

General

Service Delivery Standards

The Province may require a contracted Service Provider to demonstrate that it is meeting its contractual obligations for the provision of Client Services and Financial Supports. Each contracted Service Provider must respond to such a request by providing documentation, in a format and with content specified by the Province, that:

It actively offers to all Clients and at all times, the full suite of Services and Financial Supports described in the Contract;

Its Annual Business Plan describes and demonstrates how it will promote all Services and Financial Supports and address any deficiencies in its delivery of Services and Financial Supports that have been identified by the Province;

It has, at all times, sufficient numbers of appropriately skilled, experienced and trained staff as employees, Service Providers or employees of Service Providers, to deliver the full suite of Services and Financial Supports described in the Contract to all Clients;

Its facilities, materials and equipment, as well as those of its Service Providers, are, at all times, appropriate and adequate to optimize delivery of Services and Financial Supports to Clients, including full physical accessibility;

It has met or exceeded any annual service delivery requirement set by the Province for its Catchment Area.

Issue Resolution

The Contractor will establish effective and timely processes to resolve Client requests for review of decisions and address complaints or concerns raised by Clients, other Service Providers, government bodies and the general public, and will submit their process to the Ministry. The processes will include:

- Acknowledging and providing an expected response time to the requestor or complainant;
- Providing progress updates at a minimum of one week intervals;
- Documenting all Client-related complaints, concerns and decision-review requests in the Integrated Case Management (ICM) system as they occur, including: date, nature of issue, outcome and date of resolution.

All complaints and decision review requests coming from Members of Parliament or Members of the Legislative Assembly on behalf of their constituents, from the media, other ministries or from the Government of Canada, will be referred to the Ministry. The Ministry will work with the Contractor in responding to issues of this nature. The Contractor will immediately notify the Ministry of any issues that cannot be resolved between the Contractor and an individual or organization and provide the Ministry with background about its issue-resolution efforts. Policies related to Contractor dispute

resolution and decision review processes will be posted in an area that is visible to all Clients using the Contractor's physical and online services. The Contractor will provide Clients with a copy of the issue resolution and decision review processes upon request.

Issues resolution process

The Contractor will resolve issues that may include service quality, wait times, health and safety concerns or other concerns between parties. The Contractor will have a written policy and process for receiving and responding to concerns including:

- A statement of the intent of the process (purpose and outcome expectations);
- Service standards and guiding principles (e.g. open, fair and transparent, timely, respectful);
- An explanation of the process (e.g. steps, timeline, personnel involved); and
- Roles and responsibilities of the Contractor and the complainant.

Decision Review Process

In the event that a Client is refused a service based on discretionary decision making by the Contractor (rather than Ministry policy, legislation, Client eligibility or budget availability), and the Client believes that the refusal was not justified, the Contractor will offer the Client an opportunity to have a decision reviewed. The decision will be reviewed by a neutral third party reviewer who has sufficient knowledge and expertise to provide a fair, objective and informed opinion.

The Contractor and its Service Providers will establish written policies and procedures for receiving and responding to Client requests for decisions to be reviewed including:

- A statement of intent of the process (purpose and what outcomes can be expected);
- Service standards and guiding principles (e.g. open, fair and transparent, timely, respectful);
- An explanation of the process (e.g. steps, timeline, committees or bodies involved, supports for people requiring assistance with the process);
- The roles and responsibilities of the Contractor and other individuals/bodies in the review process; and
- The roles and responsibilities of the Client or complainant in the review process.

The request to have a decision reviewed must be documented in ICM. The neutral reviewer will provide the Contractor with the findings of the review in writing. The results of the review will be shared with the Client and the Contractor must make the review available to the Ministry upon request. The Contractor is responsible for ensuring decisions follow the principles of administrative fairness.

As services are provided based on assessed need and eligibility, rather than entitlement, there is no option for Clients who disagree with Service Provider decisions to appeal to the Ministry.

Business Recovery Plan

A comprehensive Business Recovery Plan is required for all WorkBC Contractors that describes what steps would be taken to maintain services in the event of a disruptive event. A disruptive event is any event that leads to a degradation of service to Clients by creating a loss of information, a loss of equipment or facilities, or a loss of employees. The Business Recovery Plan describes roles and

procedures for an emergency response and recovery of the business processes of the WorkBC Contractor. It documents the processes that may have been used (risk assessment, business impact analysis) to develop the recovery plans. In the event of a disruptive event caused by a Ministry systems malfunction, the Ministry will alert the WorkBC Contractor through a Ministry provided website.

Evidence of Insurance Coverage

Contractors are required to submit the following evidence of insurance to their Ministry staff designate:

1. Completed Province of BC Certificate of Insurance (FIN 173) form; and
2. ICBC Confirmation of Insurance Coverage (APV - 47) form, as applicable.

Province of BC Certificate of Insurance

The completed Certificate of Insurance (FIN173 form) must clearly demonstrate that Comprehensive General Liability insurance will meet all requirements identified in WorkBC Employment Services, WorkBC Assistance Technology Services, and WorkBC Apprentice Services Contract, Schedule D – Insurance, and must cover all operations, including outreach activities.

Although the Contractor is responsible to ensure their Approved Subcontractors have the required Comprehensive General Liability coverage and to verify it for their own records, the FIN 173 is not required for subcontractors.

To complete the Certificate of Insurance form, Contractors must:

1. Access the [FIN 173 form](#) and complete the following fields in Part I:
 - o Agreement identification number
 - o Contractor name
 - o Contractor address
 - o Contractor postal code
2. Forward an electronic copy of the FIN 173 to their Insurance Agent, show the agent a copy of their WorkBC Contract and instruct the agent to complete Part 2. The agent must return the completed FIN 173 directly to the Ministry staff designate assigned to that particular agreement.

A [sample FIN 173 - Supplemental Insurance Review Checklist](#) is provided for Contractor reference. This may be shared with the Insurance Agent as a guideline.

ICBC Confirmation of Insurance Coverage

The Ministry requires confirmation of ICBC coverage for all vehicles owned, leased, operated or licensed by the Contractor for the purposes of administering a WorkBC Contract. The Contractor

must obtain from their Insurance Agent, an ICBC Confirmation of Insurance Coverage form (APV – 47) and send a copy to the Ministry staff designate.

The Ministry does not require an APV - 47 as proof of insurance for personal staff vehicles in use for business purposes. However, as the Contractor is liable for the actions of its Approved Subcontractors and its employees, the Contractor is responsible for ensuring that all vehicles in use for the agreement are adequately insured for business purposes.

For more information, refer to the Agreement, Article 15 Insurance and Indemnity, and Schedule D Insurance.

Graphic Standards

The WorkBC Identity Program and Graphic Standards Guide (the 'Graphic Standards Guide') and electronic copies of required logos, will be available on the Ministry provided website for Contractors (Extranet) to view or download.

All contractors must adhere to standards and guidelines including appropriate use of logos, as outlined in the Graphic Standards Guide. The Guide is subject to change as required by the Ministry and contractors would be advised of any changes.

Marketing and Communications

The Ministry's goal is to ensure that WorkBC has a clear, recognizable, and consistent brand identity in all its service delivery locations across the province and that the identity is communicated through all its service delivery channels.

Contractors must use only the WorkBC brand to promote and deliver WorkBC Employment Services.

The Ministry's communication goals are as follows:

- Clients are able to easily identify a service location or delivery channel and are able to understand what services are available from each WorkBC Contractor;
- Contractors and their respective subcontractors understand communication and marketing guidelines, and have clear standards to follow on their use;
- There is a strong WorkBC brand identity.

Standards and guidelines have been developed to provide Contractors with specific direction pertaining to communications and marketing of WorkBC. Adherence to these standards and guidelines will ensure a consistent, effective representation of WorkBC Employment Services. Contractors are to also provide an opportunity for Clients to give feedback to the Ministry on their WorkBC service experience, through a Ministry developed Client survey.

Contractors should have a street level presence, ensuring the attributes of the proposed WorkBC Centre are present to pedestrians and street traffic as they pass by the location on the street.

Communication Products:

WorkBC Contractors may develop products to advertise WorkBC Employment Services within their community. Contractors must consult with the Ministry, and obtain Ministry approval before finalizing and distributing any communication products referencing WorkBC Employment Services. All such communications must adhere to established WorkBC language and signage adhering to the Graphic Standards Guidelines.

All print, online, and other communications materials that the Contractor produces and posts, publishes or otherwise shares with the public, are expected to reflect print and display quality standards that are appropriate for government marketing. All print, online and other communications materials must align with the standards outlined within the Graphic Standards Guide. Communication products include, but are not limited to: signage, social media, agency webpages, marketing collateral, news releases, posters, flyers, brochures, newspaper displays and classified advertising, radio and/or television advertising, billboards, displays in transit shelters, and newsletters that are produced by Contractors.

To ensure a consistent approach for all the above communication products, WorkBC Contractors will use approved WorkBC branding, current marketing materials, and display only the WorkBC logo in the delivery of WorkBC Employment Services.

The Ministry will, at various times, develop a number of communication product templates to be used in marketing for WorkBC or a specific initiative within the scope of WorkBC. Contractors will be notified and provided with access to electronic and/or hard copies as appropriate.

Signage:

WorkBC Contractors must place prominently, in public view, external and internal signs that clearly identify the WorkBC and funding acknowledgement branding at each site. To ensure a consistent approach for the WorkBC brand, Contractors will use only approved WorkBC branding and display only the applicable WorkBC logo and the Canada-BC Lockup and Tagline in their signage. If services are provided by the Contractor beyond those funded through WorkBC (by the Government of Canada and the Province of British Columbia), the Contractor is required to keep separate and distinct signage across all platforms for those additional services offered under their individual brand. The Graphic Standards Guide will provide more specific details. Contractors may be subject to signage restrictions imposed by landlords or municipal bylaws. The design templates provided in the Graphic Standards Guide are developed to provide flexibility, where appropriate.

Contractors providing services in bilingual catchments are required to provide signage in both English and French.

Contractor Events:

If a Contractor is planning any event, ceremony, office opening or announcement that involves contacting local media, the Contractor must complete the "[Event Planning Template](#)" which will be provided by the Ministry prior to April 01, 2019. Contractors must submit the completed form in a

timely manner to the Ministry to ensure government representation or acknowledgement at their event.

The Provincial Minister or designated representative shall have the option to participate in announcements or ceremonies, to take place at a mutually agreed date and location. The parties shall co-operate in the organization of announcements or ceremonies. Messages and public statements for such events should be mutually agreed upon.

Ongoing Communication Activities:

In all verbal communications such as radio or television advertising, speeches, or interviews related to WorkBC, reference must be made to WorkBC and the contribution by the Provincial and Federal governments as per the required funding acknowledgement. Please refer to the [WorkBC Media Relations Protocol](#) when responding to media requests related to WorkBC and the services provided.

Community Marketing:

The Ministry develops and provides updated Provincial marketing materials for WorkBC to Contractors.

Contractors are responsible for developing local marketing strategies to guide communications and marketing activities within their Catchment Area. This includes the development of communication and marketing products for Clients, community stakeholders and members of the public, which must be developed according to Ministry guidelines and standards.

Contractors are responsible for adhering to WorkBC awareness and marketing strategies outlined in their proposal and agreed to in the contract, including the Annual Business Plan. The Annual Business Plan is the mechanism and foundation from which Contractor performance related to WorkBC awareness and marketing are reported, reviewed and evaluated.

