023-11-20

The government body endorses this schedule and its implementation: Meghan Felbel, Executive Director, Workers' Advisers Office, 2024-02-05

[Key to ARCS/ORCS Codes and Acronyms](#)

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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The Information Management Advisory Committee recommends this schedule for approval: Mary LaBoucane, 2024-04-04

Approved by the Chief Records Officer: Charmaine Lowe, 2024-05-01

END OF EXECUTIVE SUMMARY

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### SECTION 1

#### EMPLOYERS' ADVISER SERVICES

#### PRIMARY NUMBERS

80000 – 81999

Section 1 covers records relating to the following: assisting and advising employers, potential employers, and employer associations, and other areas of government, with workers' compensation inquiries, reviews, and appeals, pursuant to the [Workers Compensation Act \(RSBC 2019, c. 1\)](#) or any regulations or decisions made under the Act; advising, representing, communicating with, and educating employers regarding the Act; and, reviewing and providing recommendations on proposed changes to operational Workers' Compensation Board of BC, also known as WorkSafeBC (WSBC), policies and legislation.



**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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**EMPLOYERS' ADVISER SERVICES**

80000 - 81999

80000 EMPLOYERS' ADVISER SERVICES

80100 POLICY DEVELOPMENT

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

### 80000 EMPLOYERS' ADVISER SERVICES

Records relating to advising, assisting, representing, communicating with, and educating employers, potential employers, and employer associations regarding the [Workers Compensation Act \(RSBC 2019, c. 1\)](#) (WCA) and their interactions with the Workers' Compensation Board of BC, also known as WorkSafeBC (WSBC) and the Workers' Compensation Appeal Tribunal (WCAT). These documents can relate to any communication or documentation exchanged between employers and the branch, and can include:

- Assistance offered to employers relating to broad inquiries concerning workers' compensation issues and the *Act*;
- Advice used to support employers during workers' compensation issues including prohibitive action complaints, occupational health and safety issues, or other WSBC or WCAT claims. On claims matters, advisers can communicate with or appear before the Board or the Appeal Tribunal on behalf of an employer if the adviser considers assistance is required, and must advise employers regarding the interpretation and administration of the *Act* or any regulations or decisions made under it;
- Development and delivery of public education and learning material offered to employers as an outreach educational program concerning the *Act*, including learning material on how to manage WSBC claims (such as reviews and appeals) and mandatory e-learning courses pursuant to occupational health and safety regulations.

NOTE: Employers advisers and other branch employees may be appointed under the [Public Service Act \(RSBC 1996, c. 385\)](#) as employees of the minister's ministry, and need not be a member of the Law Society of British Columbia to perform their duties.

For communications, audio-visual or graphics management, see [ARCS primary 306](#).

For the development of and final versions of publications, such as newsletters and bulletins, see [ARCS primary 312](#).

For ministry-specific employee training and professional development, see [ARCS primary 1730](#).

For operational policy, see secondary 80100-00.

For reference material/topical files, see [ARCS secondary 358-20](#).

For systems descriptions, see the Systems Section.

The ministry OPR is the Employers' Advisers Office (EAO) unless otherwise noted below. See specific secondaries for OPR retention schedules.

| 80000 | EMPLOYERS' ADVISER SERVICES                        | A     | SA  | FD |
|-------|--|-------|-----|----|
|       | All non-OPR offices will retain these records for: | SO    | nil | DE |
| -01   | General  | CY+1y | nil | DE |

[Key to ARCS/ORCS Codes and Acronyms](#)

