

Guide to the AWCBC Information Request Service



Prepared by AWCBC
Date: Oct 25, 2024

Welcome to our guide on accessing and managing your information requests. Follow these simple steps to navigate our member section of the website effortlessly. If you have any questions along the way, please don't hesitate to reach out at contact@awcbc.org.

Step 1: Log in as a member

Please note that the recently updated website will require previously registered members to create a new password to access their accounts. [When attempting to log in](#), if you haven't already done so, be sure to reset your password. You'll receive an email containing detailed instructions to help you complete the process within 1-5 minutes.

Not a member, register for an account:

1. Visit awcbc.org and click on the "Member Login" button located at the top-right corner.
2. Click on [Register for an account](#) and fill in your details to create a unique login for full access to the site.

Notes:

1. Only board/commission email domains will be accepted (e.g., wcb.ns.ca, worksafebc.com).
2. If an instructional email is not received, please check the junk folder.

Step 2: Locate the 'Members Site'

Once logged in, click on the [link for the Members Site](#) found in the top Navigation Bar to access the various features available to you as a member.

Step 3: Make a New Request or View Past Requests

The Member Site section provides two options for information requests:

1. [Make a New Information Request](#): an opportunity to request a variety of information from all Canadian Boards/Commissions.
2. [View Past Information Requests](#): access to the response summaries of previously submitted requests.

Step 4: Complete the Information Request Submission Form

To initiate an information request, complete all the required fields provided on [the form](#). Once submitted, your request will be reviewed, then forwarded to our contact at each board/commission for a response. These contacts will then pass it along to the appropriate individual within their organization who can best address the request.

Step 5: To Submit a Response

To ensure your response is properly recorded and included in the final summary, please use the [Information Request Response Form](#). There's no need to send an email—your response will be shared automatically with the requester upon submission. Simply follow these steps:

1. Select the relevant 'Topic' of interest from the dropdown menu.
2. Provide your detailed response to the associated questions.
3. No personal greetings are needed, as your response will be directly posted to the summary.

This streamlined process helps ensure accurate and efficient sharing of information. A summary of all responses will be published in the [online depository](#) for future reference by all members.

Response Timeframe

A standard timeframe of at least ten working days has been allotted for addressing each information request unless an expedited response is indicated. If you need more time, or if you don't have the necessary information, **please use the form to notify the requester.**

Guidelines for Effective Information Requesting: How to be a good requestor

To assist those who will be responding to your request:

Preliminary Investigation: The requested information may already be accessible on the Boards/Commission websites. To minimize duplicated efforts, please conduct initial research before submitting a request, including the past requests posted in the online depository of the AWCBC website.

Limit Queries: Please limit your questions because fulfilling extensive requests requires significant time and effort. Fewer questions enhance each WCB's capacity to meet established deadlines and minimize disruptions to the daily tasks of those responding.

Be Clear and Specific: Clearly articulate what information you need and why. Provide context and details to help the recipient understand your request. Avoid using acronyms or include the meaning of acronyms, as these can vary significantly between jurisdictions.

Provide Necessary Background: If your request requires some background information or context, provide it upfront to help the recipient understand the purpose and importance of your request.

Appropriate Deadlines: Choose a deadline with the understanding that fulfilling complicated information requests may take time, especially if the requested information needs to be gathered or verified. **Please provide at least a minimum of ten working days for responses to each information request.** Kindly specify the rationale for the necessity of providing the information earlier.

Once submitted, the request will automatically be forwarded to each Board/Commission. Jurisdictions will respond directly to you. The Association will collate all responses and publish a summary of all information received directly in the [online depository](#) for future reference by all members.