Web Standards

The WorkBC.ca website will serve as the primary referral website for Clients and members of the public. The WorkBC website will include information related to services and WorkBC Centre locations. Contractors must use WorkBC language from this website when referring to WorkBC, including in their website and online and print advertising, to ensure consistent representation of WorkBC. The Ministry website shall serve as the primary portal where the public will access all WorkBC information, including referring to WorkBC.ca as the main source to search for jobs.

In addition to the government's advertising and promotion of WorkBC Employment Services to the public through WorkBC.ca, Contractors will operate and maintain distinct WorkBC business websites for each WorkBC Centre or service contract that they manage. Contractors are to develop websites that promote and advertise their WorkBC services and operations in order to serve Clients. Contractor WorkBC business website content must align with, and link to, WorkBC.ca content and must adhere to the Ministry's graphic standards for WorkBC branding and other standardization. However, should not visually mirror the WorkBC.ca page design so-as to differentiate from the

government site. Contractors are to also provide an opportunity for Clients to give feedback to the Ministry on their WorkBC service experience, through the Ministry developed Client survey. Contractor websites should not duplicate content on the Ministry site, but link to it and must adhere to the Ministry's graphic standards for WorkBC branding and other standardization.

To ensure a consistent approach for the WorkBC brand, Contractors will use only approved WorkBC branding, current marketing materials, and display only the WorkBC logo in any online communication or promotion of WorkBC Employment Services. If services are provided by the Contractor beyond those funded through WorkBC (by the Government of Canada and the Province of British Columbia), the Contractor is required to keep separate and distinct marketing across all marketing platforms for those additional services offered under their individual brand.

The Contractor's website for WorkBC Employment Services, Assistive Technology Services, and/or Apprenticeship Services will include appropriate contact information for public inquiries and requests, including: business hours, location address, phone and/or fax numbers, and email address.

Website Template:

The Ministry will provide Contractors a standard WorkBC Employment Services website template to use for building and managing their WorkBC business websites prior to April 01, 2019.

Each WorkBC Employment Services website managed by the Contractor will include a legal disclaimer, which will be provided by the Ministry, acknowledging that the respective website is independently managed and operated by the Contractor to identify it is not operated or maintained by the government or the Ministry, and a means to report website issues, which are expected to be resolved timely.

Website and Email Domains:

Contractors will use the Ministry provided domains for all WorkBC contracted services, for the duration of their contract with the Ministry. The Ministry maintains exclusive ownership of all WorkBC website and email domains provided to the Contractor. The WorkBC.ca website will serve as the primary referral website for WorkBC Clients and members of the public.

Contractor emails should only be for functionality that is not provided by the Province (i.e. client communication is through the Online Employment Services (OES) portal, unless OES messaging is not an available option. See [Email Use Guidelines for WorkBC Contractors](#) for more information.).

WorkBC marketing (i.e. posters and brochures) containing email contact information are to refer to a WorkBC provided email address.

Where email through an associated company account is approved for use (i.e. on staff specific WorkBC business card), it must otherwise adhere to WorkBC graphics standards and related policy, for example, using a WorkBC signature block and inclusion of WorkBC marks and Canada-BC Lockup and Tagline.

When to Use:

Contractors funded by the Province and Government of Canada to deliver WorkBC Employment Services must include in their website an active link to the WorkBC website.

In-Page Navigation to Support Accessibility Standard:

To allow users of assistive devices to quickly bypass page template and site navigation elements, all web pages must include tools to permit quick access to content.

The two most common approaches, which can be used together, are Access Keys and in-page "Skip to" links.

Access Keys

Access keys are keyboard shortcuts that move a user between various sections on a web page. The keys are a useful accessibility feature for users of screen readers.

There is no complete and consistent approach in place for Access Keys in all web browsers. Therefore the following is presented as a guideline rather than a standard.

Guideline

When incorporating Access Keys into a web page, avoid defining key combinations that are commonly reserved for the operating system. Many users rely on these operating system keyboard commands and may be confused if an expected action is overridden by an access key. For example, the "F" key should not be used as doing so prevents users from pressing "Alt-F" to access their browser's file menu.

"Skip to" Links

Guideline

Given that browser developers are inconsistent in their support for access keys, it is suggested that a "Skip to" links option be considered. "Skip to" links placed at the top of a page provide links to the navigation and the main content sections. Developers can use cascading style sheets to remove these links from the normal visual presentation of a page.

ARIA labels

Use of ARIA labels is recommended. To help users that use screen readers and other assistive technologies, ARIA tagged zones on the page help the user determine where they are in the context of the page. ARIA labels are used to section off all zones of the web page (all content should have a label). See [Web Accessibility Guide](#) for more information.

Descriptive Link Text

Standard

Link text must explicitly describe the content of the linked document, or the action associated with the link. When there are multiple links on a page and each link leads to a different page or document, each link must have its own unique text.

Explanation

All link text must be clear, concise, and understandable, even when the link is read out of its intended context. For example, using “read more” as link text may make sense when read along with the rest of the page, but the link will lose its meaning if isolated. This is particularly important for screen reader users, who often review lists of all the links on a page for faster navigation.

Social Media

Contractors may develop social media accounts and/or profiles to advertise WorkBC Employment Services within their community. This policy applies to all social media accounts, profiles or other content managed by the Contractor to promote WorkBC Employment Services online. Social media platforms included in the scope of this policy are:

- Facebook
- Instagram
- X
- LinkedIn

Social Media Management

In using social media to promote WorkBC Employment Services to the public, Contractors are expected to have knowledge and understanding of the following:

- How to moderate a social media channel
- An understanding of the tools and components required to do the job – uploading, scheduling, analyzing, and responding to content
- How to interact and engage directly with citizens online
- An understanding of what types of content will be effective and cause organic reach to increase
- How to monitor and improve citizen engagement online
- What to avoid (controversial issues) in order to mitigate potential risks and issues

Imagery:

In the promotion of WorkBC Employment Services across all social media platforms, only approved WorkBC branding, imagery, logos, signage, marketing materials and reference are to be used. Third party branding or marketing is not to be included.

Account Names:

Any social media accounts managed by the Contractor must:

- Align with the associated WorkBC Centre or service contract that is managed by the Contractor
- Adhere to the Work BC Employment Services marketing graphics standards
- Are subject to Ministry approval.

Moderation:

All social media channels and posts must be monitored by the Contractor for feedback, questions and comments.

The Government of British Columbia will not tolerate comments on social media accounts that are offensive (to an individual or organization) or are harassing in their approach. The Contractor will moderate their WorkBC social media accounts on an ongoing basis to remove any posts, comments, or other content that abuses the following conditions:

- contains abusive, obscene, indecent or offensive language
- includes defamatory, abusive, harassing or hateful remarks
- makes unproven or unsupported accusations against individuals or organizations
- constitutes spam, promote services or products (are advertising in their approach)
- invades anyone's privacy or impersonates anyone
- is far off-topic or deviate from the flow of polite debate and discussion
- is posted without the necessary rights, licences and consents
- encourages conduct that may or would constitute a criminal offence or give rise to civil liability, or that otherwise violates any local, provincial, national or international law or regulation anywhere in the world
- contains long embedded URLs
- contains excessive links or identifies any publicly elected representative or candidate regardless of their political affiliation, whether those comments are supportive or critical'
- Is contrary to the principles of the Canadian Charter of Rights and Freedoms.

Telephony

To ensure the WorkBC brand coherence and consistent experience for Clients contacting WorkBC Centres, all calls and voicemails should include the WorkBC Centre and location for e.g. "You've reached the WorkBC Centre in Victoria".

Contractors providing services in bilingual regions are to deliver the standard greeting message in both English and French.

Client Success Stories

Contractors are required to collect and submit Client success stories. The Client success stories provide examples of how WorkBC Employment Services helped Clients find employment and/or community attachment. Success stories can further promote the good work being done through the WorkBC Centres and may inspire other potential Clients to access WorkBC services. The stories are intended to be shared via the Ministry provided website, WorkBC website, social media channels and other public forums with the appropriate Client consents obtained.

Submission:

Contractors are required to submit Client Success Stories using the online form provided by the Ministry. Each success story submitted is to have a completed Client consent via the form provided by the Ministry (Client Consent to Publication form) and is to be kept on file by the Contractor. The consent is NOT to be attached to the online submitted story. When possible an engaging related picture or video should be provided.

WorkBC Client Success Story Questionnaire:

A template is available from the Ministry that can be provided to Clients to assist them with drafting their success story effectively.

Client Consent to Publication:

Client consent is required for the publication of the Client's personal information. The Client Consent to Publication form, provided by the Ministry, must be signed by the Client and associated to the Client's success story that is submitted to the Ministry.

External Systems Authorization Process

As per the Contract, Contractors may use systems and software that collect Client personal information, if required to do so to fulfill their obligations under the contract, and only after demonstrating conclusively to the province that the system or software meets all requirements described in province policies relating to privacy, confidentiality and security. Contractors must request approval to use systems other than those provided by the Ministry by submitting a service request in the [WorkBC Service Desk portal](#) for [External Systems Authorization](#) .

As part of the request, Contractors will need to describe how the use of the software will comply with section 30 of the Freedom of Information and Protection of Privacy Act ([FOIPPA](#)) and Schedule E of the Contract.

Documentation Requirements

The Ministry has provided documentation requirements in WorkBC Services policy to ensure consistency across WorkBC Services and service areas.

Accessibility Standards**Definitions**

'Access' or 'accessible' means that a Client is, without assistance, able to approach, enter, pass to and from, and make use of an area and its facilities. It also means that a person is able to access the services they need without a communications or accessibility barrier. 'Facility' means something that is built, installed, or provided to serve a particular purpose.

Description of Accessibility Requirements

1) Physical Facilities:

- At least one main accessible entrance;
- Access to at least one accessible washroom, properly equipped for people using wheelchairs;
- Ramps at an appropriate slope;
- Access to an elevator or lift with visual and auditory accommodations, where a publically accessible elevator or lift exists; the elevator locations are to be indicated by directional signage clearly visible and located throughout the facility;
- Interior doors and corridors wide enough for people using manual wheelchairs and with light levels bright enough to accommodate people with visual impairments;
- Tactile signage for individuals with visual impairments to indicate washrooms, emergency exits, elevators, stairwells, etc.;
- Visual fire alarms;
- Emergency items such as fire extinguishers at an accessible height;
- Handles, pulls, latches, locks and other operating devices in accessible doors with a shape that is easy to grasp with one hand and does not require tight grasping, tight pinching or twisting to operate. Lever-operated mechanisms, push type mechanisms and U-shaped handles are acceptable designs;
- Handrails on ramps and stairs;
- Accessible elevators to facilitate movement between floors (if necessary);
- The main service area must be universally accessible. Service desks and other common counters must satisfy universal design principals including providing a common service counter area with a maximum counter height of 865mm and knee clearance of 760mm(h) x 920mm(w) x 485mm(d) within the main service area;
- Where information racks holding brochures and other material are installed, the reach requirement to access the material is to be no greater than 600mm –unless it is a duplication of other material available within these dimensions.

Additional considerations for physical facilities:

All reasonable efforts to secure these additional accommodations must be made. A rationale will be provided if the Contractor is not able to achieve them due to building location, municipality services or other reasons outside the Contractor's control.

- Proximity to an accessible bus stop;
- Visitor parking with marked accessible parking spaces;
- Access from the parking lot to an accessible entrance;
- Gender-neutral bathrooms;

In situations where outreach services are being provided it is expected that contractors will choose locations that meet as many of the specifics of accessibility standards as possible.