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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| 80000   | EMPLOYERS' ADVISER SERVICES  | A     | SA  | FD |
|---|--|-------|-----|----|
| <p>RETENTION STATEMENT<br/>                     Destroy at the end of the second calendar year.</p> |  |       |     |    |
| PIB   | <p><b>-20 Advice and assistance files</b><br/>                     (covers advice and assistance provided to employers, pertaining to broad inquiries and concerns, that does not warrant the opening of a client case file)<br/>                     (does not cover representation case files)<br/>                     (includes correspondence, letters, memos, event tracking, file activity, and employer information)<br/>                     (arrange by name)</p> <p>RETENTION STATEMENT<br/>                     Destroy at the end of the third calendar year.</p> <p>NOTE: If the advice and assistance develops beyond a general response to an inquiry, re-classify to secondary 80000-30.</p>  | CY+2y | nil | DE |
| PIB   | <p><b>-30 Client case files</b><br/>                     (covers records created or received while supporting employers with their workers' compensation issues, including prohibitive action complaints, occupational health and safety issues, or other WSBC or WCAT claims)<br/>                     (includes correspondence, letters, medical reports, no merit letters, appeal submissions, employer and worker documentation, memos, event tracking, file activity, claims, assessments, and board/tribunal decisions)<br/>                     (arrange by case file number or client name, as applicable to the recordkeeping system)</p> <p>RETENTION STATEMENT<br/>                     Destroy six years after the case is closed.</p> <p>SO: when the case is closed</p> <p>6y: The six year retention period provides a reasonable period to respond to inquiries from employers and for the file to be re-opened should additional advice or representation be requested.</p> <p>NOTE: For details on determining when to close a client case file, see the Employers' Advisers Systems Overview.</p> | SO    | 6y  | DE |
|   | <p><b>-32 Client profile data</b></p>  | SO    | 6y  | DE |

[Key to ARCS/ORCS Codes and Acronyms](#)

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

| 80000 | <b>EMPLOYERS' ADVISER SERVICES</b>  | A     | SA  | FD |
|-------|---|-------|-----|----|
|       | <p>(covers profile data maintained for clients)<br/>(arrange by client name)</p> <p>RETENTION STATEMENT<br/>Destroy six years after client is deemed inactive (e.g., when all of their client case files have been destroyed, when all of the advice and assistance files have been destroyed, and when there are no outstanding complaints or issues with the client), and the client profile data is no longer required to support adviser services.</p> <p>SO: after client is deemed inactive (e.g., when all of their client case files have been destroyed, when all of the advice and assistance files have been destroyed, and when there are no outstanding complaints or issues with the client), and the client profile data is no longer required to support adviser services</p> <p>6y: The six year retention period is necessary for client case management, tracking, and future eligibility determination purposes, and is consistent with the client case file retention period (secondary 80000-30).</p> |       |     |    |
| PIB   | <p><b>-40 Liability protection forms</b><br/>(closed secondary)<br/>(covers records created in response to basic inquiries from employers between 2005 and 2009)<br/>(includes correspondence and liability protection forms)<br/>(arrange by adviser name, then by employer name)</p> <p>RETENTION STATEMENT<br/>Destroy at the end of the third calendar year.</p>  | CY+2y | nil | DE |
| PIB   | <p><b>-50 Public education - administration files</b><br/>(covers records used for learner attendance tracking, instructor evaluation, learner course registration information, survey responses, and other records used in the day-to-day administration of the educational operations)<br/>(includes employer information, forms, summary sheets, lists, calendars, evaluations, and certificates)</p> <p>RETENTION STATEMENT<br/>Destroy when no longer required for the administration of the educational programs.</p> <p>SO: when no longer required for the administration of the</p>  | SO    | nil | DE |

[Key to ARCS/ORCS Codes and Acronyms](#)

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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| 80000                | EMPLOYERS' ADVISER SERVICES  | A     | SA  | FD |
|----------------------|--|-------|-----|----|
| educational programs |  |       |     |    |
| <b>-52</b>           | <b>Public education - development files</b><br>(covers the development of learning materials under secondary 80000-55)<br>(includes briefing notes, correspondence, drafts and working materials)<br><br>RETENTION STATEMENT<br>Destroy two years after the learning material is approved or work is abandoned.<br><br>SO:     when the learning material is approved or work is abandoned   | SO+2y | nil | DE |
| <b>-55</b>           | <b>Public education - learning materials</b><br>(covers final versions of presentations, publications, speaking notes, seminars, webinars, e-learning and self teaching materials, presentation slides, handouts, participant workbooks, manuals, and other educational materials)<br>(also known as virtual education or e-learning)<br>(arrange by learning topic)<br><br>RETENTION STATEMENT<br>Destroy when the learning material is replaced and no longer required to support educational programs.<br><br>SO:     when the learning material is replaced and no longer required to support educational programs<br><br>DE:     These records are appraised for destruction because their purpose is to inform the public of already existing policies, procedures, and regulations concerning the <i>Act</i> , and do not document the history of the <i>Act's</i> regulation, interpretation, or limits. Final policies are retained under secondary 80100-00. | SO    | nil | DE |

END OF PRIMARY

[Key to ARCS/ORCS Codes and Acronyms](#)

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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**80100 POLICY DEVELOPMENT**

Records relating to the development of operational policies, including internal procedures, standards, guidelines, and recommended practices.

