

# Evidence & Documentation Center

"If it isn't documented, they'll swear it never happened."

WorkSafeBC lives on paper (and pixels).

Phones calls vanish. "Misunderstandings" appear. Memories get fuzzy.

Your job is to **turn your life into a record**:

- So you can prove what happened
- So other people (review officers, WCAT, MLAs, journalists) can see it clearly
- So they can't gaslight you later

You don't need fancy software to start. You need:

- A folder
- A notebook (or notes app)
- A simple system you actually use

This page gives you that system.

## 1. What You Should Be Saving (Right Now)

Think in **four buckets**. If something happens, ask: "Which bucket does this go in?"



### A. Medical & Health Evidence

Save:

- Doctor/GP reports and notes
- Specialist consultations (orthopedic, psych, neuro, etc.)
- Physiotherapy/chiro/OT reports
- Imaging requests and results (MRI, X-ray, CT, ultrasound)
- Functional capacity or work limitation forms
- Any "fit for duty" / "not fit for duty" notes

If a provider **said it but didn't write it**, write it down yourself:

"On [date], Dr. [Name] said: '[approximate wording]'."

You're not pretending to be a doctor; you're preserving reality.

## B. WorkSafeBC / Agency Documents

Save:

- Claim acceptance / denial letters
- Decisions about wage-loss, treatment, return to work, vocational rehab
- Any "we are closing your file" or "your condition has resolved" letters
- Case manager emails
- Online portal messages (screenshot them)
- Internal forms they send you to fill out

If they call and **talk** but don't follow up in writing?

- You make the record.
- That's what the call log is for (see below).

## C. Employer & Workplace Evidence

Save:

- Incident reports / injury reports
- Emails or texts about:
  - modified duties
  - schedule changes after the injury
  - performance "issues" that suddenly appeared
- Notes of conversations with your supervisor / HR
- Write-ups, warnings, "coaching conversations", discipline letters

- Any mention that you're "not a good fit anymore"

Even if it feels small now, it can matter later when you're proving:

- Retaliation
- Failure to accommodate
- Bad faith around return-to-work

## **D. Money & Survival Evidence**

You're not just injured; you're broke.

Save:

- Pay stubs from before and after the injury
- Records of EI, CPP-D, disability benefits, social assistance
- Rent/mortgage statements
- Overdraft/credit card statements showing when things went sideways
- Any notices:
  - eviction threats
  - collections letters
  - shut-off notices (hydro, phone, etc.)

This isn't about pity. It's about:

- Proving **impact**
- Showing why delays and bad decisions **matter in real life**

## **2. Build Your Claim Timeline (The Backbone of Your Case)**

A **timeline** is the skeleton everything else attaches to.

You don't need a fancy app. A table on paper or in a doc is enough.

Make four columns:

**Date | What happened | Documents/Proof | Why it matters**

Examples:

- May 5, 2025 | Injured right knee at work lifting [thing]. | Incident report, coworkers [names]. | Start of claim; shows mechanism of injury.
- May 12, 2025 | First GP visit - suspected [injury], recommended [treatment/test]. | Doctor note / report. | Early medical opinion; shows not "minor soreness".
- June 30, 2025 | WorkSafeBC stopped wage-loss, said condition "resolved". | Decision letter. | Turning point; conflict with medical evidence.
- July 15, 2025 | Physio reports ongoing impairment / restrictions. | Physio report. | Contradicts "resolved" finding.

You don't have to fill it all in at once. Start with:

- Injury date
- First med visit
- First acceptance/denial decision
- First time things went obviously wrong

Add as you go.

Later, this timeline becomes:

- Your **WCAT chronology**
- The spine of your **MLA briefing**
- The thing that makes your story legible to strangers

### **3. The Call Log: Turn Every Phone Call Into Evidence**

If you talk on the phone and don't write it down, the official record is **whatever they feel like later.**

Your call log doesn't need to be pretty. It needs to exist.