2) Computers:

Computer stations should be accessible. The Contractor will make accessibility aids for computer use available to Clients who are utilizing computers in the WorkBC Centre. Accessibility aids are

specialized software and devices that help people with disabilities use computers more effectively. Examples include:

- screen readers software, tactile interface, auditory feedback, screen enlargement utility, and voice input tools for people with visual impairments;
- visible alerts, close caption, speech-to-text system for people with hearing impairments;
- assistive devices allowing a person to use non-vocal means to specify a phrase for people with speech impairments;
- software that makes difficult keystrokes more accessible, voice recognition systems, pointing devices for people with motor impairments;

3) Web:

The Contractor will have a web presence that is regularly maintained, conforms to the Web Content Accessibility Guidelines, level two (www.w3.org/TR/WCAG20). The Contractor will ensure their websites comply with the Ministry marketing and branding strategy and adhere to the Graphics Standards Guidelines. Contractor websites will also support software for visually impaired Clients using screen reader programs.

4) Phone:

The Contractor will have a TTY phone, or other resource with equivalent TTY capabilities, available in the WorkBC Centre for use by the Contractor or by Clients with auditory impairments for job search and other related activities. In addition, the Contractor must access a telecommunications relay service, when appropriate, to enable communication with Clients who are deaf, hard of hearing or experience difficulty with speech. Such relay services are available through telecommunications companies 24 hours a day, 7 days a week, at no additional charge, and enable Clients who use a Teletypewriter (TTY) to communicate with individuals who use standard telephones.

5) Face-to-Face:

- Service dogs must be allowed in the building;
- Ensure access to sign language (ASL) interpreters;

Accessibility Certification Requirements

Updated: January 30, 2025

- Mandatory accessibility assessment for the purpose of obtaining accessibility certification through a third-party assessor is to be scheduled within the first 6 months of the WorkBC Services contract and completed within 9 months of the start of the WorkBC Services contract;
- If the accessibility certification is not obtained after the initial assessment, the service provider has an additional 3 months to work with the assessor to resolve accessibility issues and obtain certification;

- WorkBC Contractors must obtain accessibility certification for the WorkBC contract. If there are any substantive modifications or renovations to the site, as defined at the sole discretion of the province, along with all site moves, then recertification is required.

References:

- [Web Content Accessibility Guidelines 2.0](#)

Legislation, Regulations, Policies and Agreements

The Ministry is responsible for administering WorkBC and ensuring that it fulfils its purpose. WorkBC must meet all applicable legislative and regulatory requirements as well as all binding intergovernmental agreements. The following authorities apply to WorkBC Employment Services.

- Employment Insurance (EI Act) and Regulations
- Canada-BC Labour Market Development Agreement (LMDA)
- BC Employment and Assistance (EA) Act and EA Regulation
- BC Employment and Assistance for Persons with Disabilities (EAPWD) Act and EAPWD Regulation
- Human Rights Code of BC
- Industry Training Authority Act and Policies
- BC Employment Standards Act and Employment Standards Act Guide
- BC Workers Compensation Act
- BC School Act
- Income Tax Act (Canada)
- Immigration and Refugee Protection Act (Canada)
- Freedom of Information and Protection of Privacy (FOIPPA) Act

Other Authorities

In addition to applicable legislative and regulatory requirements and binding intergovernmental agreements there are a number of other relevant initiatives, policies, and agreements that need to be considered in the administration of WorkBC.

- Canada-BC Workforce Development Agreement (WDA)

Contractor's Responsibility for Privacy

Any WorkBC Contract will require the Contractor(s) to comply with the Province's Privacy Management and Accountability policy that includes the requirement that Contractor(s) ensure that each entity that collects or creates personal information on behalf of the Province, including (without limitation) any employees, agents and subcontractors of the Contractor, has completed, at cost to the Contractor, a privacy, information sharing and breach management training course deemed to be equivalent to the Province's privacy training prior to that person providing services under the Contract.

The Province can provide access to online training. Training may not be required by such persons that have already taken the most current version of the Province's privacy training course.

Personal information collected through Online Employment Services is collected under the authority of sections 26 (c) and (e) of the *Freedom of Information and Protection of Privacy Act* (FOIPPA) and is subject to all the provisions of that Act. The personal information collected will be used by the Ministry of Social Development and Poverty Reduction, its service providers and associates of those service providers to administer WorkBC Employment Services, WorkBC Apprentice Services or WorkBC Assistive Technology Services, as applicable. Under the authority of section 33.1 (d) of FOIPPA, the personal information collected may also be disclosed to Employment and Social Development Canada (ESDC) or the Canada Employment Insurance Commission. The Canada Employment Insurance Commission may use your personal information to monitor, assess or evaluate the effectiveness of the assistance provided through WorkBC Employment Services, WorkBC Apprentice Services or WorkBC Assistive Technology Services .

If you have any questions about the collection, use or disclosure of your personal information, please contact the Records clerk of the Employment and Labour Market Services Division, Ministry of Social Development and Social Innovation at WorkBCOESprivacy@gov.bc.ca.

Privacy and Security Requirements

Security Screening

Contractors must ensure that security screening requirements are met prior to Services Team members accessing sensitive information. Contractors are required to store security screening information for audit purposes.

For more information, refer to the Agreement Articles and Schedule G, Appendix G1 of the Contract.

Confidentiality Agreements

Contractors must ensure that a **Confidentiality Agreement** is signed by Services Team members accessing sensitive information.

Contractors are required to collect and store signed Confidentiality Agreements information for audit purposes.

For more information, refer to the Agreement Articles and Schedule G, Appendix G8 of the Contract.

Criminal Records Checks

Contractors must obtain a Criminal Records Check (CRC) prior to Services Team members having contact with participants, accessing sensitive information, accessing information systems or accessing funds under the Contract.

Contractors are required to store Criminal Records Checks for audit purposes.

Contractors must immediately disclose to their designated Ministry contact, any returned CRCs that identify a risk as referenced in the Contract.

The following information must be included in the Contractor's notification:

- Subject Line: Criminal Records Check Disclosure
- Body of the Request: Name of requesting contractor organization, contract number

Please do not include any personal identifiers or details of the criminal offense.

A Ministry representative will respond to arrange for submission of the required documents.

For more information, refer to the Articles of Agreement and Schedule G, Appendix G2 of the Contract.

Privacy Training

Contractors must ensure that [FOIPPA Foundations: Privacy and Access Fundamentals](#) has been completed by all individuals who are involved in the collection or creation of personal information. This course builds awareness and understanding about the policies, processes and best practices for appropriate information sharing, privacy, information integrity, and information incident management.

Contractors must maintain proof of course completion and retain the information for audit purposes.

For more information, refer to Schedule E of the Contract and **Contractor's Responsibility for Privacy**.

Personal Information Management

Personal Information

Personal Information is any recorded information about an identifiable individual, that can be used to identify an individual through association or inference.

Personal Information does not include:

- Business contact information, which includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual; or
- A reference code, such as a Client's ICM Person ID, which is used for internal, administrative purposes only.

Contractors must ensure Personal Information is protected and all records containing Personal Information are managed securely at all times.

Collection of and Access to Personal Information

Collection of Personal Information Directly from Clients

Contractors may collect Personal Information about a WorkBC Client directly from that Client only if the information is necessary for the provision of Services to that Client.

Contractors must establish methods to inform Clients prior to each instance of collecting their personal information, regarding the:

- Purpose of collecting their Personal Information;
- Legal authority under which the information is being collected (section 26 (c) of the *Freedom of Information and Privacy Act* (FOIPPA); and
- Title, business address and business telephone number of a WorkBC representative who can answer questions about the Contractor's or Approved Subcontractor's collection of their Personal Information.

Collection of Information Through Online Employment Services

Personal information collected through Online Employment Services is collected under the authority of sections 26 (c) and (e) of the Freedom of Information and Protection of Privacy Act (FOIPPA) and is subject to all the provisions of that Act. The personal information collected will be used by the Ministry of Social Development and Poverty Reduction and its Contractors and Approved Subcontractors to administer WorkBC Employment Services, WorkBC Apprentice Services or WorkBC Assistive Technology Services. Under the authority of section 33.1 (d) of FOIPPA, the personal information collected may also be disclosed to Employment and Social Development Canada (ESDC) or the Canada Employment Insurance Commission. The Canada Employment Insurance Commission may use the personal information to monitor, assess or evaluate the effectiveness of the assistance provided through WorkBC Employment Services, WorkBC Apprentice Services or WorkBC Assistive Technology Services.

Collection of / Access to Personal Information in the Custody of Contractors, Approved Subcontractors and the Ministry

All information contained in an ICM case file is in the custody and under the control of the Ministry. FOIPPA authorizes Contractors and Approved Subcontractors to collect Personal Information from Online Employment Services (OES), Integrated Case Management System (ICM),

Ministry employees and from one another without Client consent, in order to perform their duties under their respective WorkBC contracts.

Collection of Personal Information from External Third Parties

With the express consent of the Client, Contractors and Approved Subcontractors may collect a Client's Personal Information from an external third party if the information is necessary for the provision of Services to the Client. Prior to the collection of Personal Information from an external third party, Contractors must ensure the Client has completed and signed a [Client Consent to Collect, Use and Disclose Information](#) form. This ensures Personal Information is collected with the Client's full knowledge and consent.

Disclosure and Release of Personal Information

Disclosure to WorkBC Contractors, Approved Subcontractors and Ministry Staff

Contractors and Approved Subcontractors may disclose Personal Information to Ministry employees and to other WorkBC Contractors and Approved Subcontractors without Client consent if the respective Ministry employee, other WorkBC Contractor or Approved Subcontractor:

1. Needs the Personal Information to perform their respective duties to the Province; and
2. Will use the Personal Information only for a purpose consistent with that for which it was originally collected or created.

Disclosure to External Third Parties

With the express consent of the Client, WorkBC Contractors and Approved Subcontractors may disclose a Client's Personal Information to an external third party to whom the Client has been referred. Prior to a referral, Contractors and Approved Subcontractors must ensure the Client has completed and signed a [Client Consent to Collect, Use and Disclose Information](#) form.

Requests for Access to Information

All requests for access to a Client's Personal Information that a WorkBC Contractor or Approved Subcontractor receives from a third party must be referred to the designated Ministry contact. Third party requests may include, but are not limited to:

- Complaints and decision review requests coming from Members of Parliament (MP) or Members of the Legislative Assembly (MLA) on behalf of their constituents;
- Requests from other provincial Ministries;
- Requests from other Divisions of the Ministry of Social Development and Poverty Reduction, except routine requests received from Employment and Assistance Workers (EAWs) where disclosure is authorized and directed by WorkBC Policy;
- Demands for Information from the Ministry of Justice and Attorney General (JAG);
- Requests from the Government of Canada;
- Requests from the media; and

- Requests from the Client's family members.

Contractors must include the designated Ministry contact's name, title and contact information in their referral. The Ministry will work with the Contractor in responding to issues of this nature.

Note: Only a Ministry Investigator is permitted to respond to law enforcement requests for client information. The Ministry's Criminal Investigation Unit (CIU) has dedicated staff responsible for reviewing and responding to requests.

Law enforcement includes police, RCMP, military police, officers with Border Services or Immigration, and anyone who is conducting an investigation, such as for ICBC or WorkSafe. Collections agents are not 'law enforcement', but they are also referred to the CIU.