Also covers records relating to consultation submissions requested from third parties such as WSBC, and directives for use within the branch, within government, and by external clients such as service providers.

For committees, see [ARCS secondary 200-20](#).  
 For general legal matters, see [ARCS primary 350](#).  
 For policy from external sources, see [ARCS primary 195](#).  
 For policy registration and tracking, see [ARCS secondary 100-05](#).  
 For reference material/topical files, see [ARCS secondary 358-20](#).

The ministry OPR is the Employers' Advisers Office (EAO) unless otherwise noted below. See specific secondaries for OPR retention schedules.

| <b>80100 POLICY DEVELOPMENT</b>   | <b>A</b> | <b>SA</b> | <b>FD</b> |
|---|----------|-----------|-----------|
| All non-OPR offices will retain these records for:  | SO       | nil       | DE        |
| <b>-00 Policy - final</b><br>(covers final/approved operational and strategic policies, procedures, standards, manuals, methodologies, and guidelines pertaining to the functions and activities documented in this ORCS and developed for internal use by the program area)<br>(arrange by category, if necessary, then by policy name)  | SO       | 5y        | FR        |
| <p>RETENTION STATEMENT</p> <p>Transfer to the government archives five years after the policy is replaced or becomes irrelevant.</p> <p>SO: when the policy is replaced or becomes irrelevant</p> <p>FR: The government archives will fully retain final versions of operational policy documentation because they provide significant evidence of the governance of the functions and programs covered by this ORCS.</p> |          |           |           |
| <b>-01 General</b>  | CY+1y    | nil       | DE        |
| <p>RETENTION STATEMENT</p> <p>Destroy at the end of the second calendar year.</p> <p>NOTE: This secondary covers miscellaneous records that relate to the primary but do not document decisions and actions, and do not relate to topics that warrant</p>   |          |           |           |

[Key to ARCS/ORCS Codes and Acronyms](#)

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

| 80100      | POLICY DEVELOPMENT   | A     | SA  | FD |
|------------|--|-------|-----|----|
|            | specific classifications.  |       |     |    |
| <b>-05</b> | <p><b>Law and policy consultations</b><br/>                     (covers responses to requests for law and policy consultations from WorkSafeBC or other organizations concerning the <a href="#">Workers Compensation Act (RSBC 2019, c. 1)</a>)<br/>                     (includes final submissions and policy papers)</p> <p>RETENTION STATEMENT<br/>                     Transfer to the government archives at the end of the tenth calendar year.</p> <p>10y: The 10-year retention period satisfies branch research, reference, and accountability requirements.</p> <p>FR: The government archives will fully retain these records because they document the consultative role performed by government in relation to the development and amendment of workers' compensation policies and legislation. This secondary documents the consultative responses provided by employers' advisers while secondary 82000-05 provides the responses provided by workers' advisers. Combined, the two secondaries provide unique insights into the differing perspectives of the two sets of advisers.</p> <p>NOTE: Records relating to general legal advice, opinions, decisions, challenges, and issues not covered under this secondary can be classified under <a href="#">ARCS primary 350</a>.</p> | CY    | 9y  | FR |
| <b>-20</b> | <p><b>Policy - development files</b><br/>                     (covers the development of policies, procedures, standards, submissions, manuals, methodologies, consultation recommendations, and guidelines pertaining to the functions and activities documented in this ORCS)<br/>                     (includes briefing notes, correspondence, drafts and working materials)</p> <p>RETENTION STATEMENT<br/>                     Destroy five years after the policy is approved and distributed or is abandoned.</p> <p>SO: when the policy is approved and distributed or work is abandoned</p> <p>DE: Policy development files may be destroyed because</p>   | SO+5y | nil | DE |

[Key to ARCS/ORCS Codes and Acronyms](#)

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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| 80100 | POLICY DEVELOPMENT | A | SA | FD |
|-------|--------------------|---|----|----|
|-------|--------------------|---|----|----|

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final policies are fully retained under secondary 80100-00.