Use a notebook, doc, or spreadsheet with columns:

**Date | Time | Who | Number / Extension | What I asked | What they said | Follow-up promised**

Example entry:

**Date:** Oct 7, 2025

**Who:** [Case Manager Name], WorkSafeBC

**What I asked:** Why wage loss was stopped while my GP still has me off work; whether they've read the [date] report.

**What they said:** "We rely on our internal medical advisors; if you disagree you can request Review." No answer on whether GP report was considered.

**Follow-up:** They said decision was final; no further investigation.

This is gold later when they claim:

- "We answered your concerns."
- "You never raised that with us."
- "We explained that on the phone."

You can reply:

"On [date], I called and asked [X]. You stated [Y]. I have recorded this in my call log and can provide details if needed."

That's how you drag conversations back into the realm of **facts**.

## 4. Email & Letter Tracking: Never Lose a Thread

Every time you send something important:

- Save a copy.
- Note it in a simple log.

Columns:

**Date sent | To | Subject / topic | What I asked for | Response? (Y/N) | Notes**

Example:

**Date sent:** Sept 25, 2025

**To:** my MLA's office

**Subject:** WorkSafeBC reassessment request

**What I asked:** Help obtaining full reassessment; clarification on contradictory decisions.

**Response?:** Yes – they said they emailed WorkSafeBC.

**Notes:** Later told it was “outside scope”; no reassessment completed.

Why bother?

Because later you can say:

“On [X dates] I wrote and asked [these specific questions]. I either:

- received no answer, or
- received replies that did not address the questions.”

That’s how you turn **stonewalling** into a **procedural fairness argument**.

## 5. Name Your Files Like Someone Else Will Have to Read Them

Future-you (and future-advocate-you) will thank you.

Use file names like:

- 2025-05-12\_GP\_Report\_Dr-Smith.pdf
- 2025-06-30\_WorkSafe\_Decision\_Stop-Wage-Loss.pdf
- 2025-07-15\_Physio\_Report\_Clinic-Name.pdf
- 2025-09-25\_Email\_MLA-Office\_Reassessment-Request.pdf

Basic idea:

YYYY-MM-DD + \_ + Source + \_ + ShortDescription

Then when someone asks:

“Do you have the physio report from July?”

You don’t spend 40 minutes clicking random “scan001-final-FINAL(2).pdf”.

## **6. “I Don’t Have the Documents” – How to Chase Them**

If you’re missing stuff, that’s normal. Start plugging gaps.

### **Ask Your Health Providers**

You can say:

“I’m involved in a workers’ compensation matter and I need a copy of my records related to [injury] from [date] onward, including consultation notes, imaging reports, and forms you’ve sent to WorkSafe.”

They may charge a fee. Ask for:

- Electronic copies if possible
- At least key reports and any forms actually sent to WorkSafeBC

### **Ask WorkSafeBC / the Agency**

Many agencies let you request a **copy of your claim file** or “all documents on my file.” There might be a specific form; if not, you can write:

“I am requesting a complete copy of my file for [Claim/File #], including:

- all decision letters,
- all medical reports received,
- all internal medical opinions,
- case notes, and
- any correspondence with my employer.”

Later, if things are serious, you can look at **FOI/Access to Information** options. For now, just:

- Get as much as you can
- Keep it organized as it comes in

## **7. Quick Start: Do These 3 Things Today**

If this page feels like a lot, strip it down. Start with:

1. **Make a “Claim” folder.**
  - On your computer or in a physical box.
  - Put every WorkSafeBC letter and medical note you can find into it.
2. **Start a simple timeline.**
  - Write down 5–10 key dates:
    - Injury
    - First doctor visit
    - First acceptance/denial letter
    - Any big changes (benefits stopped, employer issues)
3. **Start a call log with your next phone call.**
  - Even if it’s just a note in your phone:
    - Date
    - Who
    - What you asked
    - What they said

From here, everything else on this site plugs into that record:

- **Strategy & Pressure Points** tells you what to look for in those documents.
- **Email & Letter Templates** tell you how to write back using your evidence.
- **The WCAT Armory** shows you how other workers used timelines and documents like yours to win.

You’re not “being difficult.”

You’re acting like someone who knows the game is played on paper — and refuses to show up empty-handed.