

Who can help if I have problems at work?

In British Columbia, WorkSafeBC and the Employment Standards Branch provide help if you're experiencing problems at work.

- The Employment Standards Branch makes sure the minimum standards of wages and working conditions are met.
- WorkSafeBC strives to maintain safe workplaces and helps workers return to work after an injury or disease.

What if I don't speak or understand English?

WorkSafeBC and the Employment Standards Branch have information available in many languages on their websites:

- WorkSafeBC: www.worksafebc.com
- Employment Standards Branch: www.labour.gov.bc.ca/esb

WorkSafeBC

If I'm injured at work, how can WorkSafeBC help me?

WorkSafeBC can provide you with wage loss compensation, health care benefits, programs to help you return to work safely, and a range of other supportive services.

What should I do if I'm injured at work?

If you suffer a work-related injury or illness, you must:

- Step 1: Tell your employer immediately.
- Step 2: Seek medical attention and tell your doctor your injury is work related.
- Step 3: Start a claim with WorkSafeBC as soon as possible. Call: 1-888-967-5377. If you have difficulty speaking English, WorkSafeBC can request an interpreter on your behalf.

What will happen with my claim?

Your claim will be either accepted or denied. If it's accepted, you'll start receiving wage loss compensation. If it's denied, WorkSafeBC will tell you why. Nonetheless, you'll have the right to ask for a review of the decision. Submit your request online: www.worksafebc.com.

To prepare for a review, you will need:

- Details of the decision and your reasons for requesting a review
- Documents that support your reasons

Employment Standards Branch

The Employment Standards Branch makes sure BC's *Employment Standards Act and Regulation* is followed. This act sets the minimum standards of wages and working conditions in most B.C. workplaces. This includes things like hours of work and overtime, minimum wage, statutory holiday pay, vacation pay and termination of employment.

If I believed I've been treated unfairly at work, how do I file a complaint?

If you believe you were fired without just cause, or that your employer has not paid you correctly, then you should contact the Employment Standards Branch. Call 1-800-663-3316 or go to the website at www.labour.gov.bc.ca/esb.

There is also a Self-Help Kit that you can use to file a complaint. This Kit helps an employee to define the problem and explain the solution. If you have significant English language difficulties, you do not have to use the Self-Help Kit. The Self-Help Kit is available online: www.labour.gov.bc.ca/esb.

Filing a Complaint

If an employee is unable to resolve a dispute by using the Kit, he or she may make a complaint to the Employment Standards Branch. Complaints must be in writing and can be faxed, mailed, dropped off in person or submitted online. You will need to describe what happened and provide evidence that relates to the complaint. Call 1-800-663-3316 or go to the website at www.labour.gov.bc.ca/esb.

REMEMBER: Keep all information that may help your case, such as a record of the hours you worked or your paystubs. It may be helpful to get statement from witnesses. Be as detailed as possible.

What happens next?

Most cases follow a dispute resolution process that includes mediation. This is an informal meeting, which can be held in person or on the phone, between the employer, the employee and a branch mediator. If the parties resolve their dispute, they will sign a settlement agreement and the employer will pay the agreed-to amount.

If the dispute is not resolved, the matter will be scheduled for an adjudication hearing. A hearing may be held in person or by telephone. After hearing both sides, an Employment Standards Branch officer makes a written decision, called a determination, about the dispute.

If the decision finds that money is owing to the complainant, the employer is ordered to pay the amount owing. The decision can be appealed to the Employment Standards Tribunal: www.bcest.bc.ca.