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|            |   |    |    |    |
|------------|---|----|----|----|
| <b>-30</b> | <b>Policy interpretation and advice files</b> | SO | 6y | DE |
|------------|---|----|----|----|

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(covers advice given by the law and policy manager or equivalent to other areas of the branch. This advice is intended to help standardize and ensure consistency within the advice the branch offers to employers)  
(includes correspondence, notes, reports, and other records)

RETENTION STATEMENT

Destroy six years after the law and policy manager or equivalent determines that the request for advice has concluded, and that government is unlikely to need the records to provide consistent advice on a related matter.

SO: when the law and policy manager or equivalent determines that the request for advice has concluded, and that government is unlikely to need the records to provide consistent advice on a related matter

6y: The retention period corresponds to the minimum period of six years recommended by the Law Society of British Columbia for records relating to general legal advice.

NOTE: Records relating to general legal advice, opinions, decisions, challenges, and issues not covered under this secondary can be classified under [ARCS primary 350](#).

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END OF PRIMARY



## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### SECTION 2

#### WORKERS' ADVISERS SERVICES

#### PRIMARY NUMBERS

82000 – 83999

Section 2 covers records relating to the following: assisting and advising workers with workers' compensation inquiries, reviews, and appeals, pursuant to the [Workers Compensation Act \(RSBC 2019, c. 1\)](#) or any regulations or decisions made under the *Act*; advising, representing, communicating with, and educating workers regarding the *Act*; and, reviewing and providing recommendations on proposed changes to operational Workers' Compensation Board of BC, also known as WorkSafeBC (WSBC), policies and legislation.

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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**WORKERS' ADVISERS SERVICES**

82000 - 83999

|       |                           |
|-------|---------------------------|
| 82000 | POLICY DEVELOPMENT        |
| 82100 | WORKERS' ADVISER SERVICES |

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

**82000 POLICY DEVELOPMENT**

Records relating to the development of operational policies, including procedures, standards, guidelines, recommended practices, consultation submissions, and directives for use within the branch and in government, as well as for use by external clients.

For committees, see [ARCS secondary 200-20](#).  
 For general legal matters, see [ARCS primary 350](#).  
 For policy from external sources, see [ARCS primary 195](#).  
 For policy registration and tracking, see [ARCS secondary 100-05](#).  
 For reference material/topical files, see [ARCS secondary 358-20](#).

The ministry OPR is the Workers' Advisers Office (WAO) unless otherwise noted below. See specific secondaries for OPR retention schedules.

| <b>82000</b> | <b>POLICY DEVELOPMENT</b>  | <b>A</b> | <b>SA</b> | <b>FD</b> |
|--------------|--|----------|-----------|-----------|
|              | All non-OPR offices will retain these records for:   | SO       | nil       | DE        |
|              | <b>-00 Policy - final</b><br>(covers final/approved operational and strategic policies, procedures, standards, manuals, methodologies, and guidelines pertaining to the functions and activities documented in this ORCS and developed for internal use by the program area)<br>(arrange by category, if necessary, then by policy name)<br>(also known as practice directives)  | SO       | 5y        | FR        |
|              | <p>RETENTION STATEMENT</p> <p>Transfer to the government archives five years after the policy is replaced or becomes irrelevant.</p> <p>SO: when the policy is replaced or becomes irrelevant</p> <p>FR: The government archives will fully retain final versions of operational policy documentation because these records provide significant evidence of the governance of the functions and programs covered by this ORCS.</p> |          |           |           |
|              | <b>-01 General</b>   | CY+1y    | nil       | DE        |
|              | <p>RETENTION STATEMENT</p> <p>Destroy at the end of the second calendar year.</p> <p>NOTE: Throughout this section, this secondary covers miscellaneous records that relate to the primary but do not document decisions and actions, and do not</p>   |          |           |           |

