

Please register online at <https://eao-employersseminars.labour.gov.bc.ca/>

Claims Management - Introduction (e-learning)

This course is designed to introduce participants to an overview of the workers compensation claims process.

Topics covered: Introduction to relevant legislation and policies; overview of the claims management process; initial notification & reporting procedures; investigation requirements; and how to identify and manage claims issues. The course is intended to introduce knowledge and skills to help employers manage an injured worker's claim.

For a more interactive introduction to Claims Management, please register for the Claims Management – Fundamentals (in-person) seminar.

Duration: self-paced (approximately 90 minutes to complete)

Claims Management - Fundamentals (in-person)

This seminar touches on the fundamentals of the workers compensation system to help employers develop an appropriate claims management process in their workplace.

Topics covered: Introduction to relevant legislation and policies; overview of the claims management process; initial notification & reporting procedures; investigation requirements; and how to identify and manage claims issues. The course is intended to introduce knowledge and skills to help employers manage an injured worker's claim.

Duration: approximately 3 hours

Claims Management - Stay at Work/Return to Work (in-person)

This seminar focuses on Stay at Work and Return to Work programs. Promoting stay at work/return to work is good for both the worker and employer. This seminar is intended to provide employers with information on developing an effective plan to help injured workers remain at work or safely return to suitable work. Topics covered: overview of applicable law, policy, and practices.

Note: We recommend completing Claims Management – Fundamentals prior to attending this seminar.

Duration: approximately 3 hours

Due Diligence for Employers, Managers and Supervisors (in-person / virtual)

This seminar addresses elements of due diligence as required by the **Workers Compensation Act**. Managers and Supervisors will gain a better understanding of the legislative and regulatory requirements necessary to demonstrate due diligence in their workplace.

Topics covered: components of due diligence; overview of legal requirements; safety responsibilities in the workplace; responding to due diligence requests; and consequences of failing to prove due diligence, including administrative penalties and prosecutions.

Duration: approximately 3 hours.

Hazard Identification & Workplace Inspections (in-person / virtual)

This seminar introduces techniques for identifying, categorizing, and reporting hazards in the workplace. This seminar is intended for managers, supervisors, and safety committee members

Topics covered: identifying when a hazard identification should be done, legal requirements pertaining to hazard identification, conducting workplace inspections to identify hazards, rating the severity of workplace hazards, and common strategies for controlling hazards in the workplace.

Duration: approximately 3 hours.

Incident Investigation (in-person / virtual)

This seminar provides information regarding when incident investigations are required and how to conduct these types of investigations.

Topics covered: identifying the legal requirements pertaining to incident investigations; a practical guide to investigating incidents; the importance of incident investigations; and developing effective corrective actions.

This seminar is intended for Employers, Managers, Supervisors, and members of the Joint OHS Committee who conduct or are involved in accident/incident investigations at the workplace.

Duration: approximately 3 hours.

Intro to WorkSafeBC for New Employers (in-person / virtual)

This seminar provides a brief overview of the workers' compensation system for new or potential employers, independent operators, and proprietors. This seminar is of particular interest to small employers (less than 20 employees) and newly registered employers.

Topics covered: registration, insurance premiums, introduction to occupational health and safety requirements, workers' compensation claims.

Duration: 60- 90 minutes

New Joint Committee Members (virtual)

This seminar series has been developed to assist employers and new joint committee members in meeting the minimum training requirements under Occupational Health and Safety [Regulation 3.27](#). Taking all four JHSC modules along with WorkSafeBC's **2-hour online e-Learning component** will satisfy the 8-hour training requirements for new joint committee members or new worker health and safety representatives. The following modules assume that participants have previously completed the WorkSafeBC online e-Learning.

- **JHSC: Rules of Procedures and Meetings** provides information on the purpose and content of a joint committee's rules of procedures (terms of reference), conducting effective meetings and understanding the importance of meeting minutes.
- **JHSC: Right to Refuse, Consultation and Making Recommendations** provides information on the right to refuse, consulting with workers and employers, and how to draft and present safety recommendations.
- **JHSC: Inspections and Investigations** provides information on the role of committee members in understanding the components of effective workplace inspections and incident investigations. Please note that how to conduct an investigation is not covered in this training but it is covered in our Incident Investigation seminar.
- **JHSC: Committee Evaluations and Assessing Training Needs** provides information on annual evaluations of committee effectiveness and compliance as well as how to assess the OHS training needs of committee member.

Duration: Each JHSC modules is approximately 90 minutes.

Occupational First Aid Changes: What Employers Need to Know (recording)

This recording provides information on the changes to the First Aid Regulations which came into effect November 1, 2024, and is intended for managers, supervisors, and safety committee members. Learn about the Employer's two-part duty to determine the minimum level of first aid required at workplaces based on the new Schedule 3-A. Participants will also learn about the written First Aid Assessment.

Note: No certificate will be issued for viewing this recording.

Duration: approximately 2 hours