



This factsheet has been prepared for general information purposes. It is not a legal document. Please refer to the *Workers Compensation Act* and the *Rehabilitation Services and Claims Manual, Volumes I and II* for purposes of interpretation and application of the law.

WORKERS' ADVISERS OFFICE ARTIFICIAL INTELLIGENCE GUIDANCE

The Workers' Advisers Office (WAO) does not require or endorse the use of Artificial Intelligence tools (AI) when managing your WorkSafeBC (WSBC) claim. However, if you choose to use AI, the following guidance is provided to help you use these tools effectively.

What Is AI?

AI tools are software programs like ChatGPT, Google Gemini, or Microsoft Copilot, etc., that use AI to perform functions that typically require human intelligence. This includes analyzing information, answering questions, or helping to write text. They generate responses by predicting words based on patterns in data, which means their answers may sound *plausible* but are not necessarily *accurate or reliable*.

WAO's AI Guidelines (Quick Summary)

- 1. Use AI for limited tasks**
AI may help edit your own writing for spelling, grammar, tone and clarity.
- 2. Disclose AI use**
Always tell our office if you have used AI to generate materials or correspondence.
- 3. Check quality and length**
Ensure AI-generated content is factual, relevant to your issue, and concise.
- 4. Avoid false urgency**
Identify something as urgent only when it truly is. Unwarranted urgency will not speed up review by our office.
- 5. Do not rely on AI for legal work**
Do not use AI for case law, legal analysis, or legal arguments.
- 6. Review is not guaranteed**
Our office decides whether to review AI-generated materials on a case-by-case basis, based in part on volume.

When to Use AI with Our Office (Optional Use)

If you choose to use AI when working with our office, the WAO recommends limiting its use to editing your own writing.

AI tools may assist with spelling, grammar, tone, and clarity in written materials, including personal statements or correspondence about your compensable conditions or ability to work. You should prepare your statement in your own words first, and then use AI only to improve readability.

Important: You are responsible for ensuring any AI-edited text is accurate and truthful before sending it to our office. You must also tell your Adviser if you used AI.

When Not to Use AI with Our Office

Do **NOT** use AI to generate legal arguments. Legal arguments involve identifying issues, referencing relevant laws and policies, and applying those rules to the specific facts of your case. AI tools do not understand your individual injury, workplace, or the laws of British Columbia unless accurate and complete information is provided and carefully verified. They may produce incorrect, incomplete, or unreliable information, or generate arguments that are weak or unpersuasive.

If you need help identifying which laws or policies apply to your case, please contact your WAO Adviser rather than relying on AI. Submitting AI-generated materials to our office may delay service, as additional time is required to review and verify the information and accuracy.

Reviewing and Processing AI-Generated Materials

Your WAO Adviser may review a brief personal statement that you have written and then edited with the help of AI. However, the WAO will not review all materials created using AI. Whether your Adviser reviews AI-generated communications or other documents will be determined on a **case-by-case basis** and based on the **volume of material** you provide.

Your Adviser will **NOT** review AI-generated legal arguments or case law.

Important: Your Adviser will not sign or submit any document that they did not write themselves. This applies to all materials, whether or not AI tools were used.

Using AI with Other Organizations in the Compensation System

Before sharing AI-generated materials with other organizations in the compensation system (e.g., WorkSafeBC, the Review Division, or the Workers' Compensation Appeal Tribunal (WCAT)), the WAO recommends that you check whether other organizations involved in your claim have their own guidance on the use of AI.

Recent decisions from WCAT have noted that workers are responsible for ensuring that any cases, laws, or policies included in an AI-generated submission are accurate, exist in reality, and are relevant to the issue being cited and discussed.

If you fail to meet this obligation, then these decisions warn that:

- a) your arguments may not be considered, and
- b) you may be ordered to pay the opposing party's legal costs.

Confidentiality Considerations

Publicly available AI tools may not be secure or confidential. Information you enter could be stored, reviewed, or shared by the service provider.

You should not include personal, legal, or sensitive information unless you are confident that the tool provides appropriate security and confidentiality protections, or you are comfortable with the possible disclosure of your information.