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

| 82000      | POLICY DEVELOPMENT   | A     | SA  | FD |
|------------|--|-------|-----|----|
|            | relate to topics that warrant specific classifications.  |       |     |    |
| <b>-05</b> | <p><b>Law and policy consultations</b><br/>                     (covers responses to requests for law and policy consultations from WorkSafeBC or other organizations concerning the <a href="#">Workers Compensation Act (RSBC 2019, c. 1)</a>)<br/>                     (includes final submissions and policy papers)<br/>                     (also known as policy submissions)</p> <p>RETENTION STATEMENT<br/>                     Transfer to the government archives at the end of the tenth calendar year.</p> <p>10y: The 10-year retention period satisfies branch research, reference, and accountability requirements.</p> <p>FR: The government archives will fully retain these records because they document the consultative role performed by government in relation to the development and amendment of workers' compensation policies and legislation. This secondary documents the consultative responses provided by workers' advisers while secondary 80100-05 provides the responses provided by employers' advisers. Combined, the two secondaries provide unique insights into the differing perspectives of the two sets of advisers.</p> <p>NOTE: Records relating to general legal advice, opinions, decisions, challenges, and issues not covered under this secondary can be classified under <a href="#">ARCS primary 350</a>.</p> | CY    | 9y  | FR |
| <b>-20</b> | <p><b>Policy - development files</b><br/>                     (covers the development of policies, procedures, standards, submissions, manuals, methodologies, consultation recommendations, and guidelines pertaining to the functions and activities documented in this ORCS)<br/>                     (includes briefing notes, correspondence, drafts and working materials)</p> <p>RETENTION STATEMENT<br/>                     Destroy five years after the policy is approved and distributed or is abandoned.</p> <p>SO: when the policy is approved and distributed or work is abandoned</p>  | SO+5y | nil | DE |

[Key to ARCS/ORCS Codes and Acronyms](#)

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

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**82000      POLICY DEVELOPMENT      A      SA      FD**

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DE: Policy development files may be destroyed because final policies are fully retained under secondary 82000-00.

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**-30      Policy interpretation and advice files      SO      10Y      DE**

(covers advice given by the law and policy manager or equivalent to other areas of the branch. This advice is intended to help standardize and create consistency within the advice the branch gives to employers)  
(includes correspondence, notes, reports, and other records)

**RETENTION STATEMENT**

Destroy 10 years after the law and policy manager or equivalent determines that the request for advice has concluded, and that government is unlikely to need the records to provide consistent advice on a related matter.

SO: when the law and policy manager or equivalent determines that the request for advice has concluded, and that government is unlikely to need the records to provide consistent advice on a related matter

10y: The 10-year retention period is consistent with the client case file retention period (secondary 82100-20).

NOTE: Records relating to general legal advice, opinions, decisions, challenges, and issues not covered under this secondary can be classified under [ARCS primary 350](#).

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END OF PRIMARY

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

### 82100 WORKERS' ADVISER SERVICES

Records relating to advising, assisting, representing, communicating with, and educating workers and their dependents regarding the [Workers Compensation Act \(RSBC 2019, c. 1\)](#) (WCA) and their interactions with the Workers' Compensation Board of BC, also known as WorkSafeBC (WSBC) and the Workers' Compensation Appeal Tribunal (WCAT). These documents can relate to any communication or documentation exchanged between workers and the branch, and can include:

- Assistance offered to workers relating to broad inquiries concerning workers' compensation issues and the Act;
- Advice used to support workers during workers' compensation issues including prohibitive action complaints, occupational health and safety issues, or other WSBC or Workers' Compensation Appeal Tribunal claims. On claims matters, advisers communicate with or appear before the Board and the Appeal Tribunal on behalf of a worker if the adviser considers assistance is required, and must advise workers and dependants regarding the interpretation and administration of the Act or any regulations or decisions made under it;
- Development and delivery of public education and learning material offered to workers as an outreach educational program concerning the Act, including learning material on how to manage WSBC claims (such as reviews and appeals) and mandatory e-learning courses pursuant to occupational health and safety regulations.

NOTE: Workers advisers and other branch employees may be appointed under the [Public Service Act \(RSBC 1996, c. 385\)](#) as employees of the minister's ministry, and need not be a member of the Law Society of British Columbia to perform their duties.

For communications, audio-visual or graphics management, see [ARCS primary 306](#).

For the development of and final versions of publications, such as newsletters and bulletins, see [ARCS primary 312](#).

For general correspondence, such as out of office entries, see [ARCS secondary 320-30](#).

For ministry-specific employee training and professional development, see [ARCS primary 1730](#).

For operational policy, see secondary 82000-00.

For reference material/topical files, see [ARCS secondary 358-20](#).

For staff assignment resourcing, including off-roster entries, see [ARCS secondary 400-20](#).

For systems descriptions, see the Systems Section.