If a WorkBC Contractor or Approved Subcontractor receives a request from Law Enforcement for any information, including by subpoena:

- WorkBC Contractor will inform the responsible CM CAPA of the request
- CM CAPA will provide WorkBC Contractors the required form to provide to the law enforcement requester in order to process their request through the delegated Ministry Investigator
- All requests and any information provided to law enforcement is handled directly by the Ministry Investigator
- Ministry Investigators are also available to support WorkBC Contractors with questions and other support needs depending on the nature of the request, such as requests for interviews with WorkBC staff

WorkBC Contractors are advised to not disclose or confirm any client information. For example, referring to "the person's file" or "the client" provides confirmation that the person is a client and/or has a file with the ministry, such disclosure is not permitted without the consent. Use wording such as "not locating consent for anyone by that name" instead of "no consent is on that client's file".

Ask the requester and note the following:

- The caller's full name, title, email and phone number
- Their organization or relationship to the person they are asking about
- Inform the requester that all law enforcement requests are processed through a standard request form and that information is provided through delegated Ministry Investigators
- The form can be emailed to the requests for completion and submission to the email provided on the form

Routine Release of Personal Information to a Client

Clients have a right to request access to their Personal Information. FOIPPA allows for the disclosure of certain types of information as a matter of course without a formal Freedom of Information (FOI) request.

For the purposes of administering WorkBC Services, Contractors and Approved Subcontractors may routinely release two types of records containing Personal Information about the Client who makes the request:

1. A record submitted by the Client to the Contractor or Approved Subcontractor; and
2. A record that the Contractor or Approved Subcontractor has previously provided to the Client.

The following procedures should be followed in the routine release of Personal Information to a Client:

1. Before releasing any personal information, clearly establish the identity of the person requesting the information to ensure they are the person the information is about;
2. Consult with the Ministry if uncertain about any aspect of the release of information to a Client or former Client;
3. Review all records before release to ensure that they do not contain information that references any other individuals (third parties);
4. Provide the Client with copies of the records requested;
5. Record on the ICM Client File the information disclosed;
6. Attach any supporting documents, such as written requests for information, to the ICM Client File.

Unless otherwise authorized by the Ministry, all other requests from Clients for access to their own Personal Information will require a formal [Freedom of Information Request](#).

Requests for Correction of Personal Information

Clients may request the correction of their Personal Information in a WorkBC record. Such requests must be referred to the Ministry. Contractors must ensure that any corrections to WorkBC Client Personal Information are:

1. Completed within five business days; and
2. Communicated to any party to whom the information was disclosed within the past year.

Information Incidents and Security Breaches

Information incidents occur when unwanted or unexpected events threaten [privacy](#) or information security. The incidents can be accidental or deliberate, and include the theft, loss, alteration or destruction of information, regardless of format or storage media.

Privacy Breaches

Privacy breaches are information incidents that involve personal information.

Security Breaches

There are two types of security breaches:

1. Information incidents; and
2. Unauthorized access to facilities, systems or equipment.

Security breaches can either be actual incidents or incidents that are likely to occur.

Contractors must report all information incidents and security breaches to their designated Ministry contact by phone immediately upon discovery, and they must report or confirm the incident or breach in writing.

Links

[Information Security Guidebook](#) provides basic guidance on information security controls which Contractors should consider to help protect sensitive or critical information assets.

Governance and Performance

Governance is the framework of practices by which bodies work together in a defined way to oversee an organization and ensure accountability, fairness and transparency. The Governance and Performance framework, will be provided by the Ministry, will include an overview of the WorkBC Employment Services governance and performance structure and a description of the governance bodies and how they work together to oversee effective management of WorkBC Employment Services.



[Email Use Guidelines for WorkBC Contractors](#)

10. Case Management Services

10.1 SERVICE DESCRIPTION

Case Management is a collaborative process between the Contractor and a Client. The Contractor will work with the Client and provide ongoing support to the Client as they progress to achieve goals and objectives in the Client's Action Plan. The process of Case Management involves developing a positive relationship with the Client, encouraging, motivating and supporting the Client to achieve sustainable employment, and increase independence and self-sufficiency as appropriate for each Client. Key factors in Case Management include helping Clients build confidence, become self-motivated and recognize and build their skills, strengths and abilities.

10.2 SERVICE ACTIVITIES

Case Management involves managing a Client Case File in ICM, documenting Client processes and tracking and recording Client progress and results.

Regular contact with Clients must be maintained throughout participation in services, according to an agreed upon schedule, to enable the Contractor to continually monitor the ongoing need for supports and services.

The Contractor must ensure Clients are aware at the outset of Case Management of their obligation to attend scheduled appointments. After three missed appointments without prior notification by the Client, or a period of no contact, the Client File should be closed.

10.2.1 Referrals ***Updated June 11, 2025**

Integrated service delivery is an important part of supporting Clients to achieve and maintain sustainable employment. The WorkBC Employment Services Contractor is required to accept potential Client referrals and to refer Clients to organizations and services outside of WorkBC. The Contractor will support Clients during the referral process by actively engaging with the referred program or organization and ensuring that the Client knows where to go, how to get there, and who their contact is. The Contractor will also ensure the Client understands the ongoing role of WorkBC Employment Services in supporting them to achieve their employment-related goals and will provide on-going support for the duration of the referral. See section 10.6.1 Monitoring for more information.

Ministry Referrals (BCEA Clients) *Updated June 11, 2025

BCEA Clients will be **encouraged to connect with their local WorkBC Centre** to access services and supports necessary to help them achieve and maintain sustainable employment and thereby reduce or eliminate dependence on income assistance. BCEA clients **formally not employment obligated (e.g., PWD, PPMB, NEO, etc.), whose status has changed to Expected to Work, or single parents whose exemption period has ended, may be referred to the Contractor for employment services and support.**

Self-Engaged

All BCEA Clients may choose to access Services through self-engaging as any other unemployed BC job seeker.

CLBC Referrals

The WorkBC Centre will receive the [CLBC form](#). Once the referral is made, the Contractor will contact the Client to support them in navigating the Online Employment Services/Client Needs Assessment process. Once the Client file is open, the WorkBC Contractor will scan the referral form into ICM and make a note under the Client Inclusion Groups Applet in the description field identifying the source of the referral for reporting purposes. WorkBC Contractors are reminded that the referred Client must sign the **WorkBC Employment Services Client Consent to Collect, Use and Disclose Information** form.

Targeting Referral and Feedback (TRF)

Targeting Referral and Feedback (TRF) is an initiative of Employment and Social Development Canada (ESDC) and the Ministry designed to strategically identify applicants for Employment Insurance Benefits and refer them to WorkBC Employment Services (ES) early in their unemployment. Early referrals facilitate timely access to employment services and stronger job matching potential for those who are newly unemployed. TRF referrals are administered jointly by the Ministry, ESDC and the Contractor.

All WorkBC ES Contractors are obligated to use the TRF application which is accessible through the OES portal. In consultation with Ministry staff, the Contractor will use TRF to strategically drive EI Client referrals and set specific targeting criteria to align with local labour market conditions.

A TRF referral is initiated after:

- an individual applies for EI Benefits; and
- The EI applicant's information matches the pre-established TRF targeting criteria set by the Contractor.

The WorkBC ES Contractor may contact referred EI applicants by phone, email or letter and the TRF application is used to track all contact attempts and meetings. Once contact is established, Contractors direct the EI applicants to initiate Intake Services.

Once the referral is complete and all contact history is recorded in the TRF Application (i.e. the EI applicant has begun participating in WorkBC Employment Services, has decided not to participate in WorkBC Employment Services, or cannot be reached after at least 2 contact attempts), the EI applicant's referral file is sent to ESDC.

Please refer to the Service Desk- [Knowledge Base](#) for more information on the TRF application.

Assistive Technology Services Referrals

Clients may access WorkBC Assistive Technology Services as a stand-alone service or in conjunction with WorkBC Employment Services. The Client may self-refer to the WorkBC Assistive Technology Services Contractor or be referred by the WorkBC Employment Services Contractor.

Referrals to the WorkBC Assistive Technology Services Contractor occur when doing so best meets the Client's assistive technology needs. A Case-Managed Client is referred to the WorkBC Assistive Technology Services Contractor after the WorkBC Employment Services Contractor conducts a Disability-Related Employment Needs Assessment (DRENA). If the WorkBC Employment Services Contractor determines during the Client Needs Assessment that an individual requires Assistive Technology Services rather than Employment Services, the Online Employment Services (OES) application can be redirected to the Assistive Technology Services Contractor. Please refer to the OES User Guide - Create WorkBC Assistive Technology Application for more information.

While the WorkBC Assistive Technology Services Contractor supports the Client with Assistive Technology Services, the WorkBC Employment Services Contractor will continue to provide Case Management Services. Both contractors must work collaboratively to ensure details of the Client File (including copies of employment related disability assessments, details of services and Financial Supports) are captured and available to both parties. Both contractors can create new Client Files and access existing Client Files. This integration across contracts allows both contractors to view the status of WorkBC services to the Client and prevents duplication of assessments and supports.

Referrals to and from the WorkBC Assistive Technology Services Contractor occur through an ICM "Referral" Service Request and must be recorded on the Client File.

Clients are required to complete the application for Assistive Technology Services and the application for Employment Services through OES. Basic Client information will pre-populate for the Client from the ES OES application. Both contractors are responsible for supporting Clients in completing the OES application, regardless of service.

For more information on WorkBC Assistive Technology Services referrals, please refer to the Knowledge Article: Referral from Employment Services to Assistive Technology Services.

External Referrals

WorkBC ES Contractors are required to refer Clients to organizations and services outside of WorkBC to support the Client in obtaining skills and supports to achieve sustainable employment. These referrals fall into two categories:

- Referral to/from other employment programs and agencies; and
- Referral to/from community agencies.

The Referral Service in ICM is intended to track when a Client temporarily "leaves" WorkBC Employment Services but will likely return for further Case Management or Job Sustainment Services.

Please note that Financial Supports are not available for Clients in an External Referral. Where a Client is pursuing formal skills training through another employment program or agency, Contractors should determine whether the Client may need additional financial or other supports to successfully complete the training (see Co-Funded Clients).

Please refer to the Services Knowledge Article for more information on how to set up the External Referral Service.

Referral to Other Employment Programs and Agencies

Referrals to other employment programs and agencies outside of WorkBC (including the federal government) occur when a Contractor determines that a Client may benefit from employment programs funded by other Ministries/levels of government/agencies, such as:

- projects funded through the Indigenous Skills and Employment Training (ISET);
- programs funded by Employment and Social Development Canada (ESDC);
- programs funded by the Ministry of Post-Secondary Education and Future Skills (PSFS); or
- other programs or agencies providing employment-related services.

The Contractor will support these referrals and work collaboratively to reduce duplication and, to the extent possible, minimize administrative processes for Clients.

Note: Where the other employment program or agency provides training that is only partially funded and the Client may require WorkBC ES Financial Supports in order to participate, the Contractor should consider Skills Enhancement Training Services as a Co-Funded Client. In order to be eligible, the training must meet Skills Enhancement Training Services criteria for:

- Adult Basic Education (ABE) and Academic Upgrading; or
- Occupational Skills Training; or
- Short Duration training

Referrals to organizations or services outside of WorkBC will be recorded and processed manually (without an ICM Service Request). In all cases, where a Client is working with the Contractor and simultaneously accessing services through an external organization, the following process applies:

- Client's Client File remains open; and
- Referral is recorded manually in ICM as a service (i.e. without a Service Request); and
- Client will be supported holistically by the Contractor, to the extent necessary to ensure Client success during the referral period.

For more information on recording ICM referrals to other employment programs and agencies, please see the Services Knowledge Article.

