

The Worker's Toolkit (v1) – Product Overview

1. Name & Context

Working Name:
The Worker's Toolkit (v1)

Tagline (internal):
Evidence, strategy, and leverage for injured workers in B.C. getting stonewalled by WorkSafeBC.

Scope:
This is **Phase 1**. It is not a full legal service. It is a structured information + strategy hub that helps workers turn chaos (injury, denials, ignored emails) into something legible and actionable.

2. Mission

Mission:
Expose, educate, and equip injured workers in British Columbia to navigate and fight WorkSafeBC using **evidence, strategy, and legislative pressure**.

The site should:

- Translate complex legal/administrative concepts into **usable moves**.
- Help workers **document and frame** what's happening to them so it can stand up in front of Review Division, WCAT, MLAs, journalists, etc.
- Shift people from "I'm lost and begging" to "I'm documenting, escalating, and building a record."

3. Primary User

Who this is built for (v1):

- Injured worker in British Columbia
- Usually **self-represented**, no lawyer or advocate

- Has a WorkSafeBC claim that is:
 - Newly denied, or
 - Suddenly cut off, or
 - Stalled / ignored / mishandled
- Emotional state: confused, overwhelmed, angry, but still functional enough to read and send emails.

Key assumptions about the user:

- They have **limited time, money, and energy**.
- They do not know the law, but they understand bullshit when they see it.
- They can copy/paste, fill in simple forms, and upload PDFs.
- They may be on a phone, in a noisy environment, with low bandwidth.

4. Core Outcome for v1

If v1 works, a typical user should walk away with:

1. Orientation

- They understand **where they are in the process** (e.g., “just injured”, “just denied”, “already at Review/WCAT”).

2. Next Moves

- They know **their next 1–3 concrete steps** (e.g., “start a call log,” “send this email,” “file this review,” “build this timeline”).
- They have **words they can actually send**:
 - Email templates to WorkSafeBC, their employer, MLAs, Ministers, etc.
 - Pressure-point language that sounds sharp, not desperate.

3. Legitimacy & Leverage

- They see that:

- Other workers have faced similar patterns.
- WCAT and courts have **already called out** some of these behaviours.
 - Their situation feels **legible and real**, not "I must be crazy."

In one sentence:

A v1 success is a worker moving from "WTF just happened?" to "**Here's what happened, here's where it breaks the rules, and here's what I'm doing next.**"

5. v1 Feature Focus (High-Level)

(Details come in later sections – this is just to anchor dev/UX.)

For **Phase 1**, the site should prioritize:

- **Start Here / Orientation page**
 - Simple routing based on "Where are you stuck?" (early claim, denial, being ignored, already appealing).
- **Evidence & Documentation Basics**
 - What to save, how to build a timeline, how to log calls/emails.
 - No heavy tech required in v1 – a clear system is enough.
- **Tactical Strategy / Pressure Points**
 - Explanation of where WorkSafeBC and related actors are vulnerable (ignored evidence, contradictory decisions, non-answers, bogus records, oversight ducking).
 - Copy-ready phrases.
- **Email & Letter Templates**
 - MLA, Minister, agency, employer, escalation targets.
 - Templates reflect **structure and tone**, but content is user-fillable.
- **WCAT Precedent Armory (Starter Pack)**
 - A small, curated set of WCAT decisions with:

- Plain-language summaries
- “What the panel cared about”
- “How you can use this in your own case”

6. Non-Goals for v1 (Important)

To keep this build sane, v1 is **not**:

- A full case-management system
- A real-time chat, counseling, or advocacy service
- A substitute for formal legal advice
- A community/forum platform
- A complete database of every WCAT decision ever

Those can come later.

Right now, we’re building a **high-impact, low-friction toolkit** that:

- Clarifies
- Arms
- and Activates

injured workers who are getting worked over by WorkSafeBC.