The ministry OPR is the Workers' Advisers Office (WAO) unless otherwise noted below. See specific secondaries for OPR retention schedules.

### 82100 WORKERS' ADVISER SERVICES

A SA FD

[Key to ARCS/ORCS Codes and Acronyms](#)

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

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| <b>82100</b> | <b>WORKERS' ADVISER SERVICES</b>  | <b>A</b> | <b>SA</b> | <b>FD</b> |
|--------------|---|----------|-----------|-----------|
|              | All non-OPR offices will retain these records for:  | SO       | nil       | DE        |
|              | <b>-01 General</b>  | CY+1y    | nil       | DE        |
|              | RETENTION STATEMENT<br>Destroy at the end of the second calendar year.  |          |           |           |
|              | NOTE: Throughout this section, this secondary covers miscellaneous records that relate to the primary but do not document decisions and actions, and do not relate to topics that warrant specific classifications.     |          |           |           |
| <b>PIB</b>   | <b>-20 Client case files</b>  | SO       | 10y       | DE        |
|              | (covers records created or received while supporting workers with their workers' compensation issues, including prohibitive action complaints, occupational health and safety issues, or other WSBC or WCAT claims)     |          |           |           |
|              | (includes correspondence, medical reports, no merit and advice letters, appeal submissions, employer and worker documentation, memos, event tracking, file activity, claims, assessments, and board/tribunal decisions) |          |           |           |
|              | (arrange by case file number)   |          |           |           |
|              | (also known as representation files)  |          |           |           |
|              | RETENTION STATEMENT<br>Destroy 10 years after the case is closed.   |          |           |           |
|              | SO: when the case is closed   |          |           |           |
|              | 10y: The 10 year retention period provides a reasonable period to respond to inquiries from workers or their dependents, and for the file to be re-opened should additional advice or representation be requested.      |          |           |           |
|              | NOTE: For details on determining when to close a client case file, see the Workers' Advisers Systems Overview.  |          |           |           |
|              | NOTE: Inquiries from workers and their dependents are received over a longer period of time than those received from employers (secondary 80000-30) and therefore warrant a longer retention period.                    |          |           |           |
| <b>PIB</b>   | <b>-22 Client profile data</b>  | SO       | 10y       | DE        |
|              | (covers profile data maintained for clients)  |          |           |           |
|              | (arrange by client name or client ID number, as applicable to   |          |           |           |

[Key to ARCS/ORCS Codes and Acronyms](#)

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

| 82100 | WORKERS' ADVISER SERVICES  | A     | SA  | FD |
|-------|--|-------|-----|----|
|       | <p>the recordkeeping system)</p> <p>RETENTION STATEMENT<br/>                     Destroy 10 years after client is deemed inactive (e.g., when all of their client case files have been destroyed, and when there are no outstanding complaints or issues with the client), and the client profile data is no longer required to support adviser services.</p> <p>SO: after client is deemed inactive (e.g., when all of their client case files have been destroyed, and when there are no outstanding complaints or issues with the client), and the client profile data is no longer required to support adviser services.</p> <p>10y: The 10 year retention period is necessary for client case management, tracking, and future eligibility determination purposes, and is consistent with the client case file retention period (secondary 82100-20).</p> |       |     |    |
| PIB   | <p><b>-40 Public education - administration files</b><br/>                     (covers records used for learner attendance tracking, instructor evaluation, learner course registration information, and other records used in the day-to-day administration of the educational operations)<br/>                     (includes worker information, forms, summary sheets, lists, calendars, evaluations, and certificates)</p> <p>RETENTION STATEMENT<br/>                     Destroy when no longer required for the administration of the educational programs.</p> <p>SO: when no longer required for the administration of the educational programs</p>   | SO    | nil | DE |
|       | <p><b>-42 Public education - development files</b><br/>                     (covers the development of learning materials under secondary 82100-45)<br/>                     (includes briefing notes, correspondence, drafts and working materials)</p> <p>RETENTION STATEMENT<br/>                     Destroy two years after the learning material is approved or work is abandoned.</p> <p>SO: when the learning material is approved or work is</p>  | SO+2Y | nil | DE |

[Key to ARCS/ORCS Codes and Acronyms](#)



**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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|              |                                  |          |           |           |
|--------------|----------------------------------|----------|-----------|-----------|
| <b>82100</b> | <b>WORKERS' ADVISER SERVICES</b> | <b>A</b> | <b>SA</b> | <b>FD</b> |
|--------------|----------------------------------|----------|-----------|-----------|