*Please note that, for all BCEA Non PWD Clients participating in an External Referral, a notification to the Ministry (SDD) must be sent through an ICM Service Request (see ICM Communication Guide). Contractor contact with BCEA Non PWD clients participating in an External Referral is still required. See Case Management Services policy, [section 10.3.1](#), and [section 10.6.1](#)

Referral to Community Agencies

Referrals to community agencies occur when the WorkBC ES Contractor determines that a Client may benefit from a referral to a community agency to:

- Access non-employment services in the community (e.g., addictions or mental health support).

WorkBC ES Contractors will facilitate these referrals by booking appointments for Clients or providing agency contacts for Clients to make their own arrangements. It will be necessary for the Contractor, in consultation with the Client, to determine whether it is appropriate to continue providing Case Management Services while the Client works with the community agency.

Where the Contractor and Client determine that WorkBC Employment Services should continue in parallel with the community agency referral, the Client File will remain open and the referral will be recorded manually in ICM (with no Service Request). In cases where the Contractor and Client determine that services should not continue in parallel with the community agency referral, WorkBC Employment Services will conclude and the Contractor will update ICM accordingly.

For more information on recording ICM referrals to community agencies, please see the Services Knowledge Article.

Community agencies may also encourage their clients to use WorkBC Employment Services as part of their rehabilitation and reintegration into the community. The Contractor may develop their own protocols and procedures to facilitate these referrals to the WorkBC Employment Services Contractor.

10.2.2 Opening, Closing and Transferring a Client Case *Updated July 10, 2025

Opening the WorkBC Employment Services Client Case File

Case Managed Clients will have an electronic Client Case file in the Integrated Case Management (ICM) System. The Client Case File will contain all information related to the Client; for Case Managed Clients, this will include a detailed Service Plan and Benefit Plan. The Client Case will include the record of all assessments, services and Financial Supports provided to the Client, a copy of the Client's Action Plan, documents/agreements and receipts that are scanned and attached to the Client Case file.

If a Client needs services that require opening of a case file, the Contractor will confirm if there is an existing Client Case File and will ensure duplicate case files are not created. If a Client Case File already exists, the Case Manager will review the current Client Action Plan and if applicable create a new Service Plan

Closing the Client Case File and Service Plan

A Client Case and Service Plan will be closed when:

- Client has achieved a Sustained Employment Outcome and has completed Job Sustainment services (recorded as Employment Sustained to 52 Wks); or
- Client has completed all Case Management Services in their Action Plan, has not been able to obtain a Sustained Employment Outcome, does not require further Case Management Services, and 12 weeks have passed since the completion of the last service in the Action Plan; or
- Client cannot be contacted for a period of 12 weeks, and all appropriate attempts to contact the Client have been completed and documented as per Case Management policy; or
- Client withdraws from services (for example, no longer committed to the Action Plan, health prevents participation, incarceration, etc.). In these cases the Client's Service Plan and Case can be closed as soon as the withdrawal occurs; or
- Client is determined to be no longer suitable for Case Management (for example, not at a stage of employment readiness to benefit from WorkBC Employment Services, or has demonstrated behaviour that poses a risk to the health and safety of others); or
- Client leaves services temporarily due to an unforeseen circumstance (for example a medical procedure or family emergency, etc.) with an expectation of returning to the program to complete services once the situation is resolved (this is recorded as an Engagement on Hold). **Note:** The Service Plan is closed and **the Client Case remains open**. If the Client does not return as expected, the Service Plan closure reason should be updated to reflect the appropriate closure reason and the Case should be closed.
- When there is a change in [Client circumstances](#) to warrant a new Service Plan the Service Plan is closed and a new Service Plan is created. **Note: the Client Case remains open.**

To close the Client's Service Plan, the Contractor must enter a date of closure, and an appropriate Closure Reason documenting the situation that has occurred.

The Client's Case must also be closed (unless otherwise noted). As the detailed Closure Reason is provided on the Service Plan, the Case must be closed with the only valid reason available: **No addtl services required**.

BCEA Client Service Requests *Updated July 10, 2025

When a BCEA **Expected to Work Client with an active Program Referral Service Request** WorkBC Employment Services Case is closed, the Ministry (SDD) must be notified via an ICM Service Request.

See [ICM Communication Guide - Home](#) for Communication and Procedures between WorkBC Employment Services Service Providers and the Ministry (SDD) for detailed information on communication requirements with SDD for BCEA Clients.

Service Plan Closure Reasons

Service Plan Closure Reasons	When to Use
Attending Non-WorkBC Education	Client is a full-time student registered and attending high school or post-secondary training, or was registered and attending full-time during the last term and is intending to return to full-time studies in the next term.

Service Plan Closure Reasons	When to Use
Change of Circumstance	There is a change in the Client circumstance to warrant a new Service Plan. Service Plan is closed and new Service Plan is created. Note: Case remains open.
Created In error	Case created in error.
Employment Sustained to 52 Wks	Client has achieved 52 weeks of accumulated employment. Document requirements completed in ICM as per Policy.
Engagement on Hold	Client has left the program temporarily and is expected to return (e.g. Client has disengaged services to attend to a personal/family matter, and has full intentions of returning to continue services once the situation is resolved). Note: Case remains open. If the Client does not return as expected the Service Plan closure reason should be updated to reflect the appropriate closure reason and the Case should be closed.
Illness Prevents Participation	• Client has health condition(s) that would make participation in Employment programming unrealistic and/or unreasonable. • Client is experiencing mental health problems that would make participation in employment programming unreasonable and/or unrealistic. • Client's ability to function in society is severely impaired by alcohol or drug use, and Client is not undergoing treatment or counselling and where treatment prior to participation in WorkBC Employment Services services is needed.
Issues Prevent Participation	• Client has demonstrated behaviour that poses risks to the health and safety of others. Under specific conditions, a health and safety alert is posted on the Client Case File by the WorkBC Employment Services Contractor. Safety incidents must be reported to the Ministry's Employment and Labour Market Services Division (ELMSD) and must be clearly and objectively documented in the Integrated Case Management (ICM) system as per Ministry policy and procedures. • Client is misusing or abusing equipment and/or resources and/or is consistently not behaving in a respectful or appropriate manner towards staff or other Clients.
Moved out of Area	Client no longer resides in the WorkBC Catchment Area and has indicated they no longer require service or is unreachable.
No Contact With Client	Client is not meeting minimum contact schedule requirements.

Service Plan Closure Reasons	When to Use
Other	• Deceased • Incarcerated • Not entitled to work in Canada/BC • Fraud
Quit/Withdrawn from Services	• Client has not obtained an Outcome. Case Manager and Client determine no additional Case Management or Case Managed Services are required. • Client is not following through on their Action Plan commitments and there are significant participation concerns that put the Action Plan success at risk and every effort has been made to support the Client in their Action Plan. • Client has determined they do not wish to start or continue with Case Management.
Referred to Non-WorkBC Program	Client is not continuing to receive Case Management while participating in other alternative employment programming and community services.

Client Case Transfers

When a Client with an open or closed Case is permanently relocating, to a new Catchment and requests WorkBC Employment Services in the new Catchment Area, the Client Case will, normally, be transferred.

Client Cases are not normally transferred when a Case Managed Client relocates to a new Catchment area while participating in longer term, intensive services that provide financial supports, such as Skills Enhancement Training Services. If it is decided to transfer the Client's Case, before the service is completed, both the transferring and the receiving WorkBC Employment Services Contractors must agree to the transfer of responsibility for the service the Client is participating in, including continuing to provide Financial Supports. Clients may request to transfer their Case through either the outgoing or receiving WorkBC Employment Services Contractor.

Receiving Transferred Case from a Different Catchment Area

Active Client Cases

When a Contractor receives a transferred Case from another Catchment Area, for an active Case Managed Client they will support the Client by meeting with them to review the Client's Action Plan and the progress made towards the Client's employment objectives. They will obtain any necessary documents not included in the transferred Client case file, and determine, with the Client, if the Client's Action Plan requires updating and document the rationale for any updates in the Client's Case file in ICM.

Closed Client Cases

If a Client who is transferring is returning to Case Management and does not have an open Case, prior to meeting with the Client, the WorkBC Employment Services Contractor should determine if completion of a new CNA is appropriate. When a Client Case is transferred the receiving WorkBC Employment Service Contractor must honor all obligations and commitments in a Client's Action Plan, including ongoing Financial Supports and Financial Agreements, and ensure any ongoing payments will continue without interruption.

Transferring a Case to a Different Catchment Area

When a Client Case file is transferred to another Contractor in a different Catchment area, the **sending** Contractor will ensure the Client Case File is updated, including all relevant documents are available in ICM, within five business days of transfer and will cooperate with the Contractor receiving the Client Case file to ensure any ongoing payments are not interrupted.

10.3 ELIGIBILITY Updated June 11, 2025

Eligibility for Case Management is determined through the Client Needs Assessment. Case Management is provided when a Client meets Basic Eligibility and is not able to obtain and/or maintain employment independently or by doing independent job search using the Resource Area.

10.3.1 BCEA Expected to Work Clients *Updated June 11, 2025

BCEA **Expected to Work** Clients must complete a CNA and must be considered for Case Management.

Contractors are required to contact the Ministry through an ICM Service Request if a **Ministry 'referred'** BCEA Client has **not been in contact with the WorkBC Contractor for more than 60 days**.

If an interruption for a **Ministry 'referred'** BCEA Client exceeds three months, the Client's case is closed and an ICM Service Request is sent to the Ministry.

10.4 MINISTRY CONFIRMATIONS AND AUTHORIZATIONS

There are no Ministry confirmations or authorizations required for Case Management Services.

10.5 DURATION AND REPEATABILITY

Case Management is an ongoing process with no set duration or repeatability.

10.6 ACCOUNTABILITY

10.6.1 Monitoring (Updated September 14, 2023)

The Contractor will provide on-going monitoring and support to the Client throughout the duration of the referral to other organizations or services outside of WorkBC by telephone, in person or by e-mail to resolve any issues or concerns with the placement.

See [10.2 Service Activities](#) for additional information on case management service requirements.

