

Troubleshooter Fact Sheet

What is the purpose of the Troubleshooter process?

The Troubleshooter process was created to foster discussion and help resolve issues that relate to the implementation of the COVID-19 Health and Safety Guidelines for the K-12 Setting (the Guidelines), health and safety issues relating to the Guidelines, and other pressing COVID-19 issues.

Who can request a Troubleshooter?

The following organizations can request a troubleshooter: the BC Teacher's Federation, local unions belonging to the BC Teacher's Federation, support staff unions, the BC Public School Employers' Association, and the Board of Education.

Can an employee, parent, student, or other individual request a Troubleshooter?

A request must come from one of the organizations listed above. If you have an issue, reach out to one of those organizations to see if you can resolve your issue.

How do I request a troubleshooter?

Complete the Troubleshooter Request Form and submit it to the Labour Relations Board. Requests can be submitted at any time and will be responded to on the next business day.

Who are the troubleshooters?

The troubleshooters are staff who work at the Labour Relations Board. A troubleshooter could be a vice-chair, mediator, deputy registrar, or a special investigating officer. Staff at the Board are neutral and experienced in working with parties to resolve issues.

I've applied for a Troubleshooter, now what?

Once the troubleshooter application is received, it will be assigned to one of the staff members listed above. The assigned Troubleshooter will reach out to you to start the process.

What is the Troubleshooter process?

The Troubleshooter process is flexible and depends on the issue raised. The approach is informal and collaborative, with the goal of finding a mutually agreeable solution to the issue raised. Once the Troubleshooter has contacted each party, they will come up with a process to foster discussion.

What can a Troubleshooter do?

The Troubleshooter can work with parties to help them talk to each other, fact-find to try and clarify the issue, and make recommendations that are not legally binding (non-binding recommendations).

Can the Troubleshooter order an organization to do something?

No. The Troubleshooter's mandate is to resolve issues informally or make non-binding recommendations.

What kind of recommendations can a Troubleshooter make?

The recommendations made depend on the issue being raised. For example:

- If there is a pre-existing and effective process for dealing with the issue raised, the Troubleshooter may recommend the issue be dealt with using that process, including additional recommendations for getting the issue resolved quickly
- The Troubleshooter may recommend an issue be dealt with through another mechanism or agency (e.g. WorkSafe BC)

How quickly will the Troubleshooter resolve my issue?

The process is meant to be quick however, if the issue is complex or the Troubleshooter is having difficulty getting all the information needed to make a recommendation, this could delay the process.

What if I need a Troubleshooter on an evening or weekend?

If the circumstances are urgent, meaning the issue would have imminent negative consequences if not resolved by the next business day, you can submit the form via email to the Labour Relations Board and then call the emergency number listed on the form. A Troubleshooter will reach out to you to assess the urgency of the situation.

What if I have more questions?

Contact the Labour Relations Board's Information Officer at information@lrb.bc.ca