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abandoned

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|            |  |           |            |           |
|------------|--|-----------|------------|-----------|
| <b>-45</b> | <b>Public education - learning materials</b> | <b>SO</b> | <b>nil</b> | <b>DE</b> |
|------------|--|-----------|------------|-----------|

(covers final versions of presentations, publications, speaking notes, seminars, webinars, e-learning and self teaching materials, presentation slides, handouts, participant workbooks, manuals and other educational materials)  
(also known as compensation clinics)  
(arrange by learning topic)

**RETENTION STATEMENT**

Destroy when the learning material is replaced and no longer required to support educational programs.

SO: when the learning material is replaced and no longer required to support educational programs

DE: These records are appraised for destruction because their purpose is to inform the public of already existing policies, procedures, and regulations concerning the *Act*, and do not document the history of the *Act's* regulation, interpretation, or limits. Final policies are retained under secondary 82000-00.

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END OF PRIMARY

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

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*WORKERS' COMPENSATION SERVICES*

*OPERATIONAL RECORDS CLASSIFICATION SYSTEM (ORCS)*

**SYSTEMS SECTION TABLE OF CONTENTS**

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## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

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### EMPLOYERS' ADVISERS SYSTEMS

#### SYSTEM OVERVIEW

##### **Creating Agency**

Ministry of Labour  
Labour Division  
Employers' Advisers Office

##### **Date of System Description**

2023-11-20

##### **Purpose**

This system overview pertains to system(s) that manage the following:

- client case files
- client profile data
- employer education
- requests for consultations, and
- policy interpretation and advice.

The current systems in use by the branch are the Case Tracking System (CTS) implemented in 2008, and the Learning Management System (LMS) implemented in August 2023.

This system overview and the data retention rules listed in the Data Retention Plan apply to data held in legacy, current, and future systems used to perform the functions outlined above.

##### **Information Content**

The systems contain data and documents used and managed by two separate groups: Employers' Advisers Office (EAO) staff and employers.

Examples of data and documents managed by EAO staff include: employer information; which EAO staff are assigned to cases; employer WorkSafeBC (WSBC) incidence history; summary of documents issued to employers; log of communication between employers and the EAO; EAO seminars attended; EAO distributions enlisted in; WSBC claim outcomes; and any other records collected or used by the EAO to support employer interactions with WSBC or the Workers' Compensation Appeal Tribunal (WCAT).

Examples of data and documents managed by public employers include: employer information; receipt of seminars ordered; and e-learning courses completed.

Information maintained for client case files include: file ID number; topic of issue; worker name; client organization name; WorkSafeBC number; adviser assigned to case; case status; key contact; contact phone number; contact email address; issue region; case file type; document type; date received; date closed; and dates and outcomes of decisions rendered.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

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Information maintained for client profile data include: name; phone number; fax number; address; email address; preferred contact method; language preferences; company name; distribution status; client status; related organizations; seminars attended; and certifications acquired.

Information maintained for public education administration files include: list of attendees; survey responses; and responses to registrations.

### **Inputs, Processes, and Outputs**

EAO staff manually enter data and upload documents in CTS, including those generated internally and received externally (e.g., from employers, WSBC, WorkSafeBC Review Division, WCAT, courts, or others).

Employers manually enter data into the e-Learning portal, and documents are automatically generated in the e-Learning portal.

Triggers for determining when to close a client case file (secondary 80000-30) can include:

- a decision is rendered by a third party (which can include WSBC, WorkSafeBC Review Division, WCAT, courts, or others)
- either party withdrawing from the issue
- inaction from either party
- a no merit letter is issued to the client

CTS generates a range of reports, key performance indicators, and statistics used for annual reporting and tracking.