10.7 DOCUMENTATION AND ADMINISTRATION ***Updated August 1, 2025**

During Case Management, Contractors are responsible to have the following documentation in the Client File:

Table 8: Documentation requirements for Service Desk Knowledge Library Reference (Updated August 1, 2025)

Documentation Required	Form (if applicable)	Location in ICM Client File	Service Desk Knowledge Library Reference
Client's eligibility for Case Management (determined through the CNA)		TAB: More Info SUB-TAB: More Info APPLET: More Info	Knowledge Article: Manual Case Set Up

Documentation Required	Form (if applicable)	Location in ICM Client File	Service Desk Knowledge Library Reference
Services provided and rationale		Add Service: TAB: Plans SUB-TAB: Service Plans - Select Plan Number APPLET: Services - Add new Service including all the Service Validation points Add Rational: APPLET: Services - Highlight relevant Service line to document rationale APPLET: Activities - Create New Activity - Under "Description" enter <u>capitalized identifier</u> "RATIONALE FOR _____" - Under "Extended Description" enter detailed rationale¹ <i>Note: All fields auto populate to centralized notes.</i>	Knowledge Article: Services Knowledge Article: Activities

Documentation Required	Form (if applicable)	Location in ICM Client File	Service Desk Knowledge Library Reference
Rationale for: - Repeated services or supports - Decision to create a new Service Plan		Add Service: TAB: Plans SUB-TAB: Service Plans - Select Plan Number APPLET: Services - Add new Service including all the Service Validation points Add Rationale: APPLET: Services - Highlight relevant Service line to document rationale APPLET: Activities - Create New Activity - Under "Description" enter <u>capitalized identifier</u> "RATIONALE FOR ____" - Under "Extended Description" enter detailed rationale¹ Note: All fields auto populate to centralized notes.	Knowledge Article: Services Knowledge Article: Activities

Documentation Required	Form (if applicable)	Location in ICM Client File	Service Desk Knowledge Library Reference
All Activities such as Client contact (including unsuccessful attempts), conversation details and method of contact, progress updates, results, achievements, monitors, completed activities, issues and resolutions. Note: <u>For CLBC Referrals</u> The WorkBC Centre will receive the CLBC form. Once the referral is made, the Contractor will contact the Client to support them in navigating the Online Employment Services/Client Needs Assessment process. Once the Client file is open, the WorkBC Contractor will scan the referral form into ICM and make a note under the Client Inclusion Groups Applet in the description field identifying the source of the referral for reporting purposes. WorkBC Contractors are reminded that the referred Client must sign the WorkBC Employment Services Client Consent to Collect, Use and Disclose Information form.		TAB: Plans SUB-TAB: Service Plans - Select Plan Number APPLET: Services - Highlight relevant Service line APPLET: Activities - Create New Activity - Under "Description" enter: e.g. Contact Attempt, Contact with Client, Progress Update, Client Achievement, Issue, etc. - Under "Extended Description" include all required details - Note: If details are in an uploaded Attachment, also indicate this in "Extended Description" e.g. "Located in Attachments" (ensure Attachment is profiled to Service) <i>OR, for Status updates</i> APPLET: Activities - Highlight relevant Activity line - Enter End date - Update "Status" field for completed Activities <i>Note: All fields auto populate to centralized notes.</i>	Knowledge Article: Activities Knowledge Article: Client Inclusion Groups

Documentation Required	Form (if applicable)	Location in ICM Client File	Service Desk Knowledge Library Reference
Financial Supports Under \$150 (No application required) Use Financial Supports option in drop-down menu	HR3697	TAB: Attachments	Knowledge Article: Forms
Client Services Application (\$150 and over) Use Financial Supports - WorkBC Participation option in drop-down menu	HR3691	TAB: Attachments	Knowledge Article: Forms
Client Agreement Financial Supports Agreeemnt Use Financial Supports - Program Participation Services option in drop-down menu	HR3692		

Documentation Required	Form (if applicable)	Location in ICM Client File	Service Desk Knowledge Library Reference
Evidence of a Financial needs assessment and a rationale for the Financial Supports provided (if applicable)	HR3691 HR3697	Evidence of a Financial Needs Assessment and rationale for providing Financial Supports must be documented for all clients, except for BCEA clients requesting \$500 or less using the HR3697E form, where only a rationale is required. TAB: Attachments APPLET: All Attachments • Drag and drop the file from saved location on computer into Applet APPLET: Profiling • Choose "Category": Financial Documentation • In "Service Plan" field select Service Plan number • In "Service Name" field select relevant Service line <i>Note: The attachment will display under SUB-TAB: Attachments when on Services APPLETT.</i> Incremental costs for which Financial Supports are requested and/or provided are documented directly in: • Client Services Application (\$150 and over) – HR3691; or • Financial Supports Under \$150 – HR3697	Knowledge Article: Forms Knowledge Article: Adding & Profiling External Documents

Documentation Required	Form (if applicable)	Location in ICM Client File	Service Desk Knowledge Library Reference
Receipts for financial supports		TAB: Attachments	Knowledge Article: Adding & Profiling External Documents
Notes incorporated from the Client, the Contractor and any other service provider such as facilitators, instructors, alternative funding sources/employment programming, project manager, and employers		TAB: Plans SUB-TAB: Service Plans - Select Plan Number APPLET: Services - Highlight relevant Service line APPLET: Activities - Create New Activity - Select relevant "Type" - Under "Description" enter: e.g. General Note, Notes from Service Provider, etc. - Under "Extended Description" include all required details - Note: If details are in an uploaded Attachment, indicate this in "Extended Description" e.g. "Located in Attachments" <i>Note: all fields auto populate to centralized notes.</i>	Knowledge Article: Activities

Documentation Required	Form (if applicable)	Location in ICM Client File	Service Desk Knowledge Library Reference
Evidence of achieved Employment		TAB: Contact SUB-TAB: ELMSD Employment History APPLET: Employment History	Knowledge Article: Employment History

¹If rationale exceeds 1500 characters, continue entering under "Progress Comments"

10.8 FINANCIAL SUPPORTS

Clients in Case Management are eligible for Financial Supports as described in WorkBC Financial Supports policy.

13. Job Creation Partnerships Client Policy

This section of the policy addresses JCP Client Work Experience only. For more information on JCP projects see the [Community and Employer Partnerships](#) section of the WorkBC website.

13.1 SERVICE DESCRIPTION

13.1.1 General

JCP projects are the result of funding agreements between the Ministry and community organizations known as the JCP Project Holders.

JCP projects support community-based partnership initiatives that provide eligible Clients with needed work experience and skill enhancement while also benefiting the community and local economy. While project activities are required to be of benefit to both the Client and the community, the primary objective and focus must be on helping Clients to gain meaningful, recent work experience that will support them to achieve Sustainable Employment.

JCP projects have two distinct components:

1. Project: the Ministry provides negotiated funding for eligible community-based organizations to administer and provide work experience to eligible Clients; and
2. JCP project: the Project Holder facilitates and arranges a work experience for eligible Clients.

13.1.2 Key Characteristics

The JCP Project Agreement and/or the [Project Information Form](#) stipulates:

- Project duration;
- Work experience activities;
- Work experience duration and hours of work;
- Weekly participant Living Support rate; and
- Any 'top-up' to that Living Support that the JCP Project Holder has agreed to provide the JCP participants.

The [Project Information Form](#) and/or optional acceptance letter will outline any participant requirements, including Essential Work Clothing, Supplies, Tools or Equipment.

Clients participating in a JCP project:

- Gain necessary recent and/or new work experience to enhance ability to achieve Labour Market Attachment;
- Receive EI Benefits and/or Financial Supports while participating in the JCP project to assist with basic living expenses;

- Are not 'employees' of the JCP Project Holder;
- Are encouraged and supported by the JCP Project Holder and the Contractor to continue efforts to obtain Employment, including permitted time for job search;

Are responsible for participating fully and diligently and notifying the JCP Project Holder and the Contractor of any work experience or workplace safety concerns. The specific work experience activities to be provided through the JCP project will be defined in the JCP Project Agreement, as contracted by the Ministry (ELMSD). Management of those activities, including scheduling and supervision, will be the responsibility of the JCP Project Holder.

13.2 SERVICE ACTIVITIES

13.2.1 Client Suitability

The Contractor will identify Clients who are eligible and suitable for referral to the JCP project and will refer those Clients to the JCP Project Holder. The Contractor should screen potential Clients against any skills, aptitudes or abilities that have been identified by the JCP Project Holder as requirements, to ensure referrals have the capacity to undertake project activities and/or develop marketable skills as a result of the work experience. The JCP Project Holder will select suitable Clients for the project and will inform the Contractor of the results of the selection process.

13.2.2 Client Agreement

The Contractor will negotiate an agreement with each selected Client, including Financial Supports (as appropriate). The Contractor will amend a Client's Financial Agreement and/or a Section 25 Referral and Agreement for the JCP project in accordance with policy, if there is:

- A change to the Ministry established rate for Living Supports for the JCP Project;
- A change to the Client's financial needs; or
- Any other change to the JCP project that is in accordance with Ministry Policy.

Other referring agencies must provide the Client with a Client agreement that can be submitted as proof of income/training when requested by government bodies (e.g. provincial income or disability assistance).

13.2.3 Advertising JCP project

During the initial JCP project assessment, the JCP Project Applicant and/or the Ministry will consult with the Contractor to determine the availability of eligible Clients requiring work experience and skills enhancement in occupational fields related to the proposed JCP project.

Before a JCP project is approved, there must be confirmation from the Contractor that there are eligible, Case-Managed Clients within commuting distance who need work experience and who are suitable for the opportunities proposed for the project.

The JCP Project Holder, after consultation with the Contractor (when required), may advertise the project and the potential work experience opportunities in the local community. Requirements related to participant eligibility criteria must be included in any advertising.

Any Clients who self-identify as being interested in JCP project opportunities as a result of advertising must have their employment needs assessed and be determined eligible by the Contractor for a JCP project before being referred to the JCP Project Holder as a potential participant.

In addition to any external advertising, the Contractor should identify existing eligible Clients, including posting the opportunity within the WorkBC Centre and through WorkBC Virtual.

13.2.4 Other JCP project Activities

The JCP project may also include activities such as:

- Assisting the Client and/or JCP Project Holder to resolve any issue that may impact the Client's ability to maintain the JCP project;
- Providing and/or arranging for on-site job accommodations, supports, adaptive aids, learning aids and other resources to support the Client's JCP project;
- Providing job coaches to assist JCP Project Holders and Clients with systematic workplace orientation and task instruction to ensure success;
- If initiated by the Client, engaging with the Client's support system (family, friends, colleagues, other support people/networks) to facilitate long-term job retention;
- Ensuring all individually designed employment services and supports the Client requires for success are provided through the job coaching process, with a goal to reducing dependency on ongoing job coaching moving the Client to independence;
- Providing encouragement, support, motivation, and additional services as may be required to ensure the Client can maintain their JCP project; and
- Ensuring a transition to other supports, specific to each Client and JCP Project Holder.

13.3 ELIGIBILITY

13.3.1 Client Eligibility Requirements *Updated December 17, 2025

Participation in JCP may be available to the following Case-Managed Client types:

- EI Clients;
- BCEA PWD (to specific Ministry approved projects);
- BCEA Non-PWD Clients (to specific Ministry approved projects);
- General Clients (with Ministry approval); **PAUSED***

* The Ministry is working with the Ministry of Labour to resolve issues related to WorkSafeBC coverage and employment standards exclusions for project participants. Eligibility for these client groups into new projects is temporarily paused.

* BCEA PWD clients may be referred to projects when the ministry has identified via the Project Information Form this client type as the priority.

EI Clients

EI Clients who have been assessed as needing skill enhancement and work experience are eligible to participate in a JCP project.

If a BCEA Client is eligible as an EI Client, they must be considered and assessed as an EI Client for Financial Supports, including Living Supports. BCEA Clients are responsible for discussing the impact of receiving Financial Supports with the Ministry (SDD), as soon as they are confirmed as eligible for Financial Supports.

BCEA PWD Clients

BCEA PWD Clients, who have been assessed as needing skill enhancement and work experience, are eligible to participate in JCP projects.

For BCEA PWD Clients, the JCP funds will be treated as student funding for Disability Assistance purposes. BCEA PWD Clients must be clearly instructed to declare all received financial supports in the "student funding" section on the BCEA Monthly Report Form. In the section "Please Explain All Changes Including Income" they must include "CEP-WDA program funding".

Note: Contractors are requested to forward a copy of Client Agreements (JCP) for BCEA PWD Clients to SDD through an [ICM Service Request](#). When this has been done, Contractors should advise BCEA PWD Clients that it will not be necessary to re-submit the Client Agreement through My Self Serve (as instructed in the Guidelines).

If there are any changes to the amount of financial supports the participant will receive or the duration of participation on a JCP project, a new agreement will be generated for the Client and the Client will be instructed to provide this document to the Ministry (SDD).

BCEA Non-PWD and General Clients

BCEA Non-PWD and General Clients may be considered for participation on a JCP project. These Clients must be assessed as needing skill enhancement and work experience.

Ministry approval is required for all BCEA Non-PWD and General Clients that are being considered for referral to a specific JCP project. Ministry staff (ELMSD) will work closely with the Contractor to support the approval process for these Clients.

If a BCEA Non-PWD Client is approved to participate in the JCP project, the Contractor will notify the Ministry (SDD) through an ICM service request once the JCP Client Agreement is signed.

13.3.2 Client Location

The JCP project is normally in the Client's local labour market as JCP projects are intended to benefit local communities and usually Clients who reside in those communities.

Clients who reside outside the local labour market are not usually eligible for referral to a JCP project, even if they are able to temporarily relocate in order to participate. Exceptions may be made with approval of the Ministry if there is a strong rationale.

13.3.3 Eligible Activities

The specific work experience provided through the JCP Project will be defined in the JCP Project Agreement, as contracted by the Ministry. Management of those activities, including scheduling and supervision, will be the responsibility of the JCP Project Holder.

13.4 MINISTRY CONFIRMATIONS AND APPROVALS

The following confirmations and approvals are required for Clients participating in a JCP project:

- Confirmation the JCP Project Agreement has been signed*;
- EI Eligibility Check, if deemed necessary, or PWD designation confirmation;
- Section 25 Authorization and Approval (for Active EI claimants)**; and
- Authorization to Quit (in circumstances where a Client is leaving employment to participate in a JCP project).

If a non-PWD BCEA Client is approved to participate in the JCP project, the Contractor will notify the Ministry (SDD) through an ICM service request once the JCP Client Agreement is signed.

BCEA PWD clients approved to participate in the JCP project will share a copy of their agreement with the Ministry (SDD). If there are any changes in the amount of financial supports a participant receives or duration of their participation on a JCP project a new agreement will be generated for the client and the client will be instructed to provide this document to the Ministry (SDD).

BCEA PWD clients are to be clearly instructed to declare all received financial supports in the "student funding" section on the BCEA Monthly Report Form. In the section "Please Explain All Changes Including Income:" it must state CEP-WDA program funding. Details on how BCEA PWD clients are to complete their Monthly Report Form is included in Links***. * In time-sensitive situations, referral and tentative selection of Clients for a JCP project may occur before the JCP Project Agreement is finalized, but in no case may a JCP Client Agreement be negotiated or signed until the JCP Project Agreement has been executed.

** Details for the completion of [EI Reporting](#) for Active EI Claimants are included in Links.

*** Details for the completion of BCEA PWD Monthly Report Form are included in Links.

13.5 DURATION AND REPEATABILITY

13.5.1 Duration

The maximum duration of participation on a JCP project is 52 weeks. The length of a JCP project is determined by the JCP Project Agreement and is communicated to the Contractor by the JCP Project Holder when recruiting participants. In situations where a Client leaves a JCP project before

completion of their JCP project, the JCP Project Holder may recruit a replacement Client for the balance of the JCP project duration.

13.5.2 Repeatability

Clients may participate in a maximum of three JCP project placements per Service Plan. Where a Client has accepted a short-term (six weeks or less) JCP project in order to fill a vacancy due to turnover, it should be considered a "replacement" and not factored into the maximum JCP project placements per Service Plan calculation.

Clients may participate in more than one JCP project placement, under specific circumstances, which include:

- A project which recurs on an annual basis; or
- A different JCP project.

In both circumstances, it must be clearly demonstrated that the Client requires the additional work experience and that their participation is not creating a dependency on Financial Supports.

For a repeat JCP project to be considered the Client must be in a labour market that:

- Is in a community with few options for Clients to obtain work experience;
- Has high rates of ongoing unemployment; and
- Has few opportunities for employment through Wage Subsidy Services.

In addition, the Client must meet all JCP eligibility criteria described in Section 13.3 and the Contractor must confirm:

- There is a valid need for additional work experience and the Client is not becoming dependent on JCP projects for work;
- The JCP project duties will support the Client in working towards achieving the employment objectives documented in the Client's Action Plan; and
- The Client will receive experience that will lead to identified employment opportunities.

13.6 ACCOUNTABILITY

13.6.1 General

The Contractor will monitor the progress of the Client in the JCP project with both the Client and JCP Project Holder at least once every six weeks either by telephone, in person or by e-mail. At least one of the monitors must be conducted on-site, unless there is a documented rationale and approval by the Ministry, based on a risk assessment.

The Contractor will work collaboratively with the Client and the JCP Project Holder to resolve any issues or concerns with the JCP project, but must respect the roles and responsibilities of the JCP Project Holder, particularly as related to workplace standards and requirements.

13.6.2 WorkBC Coverage and Project Safety

The Ministry has arranged for EI Clients participating in a JCP project to have WorkSafeBC coverage. This coverage is important to Clients in that it provides wage loss benefits and rehabilitation expenses in the case of a work-related injury or illness.

Contractor must inform the Ministry (ELMSD) of any unsafe working conditions brought to their attention by a Client or practices observed during a monitoring visit.

It is critical that Clients report any workplace injury or occupational illness occurring on the project as soon as possible to the JCP Project Holder and/or site supervisor. In the event that Contractors become aware of an occurrence, they should encourage the Client to report it right away. Contractors should also advise Clients that, should the JCP Project Holder fail to resolve the occurrence satisfactorily, they are encouraged to report it to the Contractor.

The JCP Project Holder is expected to advise the Contractor of any injury or occupational illness affecting a Client and advise of any interruption to the Client's participation on the JCP Project.

The obligations of the JCP Project Holder and the Client participating in a JCP project are outlined in the *WorkSafeBC Coverage and Claim Procedures for Job Creation Partnerships (JCP) Projects*.

The Contractor may be called upon to verify the type and amount of Financial Supports provided to the Client or to suspend Financial Supports during a period of interrupted participation. The Contractor is responsible for documenting the occurrence in a note to the Client's file.

For all non-EI clients who are on JCP projects, the JCP Project Holder is required to ensure they have appropriate WorkSafe coverage for the Client.

13.6.3 Close Out

Once the Client has successfully completed the JCP project, the Contractor will document the completion and complete a close-out monitoring report.

13.7 DOCUMENTATION AND ADMINISTRATION

Contractors are responsible to have the following documentation in the Client File for Clients participating in JCP services:

Table 13. Documentation requirements for Service Desk Knowledge Library Reference

Documentation Required	Form (if applicable)	Location in ICM Client File	Service Desk Knowledge Library

			Reference
Financial Supports Under \$150 (No application required) Use Financial Supports option in drop-down menu.	HR3697	TAB: Attachments	Knowledge Article: Forms
Record the CEP Contract Number in the Course/Project Field on the JCP Service	N/A	TAB: Plans SUB-TAB: Service Plans Select Plan Number APPLET: Services Select the Work Experience-Job Creation Partnerships Work Experience Service and record the CEP Contract Number in the "Course/Project Field".	Knowledge Article: Services Knowledge Article: Services
Client Service Application Work Experience - Job Creation Partnership	HR3691	TAB: Attachments	Knowledge Article: Forms
Client Agreement Job Creation Partnerships (JCP)	HR3692		
Client Consent to Collect, Use and Disclose Information (if applicable)	HR3698		
Rationale for JCP Services		TAB: Plans SUB-TAB: Service Plans Select Plan Number APPLET: Services	Knowledge Article: Activities

		<i>Note: The attachment will display under SUB-TAB: Attachments when on Services APPLET.</i> Incremental costs for which Financial Supports are requested and/or provided are documented directly in: - Financial Supports Under \$150 – HR3697; or - Client Services Application (\$150 and over) – HR3691	
Receipts for Financial Supports		TAB: Attachments APPLET: All Attachments - Drag and drop the file from saved location on computer into Applet APPLET: Profiling - Choose "Category": Financial Documentation - In "Service Plan" field select Service Plan number - In "Service Name" field select relevant Service line <i>Note: The attachment will display under SUB-TAB: Attachments when on Services APPLET.</i>	Knowledge Article: Adding and Profiling External Documents
Rationale for Authorization to Quit (if applicable)	HR3699	TAB: Plans SUB-TAB: Service Plans Select Plan Number	Knowledge Article: Authorization to Quit Service Requests

		APPLET: Services - Highlight relevant Service line APPLET: Activities - Create New Activity - Under "Description" enter <u>capitalized identifier</u> "RATIONALE FOR ATQ" - Under "Extended Description" enter detailed rationale¹ <i>Note: All fields auto populate to centralized notes.</i>	
All Activities such as progress updates, progress reports (received from JCP Project Holder) results, achievements, monitors, completed activities, issues and resolutions.		TAB: Plans SUB-TAB: Service Plans - Select Plan Number APPLET: Services - Highlight relevant Service line APPLET: Activities - Create New Activity - Under "Description" enter: e.g. Progress Report, Client Achievement, Issue, Monitor, etc. - Under "Extended Description": include all required details - Note: If details are in an uploaded Attachment, also indicate this in "Extended Description" e.g. "Located in Attachments" (ensure	Knowledge Article: Activities

		Attachment is profiled to Service) <i>OR, for Status updates</i> APPLET: Activities - Highlight relevant Activity line - Enter End date - Update "Status" field for completed Activities <i>Note: All fields auto populate to centralized notes.</i>	
Summary notes of any workplace incident or injury reported by JCP Project Holder (if applicable)		TAB: Plans SUB-TAB: Service Plans - Select Plan Number APPLET: Services - Highlight relevant Service line APPLET: Activities - Create New Activity - Under "Description" enter: e.g. Workplace Incident/injury etc. - Under "Extended Description": include all required details <i>Note: All fields auto populate to centralized notes.</i>	Knowledge Article: Activities
Financial Burden rationale for any longer duration Transportation - Commuting or Dependent Care financial supports (if applicable)		TAB: Plans SUB-TAB: Service Plans - Select Plan Number APPLET: Services - Highlight relevant Service line	Knowledge Article: Activities

		APPLET: Activities • Create New Activity • Under "Description" enter <u>capitalized identifier</u> "RATIONALE FOR ____" • Under "Extended Description" enter detailed rationale¹ <i>Note: All fields auto populate to centralized notes.</i>	
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¹If rationale exceeds 1500 characters, continue entering under "Progress Comments"

13.8 FINANCIAL SUPPORTS

13.8.1 Financial Supports (Updated December 13, 2023)

The Financial Supports available to Clients participating in JCP Services are described in Table 14. Please consult WorkBC Financial Supports Policy for further detail.

Contractors should review the [Project Information Form](#) and/or optional acceptance letter for any participant requirements, including Essential Work Clothing, Supplies, Tools or Equipment.

Contractors should consult [Section 24: Assistive Technology Services](#) for Clients who appear to require Employment Related Disability Supports in order to successfully participate in the JCP project.

Table 14. JCP Services Financial Supports (Updated April 3, 2024)

Financial Support	Maximum Amount	Duration	Client Type
Living Supports	Flat rate established by Ministry for Project – cannot exceed Maximum rate of \$650 per week EI Active Claimants receive their EI Part I Benefits or Living Supports minus any EI benefit entitlement	Based on duration of participation on JCP Project - Max 52 weeks	All eligible Client types
Transportation-Commuting	• Public transportation tickets or vouchers wherever possible	Up to the duration of participation on the	All eligible

	- Private Vehicle mileage @ \$0.55/km - normally to max. \$385 per week - Public transportation (including ferry) at actual cost - Parking and Toll fees based on actual costs - Disability-related transportation expenses at actual cost	JCP project. Maximum of 52 weeks	Client types
Dependent Care	Normally Up to a maximum of \$35/day per dependent BCEA SPEI and BCEA-PWD SPEI Clients may be supported up to actual net rate after Affordable Child Care Benefit has been applied.	Up to the duration of participation on the JCP project. Maximum of 52 week	All eligible Client types
Employment Related Disability Supports	As per Assistive Technology Services policy.	As per Assistive Technology Services policy.	All eligible Client types
Essential Work Clothing	\$500 per JCP project. Ministry approval required over \$500.	During the JCP project	All eligible Client types
Essential Work Supplies, Tools or Equipment	\$1,000 per JCP project. Ministry approval required over \$1,000.	During the JCP project	All eligible Client types

13.8.2 Living Supports

A financial needs assessment is not required to establish a rationale for Living Supports because Clients participating in a JCP project are contributing their labour to the JCP project and the Living Support they receive is considered remuneration for that labour.