### **Historical Note**

All new client case files created are electronic, but legacy client case files can be paper based or hybrid paper/electronic files.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

### EMPLOYERS' ADVISERS SYSTEMS

#### DATA RETENTION PLAN

| Data Description   | Data Retention Period  |
|--|--|
| Advice and assistance<br>Classification 80000-20                   | Destroy at the end of the third calendar year.   |
| Client case files<br>Classification 80000-30                       | Destroy six years after the case is closed.  |
| Client profile data<br>Classification 80000-32                     | Destroy six years after client is deemed inactive (e.g., when all of their client case files have been destroyed, when all of the advice and assistance files have been destroyed, and when there are no outstanding complaints or issues with the client), and the client profile data is no longer required to support adviser services. |
| Public education - administration files<br>Classification 80000-50 | Destroy when no longer required for the administration of the educational programs.  |
| Law and policy consultations<br>Classification 80100-05            | Transfer to the government archives at the end of the tenth calendar year.   |
| Policy interpretation and advice files<br>Classification 80100-30  | Destroy six years after the law and policy manager or equivalent determines that the request for advice has concluded, and that government is unlikely to need the records to provide consistent advice on the matter.   |

For additional classification details, including retention rationales, refer to the classification description in the applicable section of the *ORCS*.

For descriptions of system related records (e.g. back-up data, log files, and transitory electronic data processing (EDP) records), see the [System Section FAQ](#).

END OF OVERVIEW

**WORKERS' ADVISERS SYSTEMS**

**SYSTEM OVERVIEW**

**Creating Agency**

Ministry of Labour  
Labour Division  
Workers' Advisers Office

**Date of System Description**

2023-12-04

**Purpose**

This system overview pertains to system(s) that manage worker client case files and client profile data.

The current systems in use by the branch are the Administrative Records Keeping (ARK) system implemented in April 2007, and the Worker Portal implemented in 2012.

This system overview and the data retention rules listed in the Data Retention Plan apply to data held in legacy, current, and future systems used to perform the functions outlined above.

**Information Content**

The systems contain data and documents used and managed by two separate user groups: Workers' Advisers Office (WAO) staff and public workers.

Examples of data and documents managed by WAO staff include: worker information; which WAO staff are assigned to cases; worker WorkSafeBC (WSBC) incidence history; summary of documents issued to workers; log of communication between workers and the WAO; WSBC claim outcomes; and any other records collected or used by the WAO to support worker interactions with WorkSafeBC (WSBC) or the Workers' Compensation Appeal Tribunal (WCAT).

Examples of data and documents managed by public workers include: worker information and any other records submitted by the worker pertaining to their WSBC issue.

Information maintained for client case files include: date received; date assigned; date case opened; date transferred; date closed; adviser assigned; last contact date; case status; dates and outcomes of decisions rendered; document type; and worker information.

Information maintained for client profile data include: name; address; email address; phone number; birth date; preferred contact method; vital status; preferred pronoun(s); indigenous status; and referred by.

**Inputs, Processes, and Outputs**

WAO staff manually enter data and upload documents in ARK, including those generated internally and received externally (e.g., from workers, WSBC, WorkSafeBC Review Division, WCAT, courts, or others).

Workers manually enter data and upload documents to the Worker Portal; anything added this way is also automatically added to ARK concurrently.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

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Triggers for determining when to close a client case file (secondary 82100-20) can include:

- a decision is rendered by a third party (which can include WSBC, WorkSafeBC Review Division, WCAT, courts, or others)
- either party withdrawing from the issue
- inaction from either party
- a no merit letter is issued to the client

ARK generates a range of reports, key performance indicators, and statistics used for annual reporting and statistical tracking.

### **Historical Note**

Prior to May 2002 all client case files were paper files. Those paper files that were inactive for two years or more were sent to off-site storage or scanned and uploaded into the ARK system.

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

This is an approved information schedule, as defined by the [Information Management Act \(SBC 2015, c. 27\)](#). For more information consult your [Government Records Officer](#).

**WORKERS' ADVISERS SYSTEMS**

**DATA RETENTION PLAN**

| <b>Data Description</b>                        | <b>Data Retention Period</b>  |
|--|---|
| Client case files<br>Classification 82100-20   | Destroy 10 years after the case is closed.  |
| Client profile data<br>Classification 82100-22 | Destroy 10 years after client is deemed inactive (e.g., when all of their client case files have been destroyed, when all of the advice and assistance files have been destroyed, and when there are no outstanding complaints or issues with the client), and the client profile data is no longer required to support adviser services. |

For additional classification details, including retention rationales, refer to the classification description in the applicable section of the *ORCS*.

For descriptions of system related records (e.g. back-up data, log files, and transitory electronic data processing (EDP) records), see the [System Section FAQ](#).

END OF OVERVIEW