Living supports may be composed of EI benefits or Financial Supports or a combination of the two. For BCEA PWD clients, they will be solely composed of Financial Supports to the rate the project has been negotiated at. The Contractor must determine whether the Client is an Active EI claimant and the extent to which EI Part I benefits equal the established Living Support rate for the project. Where the Living Support rate is higher than any EI benefits received by the Client, the Contractor will provide the difference to the Client as a Financial Support. For Clients participating in a JCP project

who are not Active EI claimants, the full Living Support rate will be provided by the Contractor in the form of a Financial Support.

Clients participating in a JCP project who are in the EI Part I waiting period are still eligible for the full Living Support rate, which will be paid through Financial Supports until the Client's EI benefits begin. Once the Client begins receiving EI benefits, the Financial Supports will be reduced commensurately so the Client is not receiving more than the established Living Support rate. Note that any severance pay received by the Client during the waiting period does not affect the established Living Support assistance to which the Client is entitled for their labour on the JCP project.

If the maximum EI Part I Benefit rate changes, Ministry (ELMSD) staff, in consultation with the JCP Project Holder, will determine if the Living Support rates require an increase to the new EI maximum rate. The Ministry (ELMSD) will inform the Contractor(s) of the need to amend Client agreements to reflect any related changes in Financial Supports.

There is no requirement for the Client to supply receipts for Living Supports, nor are there any weekly or bi-weekly reporting requirements.

Participation in a JCP project is not "employment" and is specifically exempted from the provisions of the *Employment Standards Act* (as per sections 32(1)(f) and 32(3)(a, b and c) of the *Employment Standards Regulation*). Living supports provided to a Client as either EI benefits or Financial Supports are taxable but the Canada Revenue Agency (CRA) does not consider them insurable (with the exception of employer paid overtime and top up) for the purpose of the Canada Pension Plan or Employment Insurance.

Clients eligible to receive tax exemptions must inform the Contractor prior to starting work on the project.

For EI Clients and non-EI Clients receiving incremental living supports (such as dependent care), a financial needs assessment must be completed ([HR3691](#)). When conducting a Financial Needs Assessment for a BCEA PWD Client their Disability Assistance is excluded from the assessment.

13.9 INTERRUPTION IN JCP AND TERMINATION

13.9.1 Client Interruption

If a Client must take a temporary break from a JCP project due to circumstances beyond the control of the Client, it may be necessary to amend the Client Agreement. Interruption amendments should be agreed on by the Client, the Project Holder, and the Contractor.

When deciding whether to grant the Client a temporary interruption or to terminate the Client's participation in the JCP project, the Contractor should, in consultation with the Ministry, consider:

- Time remaining on the project; and
- Viability of the project with the work experience position vacant.

13.9.2 JCP Project Interruption

A JCP project may be interrupted due to an unforeseen event, such as:

- natural disaster;
- bankruptcy;
- strike or labour dispute; or
- other uncontrollable event, such as a pandemic.

In situations where a JCP project closes due to bankruptcy, Living Supports would continue to be paid to participants for a maximum of three weeks. Efforts should be made to move the Client to a new JCP project.

Clients affected by labour disputes at a JCP project are not expected to cross picket lines and therefore may experience a gap in participation. A similar gap may be experienced as a result of an event such as a natural disaster.

In the case of an officially recognized pandemic, where Clients are required to stay at home due to illness, or to care for sick family members, income support may be continued to a maximum of three weeks. In those situations where the Client is caring for a sick family member, work related to the intervention activity should be continued at home if possible. If the JCP workplace shuts down because of the pandemic, income support should continue to be paid, to a maximum of six weeks.

13.9.3 JCP Project Agreement Impact

If a JCP project is interrupted, the Ministry and the JCP Project Holder will be responsible for negotiating a revised project end date and communicating it to the Contractor(s). Wherever possible, this must be communicated to the Contractor(s) prior to the interruption with sufficient time for the Contractor(s) to avoid having the Client(s) incur an overpayment or a gap in Living Supports.

As a result of an approved interruption in the project activities, the final JCP Project Agreement end date may change and JCP Client Agreements may require amending. The revised agreement end date may be more than 52 weeks following the start date; however, the total Financial Support period for the Client cannot be more than 52 weeks except in the circumstances noted in Section 13.9.4 (Brief Interruption) or when approved by the Ministry.

13.9.4 Brief Interruption

If an interruption is expected to last three weeks or less, regardless of cause, Clients may continue to receive Living Supports for the duration of the interruption. The three-week period begins the Sunday of the week following the last day of activity. If, as the three-week point approaches, it is apparent that the interruption will be prolonged, but activity will soon continue, Financial Supports may be extended, with the approval of Ministry (ELMSD) officials. If at the end of three weeks, it is unknown how much longer the interruption will last, or if it is known that it will last significantly longer, Financial Supports should be suspended.

Where Clients are receiving Financial Support for Dependent Care, Employment Related Disability Supports or Transportation, these supports would generally be suspended as soon as possible

following the start of an interruption, unless the Client provides a reasonable rationale (e.g., Dependent Care supports are required to keep a care space open) for these supports to continue and the rationale is documented to the Client's File.

During a scheduled break in participation of three weeks or less, Clients in receipt of EI benefits should be instructed to report to Service Canada that they are attending their required service.

13.9.5 Extended Interruption

In situations where it is clear the interruption is expected to be indefinite or permanent, Living Supports may continue up to three weeks while the Client explores other options. After three weeks, the Client would return to Case Management and all Financial Supports would be suspended until the JCP project begins again. For EI Clients, the Section 25 Authorization and Referral is cancelled, and the Client must satisfy Service Canada they are ready, willing and available for work in order to continue receiving EI benefits.

13.9.6 Unauthorized Client Absence

In situations of unauthorized Client absence, all Financial Supports must be suspended. Where the unauthorized absence exceeds three consecutive working days without contact and/or reasonable and acceptable explanation from the Client, the JCP project is generally considered abandoned and the Client Agreement and payment of any Financial Supports must be terminated.

If an Active EI Claimant participating in JCP leaves the country during an approved break, his or her EI benefits could be impacted.

13.9.7 Termination of Service

A Client's JCP project may be terminated:

- By the Client, if the project activities do not meet their work experience or skills enhancement requirements or, due to personal reasons, they are unable or unwilling to continue;
- By the JCP Project Holder, if the Client's performance and/or job-site behavior is not acceptable (it is expected that the JCP Project Holder will work with the Client and Contractor in a reasonable attempt to resolve any issues before resorting to termination);
- By the Contractor, if the placement is no longer deemed suitable for the Client's needs;
- In the case of unauthorized absence, where the Client is deemed to have abandoned the placement as a result of failure to contact and/or provide a reasonable and acceptable explanation for the absence after three consecutive working days.

In all cases, Financial Supports to the Client must be terminated immediately.



WorkSafeBC Coverage and Claim Procedures for JCP



Income Reporting Guidelines for PWD Clients participating in WorkBC CEP projects (JCP and PBLMT)



Income Reporting Guidelines for PWD Clients participating in WorkBC CEP projects (JCP and PBLMT) - Contractors



Job Creation Partnerships Roles and Responsibilities

Email Guidelines for WorkBC Contractors

Introduction

Online Employment Services (OES) is the primary means of electronic communication between WorkBC contractors and clients, providing secure transmission of messages and documents. When OES messaging is not possible, email may be acceptable in exceptional circumstances, depending on the information being transmitted. This document provides guidance in the appropriate and secure use of email, ensuring that information is protected according to its sensitivity.

What Information Needs to be Protected?

Contractors are accountable for the protection of information in their custody or control, to prevent harm resulting from its unauthorized use, alteration, loss or destruction. This includes **personal information** (information about an identifiable individual other than business contact information) and **sensitive information**.

Examples of Personal Information

- Name
- Home address or telephone number
- Birth date
- Gender
- Marital status
- Social Insurance number
- Health Care Card number
- Ministry identifiers (such as GA#)
- Health and financial information

Examples of Sensitive Information

- Commercial or financial information of a third party (including contracts)
- Information that is harmful to law enforcement cases
- Financial planning material
- Copyright, intellectual property
- Solicitor client privilege
- Business security or intelligence information
- Ministry Business Continuity Plans

Guidelines

1. **Use OES messaging** whenever possible. OES messaging is much more secure than email, as traffic between clients' computers and the OES portal is encrypted. OES should also be used for the secure transmission of documents.

2. **Email communication** between a WorkBC contractor and a client is acceptable in situations **where OES messaging is not an available option** - for example, when communicating with a transitioned client who is not registered for OES.

3. **Limit the personal or sensitive information** communicated to the **minimum** of what is required to achieve the email's objective.

Examples:

- a) An email to a client informing them of available WorkBC services – at most, client name may be required.
- b) An email reminding a client of an upcoming appointment – no client personal information is required.
- c) An email to a third-party vendor to order an assistive technology device delivered to the client – client name, delivery address, and contact number may be required.

4. **Place a clear and noticeable footer in your client emails** advising the client to minimize the personal information they send in their emails to you.
5. If the information is particularly personal or sensitive, **use an alternative to email**, such as phone, fax or an in-person conversation. Social Insurance Number (SIN), Personal Health Number (PHN), and sensitive health and financial information **should not** be included in emails.
6. When including an attachment in an email, **review the attached document** for any personal or sensitive information. Consider ways to limit the amount of personal or sensitive information, or consider an alternative to email.
7. **Print/scan** emails with clients and any corresponding attachments onto the client case file.

Related Resources

WorkBC General Policy regarding use of OES for:

- [Employment Services](#)
- [Assistive Technology Services](#)
- [Apprentice Services](#)

WorkBC Contract – Schedule E Privacy Protection and Schedule G Security:

- [Employment Services](#)
- [Assistive Technology Services](#)
- [Apprentice Services](#)

[OES User Guide – Messaging](#)

Best Practices

When working with email, consider the following best practices:

1. Think about who needs (and is authorized) to receive the message.



→ Individuals who **need to know** and may be **required to respond**.

→ Individuals who **need to know** but are **not required to act** (FYI).

“Reply to All”: use sparingly, only when *everyone* actually requires the information.

2. Avoid misdirected e-mail: **triple check the address** in the 'To' field. There may be more than one "Jane Smith" in your contact list. Also, depending on how you have set up your email options, Outlook may attempt to auto-complete the address using a similar address you sent to previously.
3. When forwarding: **be aware of content in the attached email thread**. Does everyone need all the information contained in the thread? Does the thread contain sensitive or personal information that should be removed? Consider starting a new email or editing quoted text down to the minimum amount needed.
4. **Keep your email signature block(s) up to date**, to prevent breaches resulting from others' use of outdated information there. To do this in Microsoft Outlook, go to **File > Options > Mail tab > Signatures...** button.